

# Chapter 1

## Introduction to the Security Industry

In security there is one main objective. No matter what you do during your shift it will revert to this objective which it is:

- **Protect People**
- **Protect Property**
- **Protect Information**

### **SECURITY OF PEOPLE:**

One of three core job functions of a security guard is the security of people. There are various ways in which a security guard can provide protection to people. It is important that a security guard is able to deal with situations or incidents that affect the safety and well being people.

*Key functions of this are as follows:*

Dealing with emergencies such as fires, floods, smoke and other abnormal situations that impact the safety and security of tenants or patrons of a given facility is a key function to being a security guards. A security guard will be expected to know and understand the proper manner in which these situations need to be handled. Knowledge of fire suppression systems and the principals of fire prevention and detections play an important role in the proper activation of procedures designed to address these issues before they have the ability to affect those within the facility.

Groups or individuals who act in an manner which violate the rules and regulations of a complex, is a common situation which is encountered. They could pose a threat to themselves and the people within the facility. The security guard on site will generally be the first person to address these groups or individuals. It is their duty to properly manage the situation before an incident can occur. The ability to deal with crowds and effective control of them is an expectation in this line of work.

The ability to deal with injuries and having an understanding of the places where injuries can happen along with the situation where they could occur is expected of a security guard. The safety of tenants and patrons of a facility can depend on a security guards ability to identify risks and report on them effectively and take corrective action when applicable.

One must know and understand what constitutes a physical hazard whether it is an existing or has the potential to be a hazard. Drawing attention to the safety of people at the facility and being able to identify the impact these hazards have on people is important.

Every site has a unique set of instructions. It is critical to be familiar with the layout and procedures related to the site. There are several key elements to this. Every site has operating procedures commonly referred to as 'Standard Operating Procedures' – The information contained here provides important information to be followed in the event of an emergency, phone numbers of emergency services, client contacts of who is to be notified in the event of an incident on site, information on the access system and procedures to be followed - including authorized personnel permitted to access or leave the property. Every security guard should familiarize themselves with the site procedures and execute on them when required.

Emergency evacuations of a property may be required due to an emergency on site, security officers assigned to the property will usually be responsible for activating the required procedures and measures in the event that an emergency has taken place and the evacuation of the property needs to be carried out. Security guards are required to know and understand the associated methods to be followed and act decisively should the need arise.

Emergencies occur in many forms at a facility and another example of an emergency, which security may be called on to deal with, at a site is an elevator entrapment. Security guards will be required to have an understanding on elevator and escalator operations. Being able to follow set procedures and contact the necessary individuals will be the responsibility of the guard on site.

The most common type of duty related to the protection of people is the ability to effectively control access to the property. A security guard is required to have a proper understanding of access control systems, the procedures related to checking identification, and verifying a person's right to be on the premises.

A security guard must be prepared to assist the tenants and patrons at a site in a number of ways, from controlling access to responding to on site emergencies, the guard is the first contact in most occurrences at a facility. The ability to follow procedures and act decisively when dealing with situations will determine the outcome and ensure the safety and security of people is always a priority.

## **SECURITY OF PROPERTY:**

The second core job function of a security guard is the security of property. Clients or owners employ security companies to ensure that a property or premises is protected at all times, regardless of whether they are on site or not. By acting as agents of the owner, security guards/companies assume the care and control for a property. As such, there are several duties that ensure the security and integrity of a premises is not compromised.

Controlling access to the property, including vehicular and pedestrian traffic, would be the main duty of a security guard who is protecting a property. Security guards must ensure that only authorized personnel enter or exit the property.

Security guards are also responsible for traffic and parking control on the property. Security guards are expected to have knowledge of the procedures and methods used when directing and controlling traffic on a property.

Fire prevention and detection are an integral part of ensuring that a premises or property is protected. Security will need to have knowledge of preventative measures and of how to use fire protection equipment.

Security guards must know, understand, and follow key control procedures. The issuance and use of client keys comes with great responsibility. Strict key control procedures must be followed in order to ensure the security of the building/property is never compromised.

A security guard must have knowledge of the facility at which he or she is assigned. Knowledge of where utility/control rooms are located is a primary responsibility of every security guard working at a site. In the event of an emergency, a security guard might have to access, or allow access to, these areas. Security also must be aware of the rules that govern restricted areas at the facility. These areas may be outlined by the client or be areas of general security concern warranting the need for restricted access.

Security guards must be aware of areas, on a property, that are vulnerable or can pose a hazard. Security guards must be familiar with their site and possess the ability to identify vulnerabilities and hazards.

Security will conduct patrols of the premises being guarded. Security is responsible for patrolling both the interior and the exterior of the premises. Security guards must correctly conduct patrols at a site by following the required procedures and methods. Security must also have knowledge on the operation of punch clocks. There are many types of punch clocks used. Each site will have detailed instructions on the appropriate method of using the model you are assigned. Punch clocks are used to monitor patrol activity by registering attendance.

Security guards are responsible for items that are lost or found. Therefore, security guards must be able to follow lost and found procedures as directed by the client. This will include maintaining a log to record where an item was found, by whom, and the time. Likewise, it will record who picked up or reported an item. Procedures will vary from site to site and training will be required on procedures that need to be followed.

### **SECURITY OF INFORMATION:**

The third core responsibility of a security guard is the need to protect information. The value of information brings about a need for confidentiality and protection that has never been more prevalent. A security guard is expected to possess knowledge of the need for confidentiality of information.

- Security guards should not discuss information about suspects with those who are not involved in an incident; this includes the family and spouse of a suspect.
- Site information cannot be shared with any unauthorized individual. Site information is confidential and should be treated as such.
- Potential security problems must only be discussed with management of security at the facility.
- Memo book information should never be left accessible to the public. Secure storage of an information source should be observed at all times.
- Security guards must not discuss incidents or occurrences with any media. A site spokesperson or authorized person will share any information that management deems fit for circulation.
- Always watch for proprietary information being moved.

The Criminal Code of Canada has detailed laws applicable to the misappropriation and misuse of computer and electronic information.

C.C.C. Section 342.1:

**342.1 (1)** Everyone who, fraudulently and without color of right,

- (a) obtains, directly or indirectly, any computer service,
- (b) by means of an electro-magnetic, acoustic, mechanical or other device, intercepts or causes to be intercepted, directly or indirectly, any function of a computer system,
- (c) uses or causes to be used, directly or indirectly, a computer system with intent to commit an offence under paragraph (a) or (b) or an offence under section 430 in relation to data or a computer system, or
- (d) uses, possesses, traffics in, or permits another person to have access to a computer password that would enable a person to commit an offence under paragraph (a), (b) or (c)

is guilty of an indictable offence and liable to imprisonment for a term not exceeding ten years, or is guilty of an offence punishable on summary conviction.

Understanding terms and differences between systems will lead to a greater understanding and knowledge base when concerned with the protection of information.

**Intranet** – An intranet is an internal information system that works much the same way as the Internet, with one very important difference. – Only the people within an organization can access or post information. An intranet requires private identifications and passwords; it is closed to the rest of the world. Often intranets are used to share calendars, documents and to provide a forum for discussion and commentary.

**Internet** – The vast collection of interconnected networks that all use the TCP/IP protocols. It has evolved from the ARPANET of the late 60s and early 70s. An internet is any computers connected to each other via a network, and are not part of the internet unless using TCP/IP protocols.

Intranet is a private network inside a company or organization that uses the same kind of software that one would find on the public Internet, but is only for internal use. An intranet may be on the Internet or may simply be a network.

There are various techniques by which computer theft can occur. Hackers can gain access to most software programs and gain access to vital information. Many viruses exist that can cause harm to computers, damage information and give hackers access to a system. An anti-virus program

should be in place in almost all workplaces. I/T departments should be contacted before any programs are installed on systems in the workplace.

Security guards should know that information can be stolen by removing computer chips, flash drives, or by sending files via e-mail or FTP servers.

Understand that software has copyright protection; companies pay money for software licenses. Watch for employees that take copies of software “Home” or for “Personal” use.

### **Definitions**

**Computer system** – A device or a group of interconnected or related devices or more of which,

- (a) contains computer programs or other data, and
- (b) pursuant to computer programs,
  - (i) Perform logic and control, and
  - (ii) May perform any other function;

**Computer password** – Data by which a computer service or computer system is capable of being obtained or used;

**Computer program** – Data representing instructions or statements that, when executed in a computer system, causes the computer system to perform a function;

**Computer service** – Data processing and the storage or retrieval of data;

**Data** – Information or concepts that are being prepared or have been prepared in a form suitable for use in a computer system;

**Function** – Includes logic, control, arithmetic, deletion, storage and retrieval and communication or telecommunication to, from or within a computer system.

**Intercept** – Includes listen to or record a function of a computer system, or acquire the substance, meaning or purport thereof;

**Traffic** – Means, in respect of a computer password, to sell, export from or import into Canada, distribute or deal with in any other way.

### **TYPES OF JOBS IN SECURITY**

Providing access control duties are just one of the various types of services that, a security guard might have to perform while working in the security industry.

*Some different jobs in the security industry are as follows:*

**Private Investigator** – is a person who can be hired by individuals or groups to undertake investigations. Many jurisdictions require Private Investigator's to be licensed, including Ontario, and they may or may not carry firearms depending on local laws. Some are ex-police officers, some are former federal agents, some are ex-military, some use to work in a private military company, some are former bodyguards and security guards, although many are not. Most of them do not arrest criminals or put them in custody. They are expected to keep detailed notes and to be prepared to testify in court regarding any of their observations on behalf of their clients.

**Law Enforcement** – security guards will be responsible to enforce rules and regulations at their premise. This includes enforcement of various laws and acts that already exists. In many cases a security guard will be required to conduct and arrest under the Trespass to Property Act or the Criminal Code. It is important to note that *security is not there to replace the Police*. The security guard must deliver that person to a Peace Officer, and in many cases company policies would include the police.

**Security Services** – Security Services Include:

Security services includes:

- Patrolling Guards
- Mobile Guards (vehicle)
- Alarm Response
- Alarm Monitoring
- Lock Smith
- Systems
- Installations
- Access Control

**Loss Prevention** – Also known as **asset protection**, this is a form of private investigation into larceny or theft. The focus of such investigations will include shoplifting, package pilferage, embezzlement, credit and cheque fraud. "Loss prevention" or "LP" is used to describe the methods used to reduce the amount of all losses/shrinkage related to the retail sphere.

**Patrol Services** – This is the most common service in the security industry. It is a physical form of security, involving the use of a person. It is a visual deterrent where guards walk around and maintain a visual presence. Guards will have various duties and tasks that will be performed while on these walks. These tasks will include things such as: monitoring for suspicious behaviour, looking for hazards, maintaining order, etc.

## **TYPES OF ASSIGNMENTS**

There are various different types of security assignments at any given site. Depending on the requirements of the client, security services could be deployed in a number of different ways to make sure that the people, property and information on site are protected. Each type of assignment is designed to serve a unique purpose, providing the highest level of security protection possible. Some of the different types of assignments are listed below:

- 1) **Fixed post** – A post where the security guard is assigned to a specific area of the property. The function may include guarding a single door or a single object. It could be an assignment such as being at a security console desk. The assigned guard would generally not leave his or her post while in the function of their job. Examples of fixed post assignments are;
  - Lobby guard
  - Bank guard
  - Hospital emergency entrance control
  - Guarding a statue.
- 2) **Patrol post** – An assignment where the security guard would patrol the property. Patrol guards are limited to the borders of a protected premises. They conduct ongoing patrols and their primary function would be to constantly check the property to ensure that there are no breaches in security and maintain the rules and regulations of the facility. A guard conducting floor by floor patrols of an office tower would be an example of a patrol post.
- 3) **Vehicle patrol** – A guard who utilizes a patrol vehicle to complete his or her job function. This may include driving the patrol vehicle only on the assigned property or might be driving to various accounts to conduct patrols at each of them during a given shift. An example of a vehicle patrol position would be a security guard assigned a patrol vehicle to provide security checks of a large parking garage.



**4) Roving patrol** – May include all of the above and can include the support of on-site staff or providing coverage for a limited time as dictated by a client.

### **The Fish Bowl Theory**

Designed to make security guards aware that there is always somebody watching them. Every act or non-act is witnessed by somebody. It can be peers, management, site staff or the general public. Your attitude, deportment and conduct will always be used as the measuring stick for which you, the company you work for, and the industry in general is measured by. Be mindful of this and conduct yourself accordingly.

### **Deportment**

This is the “behavior or the bearing of a person.” The attitude and appearance of the Security Guard is of paramount importance in projecting that all important image when dealing with members of the public as well as the client.

### **Personal Presentation**

The visibility of a uniform sets a Security Guard apart from the rest of society. In the eyes of the public, a Security Guard and receives the identity of a group and thus isolated incidents become symbolic of the service of the company.

The appearance of a Security Guard should and can create a good first impression. If you present a clean, crisp image to the public, you will receive the respect you deserve. Make sure that your hair is neatly groomed, your uniform is in pristine condition, your shoes are clean and polished and your personal hygiene is exemplary.

### **Conduct and Behaviour**

Security Guard/Public contact often produces some of the more difficult job situations. A security guard must at all times project to the public his/her ability and willingness to serve with integrity and to be effective.

Security Guards promote this favorable image through:

- Appearance in uniform
- Attitude towards the profession and others
- The courtesy and respect they show to others
- Level of training and efficiency

Your duties and responsibilities are such that it is essential for you to be skilled in the art of dealing with people. Customer service will be the main mission in a service industry where reputation is invaluable.

### Appearance

There are three things that influence the way someone perceives your interaction with them: body language, tone, and words.

You must remember that whenever you come in contact with visitors, customers, salesperson or the general public that you have a great opportunity to promote the image of your employer, the client, and yourself.

### Your Behaviour

- COURTESY: Speak to others as you would like to be spoken to.
- TONE OF VOICE: Have pleasant intonation and be firm/authoritative without being harsh.
- VOCABULARY: Never use profanity or slang.
- GENERAL ATTITUDE: Be honest, open and pleasant.
- APPEARANCE: Should be perfect.

**Courteous** – Interactions with people should occur in a professional courteous and friendly manner. Never mistake that being friendly means you are friends, you only act in a friendly manner to portray a professional image.

**Dignified and Confident** – Refrain from responding to negative comments made towards you in a negative way. Allow people to vent emotions and respond to the problem not the verbal abuse.

**Calm and Composed** – Your response will aid people in determining how they respond. A calm and composed guard will convey authority and aid in controlling a situation.

**Tactful and Considerate** – Dignity is a factor when dealing with people. As security you may see people at their worst. When someone dies, morbid jokes would be received as unprofessional and inappropriate attitude. Be considerate to the feelings of others.

**Restraint** – When using force or dealing with upset people, it is important to control your own temper. Act within the scope of your authority and duties. Applications of force should be done in accordance with the law. Arrest should only be made when lawful and within the guidelines set out by your company and site polices.

**Proper Physical Stance** – Whether you are dealing with a suspect and being in an interview stance or simply watching over a food court, a proper stance is important. Having your hands in your pockets, leaning on objects or being lax or complacent is never acceptable

**Walk With Purpose** – Move with a sense of purpose, do not rush. Rather, walk as if you have a destination while watching everything around you.

**Clean and Tidy Work Post** – A neat work environment conveys a professional impression. Having objects laying within reach of a subject could lead to further problems for the officer. Do not leave newspapers, books or magazines lying around on the desk. Food should be cleaned up and not left for the cleaners to remove. Your workstation is a reflection of your personal habits and attitude.

**Positive Personal Attributes and Behavior** – A positive person promotes a positive work environment. When people are negative they lower the morale of others around them. This directly affects productivity and overall performance. Be self motivating and look for the ways to improve yourself and the security of the building.

### **Discipline and Integrity**

A Security Guard must be cautious in their communication and behaviour.

By following rules and regulations, others will imitate your actions. A Security Guard must never disobey an order or regulation, especially those which she/he is required to enforce. Violations of rules and laws carry penalties. Thorough knowledge of laws and client site rules, as well as corporate polices, will ensure a safe and healthy workplace environment.

Imagine that every member of the public or clients and their staff will see you or have contact with you for approximately 15 seconds, during this time you will be judged from first impression on perception alone. Different groups of people will see the security guard and evaluate him or her on appearance alone. 90% of these people will not have any contact whatsoever with the officer during his or her shift. Keep this mind and set a good example on a daily basis.

Some of the people that you might encounter are:

- The Client: The person with whom the security coverage is made.
- The Manager: The individual with whom you have a daily meeting with in respect to the day to day running of the site. This role could also be played by a Property Manager or Superintendent.
- The Patron/Customer: This person often makes observations based solely on opinions formed in the few seconds he or she observes/interacts with the security guard handling a situation or simply walking the mall. Their comments can color management's view of a particular officer.

These groups of people have the ability to effect changes in security policy, procedures and staffing at a client site due to their position as management or because of they pay for space at the site. Many of the changes affected are due to the attitude and appearance displayed by security officers while performing their duties.

Always be reliable and punctual, arrive at your post on time. A guard should always arrive for a shift fifteen minutes prior to the actual shift start time. Allow time for the previous shift's guard to properly de-brief you and allow for a smooth transition during shift changes. Be well rested and ready when you arrive for work, be alert and ready. *Remember you cannot leave the site until you are properly relieved.* If your relief does not show up, you are required to contact your supervisor and advise them of the situation. *You cannot and abandon your post.* Wait until for an alternative solution so as to not impact the security and integrity of the client site. Abandoning a site has severe liability issues that can arise, as well as disciplinary action up to and including termination of employment.

Review with yourself information available to get your job done daily. Review the log books, temporary post orders and revisions to the original post orders, as well as other pieces of essential information before you start your shift. You should also read the briefs left by the other guards working at the site from the previous shift up to the point that you had worked last. Check for any memos that have been posted and sign to acknowledge these. Check with the site supervisor or immediate supervisor for any verbal briefs, document these in your memo book. Once you have acquired all this key information you will be better informed and equipped to get your job done.

Avoid doing special favors for tenants that are outside the scope of your job function. Do not accept gifts or gratuities from tenants or clients, this can lead to expectations of future favors.

### **Attitude & Self Improvement**

Constantly look for self-improvement as this will help you maintain an interest in your job. Attitude plays a large factor in everything you do. At the beginning of this section, we said that a professional is expected to demonstrate a positive attitude and be a positive representative for his or her employer. Staying positive is not always easy. You will deal with difficult and uncooperative people regularly and you will encounter many frustrating and discouraging situations. It can be easy to become cynical and negative. A negative attitude is unprofessional and it also makes effective communication difficult – it may also increase stress. It is important to stay positive; here are seven strategies for keeping a positive attitude:

- Remember your reason for choosing this career.
- Take pride in what you do.
- Remember your goals and your role as a security professional.
- Utilize stress management techniques when dealing with provocations by other people.
- Pursue professional development opportunities.
- Maintain good physical and mental fitness.
- Keep a balanced lifestyle by staying involved with family, friends and extracurricular activities.

Remember that what works for one person might not necessarily work for another. Everyone should find techniques that work for them. What techniques you use are not important – the important thing to do is find what works for you.

Always look out for any important updates or incidents in policing and security. The public is constantly associating policing and security together. Knowledge is one of the most useful tools and there is always a need to keep abreast of relevant new knowledge, techniques and best practices.

There is and always will be a premium to a well-trained security guard. The more training you have the better prepared you will be for any occurrence that might arise. Keep defensive tactics training certifications current by constant refresher training. Do not wait for it to be recommended or expired before you seek recertification. Take additional training beyond the requirements of your current job functions. Any additional knowledge is good; it increases your importance and value in delivering service to a client. It is recommended that everyone periodically reviews their own performance.

Look at where you are now, keep a log of all your training received or taken whether at the site or via a training facility. Make a journal of all your Set goals and determine where you need to improve to bring you from where you are to where you wish to go. There is always room for improvement and if you can maintain that attitude towards personal development you will be an ever evolving individual.

## **Requirements of a Security Guard**

On top of what we have already discussed in this chapter, a security guard must also understand that there are various risks, dangers and stress factors that one must take under consideration when working in the industry. Here are some of them:

**Travel** – would it not be nice to live right next to where you work? Unfortunately, this is not the case in the industry. One must expect that they will have to travel some distance to get to work. Travel can include driving and or taking public transit, both of which have its various factors of stress that come along with them. A professional security guard must always take unforeseen problems into consideration including travel and unexpected weather conditions. Remember, as discussed already in this chapter a security guard should arrive at least 15 minutes before the start of their shift. This 15 minute buffer should be factored into your travel time.

**Off-hours** – an extension of the above. The security industry is a 24 hour 7 day a week industry. One can expect to work a full rotating schedule which includes days, afternoon and midnight shifts. This will also include traveling at these off hours. Always use extra caution when traveling during off hours. The other factor that comes to play in this demand is that you may be working during off hours. One must get use to adjusting your 'internal clock' frequently to accommodate the rotating shifts. For those who have never worked shift work before this will take some time to get use to, however, once in the swing of things it will become second nature.

**Stress** – with what has already been covered in this chapter one can already see how stressful this job can be. Not only do you have to adjust you sleep pattern, which can be stressful for some; you will be working in a position of authority. Many people that we will deal with will not like that fact that we are telling them what to do. This can amount to a high degree of stress for a guard. Should a guard never have dealt with an emergency situation, like a fire alarm, they will most likely feel a great deal of stress when dealing with it. Not to worry, this is normal; even if you have dealt with several emergency situations you can never become comfortable in your surroundings.

**Risks&Dangers** – remember with any job there are dangers and risk that come with it. Working in the security industry is no different. Understanding that security guards work in a law enforcement capacity with the authority to arrest and potentially be involved in a physical altercation, one can only expect that there will be dangers in that. Working in various types of buildings one must remember that each building brings its own very unique group of risks and dangers. For example; working in a factory versus an office building.