Sector: Security

Job Role: Unarmed Security Guard

Qualification Pack Reference ID: SSS/Q0101

Module Codes: SS 401 to 407- NQ2016

Sector: Security

Vocational Subject: Security Services

NSQF Level 4; Class XII

Student Workbook

Student Details

Student Name:_____

Student Roll Number:_____

Batch Start Date:_____

Table of Contents

Preface

The student workbook is a part of the training package developed for the vocational subject under the National Vocational Education Qualification Framework (NVEQF)/National Skill Qualification Framework (NSQF), an initiative of Ministry of Human Resource Development (MHRD), Government of India. The NSQF sets common principles and guidelines for a nationally recognized qualification system covering Schools, Vocational Education and Training Institutions, Technical Education Institutions, Colleges and Universities. It is envisaged that the NSQF will promote transparency of qualifications, cross-sectoral learning, student-centred learning and facilitate learner's mobility between different qualifications, thus encouraging lifelong learning. The National Curriculum Framework, 2005 recommends that children's life at school must be linked to their life outside the school. This principle makes a departure from the legacy of bookish learning which continues to shape our system and causes a gap between the school, home, community and the workplace.

The Pandit Sunderlal Sharma Central Institute of Vocational Education (PSSCIVE), a constituent of National Council of Educational Research and Training (NCERT) has developed modular curricula and learning materials for the vocational subjects offered from Classes IX to XII (NSQF Levels 1-4). This student workbook, which has been developed keeping in view the National Occupation Standards (NOSs) set by the Security Sector Skill Development Council (SSDC) for the Job Role of Unarmed Security Guard, is meant for students who have passed Class XI or equivalent examination. The National Occupation Standards are a set of competency standards used for recognizing and assessing skills and knowledge needed to perform effectively in the workplace.

The success of vocationalisation of education in schools depends on the steps that Principals and Teachers will take to encourage children to reflect their own learning and to pursue imaginative and on-the-job training activities. Participation of learners in skill development exercises and inculcation of values and creativity is possible if we involve children as participants in learning and not as receivers of information. Flexibility in the daily time-table would be a necessity to maintain the rigour in implementing the activities and the required number of teaching days will have to be increased for teaching vocational subjects.

The student workbook has been developed and reviewed by a group of experts and their contributions are admirably acknowledged. The utility of the workbook will be adjudged by the qualitative improvement that it brings about in teaching-learning. The likelihood of text errors, including typographical errors cannot be ruled out. The feedback and suggestions on the content by the teachers and other stakeholders will be of immense value to us in bringing about necessary improvement in the student workbook.

Acknowledgements

We acknowledge the contributions of the following persons and organisations in the development and review of the content of the student workbook:

About Your Workbook

The student workbook contains sessions which will help you to acquire relevant knowledge and skills (generic and domain-specific skills) related to the job role. Each session is small enough to be easily tackled and digested by you before you move on to the next session. Animated pictures and photographs have been included to bring about visual appeal and to make the text lively and interactive for you. You can also try to create your own illustrations using your imagination or taking the help of your teacher.

Let us now see what the sections in the sessions have for you.

Section1: Introduction

This section introduces you to the topic of the Unit. It also tells you what you will learn through the various sessions covered in the Unit.

Section 2: Relevant Knowledge

This section provides you with the relevant information on the topic(s) covered in the session. The knowledge developed through this section will enable you to perform certain activities. You should read through the information to develop an understanding on the various aspects of the topic before you complete the exercise(s).

Section 3: Exercise

Each session has exercises, which you should complete on time. You will perform the activities in the classroom, at home or at the workplace. The activities included in this section will help you to develop necessary knowledge, skills and attitude that you need for becoming competent in performing the tasks at workplace. The activities should be done under the supervision of your teacher or trainer who will guide you in completing the tasks and also provide feedback to you for improving your performance.

Section 4: Assessment

The review questions included in this section will help you to check your progress. You must be able to answer all the questions before you proceed to the next session.

SECTOR: SECURITY

NSQF Level 4 (CLASS XII)

SS401-NQ2016 – Security of Premises and Property

Student Workbook

Table of Contents

INTRODUCTION

Security of a premise includes precautions taken to guard against theft, sabotage, stealing of information, data, etc. Besides the outer perimeter, threats may lie within the premises itself and hence it is important that we are aware of this aspect and take necessary precautions.

The security system used on the premises will depend on its vulnerability. For example, a building on a corner plot is more vulnerable than one in the centre, or the shop on the street is more vulnerable to theft than the one located in an enclosed premises or mall. Walls, fences, boom barriers, power fences, security lighting, locks and access control systems are all means of enhancing the security of a premise.

Security of premises is planned in layers or cordons so that an intruder does not have a free run. Once the perimeter or outer layer is secured, necessary security measures are taken to protect the assets within the premises. This is done by controlling and monitoring access to the premises. While optimum security would be obtained by restricting access to the barest minimum, business interests would require that the premises are easily accessible to the public. The problem becomes more acute when there are multiple agencies involved in the security setup.

No matter where the house or a business set up is located, necessary protective measures have to be taken against the external and internal threats. In this unit, you will learn about the intrusion and access control systems inside the premise.

Physical security describes security measures that are designed to deny access to unauthorized personnel from physically accessing a building, facility, resource, or stored information.

Layers of security: Physical security of premises is laid out in layers starting from the perimeter through access control and intrusion detection systems across layers to the core.

Perimeter security: It is planned to cover a specified area. The layout and the type of security system depend on the size of the premises, types of internal and external threats, layout and availability of resources. The purpose of perimeter security can be abbreviated as 3Ds, as given below:

(i) **Deter:** A perimeter clearly defines the limits of the protected area and deters an easy access.

(ii) **Detect:** A perimeter is helpful in detecting any authorized or unauthorized movement into the premises.

(iii) **Delay:** An unauthorized access to the premises is delayed by erecting gates, barriers and such other obstacles.

The various deterrents that could be used for perimeter security include the following:

Fence: It is the most common form of perimeter protection. Normally barbed wires supported on metal or wooden stakes serve as fence.

Compound walls: A well-erected compound wall enhances perimeter security (Fig.1). It prevents observation and intrusion from outside. We normally find one or more gates along the compound wall or fence to facilitate entry into and exit from the premises.

Figure 1: Compound Wall

Driveways: Driveways (Fig.2) are entry or exit routes to facilitate movement of people and vehicles into the premises.

Main gate: It is main entry or exit point to any premises (Fig.3). It is here that checking of people and vehicles takes place to ensure security.

Material gate: Material gates are normally found in the premises where movement of large volumes of material takes place. Vehicles and materials passing through these gates are thoroughly checked to minimize threats and losses.

Figure 2: Driveways

Common perimeter security devices: The following perimeter security devices are commonly installed in the premises for perimeter security:

(i) **Observation tower** (Fig.4)**:** A tower is an elevated structure erected to provide an overall view around the premises. It acts as the „eyes" of the security system. The towers are provided with flood lights to observe area at night. Observation towers with flood lights are normally found in army cantonments, important installations and jails.

(ii) **Barbed wire fence** (Fig.5)**:** Barbed wire fence is the most common device which provides effective protection against trespass and intrusion. Other fences are chain-link fence and concertina wire fence.

(iii) **Electrified fence** (Fig.6)**:** In order to increase the protection level of wire fence, electric current is passed through it. Due to electric shocks on contact, it becomes a good deterrent against intrusion. An alarm can also be connected to an electrified fence.

(iv) **Barriers:** A barrier (Fig. 7) is a bar or pole pivoted in such a manner to control vehicular movement through a check point. It can be operated manually or electrically. Barriers are normally seen at cantonments, toll plazas, parking areas and important installations.

(v) **Intruder alarms:** Intruder alarms are attached to fences and compound walls to enhance security level. These alarms provide warning against trespass and intrusion into premises. Such alarm systems are used in places with possibility of intrusion by people. Some of these locations are offices, strong rooms, banks/vaults, high security areas, prison cells, residential houses, factories, and museums.

Figure 3: Main Gate

Figure 4: Observation Tower

Figure 5: Barbed Wire Fence

Figure 6: Electrified Fence

Figure 7: Pole Barrier

Visit an installation which has got perimeter fence and main gate. Observe the security personnel controlling the movement of people and vehicles through the premises. Prepare a note on the observations that you have made and include in your student portfolio.

Assessment

Short Answer Questions

1. What is meant by perimeter security system?

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2. Explain the 3Ds of perimeter security system.

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3. List the sensitive perimeter security points.

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Checklist for Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

Differentiated between

(a) Fencing and compound walls.
(b) Main gate and material gate.
(c) Barbed wire fencing and electrified fencing.
(d) Observation tower and flood lighting tower.

(e) Intruder alarm and fire alarm.

(f) Security system required for unoccupied premises.

Part B

Discussed in class the following:

(a) What is perimeter security system?

(b) What are the sensitive perimeter security points?

(c) What are the commonly used perimeter security devices?

Part C

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
Identify sensitive perimeter security		
points in a given situation/place		
Identify the various security devices		
Identify the various perimeter barriers		

RELEVANT KNOWLEDGE

We lock our doors to keep out thieves. For security reasons we practice some form of access control. In bigger premises, where number of visitors is large, it becomes necessary to monitor, control access and record the movement of people. The access control systems being employed in such premises have become sophisticated and simple locks have made way for electronic locks and gadgets.

We enter the classroom through the door. Now, let us look at it as an entry point. Just stop and ponder about it as being a means of controlling and monitoring the access. It can be done by installing visitors counting device and a control system such as a turnstile (Fig. 8). Depending upon the vulnerability and value of the assets we cater for security. Accordingly, we choose either a simple wooden door or a thick steel door with elaborate locking devices, for example, the one we find in bank strong rooms.

Figure 8: A Turnstile Gate

Access Control Systems

Let us now learn about some of the commonly used counter-intrusion and access control systems.

Locks: A lock (Fig.9) is the most common counter-intrusion and access control device. Locks are the main stay of domestic and residential security. These have evolved over the years and lever locks, code operated locks, combination locks, multiple dial locks and electronic locks are now easily available.

Figure 9: A Lock

Figure 10: ECR

Electromagnetic card reader: An electromagnetic card reader (Fig.10) is a card-based access control system where the data is stored in the form of magnetic stripes, as in credit and debit cards. When the card is swiped or inserted in the machine, the reader head picks up the encoded data of the card. It compares the data with that stored in the memory and on matching, it operates a relay which in turn activates a door or the gate.

The drawbacks of this system are short life of card and loss of data due to repeated usage. Cards have an average life of 18-30 months. This system is used extensively in commercial and industrial sectors.

These cards are reprogrammable. They are more convenient than keys which often get lost. The card reader also provides useful data regarding details of entry and exit of the card holder.

Proximity Card Reader: The proximity technology reader constantly transmits a Radio Frequency (RF) signal that provides energy to the card (Fig.11). When the card is held at a certain distance from the reader, the RF signal is absorbed by the card and the card transmits the unique identification code to the reader. The whole process is completed in micro seconds. The Delhi Metro Rail Corporation uses this technology for granting access to the passengers. The cards and tokens issued to the passengers operate on this principle. Some of the advantages of this system are:

- □ Long card life.
- □ Cards can be read through purse/wallet
- □ Card and reader orientation is not critical.
- □ Less operation time.

Biometric access control systems (Fig.12)**:** Biometric access control systems record and store the details of human body such as finger prints, iris (eye) and face. For gaining access, the card holder

Figure 11: Proximity Card Reader

Figure 12: Biometric Access Control

Figure 13: Turnstile

Figure 14: Internal Locks

enters Identity (ID) number and presents the concerned body part to the biometric reader. The reader compares the body part with the user's unique template. If the images match, the reader activates access control system to permit entry to the premises.

Turnstiles: The turnstile (Fig.13) is meant for controlling entry of personnel, one at a time, as a part of the access control. It is capable of operating in both directions with the option of single direction control, with the reverse direction locked. The barrier utilizes a positive action lock which prevents two passes at one time. The logic of the system is compatible with card readers and also incorporates a built-in timer to control entry function.

Internal locks: Internal locks (Fig.14) are used to provide or deny access into specific areas of the premises. Safes, lockers and other locations storing valuables are secured in this manner. Uses of locks require a system of key control as part of the security practices.

Exercise

Go around the school and see how the access to the school is controlled and answer the following questions on the access control system being used in the school.

Gates and doors

1. How many gates are there along the compound wall of the school?

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_____
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_____

2. Are there any security lights along the compound wall?

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3. How is access control being managed in the school?

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_____
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_____

4. Describe the type (s) of gates/ doors and how are these being secured?

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_____

Office area, office, computer room doors\ windows

1. Are these rooms secured with locks after school hours? If not, explain how these should be secured.

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_____
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2. How is access to the computer room controlled?

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3. Do offices and computer rooms have windows? How are these secured?

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Short Answer Questions

1. What are the advantages of the electromagnetic card reader?

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2. What are the advantages of the proximity card reader?

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3. List three biometric systems in use for access control and write a short note on any one of them.

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CHECKLIST FOR ASSESSMENT ACTIVITY

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

Differentiated between the following:
(i)   Locks and bolts
(ii) Doors and Gates
(iii) Electromagnetic card reader and proximity card reader

Part B

Discussed in class the following:

What are the advantages and disadvantages of the following:

(i)   Locks
(ii)   Electromagnetic Card Reader
(iii)   Proximity Card Reader
(iv)   Biometric Access Control System

Part C

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
Demonstrate the use of Electromagnetic Card Reader		
Demonstrate the use of Proximity Card Reader		

RELEVANT KNOWLEDGE

All establishments, such as railway station, airport, school, hospital, hotel, mall, factory or shop have people visiting in large numbers. Visitors are important to all these establishments for their business. Some form of access control and security checks are applied to ensure security of people and property. The level of security cannot be same at all places because of the vulnerability and costs involved in providing security. Therefore, the requirement of security is prioritized. For example, an airport will have more security than a factory. Security is enhanced by controlling access into secured premises. Access control is carried out by permitting access to authorised persons, vehicles and materials through a system of checks and passes.

Employee identity card: Each employee of the establishment is issued a photo identity card (Fig. 15 & 16), which contains the required information of the employee like name, address, date of birth, designation, identification marks and its expiry date. It is a document for establishing identity of the holder. The employees display their identity cards to gain access into the premises. With advancement in technology, the identity cards are becoming increasingly sophisticated, and these are now being used for administrative functions, like marking of attendance, calculation of pay, besides security and access control. Security personnel are responsible for verifying the identity of a person before permitting access.

In case an employee reports to work without identity card the security personnel should establish his/her
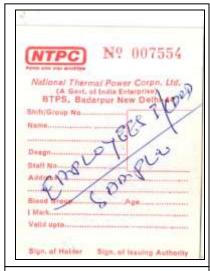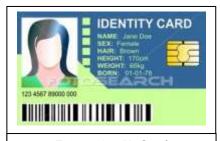

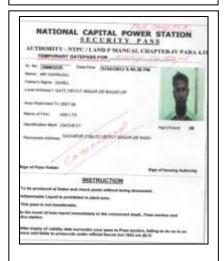Figure 15: Employee I Card

Figure 16: ID Card

Figure 17: Security Pass

identity and report the matter to security officer before permitting the entry. Identity and access documentation enables the security staff to monitor, control and keep a record of visitors. Let us learn about some of the commonly used identity/cards and passes. An identity card is valid for a certain period. It is the duty of the holder of the card to apply for the renewal well in time. Security personnel will not permit the entry to personnel holding expired card and deposit the same.

Figure 18: Visitor Pass

Temporary employee's entry pass: Personnel joining on a temporary basis are issued temporary entry passes or security passes (Fig. 17) to gain access into the premises. After termination of their work contract, these passes are to be surrendered by the user to ensure that these are not misused. Temporary passes usually have short validity periods.

Contractor/worker photo passes: Workers engaged by a contractor for any job inside the premises are issued with photo passes which are valid till completion of the job. To obtain photo passes from the establishment, the contractor is required to submit the police verification report and other details to the security pass section. Contractor remains responsible for the conduct of his workers inside the premises.

Figure 19: Vehicle Pass

Visitor's Pass: To gain entry into premises, visitors are required to obtain visitors pass (Fig. 18) from the receptionist/ security personnel. A pass is issued after informing the person whom he is visiting that a visitor intends to visit. The security staff records the details of the visitor in a register. To prevent loitering by the visitor, he/she is escorted by the security staff. In the premises, the visitors should carry the visitors pass with them. After the visit, the security staff collects the passes from the visitors.

Figure 20: Vehicle Entry Pass

Vehicles Passes: All vehicles entering into the premises are required to be issued vehicle passes.

- **Vehicles pass for employees:** The employees who bring driving their own vehicles to the premises should have vehicle passes (Fig. 19 & 20). An employee needs to produce certain documents like driving license, vehicle registration certificate and insurance document. This pass may be in the form of a sticker that is pasted on the vehicle.

- **Vehicles pass for contractors/vendors:**

  Contractors/ vendors desirous of bringing their vehicles into the premises are required to obtain passes for their vehicles. Same documents as applicable for permanent employees are required to be submitted to procure the vehicle pass.

Materials gate passes (in & out): All material and stores moving in/out from a premises needs to be checked and recorded correctly. Factories, production units and warehouses where large quantity of material moves in and out, a system of challans, invoices and gate passes is followed to account for the material.

Returnable material gate pass: Very often, a material/store is required to be returned after repairing or modifications. Same procedure as adopted for the other material gate passes is followed. However, in this case a separate record is maintained for the returnable material. Security staff and concerned department ensure that such material is kept track of and returned in due course.

Loss of identity card/pass: An identity card or pass is an accountable document. In case a Government identity card, like that of defense personnel is lost, a First Information Report (FIR) should be lodged with the police. A new identity card should be issued only after due diligence. Intelligent and biometric cards can be immediately blocked on reporting of their loss. This ensures that the lost card is not misused.

Exercise

A fair has been planned for the Annual Day of your school. A number of vendors will be setting up stalls for the event for which they will be employing their workers and some vehicles. Design a contractor/worker and vehicle passes for the event.

A. Short Answer Questions

Write short notes on the following:

1. Employee Identity Card

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2. Materials Gate Passes (In & Out)

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3. Returnable Material Gate Pass.

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4. Action to be taken on the loss of the employee" s Identity Card.

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B. Answer the following question:

1. A person has come to the main gate saying that he is an employee and he forgot to carry his identity card. What procedure should be adopted in dealing with the case?

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2. The validity of the identity card presented by Mr. Mahesh has expired. What action should be taken by Mr.Mahesh and the security staff?

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3. The security staff in the high security area of Shastri Bhawan noticed that the vehicle sticker on the vehicle of Mr Ravi is that of another vehicle. What should the security staff do?

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Checklist for Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

Differentiated between

(a) Employee Identity Card and Entry Pass
(b) Materials Gate Pass and Returnable Material Gate Pass
(c) Challans and invoices

Part B

Discussed in class the following:

(a) What is the role of Identity Card/Pass in Access Control System?
(b) What are the advantages and limitations of Identity Card?

Part C

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
Demonstrate the knowledge of checking and verifying relevant details on identification documents		

SESSION 4: SCREENING AND SEARCH OF PEOPLE, VEHICLES AND CARGO

Relevant Knowledge

It becomes necessary to carry out search of people, vehicles, cargo and premises but it may not be feasible to carry out a hundred percent check. Therefore, screening is carried out to select persons, vehicles, stores and premises most likely to meet the objectives of the search. The aim of search is to:

(i)   Prevent pilferage of stores.

(ii)   Prevent pilferage of documents and sensitive data.

(iii) Ensure forbidden articles are not brought into the premises.

(iv) Prevent entry of seditious literature and disruptive material.

Search Orders

All employees and visitors, irrespective of their status are liable to be searched. Procedure as to who is to carry out the search will be clearly laid down by the management. The security staff should carry out this duty without offending the person being searched.

The various searches that may be conducted are as follows:-

(i)   **Periodic Search of Employees:** The management may lay down the periodicity for periodic searches. There may be random and surprise searches carried out in addition.

(ii)   **Search of women employees:** While searching women, due regard to their modesty is to be given and the search should be carried out in an enclosure in complete privacy. As a rule, a female should be searched by a female searcher only. If an authorised searcher is not available, one of the female employees may be detailed for this purpose.

(iii) **Search of security staff:** The security personnel are also liable to be searched while entering/exiting from the premises.

(iv) **Search of Turbans:** Due care should be taken while conducting search of persons wearing turban. It should be searched by pressing his hand to feel for any concealed object. Where there is a reason to suspect that an article is concealed in the headgear then that person should be directed to rigorous search room.

(v)   **Search of Belongings:** Bags, briefcases, ladies‟ purses, tiffin carriers, umbrellas and the like are usually searched. Security personnel will have to be imaginative, as those with devious minds are constantly devising newer methods to beat the system.

(vi) **Search of Vehicles:** Vehicles of all type should be searched and their description should be noted in the vehicle register.

Personal Search: Personal search should be carried out with utmost care and proper procedure. This is a very sensitive issue and the management has to ensure that all their staff is educated about the necessity, protocols and procedures laid down in the standing orders of the factory or establishment. Some establishments like mints, gold jewelry makers, diamond polishers, security presses and ammunition manufacturers have systems of most rigorous surveillance of the workplace coupled with search, both during entry and exit. Most places these days have a system of search using a combination of hand held or door frame metal detectors, coupled with touch search at entry and exit points.

Routine Search: Routine search is carried out with the help of metal detectors and by touch to ascertain if any unauthorized item is being carried on person or in his/her personal belongings.

Rigorous Search: Rigorous search is more thorough than routine search. In this case a suspect may be subjected to full body x-ray scan. In extreme cases, the suspect may be strip searched. In case of further suspicion under medical supervision even plaster and bandages may be removed to look for concealed articles. Rigorous search invariably is humiliating to the subject, therefore, due care must be taken to minimize the trauma without compromising the objective of search.

Vehicle Search: Most establishments, likes malls, hospitals, offices and factories have a very heavy volume of traffic. It is necessary to search them to ensure that no prohibited items like weapons and explosives are brought into the premises. High risk areas like military establishments in insurgency affected areas have elaborate systems of checks, gates, entry and exit routes to thwart the terrorist designs. Such systems may not be desirable and practical in common establishments and public utilities. However, systems of checks are instituted in almost all these places. We have noticed that vehicles are searched at short distance away from the main building or underground car park. This is done to ensure minimum collateral damage to the building and crowds by an explosive laden vehicle. Cursory search of passenger vehicles is carried out as follows:-

(i) Searcher will look inside the vehicles and look for harmful or dangerous objects/materials.

(ii) Searcher will open bonnet and the luggage boots of the vehicles to ensure that nothing is hidden there.

(iii) Search beneath the dash board.

(iv) Search under the driver's seat and seat covers.

(v) Examine spare wheel (deflated one may denote something between the cover and the thread).

(vi) Use under carriage mirrors to look for explosives, etc.

In some exceptional cases, a more rigorous search that involves the following may be carried out:-

(i) Open the bonnet and examine engine (engine, carburetor, air cleaner, radiator, etc.)

(ii) Remove hub wheel covers.

(iii) Remove stopper of the petrol tank. Small articles may be suspended from a wire or a string attached to the inside of the stopper.

(iv) Search spare POL cans.

(v) Search interior of vehicle and driver's cabin more vigorously.

(vi) Check if any panels are loose and in case of doubt, the doors and areas behind the panels may be opened and checked, as there is lot of space where a large number of things can be hidden.

Worldwide it has been seen that losses of transported goods account for a major portion of losses and cargo theft and pilferage may well be an inside job with participation of the staff and drivers. Such losses can easily be prevented by the security staff through vigorous surveillance of the area and strictly enforcing the system of checking invoices and out passes with stores being taken out either manually or by vehicles.

Malls, hotels, hospitals and public utilities usually have separate routes for load carrying vehicles. Factories and manufacturing units too have very elaborate systems for checking commercial load carrying vehicles to ensure protection of their products and properties. Broadly the system is as follows:

(i) **While entering:** The vehicles are stopped at the gate vehicle search area which is usually some distance away from the main building and it is checked that the vehicle is going in for a bonafide duty. Vehicles are searched and entry made in the register. A record of items belonging to the vehicles taken inside is made to ensure that old items are not taken inside and new items brought out.

(ii) **While leaving the premises:** Vehicles are searched and a record of items going out along with a copy of the gate passes is kept at the gate. Thoroughness of search at the time of leaving the factory is usually more than what it is at the time of coming in.

Screening and search of people, vehicles and cargo is carried out to ensure the protection of the premises and also the properties within it. Searches are sensitive

issues and do cause inconvenience. It should be ensured that they are carried out thoroughly with minimum inconvenience to the affected persons. Maximum use of technology should be made to increase the efficacy of the search.

Exercise

Make a buddy pair and carry out frisking of a fellow student. As buddy pair carry out physical search of one vehicle in the premises the other student write down the observations.

Assessment

Short Answer Questions

1. What are the security objectives with which search of vehicles and personnel are carried out?

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2. What do you understand by screening and why is it necessary from the security point of view?

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3. What are the points to be kept in mind while carrying out search of women employees?

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4. How is rigorous search of individuals carried out and what are the points to be borne in mind while carrying it out?

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5. Briefly describe how routine search of a vehicle entering the parking of a mall or a five star hotel is carried out.

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6. Why are vehicles entering and leaving the factory searched?

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Checklist for Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

Differentiated between the following:
(a) Screening and search.
(b) Periodic and surprise search.
(c) Routine and rigorous search.

Part B

Discussed in class the following:

1. How access control is the back bone of the physical security?
2. What are the modern security gadgets available for search?
3. What is the procedure to be adopted in case of loss of Identity card by an employee?

Part C

Performance standards

The performance standards may include, but not limited to:

Performance Standards	Yes	No
Demonstrate the knowledge of routine and rigorous search as per the standard procedure		
Perform vehicle search as per the standard procedure		
Demonstrate the knowledge of informing a person courteously before carrying out search		
Demonstrate the knowledge of handling suspicious items as per organizational procedures		

SESSION 5: INCIDENT MANAGEMENT DURING SCREENING AND SEARCH

Relevant Knowledge

During the previous sessions we have learnt about intrusion and access control systems. The task of checking vehicles, identity cards, passes and other documents is very intense and the security staff has to be very alert while carrying out this task. It also involves intense interaction with people and hence the staff has to display tact, quick thinking and a proactive temperament. Thieves, anti-social elements and other wrong doers are constantly devising newer ways to beat the security staff who have to be alert at all times, and at the same time ensure that law abiding persons are not harassed. However, it has to be ensured that under no circumstances should security ever be compromised.

Let us now consider two scenario of access control:

1. Checks and controls at public places like malls, hospitals, hotels and institutions involving the general public.
2. Checks and controls at restricted areas like offices, housing societies, factories, events and convention centres where entry is restricted.

In this first case, where the general public is involved and the security routine does not involve checking of identity cards, passes and tickets, security is ensured by searching of personnel and vehicles as they enter the premises. The baggage is also searched and scanned using metal detectors and baggage scanning machines.

In the second case, access is controlled using identity cards, passes and tickets. During an event there will be a requirement to check the authenticity of tickets as well as the holders lest they bring in undesirable material into the premises. Similarly for high security events like the Republic Day parade, the vehicles coming to the venue should have vehicle passes which are checked by the security staff.

Limits of Authority

We have learnt about various types of identity cards, passes and how to check them. Sample passes and specimen signatures of the authorised signatories are displayed at the gate for information and verification by the guards. The management lays down the persons authorised for the following:

(i)   Authority to issue visitor pass.
(ii)   Authority to issue passes for special events.

(iii)   Authority to sign the photo pass of employees as well contractor's labour.

(iv)   Authority to issue material gate pass.

(v)   Authority so designated by management to dispose of the entry or exits related disputes.

Responsibility of Security Staff

No matter how good a system is put in place, it will be as strong as its weakest link. The security staff has to implement the security orders in letter and spirit and lend strength to the security apparatus. The responsibilities of the security staff are as follows:

(i)   Responsible for implementation of the orders / instructions laid down by the management.

(ii)   Check the authenticity of documents for the movement of personnel, materials and any other property of the premises.

(iii)   Ensure that the entry and exit gates are manned properly and opening or closing timing are adhered to by all, including the security staff.

(iv)   Ensure that all the security gadgets are functioning properly, and regular maintenance is carried out from time to time.

(v)   Deal with incidents promptly and disseminate the information to higher authorities, accordingly.

(vi)   Security staff should ensure that no unauthorised men and material enter or exit in the premises.

Physical Checking of Cards and Passes

In an earlier session we briefly discussed about what the security staff should look for while checking an identity card. Let us go over in detail once again about what to look for while checking an identity card or pass and how to go about it.

(i)   Tally the photo of the individual with his actual appearance.

(ii)   Check that the photograph has not been tampered or replaced.

(iii)   Check the particulars of the pass holder. It is a good practice to ask the person simple questions like his name and date of birth, as impersonators are very likely to falter when questioned.

(iv)   If necessary verify the identification mark of the card holder with that in the card.

(v)   Check the validity period of the card or pass.

(vi)   Verify the authority for issuing photo passes by tallying with the specimen signature.

(vii)   Check the designation and department of pass holder.

(viii)   Check the colour code of the card or pass and see that it matches with the designation and department.

Actions to be taken during minor security breaches using good sense of judgment

While carrying out access control duties, like checking identity cards and passes, the security staff may come across cases of persons trying to gain access fraudulently. The following action should be taken in such cases without hampering the smooth functioning or compromising the security:

(i)   In case the pass holder is found seeking entry on an invalid pass or card, the holder should be taken to security control room to verify and determine his antecedents. The control room officer will check and verify the pass or card, its authenticity and details of the holder.

(ii)   In case the card or pass is found to be fraudulent, the person should be handed over to local police along with a complaint report.

(iii)   The management should also be intimated in writing.

Not all persons violating security instructions will be having criminal intent. While some may have the intention of committing crime, it may be an ignorance in the case of others. The security staff will have to use their good sense of judgment while dealing with the cases. Let us consider the two cases below for an understanding:

Exercise

Case Study

Let us consider the two cases below for an understanding:

Case 1

A trespasser entered the plant premises by scaling the boundary wall and the patrol team apprehended him. When questioned by the patrol team, he failed to give satisfactory replies and was also not having any valid document. The patrol team brought him to security control room for further interrogation. While enquiring, it was revealed that there was no criminal motive of the person. He was just passing the premises using a shortcut to reach another corner of the plant just to save the time

and distance. However his authenticity was verified from the village head. After satisfying himself about the intentions of the individual and recommendation from the village head in writing, the in-charge security control room he let him off and removed him from the premises with a warning not to repeat the act in future.

Case 2

A contract labourer entered an installation on the premises not belonging to his area of work and was caught by the security staff smoking. The individual committed a breach of security firstly by entering a restricted area and secondly by getting matches for smoking on the premises, an act that was prohibited.

Investigations revealed that it was the first day of the individual at the factory and he had been able to get the prohibited items in the premises because the security check at the gate being lax.

The security officer let off the individual with a warning to him and the contractor. He, however, took administrative action against the security agency by raising a debit note for laxity in performance of duty by the security staff for letting prohibited item into the premises.

In both the cases above, the incidents were recorded and reported to the management. You can see that action was taken to ensure security while at the same time not unduly harassing or penalizing an innocent mistake. These are difficult decisions to take, therefore, it is best to keep your superiors informed of such incidents. Discuss in class, the following breaches in security and answer the questions.

1. Mr Kumar, an employee of the company was carrying some personal items without declaring them at the gate. What action should be taken by the security staff?

2. Mr Raju, the peon in the personnel department was taking out some returnable materials for official reasons, but did not have any valid documents. What are the documents that Mr Raju should have been carrying?

Class Discussion on Case Based Problems

A truck entered the plant premises through the material gate to deliver material to the concerned store of the plant, the security staff checked the concerned invoices and verified from the concerned store and allowed the material loaded truck inside the plant premises. The truck returned to the gate after unloading/handing over the

materials to the concerned store. The security staff while carrying out the physical check of the said truck, noticed some small quantity of material inside the truck. The security staff held up the driver and enquired about the said material. The driver informed that the material belonged to some other party, and it was to be handed over to them. He also showed the invoice for the items, but security staff was not satisfied.

They then enquired from the concerned store to verify the statements of the driver. They were told by plant store department that the material did not belong to the plant. However, the security staff asked the store in-charge to give an undertaking in writing that the material found in the truck did not belong to this plant. The driver was directed to approach the concerned store in-charge and bring the undertaking accordingly.

Finally, the concerned storekeeper issued an undertaking as requested for and driver of the truck was allowed to go out of the premises. The documentary evidence was taken on record and detailed report was reflected in the general diary for record.

Discuss in class the breaches in security in the above mentioned case and write a note on the various breaches that occurred and action taken by the concerned persons.

Role Play

1. Form pairs. One being the VIP and other being the PSO. Practice one man PSO body cover and evacuation. Both the participants should interchange their roles as VIP and PSO, turn by turn.

2. Form a group of 3 students, one being the VIP and other 2 being the PSO. Now practice two men PSO body cover, evacuation and neutralisation. All the three participants should interchange their roles as VIP and PSO, turn by turn.

Assessment

Short Answer Questions

1. What are the two broad categories of access control that the Private Security Staff has to put in?

_____
_____
_____
_____

2. Who lays down the authority for disposal of entry/exit related disputes?

_____
_____
_____
_____

3. Who is responsible for ensuring that no unauthorised men and material enter/exit the premises?

_____
_____
_____
_____

4. A person is carrying a pass that has been signed by a person who is not an authorized signatory. Should such person be allowed to enter the office/ plant? What further action should the security staff take?

_____
_____
_____
_____

5. The photo on the Identity card of a person is defaced. Should such person be allowed to enter the premises?

_____
_____
_____
_____

6. Why is it a good practice to ask the identity card/entry pass holder his/her name and other details while checking Identity cards?

_____
_____
_____
_____
_____
_____
_____
_____

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

Differentiated between the checks and controls at public places and restricted areas.

Part B

Discussed in class the following:
(a)   Limits of authority
(b)   Responsibility of security staff
(c)   Checking of identity cards and passes

Part C

Performance standards

The performance standards may include, but not limited to:

Performance Standards	Yes	No
Check work area for cleanliness and tidiness		
Demonstrate the knowledge of checking identity cards and passes		
Demonstrate the actions to be taken on security breaches		
Record incidents in activity report		

SESSION 6 : GATE CONTROL

RELEVANT KNOWLEDGE

In the previous sessions, we have learnt about access control to rooms, houses, strong room and other small units. We also briefly discussed about access control of vehicles and material. You would have realized that as an establishment grows larger the importance of "perimeter security" increases. In a large establishment „Gate‟ is the most important post in the security plan as it is the main entry and exit point of the premises. In establishments, where the parking of staff vehicles is within the perimeter, a system of issuing tokens or making a record of vehicles coming in and going out is usually maintained at the gate. It has the maximum movement of man and material coming inside or going out of the premises. Therefore, security control at the gate is an important element of security of the premises.

Gate Office

Generally, a security control room or office of the security department is located at the main gate to monitor and control the activities. Various records related to security control and procedures are maintained at the main gate. The Visitor Management System (VMS) and access control system is also installed at the Gate to strengthen the "Gate Control" and to prevent any unauthorised entry in the premises.

Activities at Gate Area

The "Gate Area‟ is the hub of all security related activities. Some of the important activities carried out in this area are as follows:

Access control: The access control is exercised at the Gate to prevent any unauthorised person from gaining entry to the premises. Usually the identity cards are checked at the gate to confirm the identity of the person and if the person is allowed inside the premises. At various places, the access control is also strengthened by various types of computerised access control systems.

The visitor management system is also a part of the access control. Usually the Gate pass is made when there is a visitor to the premises and all the details of person and purpose of visit is noted down by the security personnel deployed at the gate. In large factories and establishments the "Time Office" that deals with entry and exit time and attendance of workers may also be located at the gate.

Search/Frisking: To prevent the entry of any prohibited article, which is not allowed to be taken inside the premises, various methods are adopted at the gate, and search or frisking is one of them. Some of the common equipment used for this area are as follows:

HHMD (Hand Held Metal Detectors) – The HHMD's are used by the security personnel to conduct the body search and baggage check to detect any hidden metal, which is not allowed to be taken inside without hampering the functioning of the establishment being protected. Another major advantage of the gate office being close to the main gate is that it provides good observation and information of the area surrounding the establishment. This aspect is particularly useful during strikes, lock-outs and during industrial unrest.

DFMD (Door Framed Metal Detectors): The DFMD is placed at the GATE so that every person entering the premises has to pass through it. The detector makes a sound if there is need to check the person for carrying any type of metal.

X Ray Baggage Machine: These machines are installed at the GATE‟s security control area. This gives the real time image to the operator of this machine. This machine is very useful in hotels, malls, airport, metro stations, etc.

Vehicle Control: There is usually a "Boom Barrier" at the Gate to stop and later allow the vehicle inside after checking the vehicle and the permission for entry. Generally the permitted vehicles have either stickers for identification or vehicle pass issued by the appropriate authority. Even if the vehicle driver has the pass, the vehicle search should be conducted at the gate. This is done manually and using Under Vehicle Search Mirrors for searching any suspicious thing below the vehicle.

Material control: Another important aspect of Gate control is to check, control and monitor the movement of material, which is being brought inside or is being taken out from the premises. A gate pass is always required for the incoming or outgoing material. Necessary documentation is done at the gate to keep a record of all incoming and outgoing material. Certain factories may also have a "weigh bridge" in the gate area.

Waiting Area: Visitors to the establishment often have to wait for various reasons. A waiting room in the gate area is, therefore, a necessity. This waiting area may also function as a reporting centre or rendezvous where personnel may be asked to assemble.

Communication Node: The gate office may also function as a communication node, with the following activities taking place

(i)   Receive all express letters, telegrams and messages after office hours.

(ii)   Receive and pass on messages and notes for office personnel not on their chair.

(iii) Receive and pass on instructions for vehicles, drivers and other personnel that may pass through the gate.

(iv) In case of fire, inform the firefighting officer and other concerned officers. The officer at the gate will also ring up the local fire brigade and all other fire stations for assistance.

(v)   Sound hooter at the laid down times and make announcements as may be required.

Equipment Store: The Gate office may also have a store for keeping security and communication equipment. Where a suitable strong room exists, weapons used by the security staff are stored.

Key Control: The gate office may have the facility for safe keeping of original keys with key control functions being carried from there.

Cloak Room: A cloak room facility, especially for visitors who have not been permitted or are unable to carry some prohibited or other items into the premises are established.

Lost and Found Facility: This facility is usually located at the gate, as most people approach it for lost and found articles.

Duty Room: Considering the importance of the gate area, the duty room where the duty officer is present round the clock is located here.

Muster Area: The security detail is usually mustered and briefed here.

Documentation: Registers are maintained at the gate office, as directed by the management. Some of the important registers or documents that may be maintained at the gate office are as follows:

(i)   Visitor register
(ii)   Vehicle in/out register
(iii)   Key register
(iv)   Material in/out register
(v)   Personnel outpass register
(vi)   Contract labour register
(vii)   Security equipment issue register
(viii) Fire fighting practice register
(ix)   *Challan*/invoice register

Each activity involving gate control has to be recorded in one way or the other. The entries and observations are noted down in the files or registers to make sure that nothing has escaped unnoticed. The installation of CCTV cameras at the gate to record each activity helps to achieve this.

Duty Room: Considering the importance of the gate area, the duty room where the duty officer is present round the clock is located here.

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- Visitor register
- Vehicle in/out register
- Key register
- Material in/out register
- Personnel outpass register
- Contract labour register
- Security equipment issue register
- Fire fighting practice register
- Challan/invoice register

Each activity involving gate control has to be recorded in one way or the other. The entries and observations should be noted down in the files or registers to make sure that nothing has escaped unnoticed. The installation of CCTV cameras at the gate to record each activity helps to achieve this.

EXERCISE	**Fill in the visitor register**

(Use separate sheet)

Format for Visitors Register

(1)	(2)	(3)	(4)	(5)	(6)
Visitor pass/ badge No.	Name of the visitor	Address	Whom to meet	Purpose of visit	Contact number
(7)	**(8)**	**(9)**	**(10)**	**(11)**	
Time in	Signature of Visitor	Time Out	Signature of the	Remarks	

ASSESSMENT

Short Answer Questions

1. What are the advantages of having the security control room near the main gate?

_____
_____
_____
_____
_____
_____

2. List out five important activities that are carried out at the gate area.

_____
_____
_____
_____
_____
_____

3. What are the important activities that may take place in the gate area?

_____
_____
_____
_____
_____
_____

4. Write a short note on material control at the gate.

_____
_____
_____
_____
_____

_____

5. List out the important documents that may be maintained at the gate.

_____
_____
_____
_____
_____
_____

6. Why is the gate area kept under CCTV surveillance?

_____
_____
_____
_____
_____
_____

CHECKLIST FOR ASSESSMENT ACTIVITY

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

Differentiated between

1. Access control and Search.
2. Hand Held Metal Detectors and Door Frame Metal Detectors.
3. Vehicle control and material control.

Part B

Discussed in class the following:

1. Why searching is done?
2. Why frisking is done?
3. What are the security documents maintained at the main gate?

Part C

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
Fill in the visitor's register		
Check work area and waiting area for cleanliness and tidiness		
Identify the access points of entry		
Operate the access control equipment		
Demonstrate the knowledge of reporting unauthorized entry		
Carry out access control as per the standard procedure		

SECTOR: SECURITY

NSQF Level 4 (CLASS XII)

SS402-NQ2016 – Introduction to Technological Aids in Security Operations

Student Workbook

Table of Contents	
INTRODUCTION	41
SESSION 1: ACCESS CONTROL EQUIPMENT	42
SESSION 2: SCANNING AND FRISKING	46
SESSION 3: CCTV SYSTEM AND EQUIPMENT	51
SESSION 4: PUBLIC ADDRESS SYSTEM	55

Security has become everyone's concern. It provides a safe environment, wherein people can conduct their daily chores and businesses. In a rapidly changing social and technological environment, understanding of security aspects, actions and use of modern equipment is of great relevance for improving security.

Security technological techniques or devices (also called as aids) such as alarms, CCTV cameras, detectors, and X-rays for access control, identification systems (such as electromagnetic card readers biometrics), etc., are now being widely used for an integrated security system.

The 21st century witnessed a phenomenal growth in technology, for both military and civilian applications. The relevance of technology to security is manifold and it is now seen as an important tool for national security strategies.

The aim of this unit is to provide you with the knowledge and skills to understand and operate different security equipments, such as access control, visitors regulation, scanning and frisking, survelliance camera system,fire detection and public address equipments used in security and safety operations.

The module will also help you to understand and assess threats to security technology systems (equipment and information/data) and formulate and implement basic protective measures for security.

RELEVANT KNOWLEDGE

Access control system: It is an integrated functioning of a number of networked gadgets, which is used to control and regulate access and movement of people and vehicles in any premises. An access control system can generate data regarding movement of people and vehicles with day, date, time and door-wise or gate-wise details. This data is of immense value for security, administration and investigation purposes.

Main parts of an access control system

Access card: It is a device which acts like a key and allows or denies entry or exit. It contains pre-stored data regarding the authorized user, such as photo, name, employee number, department and access rights.

Figure 1: Biometric Reader

Card/Bio-metric reader (Fig.2)**:** A gadget that receives the data from a card after a swipe and transmits it to the system. Similarly, in a biometric system the finger print scanner receives data of a finger and transmits it to the system.

Magnetic lock: A magnetic lock is a part of the access control system which ensures physical security by keeping the entry point locked. When the access card reader controller confirms authenticity of the card user, a signal is transmitted to the magnetic lock which demagnetizes the lock for a couple of seconds to allow entry or exit.

Figure 2: Controller

Controller: It is a device which controls all the functions of the access control system. Based on inputs received from the card reader/biometric device/iris recognition device, the data is analysed and commands are generated for permitting/denial of access at the entry/exit points. Entry/exit controls are enabled through magnetic doors, turnstiles, flap, boom barrier and bollards.

Figure 3: CPU, Monitor & Key Board

Central processing unit (CPU) and monitor (Fig.3): It is a unit in the network where all the events are logged and stored; for example, the name, day, date and time of those who were given access on a particular day, event logging of all the access points, limited access points and restricted entry points. In case there is break down or malfunction of the access system the CPU will sound an alarm. Whenever an emergency alarm is triggered, the CPU, through the controller, will send out an emergency alarm signal so that the entire access control system is disarmed and emergency evacuation of people can be carried out without any hindrance. Monitor is a device that gives visual images of data of entry/exit points. It also shows all the event logs, alarms, etc.

Block diagram of an access control system

Visitors' register: This document contains vital information pertaining to visitors and their movement in and out of an establishment. The primary importance of maintaining this register is to enable identification of genuine visitors as well as to detect intruders since it keeps a record of the number of people visiting the unit.

(1)	(2)	(3)	(4)	(5)	(6)
Visitor pass/ badge No.	Name of the visitor	Address	Whom to meet	Purpose of visit	Contact number
(7)	(8)	(9)	(10)	(11)	
Time in	Signature of Visitor	Time Out	Signature of the security	Remarks	

Draw a block diagram of an access control system, label its parts and explain about it.

Short Answer Questions

Answer the following questions

1. Describe the access control system.

    _____
    _____
    _____
    _____
    _____

2. List the types of access control system.

    _____
    _____
    _____
    _____
    _____

3. Identify the main parts of access control system.

    _____
    _____
    _____
    _____
    _____

Use the following checklist to see if you have met all
the requirements for assessment activity:

Part A

Differentiated between

(a) Access card and Bio metric card.
(b) Magnetic lock and a Turnstile.
(c) Controller and Central Processing Unit.

Part B

Discussed in class the following:

(a) What is access control system?
(b) What are the different types of access control
    system?

Part C

Performance standards

The performance standards may include, but not
limited to:

Performance standards	Yes	No
List the types of access control systems		
Draw a block diagram of an access control system		

RELEVANT KNOWLEDGE

Figure 4: Frisking

In a situation where a police officer or security personnel is suspicious of an individual, the person can be subjected to scanning using a scanning device, such as a metal detector. Once there is a positive identification, then frisking by hand is carried out. The aim of frisking or scanning is to deter and detect carriage or smuggling of prohibited items in and out of secured premises.

Frisking: Frisking (Fig. 4) is conducted to search a person for weapons, drugs or any prohibited items on person. It is done by passing the hands quickly over the person's clothes or through pockets to detect anything which a person might be carrying with a malafide intention.

Circumstances that justify frisking

- Concern for safety of security person and others.
- Suspicion that the subject is armed or dangerous.
- Suspicion that the subject is about to commit a crime using a weapon.
- Suspicion that subject is carrying stolen/missing item/s.

Accepted methods of frisking for men and women

- Subject is made to stand with hands interlocked behind the head, legs apart and toes pointed out.
- Light patting with hands on the outer garment of the subject on the sides of the body from head to toe.
- Women are frisked only by lady security personnel.
- Women suspects will be frisked in a closed cubicle to maintain privacy. This is done only by an authorized lady security personnel.
- Women suspects will not be frisked in the presence of other male security personnel.

Figure 5: HHMD

Following are some of the scanning equipment used on people and vehicles:

- Hand held metal detector (HHMD).
- Door frame metal detector (DFMD).
- Under chassis inspection mirror (UCIM).
- Luggage/cargo/vehicle X-ray machine.
- Explosive vapour detector (EVD).

Hand held metal detector (Fig.5): An HHMD is a device to sense and detect the presence of metals (ferrous and nonferrous). HHMD is used for detection of weapons like knives, guns, pistols, revolvers, etc. These are extensively used at the airports, malls, hospital, banks and manufacturing units.

Figure 6: DFMD

Door frame metal detector: DFMD (Fig.6) or walk through detectors is ideal for building entrances, malls, airports and factory entries. It is used where there is constant and heavy flow of visitors.

Figure 7: UCIM

Under chassis inspection mirror: A UCIM (Fig.7) is a mirror mounted on caster wheels. It has a long handle by which it is slipped under any vehicle to detect the presence of any concealed items such as bombs, explosives, arms and any prohibited items. A torch/light source can also be attached to UCIM for night operations.

Figure 8: X-ray Machine

X-ray machine: It is a scanning device based on the use of X-ray (Fig.8). Luggage or other items which are required to be scanned are passed through a scanning box on conveyor belt. In the scanning box X-rays are emitted on the item and its image can be viewed on the monitor. Image reading is a specialized function for which special training is required. Large quantity of items can be scanned in short time. It also enables checking luggage without opening.

Figure 9: EVD

Explosive vapour detector: EVD (Fig.9) is a simple detection unit which is designed to enable searching of people, luggage and parcels for hidden explosives. On activation of the unit, it draws a continuous stream of air through its nozzle. In case explosive vapours are detected in the sampled air, an alarm rings. In advanced version of EVD, the equipment can also indicate the type of explosive detected.

Sniffer dogs: Sniffer dogs are of special breed which are trained to detect persons, stolen items, explosives, weapons, narcotics, etc. These dogs undergo specialized training through a dedicated dog-handler. Sniffer dogs are helping military, police and investigation agencies at the airport, railway station and sensitive installations.

EXERCISE

Activity

Make a buddy pair and carry out frisking of fellow student. During frisking, try to recognize normal and abnormal behaviour of the person being frisked

(a) Write a short note of your experience
(b) Discuss in class whether the procedure of frisking was as per the legal requirements and organisational procedures.

ASSESSMENT

1. List the scanning equipments.

_____
_____
_____
_____
_____

2. Explain the purpose of HHMD and DFMD.

_____
_____
_____
_____
_____

3. Explain the use of Explosive Vapour Detector and sniffer dogs.

_____
_____
_____
_____
_____
_____

4.Explain the use of Under Chassis Inspection Mirror.

_____
_____
_____
_____
_____

5.Explain the circumstances that justify frisking.

_____
_____
_____
_____
_____

6. Describe the standard procedure of frisking men and women.

_____
_____
_____
_____
_____

CHECKLIST FOR ASSESSMENT ACTIVITY

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

Differentiated between

(a) Scanning and frisking
(b) HHMD and a DFMD
(c) UCIM and X-Ray scanning machine
(d) EVD and sniffer dogs

Part B

Discussed in class the following:

(a) Why frisking is done?
(b) What are the various technological aids used in scanning and frisking?

Part C

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
Identify the parts of equipment used for scanning and searching		
Demonstrate the knowledge of various components of equipment used in scanning and searching		

Closed circuit television (CCTV) camera system: CCTV is used in different situations all over the world. It is also referred to as surveillance cameras. Most sites/units employ a CCTV system to enhance the security. Its three main usages are:

1. To detect any criminal or malicious activity in the premises.
2. Real time identification of unauthorized or suspicious movements and vandalism.
3. Investigation, forensic and evidence.
4. Collection of evidences

Figure 10: Dome Camera

A CCTV control system comprise of a camera to capture images and transmit it to a central processing unit (CPU) or a digital video recorder (DVR) which retains the images (footage) for certain period. The images can be retrieved and played back, if required.

Types of CCTV cameras

Figure 11: Fixed Camera

Dome camera : As the name suggests, it is a dome-shaped high quality video camera (Fig.10). It is ideal for short range indoor application and for areas with some kind of cover or protection. It captures images in a particular arc only.

Fixed camera: These are fixed in a particular direction and used mainly for short-range surveillance, which is mostly used outdoors (Fig.11).

Figure 12: PTZ Camera

Pan, tilt and zoom (PTZ): A PTZ camera (Fig.12) is a closed-circuit camera with abilities to control functions remotely such as zoom-in on a subject, pan from left to right and back and tilt from top to bottom and back.

Figure 13: IRR Camera

Infrared ray (IRR) based camera: Uses infrared ray bands to capture images in low, poor and no light conditions (Fig.13).

Figure 14: DVR

Digital video recorder (DVR): It is a device that captures the images from the camera and stores in its hard disk in a compressed form (Fig.14).

Purpose of CCTV

CCTV systems are one of the most popular vigilance gadgets. It enables capturing real time images of activities and incidents and keeping them on record for investigation, forensics and evidences.

CCTV cameras are being used at several places, both for official and personal reasons. Some of the common places where CCTV systems are installed include the following:

- Manufacturing units.
- Business places.
- Offices.
- Malls.
- Hospitals.
- Airport.
- Bus stands.
- Railway stations.
- Highways.
- Amusement parks.
- Resorts and hotels.

Main parts of a CCTV system

1. Camera – captures images of subjects and activities.

2. Monitor – it used for viewing captured images at a central point, such as the security control room.

3. CPU/DVR - it receives records and stores images in a digital format.

4. Power Supply Unit (PSU) – it supplies power to camera and system.

Activity

Visit an establishment, which has got a CCTV system and understand its operations.

1. Explain the purpose of a CCTV system.

_____
_____
_____
_____
_____

2. Describe the three main uses of a CCTV system.

_____
_____
_____
_____
_____

3. List the types of CCTV camera.

_____
_____
_____
_____
_____

4. What is the difference between a dome and a fixed camera?

_____
_____
_____
_____
_____

5. What is the difference between a PTZ and an IRR camera?

_____
_____
_____
_____
_____

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

Differentiated between

(a) Dome and fixed camera.
(b) Pan, Tilt and Zoom (PTZ) and Infrared Ray (IRR) camera.

Part B

Discussed in class the following:

(a) Uses of CCTV system.

Part C

Performance standards

The performance standards may include, but not limited to:

Performance Standards	Yes	No
Identify the various types of cameras used in CCTV system		

Figure 15: Speaker

Figure 16: Speaker

A public address (PA) system is a centralized amplifier-based system that is designed to provide voice paging and to broadcast messages during peace and emergencies. The system can transmit alarm tone and routine voice messages from a central location to all or selected areas of the facility in a reliable manner by the use of loudspeakers.

Functions

A PA system is a very powerful tool used for addressing large gatherings. A good PA system meant for security purposes gives a choice to broadcast messages as per zones, for example, floors, location within the site, etc.

Types of PA System

Fixed: The fixed type PA system cannot be moved. Such types of PA systems have a large network of cables and speakers in multiple zones and have one or two microphones located at common places, for example, Control Room.

Main parts of a fixed PA system

Microphone: It is a device that converts audio signals into electrical pulse for amplification through an amplifier. It can be either hand-held or mounted.

Amplifier: This amplifies the sound intensity to the required level (decibels). These electronic impulses are then transmitted to the speakers.

Speakers: These convert the received electrical impulses back to sound waves through an audio conversion unit and diaphragms and gives audio outputs (Fig.15 & 16).

Operator console: The console comprises of various controls, which control the distribution of sound or announcements to the desired zones: floors, parking area, reception area, rest rooms, cafeteria, etc.

Mobile: The mobile type of PA system is compact and small. It can be held in hand and carried around while in use.

Difference between fixed and mobile PA system

Fixed PA System

- Larger in size.
- Installed at a fixed place.
- Larger audio range due to bigger speakers.
- Costlier

Mobile PA System- Megaphone

- Smaller in size.
- No fixed deployment.
- Limited audio range.
- Cheaper.

Megaphone is of two types:

- Hand-held
- Shoulder hung

Main parts of a hand-held megaphone

Speaker, grip, microphone, battery compartment latch, trigger switch or Press-To-Talk (PTT) button, volume control, siren switch, shoulder strap, 12 volts external power supply point, back cover and cell container are the main parts of a hand held megaphone.

Figure 17: Hand Held Mobile PA system

Figure 18: Shoulder Hung Mobile PA system

Main parts of a shoulder hung megaphone

Speaker inside the main body, resting stand, battery compartment latch, spring cord, siren switch, shoulder strap, 12 volts external power supply point, back cover and cell container are the main parts of a shoulder hung megaphone. Microphone assembly consists of volume control, trigger switch or Press-To-Talk (PTT) button.

Operating a mobile PA system (megaphone)

Hand-held type

- Hold the megaphone by the grip and keep it close to your mouth in such a way that the speaker is facing the front and the microphone end is close to your mouth.
- Press the PTT button and speak when you want to address the crowd or gathering.

Shoulder hung type

- Hang the megaphone on your shoulder with the help of the shoulder straps.
- Hold the microphone assembly and keep it close to your mouth, pointing the speaker in the direction of the crowd.
- Press the PTT button and speak when you want to address the crowd or gathering.
- Adjust the volume accordingly.

EXERCISE

Visit the security laboratory/training organization and study the various types of PA systems. Learn how to use these systems effectively.

Short Answer Questions

1. Explain the use of a PA system in security.

_____
_____
_____
_____
_____

2. List the types of PA system and explain in brief about them.

_____
_____
_____
_____
_____

4. List the main parts of a fixed PA system.

_____
_____
_____
_____
_____

5. Describe the function of a microphone and speaker.

_____
_____
_____
_____
_____
_____
_____

6. Describe the function of an amplifier and operator console.

_____
_____
_____
_____
_____

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

Differentiated between

(a) Fixed and mobile PA system
(b) Microphone and speaker

Part B

Discussed in class the following:
(a) What are the different types of PA system?
(b) What are the uses of a PA system?

Part C

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
Identify the various parts of a PA system - microphone, speaker, amplifier, operator console, etc.		
Draw a block diagram of PA system		

SECTOR: SECURITY

NSQF Level 4 (CLASS XII)

SS403-NQ2016 – Legal and Procedural Requirements in Security Sector (Advanced)

Student Workbook

<table>
<tr><th colspan="2" style="background-color:purple;color:white;text-align:center">Table of Contents</th></tr>
<tr><td>INTRODUCTION</td><td>62</td></tr>
<tr><td>SESSION 1: LAW OF THE LAND</td><td>63</td></tr>
<tr><td>SESSION 2: SPECIAL ACTS</td><td>70</td></tr>
<tr><td>SESSION 3: TRAINING FOR SECURITY PERSONNEL AS PER PSARA-2005</td><td>73</td></tr>
<tr><td>SESSION 4: VERIFICATION AS PER PSARA-2005</td><td>78</td></tr>
<tr><td>SESSION 5: SERVICE CONDITIONS OF THE PRIVATE SECURITY PERSONNEL</td><td>82</td></tr>
</table>

There are many security threats to India. Government organisations, institutes, public and religious places, sensitive installations and business places are commonly targeted by criminals and terrorists.

As such, the requirement of security has increased manifold. Though the private security is neither armed, nor empowered by law, their presence is a deterrent to crime and violence because of the alertness of the security personnel. Quality of services of private security agencies has been a concern for the Government. In order to regulate private security agencies in the country the Government of India, in 2005, passed Private Security Agencies Regulation Act (PSARA). The states were asked to frame and promulgate similar rules.

PSARA-2005 lays down important guidelines regarding licensing, functioning and training of private security agencies and security personnel. Each state has a controlling authority, which oversees the licensing and training aspects of private security agencies as per PSARA-2005. As such private security personnel do not have any legal authority to enforce law and order. The rights and responsibilities of security personnel are similar to those of a common citizen. But their actions and alertness helps police, fire brigade and other emergency services in averting serious security and safety incidents. Private security personnel should therefore be working in close liaisons with police, fire brigade and emergency services in order to protect life, property and premises.

This Unit will help you to learn about the basic legal provisions of the law of the land, PSARA-2005 and other rules and regulations that affect the service conditions of private security personnel.

Constitution of India confers equal rights to its citizens with regard to Human Rights, religion, life and property.

In India, law and order is a state subject and the state police carry out the investigation of crime and bring culprits to book according to the Indian Penal Code (IPC). IPC is the main criminal code of the country which applies to whole of India, except for the state of Jammu & Kashmir. It lists out all offences and their punishments that a person committing crime is liable to be charged with.

The Code of Criminal Procedure (Cr PC) is a legislation on the procedure for administration of criminal justice applicable in India, except for the state of Jammu & Kashmir. It provides procedures for investigation of crime, apprehension of suspected criminals and collection of evidence and methods of prosecution.

Types of offences

Cognizable and non-cognizable offences
Cognizable offences are those offences for which a police officer may arrest a person without a warrant issued by a court.

Non-cognizable offences on the other hand are those offences for which a police officer may arrest a person only after obtaining a warrant from the court. Non-cognizable offences are, generally, relatively less serious offences than cognizable ones.

Bailable and non-bailable offences
Bailable offences are those offences in which a magistrate can give bail to a person on his/ her

personal appearance before the magistrate and furnishing a surety.

Non-bailable offences are those offences in which a person arrested shall not be automatically entitled to be released on bail, unlike the bailable offences.

Indian Penal Code-1860

Sections that protect private security personnel

Police cannot be present everywhere, then who protects citizens? Obviously, it is the private security personnel, who protect citizens' life and property. A private security personnel like other citizens gets some immunity from the law for his/her acts done in good faith while protecting life and property. Relevant sections of the IPC that are applicable to private security personnel are given below:-

Section 96 states that - *"Nothing is an offence, which is done, in the right of private defence"*. Any citizen has this right of private defence and can use where necessary.

Section 97: states that *every person has the right to defend with some limitations:*

- His/ her own body and the body of any other person, against any offence affecting the human body.
- His/ her own property and that of any other person, against theft, robbery, mischief, criminal trespass or any act which is an attempt to commit any of the above.

Section 100: Explains when the *Right of private defence extends even to the causing of death or any other harm:*

There are acts of aggression, so serious in nature, that the law gives authority to the defender to use force even if it causes the death of the assailant.

These acts of aggression include the following:

- An assault that may reasonably cause the apprehension of death.
- An assault that may reasonably cause the apprehension that grievous hurt will result.
- An assault that is committed with the intention of rape.
- An assault committed with the intention of gratifying unnatural hurt.
- An assault committed with the intention of kidnapping or abduction.
- An assault committed with the intention of wrongfully confining a person so that he would be unable to have recourse to public authorities for his release.

The law authorizes every citizen who is under reasonable apprehension that his/ her life is in danger or that his/ her body is in risk of grievous hurt to defend him/ herself with the use of force and in so doing even if he/ she causes the death of his/ her assailant, he/ she has committed no offence. His/ her act however should be only in defence, and commensurate to meet and stop the assailant and not more.

Section 102: The right to private defence of the body commences as soon as there is reasonable apprehension of danger or even threat though the offence has not been committed. And such right continues as long as reasonable apprehension of danger continues.

Rights of Private Defence of Property

Section 103: Every person has the right to defend his/ her own property and that of any other person against theft, robbery, mischief, and criminal trespass. If there is reasonable apprehension that

death will result if the right of private defence is not exercised, he/ she is authorized to use force to defend his/ her right even if in so doing the assailant dies as a result.

So a private security personnel employed to guard the property of his/ her employers is protected by law. He/ she will, however, not use force in that defence if there is time to report to police. In using the Right of Private Defence or Defence of Property he/ she will not use more force and inflict more harm than is necessary to stop the assailant.

Code of Criminal Procedure, 1973

Section 37: Public when to assist magistrates and police. Every citizen is bound to assist a magistrate or police officer in making arrest of any person wanted by law.

Section 39: Public to give information of certain offences. Any person who is aware of the commission of, or of the intention of any other person to commit, an offence shall, inform the magistrate or police officer without any delay.

Section 43: Arrest by private person and procedure on such arrest. Any citizen may arrest or call police to arrest a person who in his/ her presence commits a non-bailable and cognizable offence, or is a proclaimed offender. Arrested person will be taken to the nearest police station.

Section 46: How is an arrest is made?
- In making an arrest, the police officer or any other person making the same shall actually touch or confine the body of the person to be arrested, unless there is a submission to the custody by word or action.

- If such a person forcibly resists the endeavour to arrest him/her, or attempts to evade the arrest, such police officer or other person may use all means necessary to effect the arrest.
- Nothing in this section gives a right to cause the death of a person while arresting.
- No woman shall be arrested after sunset and before sunrise. Only woman security personnel will deal with women for making arrest or detention.

Section 49: No unnecessary restraint. The person arrested shall not be subjected to more restraint than is necessary to prevent his escape.

Section 52: Power to seize offensive weapons.

A police officer or any other person making any arrest under this section may take from the person arrested any offensive weapons which he has about his person, and shall deliver all weapons so taken to police or court.

1. Visit a police station and meet the Station House Officer and request him/her to brief you about functioning of police station.

2. Discuss with SHO the applications of various IPC sections.

A. Short Answer Questions

1. What are cognizable and non-cognizable offences?

_____
_____
_____
_____
_____

2. What are bailable and non-bailable offences?

_____
_____
_____
_____
_____

3. Write a short note on IPC.

_____
_____
_____
_____
_____

4. Write a short note on Cr PC.

_____
_____
_____
_____

5. Write short note on PSARA-2005?

_____
_____
_____
_____
_____

6. Write short note on Section-96 of IPC?

_____
_____
_____
_____
_____

B. Fill in the Blanks

1. Sections 103 to 105 of IPC lay down the rights in regard to the defence of _____.

2. Each state has a _____ authority to oversee the licensing and training of private security agency.

3. PSARA, 2005 lays down guidelines for private security agencies on the following aspects:-

(a)
(b)
(c)

CHECKLIST FOR ASSESSMENT ACTIVITY

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

Differentiated between

(a) Cognizable and non-cognizable offence.
(b) Bailable and non-bailable offence.

Part B

Discussed in class the following:

What are the various acts of aggression/assault against which the law gives authority to the defender to use force?

Part C

Performance standards
The performance standards may include, but not limited to:

Performance standards	Yes	No
Demonstrate knowledge of various sections of IPC and Cr PC relevant to situation		

In addition to the IPC and Cr PC, there are a large number of Special Acts and Ordinances that the Parliament has enacted to address various security issues in the country.

The Protection of Human Rights Act, 1993

Every citizen has his/ her Human Rights. Human Rights are respected world over. Human rights are basically rights which lend dignity to a human being. They include the right to life, basic freedom, personal growth, employment, to practise religious or other beliefs and the like. To safeguard the Human Rights of its people, India has constituted the Human Rights Commission. At the National level, the chairpersons of the National Commission for Minorities, the National Commission for the Scheduled Castes and Scheduled Tribes and the National Commission for Women are Members of the Commission. There are State-level Human Rights Commissions.

The commission looks into the complaints of Human Rights Violations in the country and investigates the incidents and issues direction. It also investigates the human rights complaints against the members of the Armed Forces. There is also a provision for setting up Human Rights courts.

As per the process, the complaints are first required to be investigated and addressed by the Government department concerned, and if the departmental response is not adequate, the Human Rights Commission can carry out its own inquiry.

Unlawful Activities (Prevention) Amendment Act, 2011

The aim of Unlawful Activities (Prevention) Amendment Act, 2011 is to deal with criminal and terrorist activities, directed against the integrity and sovereignty of India.

The Act provides for effective prevention of unlawful activities of individuals and associations (dealing with terrorist activities).

The Act defines 'terrorist acts' to include:

- Activities that threaten the economic security of India by production, smuggling or circulation of counterfeit currency.

- Activities related to procurement of weapons, explosives and chemical, biological, radiological and nuclear material.

- Activities that involve detention, abduction, threats to kill or injure people or to compel government to comply with some demand.

- Activities to raise or provide funds for financing terrorist activities.

EXERCISE

Group Discussion

Scan through the newspaper for stories on violation of human rights and terrorist activities. Discuss with fellow students and teacher on these issues and write a short note on the conclusions drawn.

Short Answer Questions

1. Write a short note on "The Protection of Human Rights Act, 1993".

_____
_____
_____
_____
_____

2. Write a short note on "Unlawful Activities (Prevention) Amendment Act, 2011".

_____
_____
_____
_____

CHECKLIST FOR ASSESSMENT ACTIVITY

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

Differentiated between Lawful and unlawful activities

Part B

Discussed in class the following:
(a) The Protection of Human Rights Act, 1993.
(b) The Unlawful Activities (Prevention) Amendment Act, 2011.

Part C

Performance standards
The performance standards may include, but not limited to:

Performance standards	Yes	No
Demonstrate the knowledge of Human Rights in a given situation of handling political activity as a security officer		

Private Security Agencies (Regulation) Act – 2005: The private security sector not only provides security to life and property but it also gives employment to a large of men and women in the country. In order to regulate the private security agencies operating in the sector, the Government of India enacted Private Security Agencies (Regulation) Act in 2005. While the PASRA-2005 lays down the larger framework, rules for the implementation of the Act are required to be promulgated and implemented by the state governments.

Important contents of the Act: The Act covers essential rules to be followed by the private security industry and some of these are as follows:-

- Process for obtaining private security agency license and their renewal.
- Standards of training, training levels and physical standards.
- Documents required to be maintained by private security agencies.
- Personal verification of the private security agency management and security personnel.
- Requirement of supervisors.

Training for security personnel: The Act specify the hours of training. The act also lays down the duration of training that ex-servicemen and former police personnel are required to undergo for employment as private security guards. The training for a new trainee shall be for 160 hours, sub-divided into 100 hours of classroom instruction and 60 hours of field training. Training shall be spread over at least 20 working days. For ex-servicemen and former police personnel the

duration of the training shall be 56 hours, sub-divided into 40 hours of classroom training and 16 hours of field training. On successful completion of the training, the trainee will be awarded a certificate in Form IV of PSARA-2005 by the training institute or organization.

Topics for training (security guard and supervisor):

The training for security guards include the following:

- Conduct in public
- Correct wearing of uniform
- Physical fitness training
- Physical security
- Security of the assets
- Security of the building or apartment, household security
- Personal security
- Fire fighting
- Crowd control
- Examining identification papers including identity cards, passports and smart cards
- Ability to read and understand English alphabets and Roman numerals as normally encountered in the identification documents, arms license, travel documents and security inspection sheet
- Ability to identify improvised explosive devices
- First-aid
- Crisis response and disasters management
- Defensive driving (compulsory for the driver of armoured vehicle (vehicles used for cash transit)
- Handling and operation of non-prohibited weapons and firearms
- Rudimentary knowledge of Indian Penal Code - right of private defense, etc.
- Procedure for lodging first information report in the police station
- Arms Act (only operative sections)

- Explosives Act (operative sections)
- Badges of rank in police and military forces
- Identification of different types of arms in use in public and Police
- Use of security equipments and devices
- Leadership and management (for supervisors only)
- Observations, handling of unidentified objects, conducting anti-sabotage checks, handling equipments and special requirement for those who have to do personal protection

The competent authority inspects the functioning of training facility from time to time. Such inspection is conducted at least twice a year.

EXERCISE

Discuss in class the following aspects with regard to private security agencies and personnel and record the outcomes of the discussion:

(a) Whether there has been an increase in the participation of women in private security in the last 5 years?

_____
_____
_____
_____
_____
_____

(b) Do the existing private security personnel need more training on aspects related to conduct in public and handling various situations?

_____
_____
_____
_____
_____
_____

A. Short Answer Questions

1. What is the role of the private security industry in society?

_____
_____
_____
_____
_____
_____
_____

2. Write any five areas of training for security guards.

(a) _____
(b) _____
(c) _____
(d) _____
(e) _____

B. Fill in the Blanks

1. PSARA stands for _____
   _____ Agency (Regulation) Act.

2. The competent authority will inspect the functioning of training facility at least _____ a year.

3. The total training duration for a new trainee shall be for _____ hours spread over at least _____ working days.

CHECKLIST FOR ASSESSMENT ACTIVITY

Use the following checklist to see if you have met all the requirement

Part A

Differentiated between
(a) Physical security and personal security
(b) Arm act and explosive act
(c) Education and Training
(d) Authority and competent authority

Part B

Discussed in class the following:

(a) What is the importance of regulations in private security?
(b) Whether the PSARA Act 2005 has been useful in developing and maintaining professionalism in private security industry?

Part C

Performance standards

The performance standards may include, but not limited to:

Performance Standards	Yes	No
Demonstrate the **knowledge** of the training of the security staff as per the PSARA-2005		

SESSION 4: VERIFICATION AS PER PSARA-2005

RELEVANT KNOWLEDGE

PSARA-2005 deals with the following two types of verification of antecedents and character:

- Person (s) applying for license to run a private security agency in a State.
- Security guards and supervisors before their employment with private security agencies.

A person(s) while making an application to the Controlling Authority for a fresh license or its renewal shall apply on Form–I of PSARA-2005 for verification of antecedents. The Controlling Authority will carry out verification about the details given by the applicant in the application form and will obtain a 'No Objection Certificate' from Deputy Superintendant of Police where the private security agency intends to carry out its activities. The following information is verified by the Police:

(a) Whether the applicant(s) or company had run any private security agency
(b) Whether the applicant(s) has any specific expertise a security agency

Before a person is employed as a security guard or supervisor, the security agency will follow the following procedure to verify the character/ antecedents of the person:

- The security agency itself will verify the character and antecedents through available means.
- The agency will ask person to deposit authenticated documents to support their character and antecedents.

- The agency will send a verification request on Form–II of PSARA-2005 to the Superintendant of Police (on permanent address of person) along with prescribed fee.
- Report received from the police authorities will be treated as verification.

The verification report is issued within ninety days of the receipt of the character and antecedent verification form and is valid for three years.

1. Write a brief note on the provisions in the PSARA-2005 with respect to the verification of antecedents in respect of:

   (a) Person desirous of running private security agency.

   _____
   _____
   _____
   _____

   (b) Person desirous of working in private security agency as Security Personnel.

   _____
   _____
   _____
   _____

2. What is the procedure to verify the character/ antecedents of the person prior to his employment as a Security Guard or Supervisor?

   _____
   _____
   _____
   _____
   _____

A. Fill in the blanks

(a) As per PSARA-2005 an application for issue of a license to run private security agency is to be considered from a person after due verification of his _____ and _____.

(b) Form I of PSARA-2005 is used for applying for verification of the antecedent of the person desirous of _____.

(c) Form II of PSARA-2005 is used for applying for verification of the antecedent of the person desirous of

_____.

(d) The persons being employed as security guard or supervisors are required to be verified by the _____ of his/her permanent address.

(e) The verification report is to be issued by the Police HQ within _____days of the receipt of the character and antecedent form.

(f) The verification report issued by the Police is valid for _____ years.

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

Differentiated between forged and authenticated documents

Part B

Discussed in class the following:
(a) Process of Police verification of the antecedents of a person.
(b) Duties of the police personnel as regards verification of the antecedents of person.

Part C

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
Demonstrate the knowledge of verifying the antecedents of a person		

SESSION 5: SERVICE CONDITIONS OF PRIVATE SECURITY PERSONNEL

More often than not the private security personnel are deployed in business and industrial premises. Their terms of employment are essentially as per the normal labour laws. In accordance with the Annexure at the end of the PSARA-2005, the following labour laws need to be followed by the organizations, which seek license under the Act:

Payment of Wages Act, 1936: The Payment of Wages Act, 1936 regulates the payment of wages to certain classes of persons employed in the industry. The scope of this act is limited to the persons drawing the earned wages for the month, which does not exceed Rupees one thousand six hundred. The department is enforcing this legislation to the persons employed at the registered factories. The main provisions envisaged in the Act:

1. It regulates the payment of wages in time i.e., not later than 7th day from the last day of the wage period for factories employing less than 1000 employees and 10th day for factories exceeding 1000 employees.
2. Wages shall be paid in cash in current currency with in the working hours.
3. Only authorised deductions can be caused from the earned wages;
4. Workers shall be issued wage slips giving all the details of their earned wages along with the wages paid;
5. Fines can be imposed as per the rules specified.

Industrial Disputes Act, 1936: Industrial disputes are the disputes which arise due to any disagreement in an industrial relation. In India, the Industrial Disputes Act, 1947 is the main legislation for investigation and settlement of all industrial disputes.

The Act enumerates the contingencies when a strike or lock-out can be lawfully resorted to, when they can be declared illegal or unlawful, conditions for laying off, retrenching, discharging or dismissing a workman, circumstances under which an industrial unit can be closed down and several other matters related to industrial employees and employers. Under the Industrial Disputes Act, 1947, the Central Government is the appropriate Government for investigation and settlement of industrial disputes in regard to the departmental undertakings of the Central Government, major ports, mines, oil fields, cantonment boards, banking and Insurance Companies, Life Insurance Corporation of India (LIC), Industrial Finance Corporation of India Limited, the Oil and Natural Gas Corporation Limited, the Indian Airlines, Air India, the Airport Authority of India and all air transport services. The Industrial Disputes Act 1947 was amended by the Industrial Disputes (amendment) Act 2010. The amendment came into force with effect from 15.9.2010.

Minimum Wages Act, 1948: The Minimum Wages Act, 1948 was enacted to safeguard the interests of workers, mostly in the unorganised sector by providing for the fixation of minimum wages in certain specified employments. It binds the employers to pay their workers the minimum wages fixed under the Act from time to time. Under the Act, both the Central Government and the State Governments are the appropriate Governments to fix, revise, review and enforce the payment of minimum wages to workers in respect of 'scheduled employments' under their respective jurisdictions. There are 45 scheduled employments in the Central sphere and as many as 1530 in State sphere.

Provident Fund and Miscellaneous Provisions Act, 1952: The legislation relating to provident fund is the

Employees' Provident Funds & Miscellaneous Provisions Act, 1952 (EPF & MP Act). The Act was enacted with the main objective of making some provisions for the future of industrial workers after their retirement and for their dependents in case of death. The Act aims to provide for institution of provident funds, family pension funds and deposit linked insurance funds for the employees in the factories and other establishments. It provides insurance to workers and their dependents against risks of old age, retirement, discharge, retrenchment or death of the workers. It is applicable to every establishment which is engaged in any one or more of the industries specified in Schedule I of the Act or any activity notified by Central Government in the Official Gazette and employing 20 or more persons. The Act is administered by the Government of India through the Employees' Provident Fund Organisation (EPFO). EPFO is one of the largest provident fund institutions in the world in terms of members and volume of financial transactions that it has been carrying on. It is an autonomous tripartite body under the control of Ministry of Labour with its head office in New Delhi. It aims to extend the reach and quality of publicly managed old-age income security programs through its consistent efforts and ever-improving standards of compliance and benefit delivery system to its members.

Contract Labour (Regulation & Abolition) Act, 1970

The Contract Labour (Regulation & Abolition) Act aims at regulating employment of contract labour so as to place it at par with labour employed directly, with regard to the working conditions and certain other benefits. Contract labour refers to the workers engaged by a contractor for the user enterprises.

These workers are generally engaged in agricultural operations, plantation, construction industry, ports & docks, oil fields, factories, railways, shipping, airlines, road transport, etc. The Act applies to every establishment/ contractor in which twenty or more workmen are employed or were employed on any day of the preceding twelve months as contract labour. Every establishment and contractor, to whom the Act applies, have to register themselves or obtain a license for execution of the contract work.

The interests of contract workers are protected in terms of wages, hours of work, welfare, health and social security. The amenities to be provided to contract labour include canteen, rest rooms, first aid facilities and other basic necessities at the work place like drinking water etc. The liability to ensure payment of wages and other benefits is primarily that of the contractor, and in case of default, that of the principal employer.

Equal Remuneration Act, 1976

The Equal Remuneration Act, 1976 aims to provide for the payment of equal remuneration to men and women workers and for the prevention of discrimination, on the ground of sex, against women in the matter of employment and for matters connected therewith or incidental thereto. According to the Act, the term 'remuneration' means "the basic wage or salary and any additional emoluments whatsoever payable, either in cash or in kind, to a person employed in respect of employment or work done in such employment, if the terms of the contract of employment, express or implied, were fulfilled". Nothing in this Act shall apply: (i) to cases affecting the terms and conditions of a woman's employment in complying with the requirements of any law giving

special treatment to women; or (ii) to any special treatment accorded to women in connection with the birth or expected birth of a child, or the terms and conditions relating to retirement, marriage or death or to any provision made in connection with the retirement, marriage or death. There are other laws and acts which are concerned with the employee and his/her welfare, but these have not been mentioned in the Act. The important ones are as follows:

- Employee State Insurance Act 1948.
- Workmen Compensation Act 1923.
- Maternity Act.
- Industrial Standing Orders Act.
- Factory Act-1948

While the Schedule to PSARA-2005 enumerates certain labour laws as mentioned above, no where does it state that the others are not applicable. As such, the laws applicable to rest of the business and industry are also applicable to the employees in security industry. In so far as the wages are concerned, certain States have constituted Wage Boards or have laid down specific minimum wages for the security personnel. The private security agencies deployed at various posts as per the deployment plan are required to perform some of the following duties:

- Access Control/ Gate-house Duties
- Reception Duties
- Escort Duties
- Pay-guard Duties.
- Vehicle Control Duties
- Security of the Perimeter.
- Post Duty/ Point Protection
- Area Protection Duty
- Handling Emergencies.
- Provision of Medical First Aid

A security officer/guard would have to face a number of potential security risks at his/her assignment. These would include:-

- Unauthorised trespass
- Theft/loot/robbery
- Violence/assault/murder/suicide
- Accidents/incidents/emergencies
- Lost and found property
- Unattended children
- Traffic control

No Legal Powers

It shall be worth mentioning that the private security staff needs to carry out certain duties which are a prerogative of the law enforcement agencies. Under the circumstances, they are not empowered legally to do so. Further due to this reason, it is necessary that the security staff is aware of the operative sections of some criminal laws and procedures to accomplish their tasks smoothly.

Security personnel should have the knowledge of offenses against human body and property, and general exceptions (including Rights of Private Defence) in the IPC and sections dealing with arrest, unlawful assembly and lodging of FIR in the Cr PC.

In so far as handling of emergencies by private security personnel are concerned, they need to be supported by the Police, Fire Brigade and Hospital/Medical services.

EXERCISE

Visit an organization where security personnel are deployed. Ask the supervisor different questions related to legal framework in the field of private security. Prepare a short note on the question-answer session.

Short Answer Questions

1. List any 5 laws that need to be followed by the organizations, which seek license to operate Private Security Agency under the PSARA-2005?

   _____
   _____
   _____
   _____

2. What are various security duties that are performed by the security guards at the posts?

   _____
   _____

3. "Security staff has no powers under the Indian Law". Comment in brief

   _____
   _____
   _____

CHECKLIST FOR ASSESSMENT ACTIVITY

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A
Differentiated between Payment of wages Act 1936 and minimum wages Act 1948

Part B
Discussed in class the following:
(a) The labour laws that are applicable to the private security companies

Part C
Performance standards
The performance standards may include, but not limited to:

Performance standards	Yes	No
Demonstrate the knowledge of duties and responsibilities of security staff		

SECTOR: SECURITY

NSQF Level 4 (CLASS XII)

SS404-NQ2016 – Basic Security Operations

Student Workbook

Table of Contents	

Patrolling and crowd control operations are gaining increased importance with increase in theft cases and political activities. Moreover with financial and manpower resources being limited, it becomes necessary to use the limited manpower to cover larger areas and functions.

One of the characteristics of our democracy is the tradition of expressing dissent through peaceful protest. Our constitution lays down that all citizens have the right to assemble peacefully and without arms. This right is subject to reasonable restrictions in the interest of the sovereignty and integrity of India and public order.

While political rallies may be handled by the regular police, crowds and protests at public places like factories, offices, malls, hospitals and events. Crowd control is a very delicate operation because even a slight provocation can transform the crowd into a mob and lead to a riot. Moreover the private security guards do not have powers like the police. Therefore, they should understand the limitations of authority and powers.

In this unit you will learn about the various aspects of dealing with crowd and how to manage with crowd control effectively. You will understand how to exercise limits in use of authority when dealing with disorderly/threatening behaviour of crowd and unlawful assemblies.

SESSION 1: PURPOSE AND TYPES OF PATROLS

RELEVANT KNOWLEDGE

Patrolling duties are difficult and complex but are cost effective as large areas can be covered through their activity and thus prune down manpower deployment. Patrolling is useful in preventing crime, apprehension of criminals and maintaining of peace.

Purpose of Patrols

The purposes of patrolling are:-

- To keep an area under effective surveillance and control even when the physical deployment is restricted.
- To keep a watch on areas in proximity of the premises which may pose a threat from anti-social elements?
- To instill fear in unlawful elements.
- To act as a link between post in bad weather or low visibility conditions.
- A patrol party is capable of reacting to an emergency.

Types of Patrols

The patrols vary depending upon their mode of patrolling or the purpose. Patrolling can be carried out on foot or in vehicles. The patrols may be tasked to instill fear in anti-social elements or to keep unmanned area under surveillance or to react to an emergency in some other part of the site. The Private Security patrols are normally unarmed; however, armed guards may well form a part of the patrol if the situation so warrants. Electronic devices are used either to replace or supplement patrols or to guide them in emergency situations.

Patrolling on foot is the most common. It is normally resorted to when an area to be patrolled is relatively small and restricted or when a vehicle or electronic surveillance is not available. Foot patrol are generally carried out in shopping malls, parks, in front of pubs, crowded markets and streets to prevent crimes like chain snatching, eve teasing, robbery, car thefts and apprehend the offender quickly. A security guard on a foot patrol has to remain alert and use all his faculties as the patrols move slowly to take in the activities around. This gives them the preferred option to patrol factory premises, institution and gated residential societies.

The advantages of foot patrols are as under:

- More economical than other means.
- Leads to greater familiarity with the area.
- Is able to access restricted areas like narrow alleys and stairways.
- Makes more contact with the public and therefore has a greater
  opportunity of fostering better relations.
- Knowledge of people on the beat provides more scope for developing sources of information.

The disadvantages of a foot patrol are as under:

- A foot patrol has restricted mobility and the area that it can cover is limited.
- It takes longer to cover the given area.
- The capabilities of the patrol are affected by inclement weather like rain and snow.
- Capacity for pursuit is limited.
- It is difficult to carry additional equipment.
- Armed foot patrols are vulnerable to weapon snatching.
- It is very difficult to monitor these patrols, particularly in congested areas.

Vehicular Patrol

Patrolling using a vehicle, such as a bicycle, motorcycle or multi utility (MUV) vehicles, enables a Security Guard to cover a larger area, the driver has lesser time to absorb the surroundings and also has to concentrate on the road. This is what often necessitates that vehicular patrol has at least an additional person on the vehicle.

Advantages of a vehicular patrol are as under:

- Vehicular patrols on motorcycles and MUVs are highly visible and have a good deterrent effect.
- The patrols can carry additional equipment and can also make notes while on the move.
- Larger areas and multiple sites can be covered in a shorter period of time.
- Speed of response to incidents in other areas is very high as is the ability to chase.
- Less vulnerable to the vagaries of weather.
- Armed vehicular patrols are less vulnerable to weapon snatching.

Disadvantages of a vehicular patrol are as under:

- The patrol party has to ensure the serviceability of its vehicle which is an added responsibility.
- The patrol route is restricted to areas accessible by the vehicles.

Vision may be partially restricted inside a vehicle and the patrol is generally not able to exercise other senses like smell and hearing adequately, particularly in enclosed vehicles or if the patrol is on a noisy vehicle like a motorcycle.

Visual Fixed Patrol

With the advent of technology it is now possible for a guard to remain static but still keep watch over an entire area using sensors, cameras and other devices. Though this activity is not patrolling in the classical sense as no one physically moves in the area of responsibility, it is often called visual or fixed patrols.

I. Case Based Problem

Read the following situation and answer the questions that follow:

Scenario
There are some unsocial elements, who disturb the students and girls students of the school when they are coming or going to School. The principal of your school assigned a task to conduct a patrol to provide security to the students.

Q. 1 What is the purpose of patrol in this case?

Ans. _____

_____

 Q.2 What type of patrolling will be more effective in this case?

Ans._____

_____

II. Assignment

Form patrol parties of 10 persons and nominate a patrol leader. Select a patrol route around the school of about 03 kms length for a foot patrol after discussing it with your teacher.

Set out on the patrol to observe the area and find potential breaches in security and answer the following questions.

Q1. What was the patrol route followed and what was its length?

-

_____
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_____

Q2. What were the obstacles if any on the route, and how did you overcome them?

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Q3. What are the likely areas from where an intruder could enter the premises?

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Q4. Did you observe any signs of breaches in security like a break in the fence or wall? If yes, what is your assessment?

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Q5. How much time did you take to cover the patrol route?

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Q6. Could the patrolling have been done in a vehicle, and how much time would the patrol party have taken?

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_____

Q7. Was vehicular patrol more effective than foot patrol?

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Q8. What were the advantages of doing the patrol on foot?

_____
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_____
_____

Q9. What were the disadvantages of doing the patrol on foot?

_____
_____
_____

A. Short Answer Questions

Q1. What are the areas where a foot patrol is the common form of patrolling?

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Q2. What are the advantages of foot patrols in malls and residential colonies?

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Q3. What is the type of patrol that should be used for highways and large residential areas? Give three reasons.

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Q4. What are the advantages of vehicular patrols?

_____
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_____

Q5. What are the disadvantages of a vehicular patrol, especially in a crowded market?

_____
_____
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_____

Q6. Give two examples where you feel Visual or Fixed Patrol can be used effectively.

_____
_____
_____

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

Differentiated between
(a) Foot and vehicular patrols
(b) Patrolling by army and Private security Personnel

Part B

Discussed in class the following:

(a) What is the purpose of patrolling?
(b) What are the skills that are necessary for effective patrolling?

Part C

Performance standards
The performance standards may include, but not limited to:

Performance standards	Yes	No
Demonstrate knowledge of different types of patrolling		

Patrolling is an intense activity that necessitates deliberate planning and preparation. It starts with the person who orders the patrol. The person ordering the patrol has to clearly state the "Aim" of the patrol, and tasks. For example, the aim of the patrol is to ensure security of the factory perimeter. The tasks may include checking for breaches in the perimeter fence, check the security lights on the perimeter and check the alarm hooters at the posts on the perimeter, etc. All preparations should be made to ensure that the aim is met. The following preparations will be made once the patrol orders are issued:

Routine: Patrolling in the private security field is generally repetitive where security of equipment is involved, but routines must be varied where the patrol is undertaken to protect against criminal or disruptive activities. For example a patrol by a team of one security person and one technical staff to check the plant functioning may have a fixed routine. They will go on their round at every hour, but the perimeter security patrol must vary its timing and not be predictable so that the criminal minded elements do not take advantage of the predictable routine.

Site Orders: Aim and orders for a patrol flow out of the site and post orders. The security officer must brief all the staff about the complete site orders and all security personnel must be aware of them beside their individual site orders. For example, if one of the tasks of a patrol is to check that there are no intrusions from a particular point, then a post in that area will probably also be having it as one of its tasks.

Familarisation: The patrol party must be familiar with the site, route, and all aspects pertaining to the tasks of the patrol. For example, the perimeter security patrol must have thorough knowledge of the entire perimeter fence ways of entry, location of gates, security lights and switches. Similarly the plant patrol must have knowledge of the location of alarm panels, valves, switches, hydrants, telephones and the like. It is also very important that you are familiar with people in your area, so that you are immediately alerted if there is a stranger in your area.

Route Chart: In military this is by far the most important aspect because the route is often through enemy territory. In private security, the person ordering the patrol will normally lay down the route and all activities to be carried out at different points on it. Alternate route selection is a must to ensure that a patrol is not trapped or aborted because of a problem on a particular route.

Equipment: Consider the aim and tasks of the patrol and ensure that you are appropriately clothed and equipped. The common equipment on a foot patrol would include torches for night patrols, communication equipment, whistle, baton, notebook, pen and observation devices. Persons on a technical patrol must have the right tools for the task.

Patrol Plan: After all the aspects of the patrol have been considered, a detailed plan is prepared to cover all tasks and contingencies. Where patrols are repetitive, the patrol plan merges with the patrol orders, only the routine may be varied for maintaining surprise.

Conduct of Patrolling

To be proficient in patrolling you have to be a keen observer and a quick thinker. You have to anticipate incidents and ensure they do not overwhelm you.

A simple thing like using your torchlight away from your body so that you are not hit by someone using it as a target reference point will go a long way in protecting you and others in the patrol. Some of the other aspects are as follows:

(a) **Ensure Safety:** Some of the actions that can protect you and ensure the safety and success of your patrol are :
- Do not use strong perfumes or talcum powders on a night patrol.
- Do not smoke while on a patrol duty.
- Use the shadows and move next to buildings while on a night patrol.
- Use your torch sparingly. It should be used for studying objects and not continuously for illuminating the routes.
- Stay away from glass windows and barbed wire fencings and obstacles.
- Do not talk on the patrol.

(b) **Deterrence**: Your presence is a deterrent to crime, so be there and if you are on a day patrol, be seen and do not just be there in some corner.

(c) **Observation:** Be a keen observer and look for the unusual. A tall person in a burqa with an unusual gait could be a man. A lock hanging open could indicate a break in. A man looking into all the cars in the parking lot may be planning to steal one.

(d) **Buddy Pairs:** For safety, security and ease of conduct, patrolling activities should be done in pairs or a team that is familiar with each other. The team should cover each other and also distribute loads and tasks suitably.

(e) **Make Notes:** You should make notes of unusual activities and events for drawing conclusions and also for future references. Analyse your observations deliberately.

(f) **Familiarization:** It is a good idea for night patrols to familiarize with the area during the day and look for changes if any as they will give a lot of indications of crime.

(g) **Security breaches:** Maintain a special lookout for indicators for security breaches like:
- Broken locks, doors and windows.
- Lights being on in an office at an unusual time.
- Unusual movements at odd times.

(h) **Approaching a suspect:** Patrolling should preferably be at least in pairs. In any case never approach a suspect alone. In case you encounter a suspect when you are alone, follow him at a discreet distance and call for help. Approach him when you have help.

(i) **Be Deliberate:** Patrolling is a very deliberate and intense activity. Never be in a hurry, take your time, make notes and wait if you observe on event unfolding. Take preventive and protective action as the situation may warrant.

These are just some of the points for the preparation and conduct of patrols. Practice, training and rehearsals go a long way in improving the skills of security personnel at patrolling. Moreover you have to use your skills and intelligence according to the situation at hand. For example while it is taught that you should not make noise while patrolling, some patrols may require your being noisy like on a beat patrol where you blow your whistle or beat your stick to warn criminals of your presence and deter them from committing a crime.

Assignment

Consider the layout of your school and its security needs. Discuss with your teacher and prepare a patrol plan for the security of the school premises after school hours under the following heads:

(a) Aim
(b) Tasks
(c) Routine

- Working Days: Day - Night
- Holidays: Day - Night

(d) Route
(e) Composition of patrol party and equipment to be carried.

Short Answer Questions

Q1. What are the tasks that may be given to a patrol party in the Private Security Sector?-
_____
_____
_____
_____

Q2. List five measures to ensure safety of a patrol.

_____
_____
_____
_____

Q3. List three indicators of a security breach.

_____
_____
_____
_____
_____
_____

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

Differentiated between
(a) Aim and tasks of a patrol.
(b) Patrol orders and patrol plan.

Part B

Discussed in class the following:
(a) What are the preparations required before conducting patrolling?
(b) What are the equipment needed for patrolling?

(c) What are the safety measures adopted in patrolling?

Part C

Performance standards
The performance standards may include, but not limited to:

Performance standards	Yes	No
Demonstrate the knowledge of various steps to be followed while patrolling		

SESSION 3: RESPONSIBILITY AND AUTHORITY OF PATROLLING TEAM

RELEVANT KNOWLEDGE

In the earlier sessions we have learnt about the various types of patrols and how to conduct them. You would have realized that just like any other activity in your life, a patrol is carried out with a specific purpose. In the earlier lesson, we restricted ourselves to saying that the main purpose of a patrol in the private security industry is to maintain security of the premises, but you would have realized by now that patrolling is a security operation that can serve some other purposes too. Let us go to the next level and consider some other purposes. These could be:

- To prevent and detect offences against the property of the undertaking.
- To locate, prevent and detect shortcomings in security measures.
- To collect information about crime and criminals.
- To collect information regarding worker's activities.
- To prevent any outbreak of fire and other industrial accidents.
- To monitor performance and implementation of security measures.

Have you noticed that to realize the purposes given above patrols the management or the person ordering the patrols require information from the patrol. For example, if the management is to prevent and detect offences against property of the company it will require information about persons and activities that are damaging the property. Similarly a patrol to prevent outbreak of fire will provide information about places where there may be short circuits, or dangerously stored inflammable material.

This information is included in the reports that the patrols make. A patrol may make a verbal report about an emergent situation but it should always be followed up by a written report.

Reporting

It is the communication of information to the authority concerned for their necessary action. Normally a patrol is debriefed by the ordering authority after which a detailed report is submitted by it. The format for patrol report is given in table 1.

The patrol leader must understand the aim of the patrol clearly and include in the report all incidents and observations that will help further the aim of the patrol. Similar reporting formats may be designed for the specific purposes of the patrols especially technical patrols which may even be required to fill in a specified inspection log.

Responsibility and Limits of Authority of Patrolling Team

Patrolling and its subsequent honest reporting is an activity on which many subsequent activities depend. Failing to carry out patrolling and its associated tasks correctly is a serious professional misdemeanor so it is important that security personnel know the responsibilities with regard to it that are as follows:

- Carry out the patrolling when ordered and follow specific instructions that are given such as reporting at particular points and carrying out laid down activities like checks, etc.
- Ensure that they are not under the influence of alcohol or drugs and do not sleep on a patrol.
- Do not deviate from the patrol and visit other sites without proper authority.
- Ensure that the reports are correctly and honestly made and are in time.

Private Security Personnel are likely to encounter numerous cases of criminal activity while on a patrol. They are not the police, and they have limited powers, and under no circumstances are they supposed to exceed their authority. When dealing with the public, the security personnel must work within the law and laid down instructions at all times. They must immediately inform their superiors and call for the police, whose job it is to enforce the law.

<table>
<tr><td>EXERCISE</td><td>1. Conduct a patrol in the school and prepare a detailed Patrol Report.</td></tr>
</table>

EXERCISE

1. Conduct a patrol in the school and prepare a detailed Patrol Report.

ASSESSMENT

Short Answer Questions

Q1. List the various purposes for which a patrol could be used?

_____
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_____
_____
_____
_____
_____

Q2. What do you understand by Reporting?

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_____
_____
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_____

Q3. What are the responsibilities of security personnel while performing patrolling duties?

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_____
_____
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_____

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A
Differentiated between

(a) Duties and responsibilities
(b) Responsibility and authority
(c) Instructions and orders

Part B

Discussed in class the following:

(a) What are the duties of security personnel patrolling a premises?
(b) What are the responsibilities of security personnel patrolling a premises?
(c) Why is it important to write a report?

Part C
Performance standards
The performance standards may include, but not limited to:

Performance standards	Yes	No
Demonstrate the knowledge of authority of security personnel.		
Write patrol report in the format		

SESSION 4: TYPES OF CROWD

RELEVANT KNOWLEDGE

In the early twentieth century French psychologist Gustave Le Bon observed several characteristics of what he called the "organised" or "psychological" crowd. In sum, his theory contends that:

- Crowds are unified masses whose behaviors can be categorised as active, expressive, acquisitive or hostile.
- Crowd participants are given to spontaneity, irrationality, loss of self-control, and a sense of anonymity.

A crowd is a temporary congregation of a large number of people whose anticipated behaviour requires preventive measures for the maintenance of order and to save it from turning into a mob. A crowd or demonstration will deteriorate into a mob if it has been preconditioned by irritating events, aroused by rumours and inflamed by professional agitators, who appeal to emotional levels rather than to reason. Once an act of violence against persons and property is committed it is termed a riot. Generally members of a crowd think and act as individuals and are without any organisation like the crowd at an accident site or a departmental store sale. However, a characteristic feature of Indian democracy is the tradition to express grievances through protest marches and *dharnas*. Organised, non-violent protest marches were a key weapon in the struggle for independence, and the right to peaceful protest is enshrined as a fundamental right in the Constitution of India. These events often involve huge crowds, have political reasons and backing and are handled by the police and the civil administration. Such crowds are called demonstrations.

The behaviour of crowd varies depending on what brings them there. Crowds may be classified in accordance with their behaviour and reasons for congregating and it is imperative that security measures are based on the type of crowd that has assembled. Let us see the various types of crowds that the security guards may have to handle.

Types of Crowd

Onlookers: This type of crowd gathers almost spontaneously at the scene of an accident or incident. The members are generally all curious bystanders who just stand and stare aimlessly. This type of crowd suffers from the bystander effect wherein everyone thinks that the other will do something to help and it results in no one coming forward to help victims, however when directed by a person in authority most of them will be co-operative and willing to assist. This crowd could also be agitated by the events and turn unruly. For example, crowds blocking the road and agitating because a car hit a pedestrian.

- **Spectator:** This is a planned crowd that gathers to watch an event or for entertainment. Such crowds are generally well-behaved but have potential to transform rapidly and become unruly and violent depending on the outcome of the event, like say loss in a club football match or a boxing bout.

- **Regular:** These are crowds that are a regular feature like those at the market place, metro station or movie halls. Their routine, composition and behaviour is generally predictable and control measures can be planned and put in place easily.

- **Casual:** These crowds are those attracted by temporary events like street plays and magicians. They are akin to onlookers but differ from them in that there is no incident or accident and hence do not suffer from the bystander effect. They are generally peaceful and happy crowds.

- **Acquisitive:** The members of an acquisitive crowd are motivated by the desire to "acquire" something. Typical examples are crowds behind the water tanker supplying water and crowds gathered to receive emergency food packets in a flood affected village. The striking feature of this crowd is that they have no leaders and each member is driven by self-interest.

- **Expressive:** Members of this type of crowd gather or march to express their feelings peacefully. These crowds are generally well-behaved but have a potential to become unruly if provoked. Religious processions and peaceful political rallies may also be placed in this category.

- **Aggressive:** Anger is a characteristic feature of these crowds and members are prepared to fight for what they want. The most prominent types of aggressive crowds are dharnas, strikers, gheraos, political demonstrations, and rival mobs. Hostile crowds usually have leaders who direct and maintain a high degree of hostility in the crowd.

While the private security guards may not be involved in managing crowds at political rallies, they are being increasingly involved in crowd management at events, strikes in factories, malls, movie halls and residential areas. In fact it can be said that just as the private security guard is the first aider in the case of a fire till the fire brigade arrives, s/he is also the first aider in the management of unruly crowds till the police arrives.

Read the following situation and answer the following questions.

There is an ABC company. It has its labour union. Mr. Sham is the president of the labour union. One day the Manager of the company announced that 20 workers of the company will be terminated from the job. Mr. Sham passes message to all workers to stop the work and assemble near main gate. They gave a notice to the manager, to take back his order otherwise they will go on strike from today. The Manager refused to do so and strike begin by the workers.

The crowd of employee starts from main gate to manager office. The Security guards try to stop them by hands chain, barricade and by locking gate. The employee gate of a factory is under repair. The security guard at the gate is asking the employees to park their vehicles outside the gate and enter the factory through the materials gate which is at a distance from the main gate. The employees are angry and there is an argument at the main gate. What should the guard do?

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A. **Short Answer Questions**

Q1. What do you understand by a crowd?

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_____
_____

Q2. What do you understand by an onlooker crowd?

_____
_____
_____

Q3. What do you understand by a spectator crowd?

_____
_____
_____

Q4. What do you understand by an acquisitive crowd?

_____
_____
_____

B. **Fill in the blanks**

1. You are watching a cricket match along with fifty other people in front of a TV shop. You are a _____.

2. An accident takes place on your way to workplace. People are stopping their vehicles to go and see what happened. You also stop your scooter and join the people who have gathered at the accident site. You are _____.

3. You are also there to buy tickets for a movie. You are a part of a _____ crowd.

4. Hundreds of people are moving about in the lobby of a picture hall. A new movie has been released. You want to buy a ticket for the first show first day. You are a part of an _____ crowd.
5. A procession of women are on the streets to protest against the cruel treatment of a girl by her in-laws. You are a part of an _____ crowd.
6. The workers of a factory are upset that they have not been given their bonus by the management. They are shouting slogans near the gate. They are an _____ crowd.

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A
(a) Differentiated between Onlookers and Spectators crowds.
(b) Differentiated between Casual and Regular crowd.
(c) Differentiated between Aggressive and Expressive crowds.

Part B
Discussed in class the following:
(a) What are the different types of crowds?
(b) Why is it important to understand the behavior of crowd?

Part C
Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
Demonstrated the knowledge of the type of crowd in a given scenario		

Crowd control is the controlling of a crowd, to prevent the outbreak of disorder and possible riots. Materials such as stanchions, crowd control barriers, fences, markings on the ground and gentler tactics than riot control are used to direct a crowd. Keeping the crowd comfortable and relaxed is also essential, so things like awnings, cooling fans (in hot weather), and entertainment are sometimes used as well.

Security forces use their understanding of crowd psychology to control and manipulate crowds. Crowd manipulation is the intentional use of techniques based on the principles of crowd psychology to engage, control, or influence the desires of a crowd in order to direct its behavior toward a specific action. The crowd manipulator usually appeals to a segment of the masses assembled into a crowd in real time. Crowd manipulation differs from crowd control, which serves a purely security function. The private security industry uses crowd-control methods to contain and deffuse crowds and to prevent and respond to unruly and unlawful acts such as rioting and looting. Ability to manage crowds can be greatly enhanced by preparation and training by the Security Staff.

Crowd Process: Generally crowds undergo a process, as under:

- **Mobilization:** This process may take a few minutes like in spontaneous crowds of onlookers or may extend over many days like in political rallies. Once the security staff becomes aware that a crowd will assemble, necessary preparation should begin. For example, once a music concert in the

mall grounds is advertised the security staff can take the following actions: Barricade the grounds (in coordination with the management).

- Prepare the routes in and out to the venue.
- Plan the deployment of staff and equipment and procure additional equipment, if required.
- Carry out rehearsals and coordination.
- Check communication networks and channels and carry out rehearsals, if required.
- If the event is at night, check the lighting of the area especially the routes in and out.
- Carry out rehearsals and coordination with other agencies like police and fire brigade.

- **The assembling process:** The process again may take just a few minutes like in the case of an accident where the mobilization may happen by word of mouth or may last a few hours like in cricket matches where people trickle in and out. The actions of the security staff will be dictated by the desirable/undesirable activity of the people assembled for the event. The following actions may be taken by the security staff to manage the crowds:

(a) Undesirable assembly, like accident sites.

- The security staff should reach the site in the shortest possible time and cordon off the area.
- Unwanted persons should be asked to disperse so as to prevent buildup of the crowd.
- If traffic is affected it should be cleared and properly directed.
- If any persons are involved in an altercation they should be taken aside and calmed down.

- Injured persons should be moved to a site and administered First Aid or taken to a hospital.
- Police should be called, if necessary.

(b) Desired assembly: The following actions should be taken by the security staff:
- Channelize the assembling crowds through the planned routes.
- Do not allow loitering or adoption of alternate routes.
- Make the assembling crowd occupy their allotted seats / enclosure.
- If the crowds are getting restless because of delays, keep the managers and organisers informed.

(c) The Assembled State. In this state, the crowd is involved in the event for which it assembled. The security staffs have to keep an eye and take necessary action to ensure that the crowd does not turn unruly and there is no riot. Some actions that the security staff should take are:

- Observe the crowd keenly.
- Make note of boisterous, disruptive and drunken behaviour.
- If a section of the crowd gets restless or violent report to your superiors and isolate the persons involved, if necessary.
- Prevent movement of sections of the crowds to or from groups who may be antagonistic to each other.

(d) Dispersal. This process is extremely important as spirits may be high or low depending on the event. It also happens that security becomes lax at this time as everyone is usually having a sigh of relief at the successful conduct of the event.

The following actions are to be taken by the security staff:

- Channelize the dispersing crowds through the laid down routes.
- Do not permit activities like bursting of crackers, burning of papers and throwing of bottles, etc. that may injure others.
- Keep track of agitated and boisterous persons and if necessary take special measures to speed up their departure.
- Do not permit VIPs assemble in immediate vicinity of the venue as it may inflame passions of supporters or rivals.

EXERCISE

Case Based Problem

Read the following situation and answer the following questions:-

Make two groups. One of the group goes out and comes to the entrance of the class shouting slogans and looking aggressive. From the group that is within the class there will be security guards handling the crowds. Brief the security guards before the role play as to what techniques they can use to control or disperse the agitating crowd.

Points to Remember

- Controlling traffic at the gate in the midst of crowd control efforts.
- At times there are media people when agitations take place.
- Keeping the management informed at regular intervals is also important.

A. Short Answer Questions

Q1. What do you understand by crowd control?

_____

_____

_____

_____

_____

Q2. What is mobilization?

_____

_____

_____

_____

_____

Q3. What action should be taken by a security staff during mobilization?

_____

_____

_____

_____

_____

Q4. What action to be taken by a security staff during dispersal?

_____

_____

_____

_____

_____

Q5. What do you understand by assembling process?

_____

_____

_____

_____

_____

Q6. Write at least five characteristics of a crowd.

    (i)
    (ii)
    (iii)
    (iv)
    (v)

Q7. What preparations should the Security Department of an organization undertake before a major event to control the crowd? Write in points.

    (i)
    (ii)
    (iii)
    (iv)
    (v)

Q8. List the steps the security staff should take to control the unwanted crowd that assembles when a Film Star visits their workplace.

_____
_____
_____
_____
_____

Q9.   A group of people watching a magic show on the street and a group of people assembled near a pickpocket who has been caught stealing a wallet. What are the threat perceptions from this crowd.

_____
_____
_____
_____
_____
_____
_____
_____

Q10. What precautions do you have to take when the crowd is dispersing after a major event?

(i)
(ii)
(iii)
(iv)

CHECKLIST OF ASSESSMENT ACTIVITY

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

(a) Differentiated between desired and undesired assembly.
(b) Differentiated between assembled state and dispersal.
(c) Differentiated between passive and volatile crowds.

Part B

Discussed in class the following:

(a) Why do we need to control undesired assembly of people?
(b) What are the legal aspects involved in controlling undesirable assembly?

Part C

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
Demonstrate the knowledge of controlling undesirable assembly of people		

There is always a possibility that a crowd may turn unruly and rioting may take place. The private security guards do not have the powers of the police, making control of an unruly mob virtually impossible for them. Their primary aim is to prevent a crowd from becoming unruly and they must ensure the following in their conduct while controlling crowds:

- **Do not take sides:** The task of the security personnel is to manage the crowds and uphold the law. They must not allow personal beliefs and issues to affect their conduct.
- **Remain Calm:** Protesting crowds often jeer and incite the security staff who must remain calm and not retort or use foul or offensive language under any circumstances.
- **Use the law:** The security staff must be aware of the rules and laws and calmly separate violators. Help of the local police may be taken, if necessary.
- **Co-operation:** The security staff should take help of the co-operative leaders for maintaining calm.

Notwithstanding the preventive actions of the security staff, a crowd becoming unruly and hostile can never be ruled out especially in protest crowds. This may lead to a riot, therefore, sufficient manpower must invariably be requisitioned and the local police informed. Under no circumstances should force be used. Some of the methods that could be employed to control the crowds are as follows:

- **Remove the Leaders:** Removing or isolating the leaders who are inciting the crowds helps greatly in eventual crowd dispersal. Isolating the more aggressive leaders and vocal participants should only be attempted after adequate manpower is available and no guard should act individually. Force should not be used under any circumstances.

- **Use a leader:** A politician, labour leader, religious head, film star or any other respected figure can often successfully plead for order and reason. Depending on the origin and cause of the crowd formation an appropriate public figure or official may greatly assist in calming the excitement and emotions of the crowd.

- **Fragment the crowd:** This is a very effective means of controlling crowds and should preferably be put in place at the time of assembly itself, with the security staff directing the crowds to different areas using barriers, bollards, fences, etc, thereby breaking up the crowd into smaller groups.

- **Diverting attention:** The use of a public address system urging the people to disperse and go home can help in crowd dispersal. This can also be used to divert attention from inflammatory speeches of members of the crowd.

- **Changing Focus**: Members of a crowd are generally focused on the crowd's objectives. Instead of making a direct assault on the crowd, a series of random arrests is made of individuals on the fringes of the crowd. The crowd sees that large number of persons are being arrested randomly.

The fact that arrests are random causes them to fear for their safety, forcing the individuals to focus attention on themselves rather than the objectives of the group.

- **Prevent Panic:** One of the major causes of panic in a crowd is the fear or news of the escape/exit route being blocked. Security personnel must ensure that the exit routes are not blocked and necessary action should be taken to channelize the crowd in a regulated manner. Additional gates may be opened or exits created and announcements made to encourage the crowd to disperse. No announcements of blockage of exits or injury to persons should ever be made as this will only cause further panic.

Crowd control is a delicate and difficult operation that must be carried out with utmost caution. Sometimes the successful control and dispersal of a crowd results in an **escape mob** that is attempting to flee from something it fears. It is without a leader and completely disorganized, with each person motivated by the same desire to escape. The greatest amount of danger involved in handling a crowd of this type is encountered during the period when blind panic is rampant during the stage when the crowd is on the move. Great care should be taken to ensure that dispersal does not result in an uncontrolled escape.

A. Short Answer Questions

Q1. Why do we need to control undesirable assembly of people?

_____
_____
_____
_____
_____

Q2. List the primary aims of security person to prevent assembly of undesirable people.

_____
_____
_____
_____

Q3. List the methods that could be employed to control the people assembled for no reason or rhyme.

_____
_____
_____
_____

Q4. There is a mob in front of the main gate of an organization. The workers are agitating about the poor standard of food being served in the canteen. The union leader is shouting and provoking the crowd.

(a) What strategies can you use to handle this crowd? Explain at least two of them.

_____
_____
_____
_____
_____
_____
_____

(b) What precautions should you take in such a situation?

_____
_____
_____
_____
_____
_____
_____

Q5. What do you understand by an escape mob?

_____
_____
_____
_____

CHECKLIST FOR ASSESSMENT ACTIVITY

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

(a) Differentiated between passive and unruly crowds.

Part B

Discussed in class the following:
(a) What are the tactics involved in managing unruly crowd?
(b) What are the various ways by which security personnel can divert the attention of the crowd?

Part C

Performance standards
The performance standards may include, but not limited to:

Performance Standards	Yes	No
Demonstrated the knowledge of using various tactics for controlling mob		

SECTOR: SECURITY

NSQF Level 4 (CLASS XII)

SS405-NQ2016 – Security through Surveillance and Protection Systems

Student Workbook

<table>
<tr><td colspan="2" align="center">**Table of Contents**</td></tr>
<tr><td>**INTRODUCTION**</td><td>**131**</td></tr>
<tr><td>**SESSION 1: RECORDING OF VISITOR INFORMATION**</td><td>**132**</td></tr>
<tr><td>**SESSION 2: MONITORING OF VISITORS**</td><td>**140**</td></tr>
<tr><td>**SESSION 3: VISITOR MATERIAL MANAGEMENT**</td><td>**148**</td></tr>
<tr><td>**SESSION 4: SECURITY SURVEILLANCE AND PROTECTION SYSTEMS**</td><td>**156**</td></tr>
</table>

People visit a site or establishment for various purposes. It is important for security personnel to understand the type and nature of visitors coming to the premises as persons inimical to organisational interests may gain entry in the garb of bonafide visitors. While bonafide visitors need to be ushered in with courtesy and efficiency, due discretion and care should be exercised in case of those who may pose a threat or are unwanted. The importance, type and nature of visitors should be clearly understood to ensure correct etiquettes and scrutiny during interactions. There are a series of activities that start with making acquaintance with the visitor, enquiring about personal details, purpose of visit, etc. and registering them. The registration is normally done either by an entry in the log books or by punching in the details into the visitor management software. These then move on to include ushering, assisting, monitoring and facilitating the visit. The activities form the point a visitor is invited or shows intent to visit premises through his/her entire call, till he or she departs and forms a part of "Visitors Management System". The defining events of the past decade have altered paradigm of human interaction in urban areas where scanning, frisking, surveillance have become a way of life. The challenge faced by security personnel is how to implement visitor management systems without fashioning a negative image. While surveillance is important for the security of an establishment, care has to be taken to ensure that it does not intrude into the privacy of an individual or violate the law. You will learn how to deal courteously with visitors, manage visitors and maintain visitor's records. In this Unit you will learn about ensuring the security of an establishment by discreet observation, monitoring and surveillance of visitors, their belongings and properties.

A **visitor** is defined as a person who pays a visit as a caller or guest or for reasons of business, duty, travel or the like. Visitors can be broadly categorised into two categories, namely prescheduled and unscheduled visitors.

Prescheduled Visitors: Prescheduled visitors are those visitors who have either sought an appointment earlier or have been invited by the establishment/organisation or by one of their employees. Since prior intimation is available, these visitors can be quickly and efficiently registered into the system. Prior to a guest's arrival, a designated person could record pertinent visitor data, an employee could be assigned to host the visitor, time for the person's scheduled visit could also be pre-apportioned and access privileges specified.

Unscheduled Visitors: Other than pre-scheduled visitors, all other visitors fall under the category of unscheduled visitors. They fall into potentially high threat category as practically no information is available about them. Handling of this category of visitors requires effort, resources, time for registration, and for monitoring till their final exit. Almost all the visitors to a commercial establishment like a store or a 'shopping mall' fall in this category. Frisking and checking of all such personnel and their vehicles to preclude any security threat, recording of foot-fall, facilitating their way around the establishment, monitoring to prevent any untoward incident, will comprise the basic duties of the security personnel.

Visitor Management

Visitor management facilitates the business of visitors in an enterprise, establishment, facility, site

and the like. In doing so, it enables the organisation to maximize the advantage of the visit without compromising on the security aspect. A typical visitor management system comprises systems to record, track and facilitate the visitors' stay in a premise or a site. Analysis of this information can lead to the following benefits in an organisation:

- Help monitor the usage of facilities.
- Provide information about the whereabouts of visitors at a point in time.
- Act as evidence in case of a security breach.
- Bring in efficiency in the organisation in use of resources and deployment of personnel.

With electronic visitor management systems becoming more common and powerful, these systems are taking over many of the functions of building security and access control.

Necessity for Visitor Management

Organisations carry out detailed background checks for their permanent employees and to a lesser degree in case of temporary employees. It can thus be assumed that they pose comparatively very low threat from the physical security perspective. However, in case of visitors the security knows almost nothing about them, moreover the stopover in the premises is normally only for a few hours and there is high probability that the person may not visit again. Thus they pose somewhat higher threat and it is therefore necessary to keep a tab on them. Visitor monitoring is vital for effective protected area management and involves systematic gathering, analysis and integration of all data regarding them into management information system. The table below lists the necessity of the visitor management:

Type of individual	Knowledge about the individual from a security point of view	Duration within the premise	Security Threats Perception
Employees	Background Check	Every day till the tenure ends	Low
Temporary Workers	Partial – Contractor details are available	Short Duration from a week to couple of months.	Mild
Visitors	Almost Nil	Few hours	High

Guidance of Vehicles and Persons

Visitors arriving in premises have to be guided. In some cases there may be a separate parking area earmarked for visitors, however, in most cases the visitors may be required to either park their vehicles in the common area or even outside the premises. A few important visitors may be accorded special rights to drive through to the main entrance. In all cases guidance from the very beginning is essential. It is important that instructions regarding parking or waiting are clear so that no disruptions or traffic snarls result. The security personnel should know the status of parking lot, as to whether it has space to park or it is already full, so that guidance to alternate site is done without causing confusion. Hand held radios between various members or putting in place boards indicating status of available parking space prove helpful in vehicular traffic management.

Checking of visitors' vehicle must be carried out to obviate any threat. This has been already covered in earlier chapters. A proper record of entry/exit of all vehicles must be maintained. The movement and activities of visitors and drivers after they park their vehicles must be monitored closely. It is not uncommon to find drivers in underground or isolated parking lots indulging in theft and other nefarious activities.

Courtesies to be shown towards Visitors

Visitors are to be treated with courtesy. It is expected that the security staff shows a helpful and friendly attitude without becoming familiar. Professional conduct is always helpful in avoiding embarrassing situations. It meets the requirements of being helpful and yet expresses the correct perception of broking no nonsense. The instructions regarding making entries and conduct during their stay in the premises must be explained slowly and clearly leaving little room for ambiguity. The staff should be prepared to answer any questions that might be asked. The body language and the entire atmosphere should convey an impression of alertness and perceptive competence.

The visitors should be attended to promptly and all formalities must be completed quickly. The person to whom the visitor is to meet should be informed of the guest's arrival. The visitor should be given precise instructions on how to proceed to the intended destination. In a high security establishment, the visitors are invariably escorted in and out of the establishment. The staff within the establishment should be ready to assist visitors in reaching their intended place by either giving instructions or by escorting them. During the visit, should the visitor be required to visit another person or office escort, or should be provided alternatively directions should be given to enable him/her to reach the destination.

The visitor should be informed at the reception itself to contact the security staff in case of any difficulty. The staff should be looking at visitors not only to monitor their movement but also to come to their help in a proactive manner. There may be instances when either the visitor has not fully comprehended the instructions or the staff concerned is less than perfect in explaining them and it might result in visitor losing time, patience or showing annoyance.

The staff on the spot must immediately handle the situation by taking corrective action. It is useful to accept one's own adequacies and put the visitor at ease by apologizing.

Feedback to the authority concerned must be given of all such instances so that corrective actions are taken. In case of an emergency, staff should take care to evacuate the visitors by guiding them in greater detail than the employees who have detailed knowledge of the emergency procedures. Proper search and rescue for guests who might have lost way should be organised after ascertaining their last known location. They should be provided all assistance to get them to safety. Professional conduct of the responding security staff is perhaps the best re-assurance for any person who needs evacuation in an emergency.

On the way out, similar courtesies should be accorded. The security staff should collect the entry pass, make relevant entries and arrange for driven vehicle to be placed to drive them away. In case the visitor is in a self-driven vehicle, the staff at the parking lot should be available to assist in reversing the vehicle and to guide

the person out of the premises. A smile while bidding goodbye will always create a lasting good impression.

Handling of difficult Visitors

There would be occasions when the security staff encounters visitors that are acting in an unreasonable manner. This could happen at any stage of the visit viz., at the visitor's parking, reception, or while moving to and from the intended place of visit. It is important that the security staff quickly identifies whether the guest is being unreasonable or there is a genuine concern that is bothering. In case of valid concern the manner of handling has been explained above.

In other cases there is a need to act with firmness without being impolite. The visitor should be told that the behaviour is unacceptable and the rules cannot be waived off. He/she has to conform to the rules of business. In such cases the visitor might wish to speak to the superior. The staff should promptly contact the supervisor and request his presence after briefing him/her of the happenings.

The supervisor should make haste in reaching the visitor and during this period the staff should remain firm. The person should be informed that a senior person is coming over. On arrival, the supervisor should hear both sides giving first chance to the visitor. In case, the visitor is being unreasonable he should be clearly told that his request is unacceptable. Tact and politeness without showing any defensive attitude invariably is helpful in such situations. In case of continued trouble, the higher ups including the visitor intended to meet are informed. Clear company polices to tide over such situations should exist and should be known not only to the security staff but to all other employees.

EXERCISE

Assignment

(A) Mr. Prakash, the CEO of XYZ company has asked Mr.Kapoor to meet him in his office at 11 o'clock on Monday morning. Mr. Kapoor is an important visitor who can give a lot of business to visitor to XYZ company. You are the security supervisior at XYZ company. Fill in the grid as shown below:

Information Needed		Actions to be taken
1.		
2.		

Short Answer Questions

Answer the following questions by completing the sentences:

((a) It is easier to register a pre-scheduled visitor into the visitor management system because_____

_____

_____

_____

_____

_____

(b) If I inform the organisation of my arrival, well in advance, it helps the organisation in the following ways:

(i)_____

(ii)_____

(iii)_____

(iv)_____

((c) All the visitors who visit a Shopping Mall fall in the category of _____ visitors.

(d) The basic duties of the security staff
- o At the entrance is to _____
- o At the visitors shop is to _____
- o During his stay in the Mall is to _____

I (e) A visitor arrives in his car. He looks at the visitors sign and drives in that direction. A few minutes later he returns and is angry because the parking lot is full. What do you think he should done to avoid such scenes?

_____

_____

(f) It is necessary to keep a record of all visitors vehicles both while entering and learning the facility because:-

    (i)_____

    (ii)_____

    (iii)_____

    (iv)_____

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

(a) Differentiated between scheduled and unscheduled visitors.

Part B

Discussed in class the following:
(a) What are the different types of visitors?
(b) What are the benefits of visitor management system?
(c) What are the behavioural aspects that need to be considered while dealings with visitors?

Part C

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
Demonstrate the knowledge of receiving visitors in appropriate manner		
Demonstrate the knowledge of checking the bonafides of persons entering the premises		
Demonstrate the knowledge of dealing with persons attempting to gain entry without authentication		
Demonstrate the knowledge of dealing with scheduled and unscheduled visitors		

There are essentially two types of **Visitor Management Systems** the first one being the legacy system that is referred as the 'Pen and Paper System' and the second one is modernized system, known as 'Computer Based System'.

Pen and paper visitor management system: A pen and paper visitor management system records basic information about visitors in a logbook. The system uses a book format where visitors enter their details like the visitor's name, reason for the visit, date and time of check-in and check-out. This log also acts as an evacuation register. In case of an emergency, the register is referred to and used to provide emergency service personnel with a list of visitors on the site. A pen and paper visitor management system is a low cost solution for which training requirements are basic and the equipment to implement the same is both readily available and cheap. Some advanced systems use sets of carbonless copy paper as an alternative. These are used to make copies of an original, handwritten or typed document without the use of any electronic aids. A tear-off pass can be generated using the technology. This paper allows for the automatic generation of visitor register as the carbonless paper transfers the information from the pass on to the register allowing the site to have a log of all the visits. There are some negative points of the system. Visitors must physically write entries thus creating a hold-up effect. The problem gets accentuated in case of large groups or a number of visitors arriving simultaneously. Security personnel must check each visitor's credentials and manually initiate any further actions, for example, a call to the person whom the visitor intends to meet. Visitors passes rarely have photo identification and can easily be misused by the unscrupulous people.

In order to maintain the records, considerable effort is required to either manually enter the logbook information in a computer or storing the logbook itself for safekeeping. Retrieving information is time consuming and strenuous. A Visitor Register contains vital information pertaining to visitors and their movement in and out of an establishment. The primary importance of maintaining this register is to enable identification of genuine visitors, as well as to detect intruders since it keeps a record of the number of people visiting the unit. The format of Visitor Register is given in table 1.

Table 1: Format of a Visitor Register

(1)	(2)	(3)	(4)	(5)	(6)
Visit orNo.	Name of the Visitor	Representing	Whom to Meet	Purpose of Visit	Contact number
(7)	**(8)**	**(9)**	**(10)**	**(11)**	
Time in	Signature of the Visitor	Timeout	Signature of the Security Staff	Remarks	

Computer Based Visitor Management System: Basic computer or electronic visitor management system uses a computer network and custom made software to record information and to monitor visitors. The visitor management software applications consist of three fundamental components; the first is visitor registration, second is visitor card printing and the third is reporting. Some of the applications are capable of automatically capturing visitor information directly from a visitor's driver license, passport or other government issued identification document. An electronic visitor management system improves upon most of the negative points of a pen and paper system. Visitor ID can be checked against existing databases for potential security issues. Photo ID cards can be custom printed.

Use of e-mail makes it possible to fix appointments, receive confirmation, schedule events as well as gather necessary information about an individual visitor or a group prior to their arrival. This allows them being ushered in without waste of time. Using a combination of electronic devices, it becomes possible to monitor movement of visitors and their whereabouts in real time. Electronic visitor management systems are more expensive to implement than a pen and paper system. They also require a longer familiarization period for both the security personnel, building staff and visitors than a pen and paper system. With large amount of information gathered by an electronic visitor management system the issues of its handling and maintaing confidentiality assume great importance. It becomes imperative to put safeguards in place to prevent its misuse.

Touch Screen Kiosk

A touch screen based solution can help implement visitor management in a very user friendly manner. Touch kiosk is placed at the reception area. If a visitor comes to the gate, the security personnel check the credentials of the individual and allow him/her to go to the reception. At the reception the person can create his / her own badge by just clicking on the options provided. The Digital Camera takes the photograph of the person and the badge is printed. It is possible to keep the pre-set appointments on the Kiosk so the visitors do not have to add the relevant details. Just by providing the appointment number they can generate the badge. This kiosk can also provide directions to the visitor to a specific department or building. These directions can be downloaded as SMS/text messages!

Visitor Access Procedure

There are a few standard requirements that visitors must follow. Some are highlighted below:

(a) All visitors are required to enter and exit the facility via the main facility entrance located by the reception area.

(b) The security guard should inspect backpacks, laptops, hardware devices, etc. upon entry and exit to the facility.

(c) Complete the visitor log online or in the logbook.

(d) A pass or a badge should be given to the visitor who should wear it prominently or produce the pass on request.

(e) The pass or the badge is not-transferable and must be returned at the end of the visit. Every loss must be properly investigated and findings recorded for future reference.

(f) In case the visitor is carrying items that are not permitted, they must be deposited with the security staff and a receipt obtained. The items must be taken back at the end of the visit after returning the receipt. In case some equipment is being taken in, then appropriate transaction form must be completed.

Maintaining confidentiality of visitors' personal details

The database of the visitor management systems can be used to protect sensitive areas from potential threats such as terrorists of criminal activity by feeding in details beforehand of unwanted elements. An information based visitor management system not only tracks a visitor's stay in the premises, but also can check the visitor's information against criminal databases maintained by the Police department. However, the amount of data recorded by a modern visitor management system is formidable. This brings up the issues of information privacy and possibility of misuse of personal information stored in these visitor management systems. However, terrorist activities, school violence and child protection issues necessitate comprehensive visitor management systems in sensitive locations.

Database security, at the level of the end-user of an electronic security system is of critical concern. It is, therefore, imperative that security measures to protect the information itself should be put in place. The responsibilities regarding security of the records and information must be clearly defined. Under normal circumstances this should not be shared within anyone except those who may require as a part of their duty. Proper Standard Operating Procedures (SOPs) regarding handling of visitor information must exist and their implementation monitored. Information theft by an employee is a possibility and must be guarded against by putting in place various mechanisms. Periodicity of destruction of records must also be laid down. However, it must be ensured that information that might be required either for analysis or for investigation is preserved. Proper record must also be kept of the same.

The level of security given to the access cards is also an issue. If security of these cards is compromised, it would allow thieves to pilfer personal information of the employees and the visitors. Suitable measures need to be instituted for the same as well.

Escorting

In a high security establishment visitors are invariably escorted. In case of important visitors, escorts are arranged in advance. They may be from the security department or from the concerned office where the person is visiting. Escorts should be familiar with the route to be taken to the concerned office. The escort should lead the individual or the delegation. In case of a large delegation more than one escort may be detailed lest some trailing members should lose their way. The escort should make sure that the person concerned has met the visitors. In case if the receiving person is not available for some time and the guest has to wait, the escort should stay on till the official arrives.

Escorting the visitors out after the business is also important. For this purpose either the office where the visitor had come for business arranges for the escort or requests the security department to escort the visitor back.

Proper record of escorts should also be maintained along with that of the visitor for reference in case of an investigation at a later date.

Role Play

Divide the class in four groups. The first group will be of security personnel, second group of visitor, third group of escorting the visitors and fourth group of management. Perform the different task and note the mistake of each other.

(i) List the differences between the pen and paper visitor management system and computer based visitor management system.

Pen and paper visitor management	Computer based visitor management

(ii) What are the drawbacks of a pen and paper management system?

_____
_____
_____
____ _____

(iii) List the three thing a computer based management system software does.

(a)_____

(b)_____

(c)_____

(iv)The database of the visitor management system helps an organisation in many ways. Write about two of them.

_____
_____

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

(a) Differentiated between pen and paper visitors management and computer aided visitor management

Part B

Discussed the following in class:

(a) Why do we need a visitor management system for the security of an organisation?

(b) What are the precautions to be taken while dealing with visitors and information about them?

Part C

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
Identify the various elements of pen and paper visitor management system		
Identify the various elements of computer aided visitor management		
Demonstrate the knowledge of tracking a visitor from the entry and exit		
Demonstrate the procedure to be followed for identifying visitors carrying prohibited items in the bag		

Checking of vehicles, parking, monitoring and is applicable for the visitors as well. In case, a separate area has been earmarked for the visitors, suitable staff and equipment for checking will have to be assigned for the same. Vehicle passes or tickets are normally issued in all commercial establishments. They carry details of the vehicle and time-in. While this suffices in case of commercial establishments, in case of housing complexes, offices, factories or other establishments there may be requirement of more elaborate recording of particulars of the visitors. This record could be kept using pen and paper or a computer. The record keeping is quite similar to the record keeping explained earlier in the visitor management system.

The vehicle may be classified as **passenger** or **load carriers**. The passenger vehicles may be **self-driven** or **driven by a driver**. While the recording may not materially differ in case of passenger vehicles some additional details like type of load and purpose may have to be recorded. Management of drivers assumes importance. They normally prefer to stay close to the vehicle or at other times sit within the vehicle. In case of long stay, the drivers usually sit around together in groups to play cards or to chat. In case, there are no facilities for them to sit in an organised manner, proper instructions must exist for the security staff. For example, proper instructions should be given to allow the drivers in the parking lot or request them to move out (as is usually the case in basement parking in a mall). In either case the staff will have to keep a close watch, lest there are thefts or untoward instances. Smoking and quarrels among the drivers must be particularly watched for as they lead to fires and law and order issues.

In case of valet parked vehicles, there may be a requirement of having a system of hailing the vehicles. The same can be used to call drivers to get their vehicle for the passenger to board. This system is especially useful in case of events where a large number of vehicles are required to line up at the end of events. Guards and points men should be placed in sufficient numbers to regulate the traffic. A proper traffic management plan will have to be made for such occasions. Due care should be taken of protocol for important dignitaries by placing their vehicles in correct order and at the right time. Security staff must be briefed and rehearsed to preclude any possibility of an embarrassment.

Checking and Tagging Accompanied or Unaccompanied Luggage and Items

Visitors/Guests to a hotel or hospital carry personal belongings and other luggage with them. Similarly visitors to an establishment often carry laptops, ipads and other material for presentations or for other purposes. With increased threat perception of terrorist and anti-national activities, it is important that all luggage is screened from the security point of view. The idea is to screen the luggage without causing inconvenience and discomfort to the visitors. The luggage is to be screened for arms, explosives, narcotics and any other suspicious material. The best way is to screen the luggage items through an X-ray scanner, that is monitored by a trained expert. Accompanied or unaccompanied luggage should be subjected to checks. It is prudent to be stringent while checking unaccompanied baggage.

It would be useful to keep a track of any unusual movement of luggage to a particular room or a set of rooms. Unscrupulous elements might take advantage of lapse in security by moving large quantities of arms, explosives or narcotics to their place of stay and utilise the same to create unpleasant situations.

This will have to be done unobtrusively and with proficiency, lest either a wrongly suspected guest is harassed or a suspect is prematurely warned. Care should be taken that the luggage is properly tagged. It helps in speedy and correct delivery as well as to track any suspicious piece and to pin down a suspect. Normally the hand baggage is also put through scanners. The security staff would do well to inform the guests that eatable, water and other items that may get affected by the X-ray should be removed during the scan. It is advisable to put up this warning prominently for all to see.

While escorting the visitors back their luggage is not normally put through the scanner. However, in case of suspicion this practice could be adopted. The visitor must be explained the reason for the action to screen luggage.

Detection and handling of prohibited or dangerous items

Explosives, arms, ammunition and narcotic scan be detected both by using appropriate scanners and by use of trained dogs. Dogs are handled by experts who understand how to guide the dog and also what the dog wishes to convey. It would suffice to say that experts will be employed to detect dangerous/undesirable material. The security staff's job starts once the dangerous substance has been discovered.

In normal circumstances, the package is not disturbed after detection. The first action is to isolate the package. Immediate action is required to be taken to create an artificial barrier by using sand bags all around the package. All other stuff around is removed so as to reduce chances of collateral damage and also to create space for experts to work on the suspected piece of luggage. Immediate action should be taken to inform the experts to come and diffuse the package.

Crowd management assumes great importance at this stage. All personnel including visitors should be moved away from the spot. Proper demarcation of the caution area using a tape should be done. The spectators should be restricted beyond the tape. Proper traffic management and movement plan should be made so as to have control over the situation and also to facilitate movement of vehicles and personnel of emergency services.

Handling and disposal of dangerous devices falls in the domain of personnel trained for the purpose. However, once the investigations begin, the security staff and the records maintained by them will be called upon as evidence. Hence, it is imperative that the record keeping is accurate and up to date at all times. The staff should be able to recount exact details of events so as to help the investigators piece the information to reach the right conclusions. The records will also be scrutinised for evidence and sealed to be produced in court of law.

The security staff may be requested by the government agency to label the objects and help collect evidence. Staff deputed for the purpose must be trained for the same. Proper record of all such personnel deputed with timings must be maintained for future reference. It would be useful to maintain a diary or log of events in which all details are faithfully recorded by a responsible person.

Tracking of Luggage

The luggage should not only be scanned at the entrance but must be tracked as it is moved to the intended destination. For this purpose CCTV and IPTV cameras are installed at various locations in the installation. This is monitored at the control room. Control room is manned and the person is trained to track various events together.

In case the control room detects any anomaly, they inform the concerned staff immediately. Staff is mobilised to get to the suspected baggage. Diversion and pilferage can be monitored using the above devices. It needs to be ensured that proper instructions exist on scanning area, duration of the scan and duration for which recordings have to be preserved. Care needs to be taken to maintain confidentiality and preventing encroachment of privacy.

In case digital surveillance is not available, the same task will have to be done by suitably deploying guards at different locations within the establishment. The guards have to have inter-communication so as to pass information of movement of baggage till it reaches its intended location.

Record-Keeping and Using the Data

Recordings and physical records of movement of baggage or material will have to be preserved. They can be used to tally the 'coming-in' and 'out' details. In case of a breach of security these will be of use to the investigating agency. The data will have to be kept so as to allow its easy retrieval when required. Some staff should be trained to monitor the movement electronically and analyse the tapes. This analysis would be useful to detect any wrong-doing as well as act as a deterrent.

EXERCISE

Group Discussion
Discuss in class the following aspects with regard to private security agencies and personnel:

(i)When a passenger vehicle enters your facility, what details do you note down?
_____
_____
_____

(ii) When a vehicle loaded with goods enters your facility, what details do you note down?

_____
_____
_____
_____
_____
_____

(iii) A group of drivers who have brought goods in their vehicle to the company want to spend the night in the basement parking lot. Can they be given permission? Why/Why Not

_____
_____
_____
_____
_____
_____

(iv) What precautions and procedures do you have to follow, when a VIP vehicle drives into your facility?

_____
_____
_____
_____
_____
_____

(v) When a baggage scanner is used to check a visitor's luggage, what are the advantages?

_____
_____
_____
_____
_____
_____

vi) When luggage is unaccompanied, very stringent checking should be carried out. Give reasons.

_____
_____
_____
_____
_____
_____

(vii) Why eatables and water should be removed before passing the luggage through a scanner?

_____
_____
_____
_____
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_____

(viii) Name the two ways of detecting explosives, arms, ammunition and narcotics?

_____
_____
_____
_____
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_____

(ix) When a bag is passed through the baggage scanner, some explosive are detected. What steps should be taken?

_____
_____
_____
_____
_____
_____
_____
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_____

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

Differentiated between

(a) Hand baggage and luggage
(b) Accompanied and unaccompanied baggage

Part B

Discussed the following in class:

(a) What is the procedure of checking vehicles of visitors?
(b) Why tagging of baggage is done?
(c) How to detect and handle prohibited or dangerous items?

Part C

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
Demonstrate the knowledge of prohibited items		
Demonstrate the tagging procedure of visitor items		
Demonstrate the knowledge of tracking a luggage		

RELEVANT KNOWLEDGE

With the advent of technology it is now possible for a security guard to remain static but still keep a watch over an entire area using sensors, cameras and other devices. Though this activity is not patrolling in the classical sense, as no one physically moves in the area of responsibility, it is now called visual or fixed patrols.

Surveillance

Surveillance is the observation of people, places and activities in a given area for a period of time. It could be preventive or deterrent in nature by imposing caution on wrong doers as they would be found out even as they indulge in an unlawful act. It could also be mounted to keep an area or a person suspected to be part of or involved in the commission of the crime by investigators to develop investigative leads. Its objective then becomes to bring an investigation into sharp focus by supplying detailed information about the activities of a person or place and about individuals who may have visited a place or taking part in an offence or wrong-doing.

Types of Surveillance

There are four basic types of surveillance: physical, visual, audio and contact.

Physical surveillance: This is done using human beings. The physical surveillance may be fixed, mobile or a combination of the two. For fixed surveillance, a stakeout is located within a building, with the observations being made through available windows or doors. Rooftops are excellent for a long-range surveillance; whereas stores and hallways are suitable for short-range viewing.

Mobile surveillance: It is a dynamic technique in that it does not depend on the appearance of the suspect at a certain place, rather it keeps the subject in view from place to place. To avoid being noticed or detected, a mobile surveillance system often uses more than one person surveillance team, with members rotating in the "close contact" position.

A combination of fixed and mobile surveillances (that is both on foot and vehicle) has been found to be effective in on-the-scene apprehensions of criminals who have committed a crime. During the surveillance, notes should be made in the field to record the activities of the suspect, the persons in contact with the suspect, the suspicious plate numbers, the places frequented, etc.

Visual electronic surveillance: Visual surveillance is keeping a watch on a particular suspect, vehicle, or place using digital means. The equipment that may be used includes optical devices like binoculars and telescopes CCTV, IPTV, digital cameras and other viewing devices. These electronic devices are remotely monitored from a control room which has multiple screens depicting activity at different locations simultaneously in time.

Audio surveillance: This is done through listening. For this, wire-tapping and electronic eaves dropping are used as the primary forms of surveillance. This is very sensitive and as per the law of the land can only be carried out by state agencies and that too after a stringent process of granting sanctions. Private security agencies do not have the jurisdiction in this field.

Contact surveillance: Contact surveillance techniques are based on the capability of certain fluorescent preparations to stain a person's hands or clothing upon contact and thus to offer observable proof of a connection between the stained person and the object under surveillance.

It is difficult to deny the connection and to offer a reasonable explanation for extensive and vivid fluorescent stains in blue, orange, or green. Contact surveillance techniques may be used alone or with visual surveillance. They are very useful when visual surveillance is not feasible, as in cases of dishonest employees and transactions involving the payment of money. These tracer preparations usually are in the ultraviolet spectrum and become visible only under ultraviolet light. The other kind is invisible when dry but visible when wet and is difficult to wash off.

Undertaking Electronic Surveillance

For this purpose CCTV and IPTV cameras are installed at various locations in the installation. The location of the cameras is decided as per the threat. The cameras can be focused on a particular stretch like a corridor to monitor the activities there or can even be focused on a particular activity like an event, or a place containing object of high value or of immense security importance. These cameras are monitored at a control room. A system of multiple screens is used for the purpose. Control room is normally manned round the clock and the personnel manning them are trained to track various events together. The activities can be recorded as required. The tapes can be either preserved or re-formatted periodically and put to re-use.

The guard manning the station can survey the area without having to physically traverse it. It amounts to undertaking a virtual tour of the designated areas. This has the added advantage of observing more areas than would be visible while undertaking physical patrol. During the physical patrols the area is restricted to the extent that can be observed by the person using various devices. In case of electronic monitoring, this limitation is removed. It remains only to the extent restricted by placement of cameras and their field of view. It also results in reduced manpower deployment.

Besides personnel manning the control room there would be a requirement of a few responders who may be required to react in a contingency.

It needs to be ensured that proper instructions exist on scanning area, duration of the scan and duration for which recordings have to be preserved. Care needs to be taken to maintain confidentiality and preventing encroachment of privacy.

Record-Keeping and Using the Data

The recordings may also be called upon at a later date to verify any details or to assist in investigation of any kind. In case of a breach of security these will be of use to the investigating agency. The data will have to be kept so as to allow its easy retrieval when required.

Actions to be taken on Encountering Untoward Activity during Surveillance

In case the control room detects any anomaly they inform the concerned responders immediately. Staff is mobilised to get to the suspected spot immediately. Usually, Standard Operating Procedures (SOPs) exist on how to take action in an emergency. It is imperative that inter-communication exists between the control room and the responders. This is used not only to convey the initial report but also to guide them subsequently as the control room can monitor both the responders and the activity simultaneously. This will result in efficient and quick response to the emergency.

The recordings of the episode and a log of action taken by the control room staff would be helpful, both during subsequent investigations and as evidence. Automatic alarms can also be programmed within the system to be sounded in emergencies like theft or fire to preclude any human oversight or error.

(i)Observe activities at the main gate of your school from an elevated place and read your observation

<u>Time</u>   <u>Place</u>   <u>Activity</u>   <u>Comments</u>

Role Play

Divide the class in group of 5 students. Perform the role of security personnel for doing surveillance in the premises of the school and intruders for creating/doing unlawful activity. Make three security persons and two intruders. Ask the security persons to note down the observation while surveillance.

ASSESSMENT

Fill in the blanks

1. _____ is the observation of people, places and activities in a given area for a period of time.
2. Physical surveillance could be fixed or _____.
3. _____is the most common electronic device used for surveillance.
4. SOP stands for Standard _____ Procedure.

CHECKLIST OF ASSESSMENT ACTIVITY

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

Differentiated between

(a) Physical and electronic surveillance
(b) Mobile and physical surveillance

Part B

Discussed the following in class:

(a) What are the advantages and disadvantages of visual electronic surveillance?

Part C

Performance standards

The performance standards may include, but not
limited to:

Performance standards	Yes	No
Demonstrate the knowledge of procedure adopted for recording and preserving surveillance data		
Demonstrate the knowledge of procedure to be adopted for reporting when suspicious activity is observed during surveillance		

SECTOR: SECURITY

NSQF Level 4 (CLASS XII)

SS406-NQ2016 – Responding to Security Incidents and Breaches

Student Workbook

Table of Contents

INTRODUCTION

Security provides a safe and danger free environment, wherein people can conduct their daily chores and businesses. In a rapidly changing social and technological environment, understanding of security aspects, actions and use of modern equipment is of great relevance for improving security. However there is no concept of an ideal security. Security set up of any organization is subject to threat, vulnerability and risks and incidents of various nature, generally termed as security/safety incidents or breaches. These incidents takes place because of various reasons such as human error, technological and equipment errors.

The Security Incident Management is the process of managing security incidents of any type. It enables security personnel to create and manage incident records so that an accurate and detailed record of individual security incidents is maintained. Incident is recorded on specific incident types and specific locations defined at building, floor and even room level, so that relevant officers, supervisors, safety officers and others are always informed. Ideally all incidents should be investigated so that it can help us to analyse the weakness in the current system determine economic losses, improve upon the standards and systems, recommend action to prevent a recurrence. Security Managers can also generate detailed reports by any combination of search parameters including incident category, incident type, crime/non-crime, etc.

The aim of this Unit is to provide you with the knowledge and skills to understand the need and importance of incident management. Incident management is practiced basically to establish what happened, identify measures to prevent its recurrence, data gathering, trend analysis, and to determine immediate and underlying causes of the incident.

An incident is an alert to the possibility that a breach of security/safety may be taking or may have taken place. It is an event which is not part of the standard operation and which causes or may cause disruption in the work or business.

Categories of an incident

Incidents can be categorized into security incidents and safety incidents

Examples of security incident

Theft is a case of breach of security of material. A thief's intention is to steal the belongings of someone. Since prevention of theft is the responsibility of security personnel, any theft occurring or likely to occur assumes the status of a security incident. Thefts can be major and minor in nature and require formal investigation for ascertaining the cause and subsequent punitive actions.

Intentional damage is an act that causes damage to the identity, reputation or physical assets with a malafide intention. The effects may not be immediate but may surface later. Here it becomes difficult to pinpoint responsibility as the beneficiary may be operating 'behind the scene'. However, since the intention itself becomes malicious, the act is serious and requires to be investigated.

Examples of safety incident

Slips, trips, and falls constitute the majority of general industry accidents. Second only to motor vehicle accidents; slips, trips and falls are the most frequent accidents leading to personal injury. Slips trips and falls can result in head injuries, back

injuries, broken bones, cuts and sprained muscles. There are many situations that may cause slips, trips, and falls, such as ice, wet spots, grease, polished floors, loose flooring or carpeting, uneven walking surfaces, clutter, electrical cords, open desk drawers and filing cabinets.

Loose, irregular surfaces such as gravel, shifting floor tiles, and uneven sidewalks, can make it difficult to maintain your footing. Most slip, trip and fall incidents are preventable with general precautions and safety measures.

An **electric shock** can occur upon contact of a human body with any source of voltage high enough to cause sufficient current flow through the muscles or nerves. The minimum detectable current in humans is thought to be about 1 mA. The current may cause tissue damage or heart, if it is sufficiently high.

Incident Management

The process and procedures followed to manage an incident, identify the root cause from the time it occurs till restoration takes place. The objective of incident management is to restore normal operations as quickly as possible with the least possible impact on either the business or the user, at a cost-effective price.

Root Cause Analysis

Root cause analysis (RCA) structured approach to identifying the factors that resulted in the nature, the magnitude, the location, and the timing of the harmful consequences of one or more past events in order to identify what behaviours, actions, inactions, or conditions need to be changed to prevent recurrence of similar harmful outcomes.

Root cause analysis can help to transform a reactive culture into a forward-looking culture that solves problems before they occur or escalate.

More importantly, it reduces the frequency of problems occurring over time within the environment where the RCA process is used.

Factors Causing Incidents

There are two types of factors causing incidents, active failure, an action that has immediate effects and has the likely hood to cause an incident/accident. The second is dormant or delayed action, as these events can take years to have an effect; they usually combine with triggering events and then cause the incident/accident.

Direct Causes

These failures are unsafe acts (errors and violations) committed by those at the end of the system or process (the actual operators of machinery, supervisors of tasks/process). It is the people at the human-system interface whose actions can, and sometimes do, have immediate adverse consequences.

Indirect Causes

They are created as the result of decisions taken at different levels of an organisation. There damaging consequences may lie dormant for a long time; only becoming evident when they combine with local triggering factors. For example, the planning, scheduling, forecasting, designing and policy making, can have a slow burning effect. The actual unsafe act that commits or triggers an accident can be traced back through the organisation and the subsequent failures will be exposed, and discover the accumulation of latent failures within the system as a whole that led to the incident/accident becoming more likely and ultimately happening.

Components of Incident Management
The components of incident management are prevention, detection, investigation and reporting-corrective and preventive action.

Prevention

As the popular saying goes "prevention is better than cure". The same principle apply to the incident management process. All efforts should be made to make sure that an incident does not take place by following all the Standard operating procedures (SOPs) diligently. One of the key elements in the incident prevention is creating awareness by conducting training and development programmes.

Detection

Detection is the act of detecting actions or events that attempt to compromise the security, safety, confidentiality, integrity or availability of a resource. For example, detection of a bomb or bomb like object, detection of a breached wall in the perimeter. Incident detection can be done in two ways; direct observation or technological aids. Direct observations are physical inspections or checks carried out, for example, while patrolling checking for a broken lock or a damaged window. Technological aids are devices used to ward off or detect an incident, for example, use of a fire detector, infra-red ray based intrusion alarm, perimeter sensor, and motion detecting cameras.

Investigation

Investigation is a process of carrying out systematic scrutiny, checking and analysing to ascertain the cause and effect of a breach of security/safety. It also scrutinises, checks and analyses the defaulter.

The steps or process flow for investigations would generally be the following:

1. **Receipt of complaint/incident:** It may be verbal, written, through telephone or electronic mail.
2. **Assessment of complaint/incident:** To ascertain whether complaint is of minor or serious nature.

3. **Incident spot visit:** This is undertaken immediately to avoid loss of time and tampering of evidence.

4. **Incident spot study:** This requires action by specialised persons to understand the physical conditions, the environmental conditions, the evidences, gathering of information through interrogation/questioning and relating these facts to the incident.

5. **Collection of evidence:** All types of evidences, for example, photographs, documents, any item/weapon, witnesses and circumstantial evidence needs to be collected, collated and interpreted to arrive at least for solving the case.

6. **Examination of witnesses:** Eye witnesses and others will be thoroughly examined to corroborate evidence.

7. **Analysis:** Investigation analysis will be drawn out based on complaint, evidence and statement of witnesses to arrive at the final cause and effect by which accountability could be fixed.

8. **Conclusion and reporting:** The incident will be reported giving details as analysed.

Incident reporting

incident report is a written document describing inadvertent situation, errors or omissions or untoward events happening to people, equipment or the process. Such a report should be filed, soon after the event. However, in some cases it may not be possible.

In security and safety operations, the generally accepted practice is to give the first informal message orally or written followed by a formal detailed report within 24 to 48 hours of the incident.

Incident report comprises of information on affected staff, customers, data, process and property. The report must be authenticated by an authorized person like the head of the department or supervisor. At times some of the security incident reports are confidential and should be handled according to the policy and procedure of the organisation.

Corrective and Preventive Action

Corrective action is an action initiated to arrest the problem or incident immediately and on the spot, whereas preventive action is an action taken to ensure that such problem or incident does not occur again.

Incident Reporting Format

It may be noted that different organization follow different formats for incident reporting, however, the generally accepted format is given in table 1.

Table 1: Security Incident Reporting Format

Incident Report			
Department Affected		Incident Date	
Location		Incident Time	
Incident Description			
Incident Reported by			
Employee Name		Department	
Designation		Signature	

Incident Management			
Incident Registration Number			
Incident Category	Security Incident	Safety Incident	
Incident Analysis			
Corrective Action			
Preventive Action			
Incident Reported by			
Employee Name		Department	
Designation		Signature	

Responsibility of security personnel in the investigation process

Security personnel have important role and responsibilities in the investigation process. Since security personnel get involved with the incident, their contributions towards information gathering, collection and protection of evidence, incident reporting and examining witnesses becomes extremely vital. The following are some of the points:

- Prepare detailed incident report.
- Collect and preserve evidence relating to the case.
- Prepare detailed examination report of witnesses.
- Maintain contact details of witnesses.
- Prepare detailed log report on incident.
- Identify and record contact details of eyewitnesses, if any.
- Give updates to the investigating authority.
- Assist investigating authorities as and when required.

Incident Manager

Incident Manager is a person who manages the incident. The Incident Manager is a functional role and not a position. He/she is a focal point for leadership and plays a key role during an incident/event by ensuring adherence to follow-up on commitments and adequate information flow.

EXERCISE

Assignment

Suppose you are an employee of the XYZ Bank and you have been asked by your Branch Manager to prepare an incident report based on a given narration. Prepare the incident report in the format:

Impostor Tricks People after seeking ATM Card Details on Phone

An impostor posing as a Bank Manager has called people and after seeking their personal information about Credit Cards duped them of lakhs of rupees. The accused has been making calls to people posing as

manager of the XYZ bank. More than a dozen people have already been duped in the past few days in the capital city by the fraudster forcing the cyber crime sleuths to issue an advisory. After getting the pin details the accused made fraudulent transactions.

In all the incidents, the complainants have received calls and the person who introduced them as bank manager has asked for card details assuring them issue of fresh cards. Later, using the card details, the unidentified accused shopped online, including buying prepaid mobile vouchers or buying credits through different sites and later transferring it into his account.

A. Short Answer Questions

1. Explain the term 'incident'.

   _____
   _____
   _____
   _____
   _____

2. List the categories of incident.

   _____
   _____
   _____
   _____
   _____

3. List four examples one each of security and safety incident.

   _____
   _____
   _____
   _____
   _____

4. List the components of incident management.

   _____
   _____
   _____
   _____
   _____

5. List the steps/process of investigation.

   _____
   _____
   _____
   _____
   _____

6. List the responsibilities of security personnel in the investigation process.

   _____
   _____
   _____
   _____
   _____

CHECKLIST FOR ASSESSMENT ACTIVITY

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

(a) Differentiated between direct and indirect causes of incidents
(b) Differentiated between prevention and detection of incidents
(c) Differentiated between corrective and preventive action

Part B

Discussed in class the following:

(a) What are various categories of incidents?
(b) What are the role and responsibilities of an incident manager?

(c) What are the components of incident management?

(d) What are the steps involved in investigation?

(e) What are the responsibilities of security persons in investigation?

Part C

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
Identify the type of incident		
List the steps/process involved in investigation		
Fill the incident reporting form		

SESSION 2: DEALING WITH BOMBS AND IED THREAT

RELEVANT KNOWLEDGE

Security provides a safe and danger free environment, wherein people can conduct their daily chores and businesses. However, there is no concept of an ideal security. Security set up of any organization is subject to threat, vulnerability and risks and incidents of various nature, generally termed as security/safety incidents or breaches. These incidents take place because of various reasons, such as human, technology and equipment errors.

A bomb threat is an effective means of disrupting business. The problems are intensified when the incident involves an actual explosive or incendiary device. Although there is no fool proof means of securing a premises against a bomb threat (or bomb attack), a good security plan correctly executed, will enable a business to deal with an incident properly. Bombs and the threat of their use has become the primary weapon of the terrorist. They are also used as a means of retaliation by employees with real or fancied grievances, as well as by criminal extortionists.

The aim of this unit is to provide learners with the knowledge on general guidelines that can be used in responding to bombing incidents.

Explosives and bombs

Explosives are chemical compounds which flare up and burst with a loud sound. It is a material capable of getting rapidly converted into gas under extremely high temperature and pressure, creating an instantaneous chain of events. A bomb is an explosive device which has a casing in which explosives are packed. The explosive device is fused to explode under specific conditions time, pressure, vibration, photosensitivity, remote control, etc., resulting in an extremely sudden and violent release of explosion.

Detonator

A detonator is a device used to trigger an explosive device/bomb. Detonators can be chemically, mechanically or electrically initiated; the latter two being the most common.

Categories and types of explosives

Explosives are classified into two categories: Low explosive and high explosives.

Low explosives burns or deflagrates. Low explosives burn very fast, but do not explode. They are generally mixed with high explosives to trigger an explosion. However, at times, a low explosive also explodes.

High explosives detonate or explode. A high explosive bursts and explodes very fast. People use high explosives in mining or destroying old buildings. Military weapons use high explosives. High explosives produce more pressure than low explosives.

Types of explosives: TNT (Tri Nitro Toluene), semtex, nitro-glycerine, ammonium nitrate, gun powder, RDX are some of the explosives used in making bombs.

IED triggering mechanism and means of concealing

Improvised explosive devices (IED): It is an explosive device placed or fabricated in an improvised manner. IEDs are 'home-made' devices made to injure, maim or kill. They are typically thrown or laid on the sides of roads or on the road itself (unseen by a passing vehicle occupant). IEDs can be set off by a timer, a timed fuse, a cell phone, pressure, tilt, vibration or a remote control. They are designed to destroy, incapacitate, harass or distract.

IEDs fall into three categories:
- Package type IED.
- Vehicle borne IED.
- Suicide bomb IED.

Following are the types of triggering device for IEDs which are commonly used.
- Time control.
- Light control.
- Speed control.
- Apply pressure.
- Release pressure.
- Anti open.
- Anti lift.
- Anti roll.
- Remote controlled.

There are many ways in which an IED can be concealed. However the most commonly practised means of concealing explosives/IEDs are mentioned hereunder.
- Transistor bomb
- Pressure cooker bomb
- Doll bomb
- Book bomb
- Bicycle bomb
- Human bomb
- Vehicle bomb
- Landmine IED
- Vehicle borne IED
- Book bomb IED
- Pepsi can IED
- Mobile IED

Effect of an explosion
An explosion causes blast, shattering effect, heat and fire. This leads to injury, death and damage to the property.

Procedures for handling a bomb threat call and discovery of a suspected bomb

There are two types of bomb threat calls: Specific and non-specific. In **specific threat** call, the building, specific department, area and floor is mentioned or identified. The exact date and time is stated. If these specifications are not given, then the threat call is classified as non-specific. These threats cannot be neglected and a search of the building is to be carried out as per procedure. It may be noted that all bomb threat calls, whether hoax or genuine, has to be treated as a genuine call.

Procedures for premises evacuation

Upon confirmation from the authorized person to evacuate the building, an announcement should be made over the public address system ordering the evacuation of people from the premises in an orderly and calm manner. The order/sequence of evacuation will depend on the time available, the type of threat (specific or non-specific) and bomb like object found.

Case study

A powerful bomb exploded on Thursday near the office of a political party in the city, injuring at least 16 people, police said. The bomb was planted in a motorcycle parked about 20 yards from the office of the political party, as informed by the Director General of Police. The injured were being treated at nearby hospitals, where doctors said the condition of five people was serious. The blast was so powerful that nearby buildings shook and window panes were shattered. Three cars and several scooters were charred in the blaze that followed the blast. A police bus parked nearby was also badly damaged. On reaching the scene, the Police immediately cordoned off the area by placing the yellow tape around the scene and forensic experts gathered the evidence from the blast site. Sniffer dogs and bomb experts

were deployed to collect the evidence from the scene. Investigations so far have confirmed that the explosive used to trigger the blast was an improvised explosive device (IED) in the form of a pipe (pipe bomb). Forensic experts found lithium and alkaline residues scattered around the site, an indication that the bomb was an Improvised Explosive Device (IED) in the form of a pipe bomb. The bomb was possibly attached to a motorbike to make it look like a component of the bike. The explosive material used was ammonium nitrate.

Answer the following questions based on the above case study

(i) Where was the bomb planted?

_____
_____
_____
_____
_____

(ii) What is the action that the police took immediately to prevent from gathering at the scene?

_____
_____
_____
_____
_____

(iii) Which device was used for explosion?

_____
_____
_____
_____
_____

(iv) Which explosive material was used for the bomb?

_____
_____
_____
_____
_____

1. Explain explosives and bombs.

   _____
   _____
   _____
   _____
   _____

2. Define a detonator.

   _____
   _____
   _____
   _____
   _____

3. List categories of explosives.

   _____
   _____

   _____
   _____
   _____

4. List types of explosives

   _____
   _____
   _____
   _____
   _____

5. Explain IED? Describe categories of IED.

   _____
   _____
   _____
   _____
   _____

6. List the types triggering device generally used for an IED.

_____

_____

_____

_____

7. Describe the effects of an explosion.

_____

_____

_____

_____

_____

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A
(a) Differentiate between Explosive and detonator
(b) Differentiate between High explosives and low explosives
(c) Differentiate between Different types of IEDs

Part B
Discussed in class the following:
(a) What are the different types of IEDs?
(b) How to deal with bomb/IED threats?
(c) What are the precautions to be taken during bomb threat evacuations?

Part C
Performance standards
The performance standards may include, but not limited to:

Performance standards	Yes	No
Demonstrate the knowledge of the steps to be taken for dealing with bomb threat?		

SECTOR: SECURITY

NSQF Level 4 (CLASS XII)

SS407-NQ2016-Work Integrated Learning-L4

Student Workbook

Table of Contents	
INTRODUCTION	185
SESSION 1: SECURITY SURVEY AND AUDIT	**186**
SESSION 2: CUSTOMER RELATIONSHIP MANAGEMENT	**193**
SESSION 3: GENDER AND CULTURAL SENSITIVITY	**198**
SESSION 4: CORPORATE SOCIAL RESPONSIBILITY	**204**
SESSION 5: ENVIRONMENT PROTECTION-GOING GREEN	**211**

INTRODUCTION

The Private Security Sector is the second largest employer in our country employing seven million people and growing at an annual rate of 25%.The scope and job roles in the sector are also expanding and becoming increasingly complex. Legislations of the recent past have sought to regulate the industry and get it into the organised sector. Security surveys and audits that were rarely carried out earlier are becoming the norm. Principal employers are hiring security agencies and are becoming more discerning and demanding. Developing and managing relationships with customers, in such a scenario is becoming increasingly important.

Earlier when companies were small and departments few, a manual system of managing customers could work, but now considering the scope and complexity of issues involved, using Customer Relationship Management (CRM) systems and software is a necessity for Private Security Agencies also.CRM refers to the methodologies and tools that help businesses manage customer relationships in an organized way. Customer relationship management tools include software and browser-based applications that collect and organize information about customers. For instance, as part of their CRM strategy, a Private Security Agency might use a database of customer information to help construct a customer satisfaction survey, or to decide the specific training for the security guards their customers might be interested in. Besides maintaining relations directly with customers, the industry players have to look beyond the ordinary and consider fulfilling their corporate social responsibilities. Environmental issues are a major concern these days and the Private Security Industry can be a major force multiplier in the nation's efforts to address environmental concerns.

SESSION 1: SECURITY SURVEY AND AUDIT

RELEVANT KNOWLEDGE

A security survey is the formal process to review specific areas, applications or processes of a business or residence to document risk and security vulnerabilities.

The survey is performed from the perspective of risk to physical security, facility security, life safety, etc. It is conducted by an expert in the field of security.

Importance of Security Survey

The basic purpose of security survey is to identify any potential risk/loss to the premises/area for which the security survey is to be conducted. Loss prevention and asset protection is the main purpose behind securing any premises. The scope of conducting a security survey is very wide and varies from place to place. For example, a security survey can be of an industry, factory, hospital, hotel, or bank.

The idea behind conducting a security survey is to foresee any loss to person or property which is in the premises that is to be surveyed. The person conducting the security survey has to keep in mind every possible threat which could be there to the premises and give suggestions and recommendations to prevent any incident or breach of security.

The common security risks to any premises are trespassing, unauthorised access, theft, damage to property, security breach, fire incidents, loss of material, loss of information or critical medical condition. The security survey identifies the security and safety requirements of the place/property and suggests recommendations to reduce and prevent such risks.

Conducting a security survey

The various factors to be considered while conducting a security survey should include the following:

a) **Previous history**: Inquires about any past history of incidents pertaining to security of the place. The risk/loss history will give an idea about common security threats to that place.

b) **Workplace operation**: Understand the basic work/operations which are related to the place where the survey is being conducted. For example, is it a hospital, a call centre or a bank? It is very important to understand the nature of work, which takes place at the premises to assess the nature of risks in the site.

c) **Existing system:** The study of existing security system is very essential to identify if there is any weakness/vulnerability in the current security system which is in force. It is important to fill gaps, if any, in the present system.

d) **Assessment:** After gathering all relevant information about the security setup, the assessment of internal and external threats is made.

e) **Recommendations:** Detailed recommendations are made on each aspect of security to plug various loopholes in an effective and efficient manner in order to secure the premises.

Planning a security survey

There is no such thing as **ONE-SIZE-FITS ALL** checklist for conducting a security survey, because every place which is to be surveyed has different security requirements and different security threats. However, there are some general things which are normally included in a security survey.

a) **Building/ site security features:** These include the location, address, the structure in place e.g. number of floors, basements, etc) and parking.

b) **Social environment:** It is very important to know the social environment around the place which is being surveyed. Whether the place is situated in a city, town or near a village and what is the social environment in the area. Is the area prone to any disruptive activities or is it peaceful?

c) **Perimeter survey:** The survey of the perimeter and boundary includes height of the wall, whether the perimeter fencing is present, Are there any exterior doors/windows and are they secured properly? Are there sufficient security guards to secure the perimeter area?

d) **Lighting provisions:** Is the lighting in exterior and interior of the building sufficient? Is it adequate to illuminate the secured area and does it have a backup lighting arrangement in case of power failure?

e) **Access control:** What is the system followed for access control in the premises to prevent any unauthorised entry? What is the visitor management system and the employee access management system? Are all persons required to show identity cards/proofs?

f) **Lock and keys management:** Are offices/desks locked when unattended? What is the key management system that is followed?

g) **Alarm systems:** Are fire alarm systems and intrusion alarm systems installed in the premises?

h) **Fire prevention:** Are fire alarm systems in place? Does the area have sufficient fire hydrants, water sprinkler system, and fire extinguishers?

Are all relevant types of fire extinguishers available to control all/ different types of fire?

i) **Security reports and policies:** Is the site security policy given in writing and signed by the site security manager? Are there proper registers being maintained for people and material movement record? Is there an incident report register?

j) **CCTV coverage:** Does the site have proper CCTV coverage at all the places? Is there a CCTV control room with monitors for proper surveillance of the site?

k) **Physical security deployment:** This is a very important aspect of site security. The surveyor must ensure

- That there are sufficient number of security personnel deployed to safeguard the premises. All important posts and places at the site are guarded by security guards.
- That the deployed security force is well-trained to handle the site security. They are aware of the security policy and procedures, which are followed at the site.
- That there are security officers/ security supervisors to manage and control the security guards for functional efficiency of the site security.
- That the shift pattern is being followed. It should be as per laid down norms.

l) Emergency response preparedness should be ensured, which could include the following:
- Emergency exit doors at the site should be known to all personnel at the site.
- Mock fire and evacuations drills should be regularly conducted at the site.

- Availability of a trained Emergency Response Team (ERT)to handle any situation.
- Emergency telephone numbers like those of hospital, police, fire brigade, etc, should be displayed at common places.

All the above mentioned guidelines are very important while conducting site security survey. However, the security needs and security setup of every site is different, one must be vigilant while conducting the survey so that every aspect depending on the site is covered in the survey report.

Security Audit

A security audit is a systematic evaluation of a company's/organization's security system by measuring how well it conforms to a set of established criteria. A thorough audit typically access the security of the system's physical environment, information handling processes and practices. Security audit are used to determine regularly compliance.

EXERCISE

Visit an institution (Mall, hospital, multi storied building, school) and prepare a security survey to cover the following:

- Building/ site security features:
- Social environment:
- Perimeter survey:
- Fire prevention:
- Physical security deployment

A. Short Answer Questions

1. List five aspects that you would consider while conducting a security survey.

----

2. What are the points to considered when assessing the factor of "Access Control" during a security survey ?

B. Fill in the Blanks

1. It is very important to know the _____ environment around the place which is being surveyed.

2. The idea behind conducting a security survey is to _____ any loss to person or property which is in the premises that is to be surveyed.

3. The study of existing security system is very essential to identify if there is any _____ in the current security system which is being used.

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

Differentiated between

(a) Trespassing and unauthorized access
(b) Security survey and perimeter survey
(c) Site security survey and perimeter survey
(d) Security audit and security survey

Part B

Discussed in class the following:

(a) What are the specific points that need to be considered for planning a security survey?

Part C

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
Demonstrate the knowledge of various elements of security survey		

RELEVANT KNOWLEDGE

Security services form a major part of the service industry. The focus of the industry is to provide security to the customers and the assets. Security services are generally outsourced to the security agencies. Clients or customers expect very high quality of service and if the service provide falls short of the expectation, the client chooses to change the service provider. This results in loss of business to the service provider and loss of job to the security guards till employed on another assignment. Therefore understanding customer needs, sensitivities and expectations and matching up to them is of importance. Every member of the security staff has to be aware and deliberately works towards maintaining an enhancing relationship with customers.

Managing Relationships

Managing and maintaining good relations with customers is the duty of every individual in an organization, particularly security personnel.

Customer relationship, management includes identification of customer needs, effective communication competencies, resolution of a conflict situations and addressing the concerns of the customer by overcoming challenges that may emerge during provision of services.

Customer Relationship Management

Customer Relationship Management (CRM) is a term that refers to the methodologies and tools that help businesses manage customer relationships in an organised way.

Relationship

The relation between the security service provider and the customer is to be maintained and enhanced. The following has to be done:

- **Identifying the needs of the customer**: This is needed to specifically address the security concerns of the client. For instance in a housing society, the clients may be concerned about visitor's cars being brought in the complex and parked in the areas reserved for them. The security staff should work with the residents to match a visitor parking area and ensure that it is used by every visitor. This will ensure that no inconvenience is caused to residents and thus relationship is maintained.
- **Effective Customer Communication:** The security staff should overcome barriers in communication, if any, and ensure that reasonable customer suggestions or corrections are taken immediately. Note of suitable follow up action should be taken quickly and a feedback should be provided in all cases. It would be useful to develop a mechanism where customers could raise their issues on which action is taken.
- **Addressing Grievances:** If despite best efforts, the customers have any grievance, it should be promptly addressed. Proper review of all grievances and action taken should be maintained. If a particular issue cannot be resolved, it should be escalated to higher levels.

After effectively resolving customers concerns, the issue should be closed. Any issue that is taking time to address, feedback and progress should be given to them.

- Security personnel should behave courteously with all, especially with senior citizens and differently-abled people. Children should be treated with care without being indulgent. Correct and proper behaviour by all personnel of the security department is of critical importance.
- Pro-actively taking actions to prevent accidents or incidents helps in developing good relations.

Benefits of CRM

Customer Relationship Management can prove to be an effective tool in enhancing customer's satisfaction. Some of the uses and benefits of CRM are as follows:

- Company is able to build individualised relationships with customers, with the aim of improving customer satisfaction.
- It provides employees with the information and processes necessary to know their customers, understand and identify customer needs and effectively build relationships between the company, its customer base, and partners.
- It helps the marketing department to identify and target their best customers, manage marketing campaigns and generate leads for the sales team.
- It helps to improve telesales and sales management by optimising information shared by employees of different branches of the company.
- It helps in streamlining existing procedures of a company for improved efficiency.

Case Based Problem

1. In a gated housing colony XYZ security is providing security services. One of the customer's has reported that the guard in their area was not present at 10.30 PM when he returned from outside.

   (a) What actions should be taken till the issue is closed?

   _____
   _____
   _____
   _____
   _____

2. A security guard noticed that the staircase that has to be used during emergencies by the residents has some boxes of a resident obstructing movement. What actions should the guard take?

   _____
   _____
   _____
   _____

ASSESSMENT

A. Short Answer Questions

1. List out any three things that you think are a part of managing and maintaining good relations with customers?

   _____
   _____
   _____
   _____

B. Fill in the blanks

Managing and maintaining good relations with customers is the duty of every _____ in a security agency.

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

Differentiated between
  (a) Customer and client
  (b) Grievance and complaint
  (c) Incident and accident
  (d) Needs and desires

Part B

Discussed in class the following:
(a) What are the general expectations of a client from a security agency?
(b) How customer relationship management helps in building and maintaining relationship with customers?

Part C

Performance standards
The performance standards may include, but not limited to:

Performance standards	Yes	No
Demonstrate the knowledge of identifying customer's needs		
Demonstrate the knowledge of communicating effectively with the customer's		
Demonstrate the knowledge of addressing the grievances of the customer		

Building relationships with people from different cultures is a key to building a strong organisation, despite the diversities in the organisation. Relationships are powerful and assume greater importance in the Private Security Sector since security deal with people day in and day out. The one-to-one relationship is the foundation for effective functioning.

With our cities becoming increasingly cosmopolitan and more women joining the workforce, it is imperative that all of us are gender and culturally sensitive. Indians worship the Mother Goddesses and place motherhood on an exalted pedestal, but on the other hand, the position of women is characterized by the disparities in wages and job employment between women and men. Discrimination, exploitation, vulnerability to poverty and violence, and many subtle forms of subjugation is the order of the day.

Gender Sensitisation

Gender sensitivity is the act of being aware of ways people think about gender. Ladies now form a major part of security workforce in India. There are occasions when female and male guards are assigned security duties. Female co-workers have to be treated with dignity and respect, without any undue favour or prejudice. Women can handle difficult situations as effectively as men. However, if some unsocial elements misbehave, obstruct or harass them while performing their duties, then male counterparts must react and take appropriate action.

Security personnel at all workplaces interact, assist or support ladies who might be working at a site. Being sensitive towards work is an obligation.

Security personnel should take proactive actions to ensure no harm comes to a lady. A few examples are:

(a) A lady employee is leaving office. A security person observes this. He walks closely before the employee to the place where she gets into her transport and sees her off to safety.

(b) A guard is deployed close to a lift in a multi storied building. He observes a lady getting into a lift and sees an unknown person who appears suspicious also getting into the lift. The guard quickly gets up and gets into the lift and drops the lady employee to the place she intended to go. This proactive action of the guard preempted an unpleasant situation.

Cultural Sensitivity

India is a land of diversity. Here people from various religions, caste, greed, colour and beliefs live together. Every religion of the country has special characteristics and people who come from an area have values and ethics of their community or the area. We have a number of languages that are spoken in different parts of our country. While Hindi and English are widely understood, they are not universally spoken.

Thus in some groups of people the security setup may be from different places and be diverse in their beliefs, languages and cultures. It is thus important that the group works as a team without any prejudices.

Human beings are essentially different from each other but adherence to a basic decent human behaviour where each person treats other with dignity creates an environment for working together as a team.

A few points that assist in a diverse group are:

(a) Treating every one with decency and dignity.
(b) Being sensitive about religious and cultural belief of the co-workers.
(c) Ones behaviour should be such that it does not cause inconvenience to co-workers.
(d) Helpful nature.
(e) Effective communication
(f) Gender and social sensitization
(g) Good work ethics and practices in the company
(h) Not having any religious bias.

EXERCISE

1. You have a new neighbor who has come to your state from another Indian state. Write about your initial hesitation in mixing with them and how your close interaction with the family broadened your outlook.

2. While it is expected that others should be culturally sensitive to your feelings, we should also learn to be broad minded, tolerant and not be too sensitive about minor issues. Educate and inform your colleagues about the practices and habits of their culture to address cultural sensitivity. Be culturally sensitive and promote it too.

In addition to the cultural groups we belong to, we also each have groups we identify with, such as being a student, an athlete, an immigrant, a small business family, or a wage worker.
Now list out those who you think are most close to your culture and group and those who are different.

Exercise:

In the following listing tick all the cultures and identities you have: (This is just a list of suggestions to get you started. Add as many as you think describe you.)

What is your:	Are you:	Have you ever been:
Religion: Nationality: Ethnic: Group Occupation: Marital status: Age: Geographic region: Ambition:	A female: A male: Disabled: From an urban area: From a rural area: A parent: A student:	Poor: In prison: Wealthy: In the middle class: In the working class:

ASSESSMENT

A. Short Answer Questions

1. What do you understand by gender sensitivity?

   _____
   _____
   _____
   _____
   _____
   _____

2. What do you understand by gender discrimination?

   _____
   _____
   _____
   _____
   _____
   _____
   _____
   _____

3. What do you understand by culture?

_____
_____
_____
_____
_____
_____
_____

4. What do you understand by cultural sensitivity?

_____
_____
_____
_____
_____
_____
_____

5. Give one example of where you felt offended by a culturally insensitive act of another person.

_____
_____
_____
_____
_____
_____

6. Give one example of signboards, cartoons or advertisements that you found to be culturally insensitive.

_____
_____
_____
_____
_____
_____
_____

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

Differentiated between
(a) Sensitivity and intolerance
(b) Gender and culture

Part B

Discussed in class the following:

(a) What are the safety issues with regard to women at workplace?
(b) Why do we need to be sensitive to gender and cultural diversity?

Part C

Performance standards
The performance standards may include, but not limited to:

Performance standards	Yes	No
Identify physical risk factors for women at workplace		
Identity psychosocial risk factors at workplace		
Demonstrate the knowledge of gender sensitivity in a given situation		

SESSION 4: CORPORATE SOCIAL RESPONSIBILITY

RELEVANT KNOWLEDGE

Corporations are a part of the society and function to carry out business activities. Besides engaging in business, corporations are also expected to adhere to certain norms. Their functioning is regulated by law and international norms. They are expected to take responsibility for their actions and at the same time have a positive impact on the environment, society and the public sphere at large. That is to say that their actions are expected to be socially responsible and environmentally sound. This function which is expected of corporations is termed as corporate social responsibility.

Let us begin by understanding the term corporate social responsibility and consequently what this concept entails. This concept can be understood as involving two basic aspects:

- Firstly, the corporations are expected to take responsibility for their actions and the impact they have on the public sphere at large;
- Secondly, corporations should assist the government in carrying out welfare activities for the betterment of the society.

You must be wondering as to why corporates, especially Private Security Agencies should shoulder Corporate Social Responsibility. They should do it for the following reasons:

- Firms and businesses are expected to exhibit a sense of accountability to the people as their actions have an impact on the lives of the people who inhabit the public sphere.
- Secondly, as the government faces increasing pressures to carry out welfare programmes on

the one hand and on the other maintain conducive policies for business to thrive, a sharing of responsibility eases the pressure on the government.

- Areas which are developing and are in need for assistance gain immensely from socially responsible firms. These firms contribute in terms of health care, education, awareness building programmes and other socially beneficial activities.

Often social initiatives are difficult to undertake and hence corporations are assisted by NGOs which carry out the social initiatives with the support of the corporations. This support can be in the form of financial assistance or in many cases human resource. You must be wondering as to why would a corporation want to be socially responsible and what benefits it will gain from socially responsible initiatives. Here are some of the benefits:

- Once a citizen is aware of the socially responsible measures and initiatives a corporation undertakes, she/he is more likely to remain a loyal customer and also promote the corporations product.
- During times when protection of the environment is one of the major concerns, socially responsible firms reduce the pressure on the government to keep a check on corporations for violation of norms with regard to the environment. In this way it helps build the reputation of the firm.
- Also corporate social responsibility keeps workers contented as they are taken care of. The efficiency of workers automatically increases once they are happy with the condition of work. However do remember that the scope of Corporate Social Responsibility extends much beyond the boundaries of the firm.

There are several different ways that companies express their corporate social responsibility. Wal-Mart, for example, has made a commitment to use 100 percent clean energy and to produce zero waste. Boeing is another company that takes corporate citizenship seriously. The aviation company has set aside a percentage of its revenue to be given to nonprofit organisations that work in education, health and human services, arts and culture, civic life and the environment. Similarly in India we have major companies like Tata's, Wipro, Infosys etc who have taken major Corporate Social Responsibility initiatives.

The Central Association of Private Security Industry (CAPSI) India is conscious of its responsibilities and to that end the Security Employees Welfare Actions (SEWA) was set up on 4th Dec 2009 for the welfare of security guards whose companies are member of CAPSI. Under this scheme following initiatives have been taken:

- **Secure the Girl Child Scheme:** Under this scheme the girl child of a private security guard would get economical support from the time of birth right through her education upto the time of marriage since it is education that empowers any individual to earn and live with dignity.

- **Low Cost Housing For Security Guards:** It was launched as a first of its kind endeavour aimed at improving the quality of life of security guards by setting up of subsidised housing societies with units costing between 3-5 lakhs.

Corporate Philanthropy vs. Corporate Social Responsibility

Corporate philanthropy has a narrower, more limited scope than corporate social responsibility. It refers primarily to donations made to charitable and nonprofit groups, whether by the corporation, its employees or both. It might also refer to company wide fundraising efforts or pledge drives, or to toy donation or blood donation drives. Corporate social responsibility, on the other hand, has a much broader scope, referring not just to specific efforts, but to a company's overall attitude toward its neighbours, customers, and even the environment. For example, a company might designate a portion of all profits for charitable donations, education programs or even its own nonprofit efforts. CSR can include things like the methods a company uses to secure ingredients or materials, the way it conducts business in and with other countries or even its own employee policies.

All of us individually as well as collectively have to be socially responsible. John D. Rockefeller, whose success in business enabled him to start the Rockefeller Foundation in the early twentieth century, articulated the essence of corporate social responsibility. He said, "I was trained from the beginning to work and save. I have always regarded it as a religious duty to get all I could honorably and to give all I could."A similar foundation has been set up by the chairman of Wipro called the 'AzimPremji Foundation'. Similarly the Tata's have a long history of social service and have always exhibited exemplary attitude towards CSR. Their steel township at Tatanagar, Indian Institute of Science, Tata Institute of Fundamental Research and Tata Institute of Social Sciences, etc. are all outstanding examples of CSR.

Assignment

1. Search the various sources (magazines, newspapers, internet, etc.) and list out 10 major corporations (5 Indian and 5 foreign) which are doing social work under CSR initiative

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

2. Write a short note on one of the CSR initiatives of an Indian Corporation, mentioning clearly the benefits accruing to society from it.

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

A. **Short Answer Questions**

1. What are the two basic aspects of CSR?

    _____
    _____
    _____
    _____
    _____
    _____
    _____
    _____

2. Why should Corporates shoulder CSR?

    _____
    _____
    _____
    _____
    _____
    _____
    _____

3. What are the benefits that accrue to corporates for CSR initiatives?

    _____
    _____
    _____
    _____
    _____
    _____
    _____

4. What is the difference between corporate philanthropy and CSR?

    _____
    _____
    _____

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

Differentiate between

(a) Corporate Philanthropy and Corporate Social Responsibility
(b) Individual philanthropy and corporate philanthropy.

Part B

Discussed in class the following:

(a) What is Corporate Social Responsibility?
(b) Why corporations should shoulder the responsibility of doing social work for the welfare of people?
(c) How corporations and organizations can get involved in discharging their social responsibility?

Part C

Performance standards
The performance standards may include, but not limited to:

Performance standards	Yes	No
Identify the role of security organizations in philanthropy		
Identify the areas of social work		

One of the most contentious issues today is environment protection because humans are dependent on the environment not merely for survival but also for development. Often in the name of development what really takes place is plunder and degradation of natural resources. This issue is becoming of increasing concern as degradation of environment affects not only the present generation but the future generations and all life on earth. Going green refers to adoption of practices which will contribute to the protection of the environment. The aim is to cater to the present generation and at the same time preserve the environment for future generations. In short, it focuses on sustainable development. The Private Security Industry can contribute greatly to environment protection as it is a large body of personnel who can be easily mobilized for green initiatives.

Going Green

The concept of going green focuses on promoting environmentally friendly practices in our daily lives as the environment today is under pressure due developmental projects that degrade it. Stress is laid particularly on the fact that development can take place alongside safeguarding of the environment. In our everyday lives we can take measures which can contribute to the conservation of energy, reduce waste that is generated and also reduce pollution in its various forms. Adopting environment friendly practices benefits the individual, his family and the global environment at large.

Green Practices

The question which must be plaguing your mind is what can you do to address an issue of protecting our

environment that the world leaders are grappling with. You can do a lot by becoming conscious and taking small measures that are environmentally friendly. The next time you go to the market with your mother, carry a shopping bag and refuse the plastic carry bag offered by the vendor, Always remember to throw the paper plate in the dustbin after eating that plate of Patties, Pastry or 'Momos'. If you do that, you will be taking a small green step. Let us think of some other things that you can do to protect the environment. Here are some of them:

- **Time your shower**: As water is scarce and there is increasing pressure to preserve this natural resource it is imperative to use water judiciously. Shorter the length of the shower, more water can be saved.
- **A walk with nature**: Taking a walk or using your bicycle rather than depending on vehicles reduces the levels of pollution. Vehicles contribute to carbon emissions which are a major cause of pollution
- **Don't let the water run:** More often than not we waste water simply because we are not concerned. As a natural resource which is scarce, care has to be taken to preserve this natural resource. When we brush our teeth the normal tendency is to keep the water running- Just stop it and shut the tap.
- **Recycling**: This contributes significantly to environmental protection. Certain items which can be recycled should undergo recycling rather than being thrown away. Items such as newspapers, magazines and old books should be recycled rather than being thrown after one time use.
- **Share a ride**: One of the major problems today is the increasing number of vehicles on the road. As pollution in its various forms is becoming a major concern, efforts have to be made to reduce the number of vehicles.

Carpooling is a measure which has been suggested. Sharing a ride with friends rather than driving separate vehicles contributes to environmental protection by reducing levels of pollution.

- **Plant a tree**: This is one of the easiest ways in which you can contribute to environmental protection. As trees are cut to make space for developmental activities, the climate is adversely affected. Planting trees helps reverse these adverse effects.

Benefits of Going Green

You must be wondering as to what would be the use of you going green if others especially the rich individuals and nations are so wasteful. It is a valid viewpoint, but then the environment is a collective concern and you children are going to inherit the earth and the greatest benefit would be that you will inherit a better place to live in. Let us look at how some green practices have benefited us.

- The ban on use of Chloro Fluoro Carbons (CFC) for refrigeration helped reduce the Ozone hole in the atmosphere, the effect of which has in turn reduced harmful Ultra Violet rays that cause skin cancer.

- Many village communities have benefited from the improved water table that was a direct result of planting of trees and restricting uncontrolled grazing.

- The Bishnois of Rajasthan are well known for their green practices. They go to great lengths to preserve the flora and fauna in their areas and because of that there is an abundance of it in their areas despite being in the desert. The above examples are but a few illustrative ones.

All of you should be aware about how environmental degradation is leading to changing weather patterns, global warming, drying up and pollution of water bodies, extinction of species at alarming rates among other ill effects. Your awareness and actions can usher in the desired change.

The Chipko movement which was one of the most successful environment protection movements which involved the simple act of hugging the trees once the contractors came to cut them. This saved the trees from being felled and preserved the forests.

EXERCISE

Assignments

1. Prepare a scrapbook on a theme related to Environment Protection and Conservation movements and practices.

2. Prepare a questionnaire on various aspects related to environment protection and conservation and administer it to your fellow students and teachers. Prepare a report of the findings and make a presentation before the class.

ASSESSMENT

A. Short Answer Questions

(a) What is re-cycling?

_____
_____
_____
_____

(b) What are the advantages of Water Conservation?

_____
_____
_____
_____
_____

(c) Mention 3 ways in which you conserve water?

_____
_____
_____
_____
_____

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

Differentiate between

(a) Environment conservation and environmental protection
(b) Degradation and biodegradation

Part B

Discussed in class the following:

(a) How can we save water at home?
(b) How can we recycle kitchen waste at home?
(c) How can we conserve fuel?

Part C

Performance standards
The performance standards may include, but not limited to:

Performance standards	Yes	No
Demonstrate the knowledge of environment friendly practices		
Participate in programmes and activities promoting environment protection.		

Glossary

Access Control: It is any mechanism by which a system grants or revokes the right to access some data, or perform some action.

Access Control System: A security system that has a list of user names and passwords that is checked by the operating system to find out if a particular user and allows a system administrator to set up a hierarchy of users.

Act: A law that has been passed by a parliament.

Amendment Bill: to make some change in the details or provisions of a *bill* or measure while on its passage, professedly for its improvement.

Audit: An official examination of business and financial records to see that they are true and correct.

Bill: A written suggestion for a new law that is presented to a country's parliament so that its members can discuss it.

Breaches: A failure to do something that must be done by law.

Cargo: All articles, goods, materials, merchandise, or wares carried onboard an aircraft, ship, train, or truck, and for which an air waybill, or bill of lading, or other receipt is issued by the carrier. It includes livestock, but usually does not include bunkers (fuel for powering the vessel or vehicle), accompanying baggage, vessel or vehicle's equipment and spare parts, mail, and stores.

CCTV **(closed-circuit television):** is a TV system in which signals are not publicly distributed but are monitored, primarily for surveillance and security purposes.

Challan: the requisite form filled to pay cash, cheque, Demand draft in a bank, tax department, government office etc. This also means in simple terms official receipt of payment.

Confidentiality: A situation in which you expect somebody to keep information secret.

Crowd: Large number of people gathered together in a public place, for example in the streets or at a sports game.

Culture Sensitivity: Being aware that culture differences and similarities exist and have an effect on values, learning, and behavior.

Data: Facts and statistics collected together for reference or analysis.

Database: Systematically organized or structured repository of indexed information (usually as a group of linked data files) that allows easy retrieval, updating, analysis, and output of data. Stored usually in a computer, this data could be in the form of graphics, reports, scripts, tables, text, etc., representing almost every kind of information.

Document: A written or printed paper that bears the original, official, or legal form of something and can be used to furnish decisive evidence or information.

Documentation: The documents that are required for something, or that give evidence or proof of something.

Evacuation: To move people from a place of danger to a safer place

Explosive device: Device that bursts with sudden violence from internal energy.

Faults: Something that is wrong or not perfect; something that is wrong with a machine or system that stops it from working correctly.

Frisking: To search (a person) for something concealed, especially a weapon, by passing the hands quickly over clothes or through pockets.

Hand Geometry Access Control System: Hand-geometry devices are specially designed biometric devices used for capturing the geometric characteristics (e.g., the length, width, thickness and curvature of the fingers, the palm size, and the

Hijacking: Illegally seize (an aircraft, ship, or vehicle) in transit and force it to go to a different destination or use it for one's own purposes.

Improvised: Make or do something using whatever is available.

Incident: Untoward event which (depending on the circumstances) may lead to a damage, disaster, or loss.

Information: Facts or details about somebody/ something.

Instruction: Detailed information on how to do or use something

Investigation: An official examination of the facts about a situation, crime, etc.

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Invoice: A detailed list of goods shipped or services rendered, with an account of all costs; an itemized bill.

Law: A rule that deals with a particular crime, agreement, etc.

Legible: Clear enough to read.

Logbook: A record book with periodic entries or a document listing the registration, manufacture, ownership and previous owners, etc., of a motor vehicle.

Malfunction: An unattractive or unsatisfactory feature, esp. in a piece of work or in a person's character.

Monitoring: Observe and check the progress or quality of (something) over a period of time; keep under systematic review.
Order: Something that somebody is told to do by somebody in authority.

Ordinance: An order or a rule made by a government or somebody in a position of authority.

Organized Crime: Ongoing conspiratorial enterprise engaged in illicit activities as a means of generating income (as black money).

Patrols: To go around an area or a building at regular times to check that it is safe and that there is no trouble.

Perimeter Protection: A type of security in which most or all doors and windows are protected with a door/window contact.

Perimeter Security: Refers to routers, firewalls, and intrusion detection *systems* implemented to tightly control access to networks from outside sources.

Perimeter System: Sensing devices that are located on exterior doors and windows to activate the alarm.

Perimeter: The continuous line forming the boundary of a closed geometrical figure

Philanthropy: Is an idea, event, or action that is done to better humanity and usually involves some sacrifice as opposed to being done for a profit motive. Acts of philanthropy include donating money to a charity, volunteering at a local shelter, or raising money to donate to cancer research.

Planning: A basic management function involving formulation of one or more detailed plans to achieve optimum balance of needs or demands with the available resources.

Policies: A written statement of a contract of insurance.

Prevention of Terrorism Act: Act which gave the power to use 'control orders' to limit the freedom of people suspected of terrorism.

Procedure: A way of doing something, especially the usual or correct way.

Process: A series of things that are done in order to achieve a particular result.

Protect: To make sure that somebody/something is not harmed, injured, damaged, etc.

Protection: The act of protecting somebody/something; the state of being protected.

Public address System: An electronic amplification system used as a communication system in public areas

Record: A written account of something that is kept so that it can be looked at and used in the future.

Recording: The process or act of writing down and storing information for official purposes.

Records: Document that memorializes and provides objective evidence of activities performed, events occurred, results achieved, or statements made Records are created/ received by an organization in routine transaction of its business or in pursuance of its legal obligations. A record may consist of two or more documents.

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Report: A document containing information organized in a narrative, graphic, or tabular form, prepared on ad hoc, periodic, recurring, regular, or as required basis. Reports may refer to specific periods, events, occurrences, or subjects, and may be communicated or presented in oral or written form.

Responsibility: A duty or obligation to satisfactorily perform or complete a task (assigned by someone, or created by one's own promise or circumstances).

Right: Morally good or acceptable; correct according to law or a person's duty.

Risk: A probability or threat of damage, injury, liability, loss, or any other negative occurrence that is caused by external or internal vulnerabilities, and that may be avoided through preemptive action.

Rule: A statement of what you are advised to do in a particular situation

Safety: the state of being safe and protected from danger or harm

Scanning: Look at all parts of (something) carefully in order to detect some feature

Screening: A systematic evaluation or investigation of something as part of a methodical survey, done especially to detect an unwanted substance or attribute.

Search: to look through or explore by inspecting possible places of concealment or investigating suspicious circumstances or to look into or over carefully or thoroughly in an effort to find or discover something.

Sections: The parts into which Acts are divided.

Security: The activities involved in protecting a country, building or person against attack, danger, etc.

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Sensitivity: The ability to understand other people's feelings.

Situations: All the circumstances and things that are happening at a particular time and in a particular place.

Special act: A legislative act that applies only to a particular person or area.

Surveillance: He acts of carefully watching a person suspected of a crime or a place where a crime may be committed.

Survey: An investigation of the opinions, behaviour, etc. of a particular group of people, which is usually done by asking them questions.

Suspicious: Feeling that somebody has done something wrong, illegal or dishonest, without having any proof.

Timescale: The period of time that it takes for something to happen or be completed.

Unlawful Activity: An act committed or omitted in violation of a law forbidding or commanding it and for which punishment is imposed upon conviction.

Verification: To check that something is true or accurate.

Visitors: A person who visits, as for reasons of friendship, business, duty, travel, or the like.

Visitor Pass: a person who visits a person or place for reasons of friendship, business, duty, travel, or the like with a permit, ticket, or authorization to come and go at will.

Visitor record System: The Visitor record is created and contains the personal details of the person visiting.