



Principles of Working in the Private Security Industry

Learner Handout

Contents

CHARACTERISTICS & PURPOSES OF THE PRIVATE SECURITY INDUSTRY:

- The Private Security Industry 2
- The Private Security Industry Act 2001 3
- The Use of CCTV (*Closed Circuit Television*) by the Security Operative 5
- Benefits of linking with Community Safety Initiatives 6

LEGISLATION AS IT APPLIES TO A SECURITY OPERATIVE:

- Introduction 7
- The Differences Between Civil & Criminal Law 7
- Human Rights Act 1998..... 9
- Equality Act 2010 10
- Data Protection Regulation..... 11

THE IMPORTANCE OF SAFE WORKING PRACTICES TO COMPLY WITH LEGAL REQUIREMENTS:

- Responsibilities under Health & Safety at Work legislation..... 12
- Workplace Hazards & Risks 13
- Personal Protective Equipment (PPE) & Security Equipment 14
- Safety Signs & Signals 15
- Methods for Safe Manual Handling 16
- Reporting Procedures for Health & Safety Accidents/Incidents 17

FIRE PROCEDURES IN THE WORKPLACE:

- The Elements & Classifications of Fire 18
- Basic Fire Fighting Equipment 19
- Actions to be taken upon Discovering a Fire 21
- Understanding Fire Control Panels 22
- Fire Evacuation Procedures 22
- The Role & Responsibilities of a Fire Marshal 23

EMERGENCIES AND EMERGENCY PROCEDURES:

- Types of Emergency 24
- How to make Emergency Calls..... 25
- The Role of the Security Operative in Relation to First Aid Incidents 25
- Principles of evacuation 25

TERROR THREATS:

- National Threat Levels 26
- The Common Terror Attack Methods 26
- Behaviours that could indicate suspicious activity 27
- Procedures for dealing with suspicious items 28
- Actions to take in the event of a terror threat 29

KEEPING VULNERABLE PEOPLE SAFE:

- Duty of care with regard to vulnerable people 31
- Actions to take when individuals have been identified as vulnerable 31
- Sexual Predators..... 31

COMMUNICATE EFFECTIVELY AS A SECURITY OPERATIVE:

- The Basic Elements & Different Types of Communication 32
- Types of Customers..... 33

RECORD KEEPING RELEVANT TO THE ROLE OF THE SECURITY OPERATIVE:

- Types of records 35
- What information to include in records 35

POST INCIDENT MANAGEMENT:

- Accessing Help and Support Following an Incident 37
- Sharing Good Practice 38

References:..... 39

CHARACTERISTICS & PURPOSES OF THE PRIVATE SECURITY INDUSTRY

The Private Security Industry

The key purposes of the security industry are to:

- **Prevent and detect crime and unauthorised activities**
(use of CCTV, presence of uniformed guards, visible security signs)
- **Prevent and reduce loss, waste and damage**
(protection of life; reduced loss of goods from shoplifting, burglary and pilfering; reduced damage to buildings and contents)
- **Monitor and responding to safety risks**
(controlling site access and egress, performing searches, supervising premises evacuation, responding to emergencies)
- **Provide personnel & appropriate protection systems for people, property & premises**
- **Raise standards in the industry**

Sectors within the Private Security Industry

The main purpose of the security industry is to provide personnel and systems to protect people, property and premises. It is for this reason that the industry is commonly divided into three main sectors:

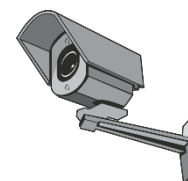


Manned Services

This sector includes the provision of uniformed or plain clothed personnel to commercial, industrial and retail outlets. This also covers Cash and Valuables in Transit - CVIT, store detection, door supervision, close protection, dog handling, aviation security, maritime security and private investigation.

Systems

The Systems sector comprises intruder alarms, CCTV, fire systems and access control systems.



Physical Security

This sector includes alternative/additional security measures, such as locks, grills, barriers. This sector deals with the physical characteristics of buildings and how they can be used to enhance the security of premises.

As a private security operative, you will have a role in a significant part of the whole industry and this will become clearer as the course progresses. The role of the private security operative has changed significantly over time, involving increasing responsibilities and the use of technology.

The Private Security Industry Act 2001

The Private Security Industry Act 2001

The above Act was introduced to try and improve the level of service and professionalism provided by companies and personnel working in the private security industry.

The main aims of the Act are to:

- ✓ Raise standards in the private security industry
- ✓ Increase public confidence in the private security industry
- ✓ Increase public safety
- ✓ Remove criminal elements from the private security industry
- ✓ Establish the SIA (*Security Industry Authority*) & Establish licensing

The Security Industry Authority (SIA)



Security Industry Authority

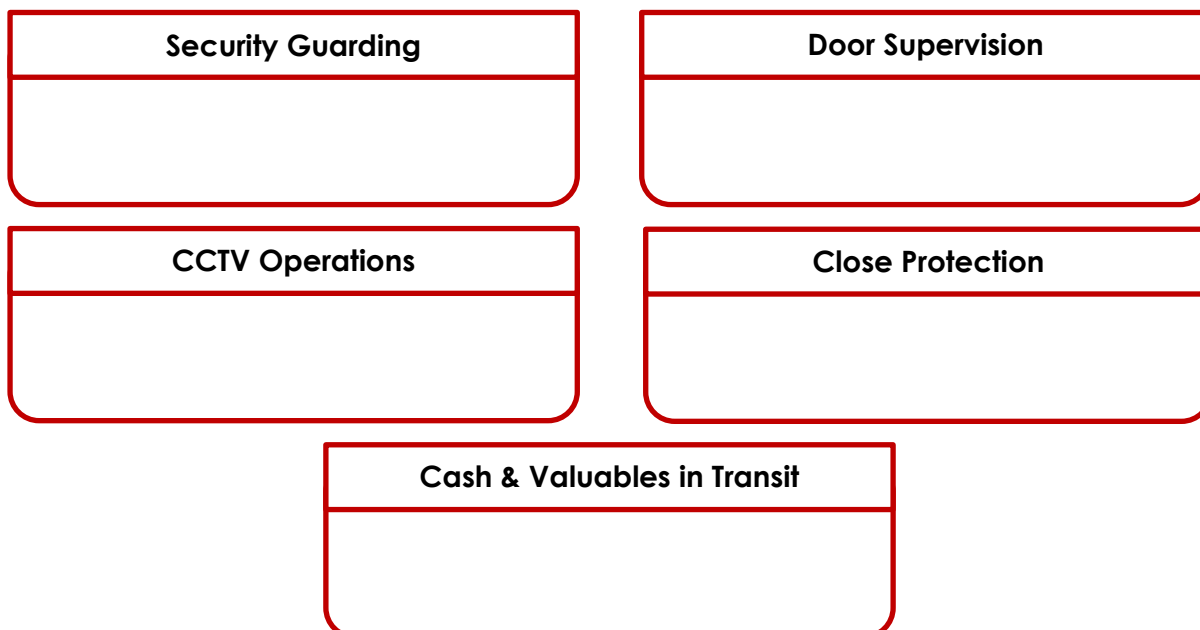
The Security Industry Authority (*SIA*) was set up as an independent body by the Government under the terms of the Private Security Industry Act. The Act gives the SIA the power to enforce a licensing system for people working in the private security industry across the country.

The SIA has the power to grant and revoke licenses in the various sectors of the security industry. From 2004 onwards the SIA have issued licenses to people undertaking certain activities.

The SIA are also required to monitor the activities and effectiveness of persons carrying out licensable activities. The SIA are able to carry out 'spot-checks' on premises to check that anyone performing a licensable activity is doing so legally.

Individual licensing

SIA licensing currently covers



Approved Contractor Scheme



Under the Private Security Industry Act the SIA are required to establish and maintain a register of approved contractors. The scheme is voluntary and requires contractors wishing to gain approved status to be vetted by the SIA against specific criteria such as employment practices. This scheme, which is recognised by the police and members of the extended police family, is in place to further **raise performance standards** and **increase public confidence** in the sector and also to promote continuous professional development on a contractor and individual level within the industry.

Standards of Behaviour required of a Security Operative

Personal Appearance

(smart presentable attire, meet employer guidelines, carry SIA licence while on duty)

Professional Attitudes & Skills

(act without discrimination, professionalism, courtesy, personal integrity and understanding, moderate language, alertness, fitness for work)

General Conduct

(not accept bribery, never abuse power of authority, not drink alcohol or be under the influence of alcohol or un-prescribed drugs on duty, comply with employer and regulator codes of practice and guidelines)



Organisation/Company Values & Standards

(adhere to employer standards, procedures and policies; awareness of employer culture and values)

<https://www.sia.homeoffice.gov.uk/Documents/sia-standards-of-behaviour.pdf>

Assignment Instructions

Assignment Instructions (AI's) are produced by the security company in co-operation with the client/customer and form part of the contract of services.

The AI's describe the security operative's roles and duties for specific location and will outlines actions to take in an emergency including obtaining contact numbers



The Use of CCTV (Closed Circuit Television) by the Security Operative

During the course of a security operative's duties, you may be required to utilise CCTV. The benefits of using CCTV can include:

- ✓ Prevents crime.
- ✓ Cuts down on incidents.
- ✓ Reduces costs by not having to employ additional staff.
- ✓ Can provide clear evidence for investigations.
- ✓ Can provide evidence which can be used in a court of law.

□



The following are some of the basic requirements of using a CCTV system:

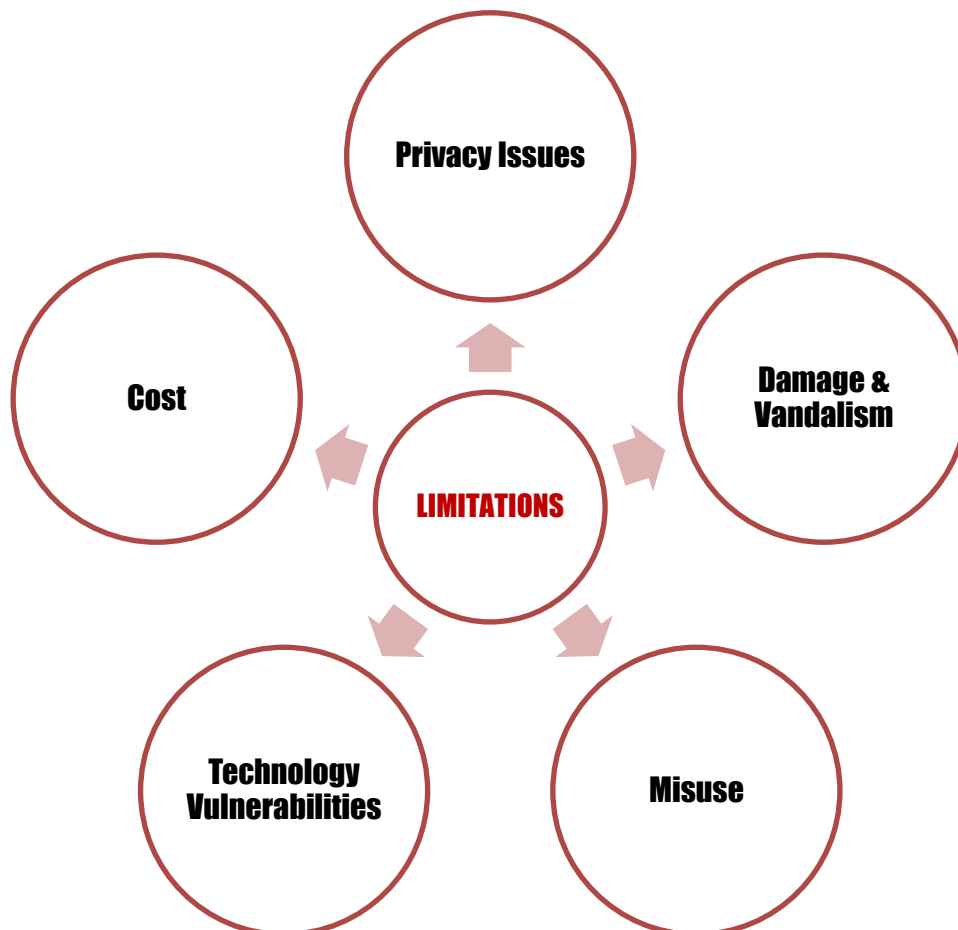
- Must be registered.
- Must have a named person who is responsible and accountable for its use.
- Must display signs to inform people that CCTV is in operation.
- Must not record in private spaces such as toilets.

□

Furthermore, when using a CCTV system, you must comply with current data protection legislation, this will include:

- When storing data including any recordings (stored securely, none excessive).
- Restricting access to the system (authorised persons only).
- By using recordings appropriately (not for social media).

The Limitations of CCTV within the Security Operative Role



Benefits of linking with Community Safety Initiatives

Working with the various private and community crime reduction initiatives in the area can go a long way towards helping security operatives to keep their premises and clients safe.

This is done by helping to reduce the opportunities for crimes to take place.

Benefits:

- Reduces the opportunity for crime to take place;
- Improves security of vulnerable targets
- Improves the environment
- Removes the means to commit crime
- Increased knowledge to support monitoring activities
- Reduces risk of crime to own employer



Crime reduction initiatives:

- Pub-Watch
- Shop-Watch
- Crime Stoppers
- Cooperating with Local Authority & Police

CrimeStoppers.
0800 555111
100% anonymous. Always.

Notes:

LEGISLATION AS IT APPLIES TO A SECURITY OPERATIVE

Introduction

The Private Security Operative (PSO) communicates with a wide cross-section of society and it is therefore important that you have a working knowledge of the law. You must act and conduct yourself within the constraints of the law at all times, even when under provocation. It is important to remember that PSO's are not Police Officers; you must ensure that you do not exceed your authority at any time.

You need to be able to recognise when an offence has happened and whether it is a **CIVIL MATTER** or a **CRIMINAL OFFENCE** (*this will be covered in the course materials later on*). You will also need to be able to differentiate between **indictable offences**, **summary offences** and **either-way offences**. The police are there to help you in your role, especially in public areas or when a crime has been committed. You may be the first point of contact in a chain of events and the police will look to you to be professional in your assessment and actions.

The Differences Between Civil & Criminal Law

The distinction between the two types of law is that they are dealt with by different court systems.



Main features of Civil law:

A branch of law regulating relationships between private citizens: utilised by individuals or organisations to take action against each other. This action normally results in a restitution and possible payment to another in the form of compensation. **Trespass, Libel, Slander** and **Divorce** are all cases of civil law.

Main features of Criminal Law:

This is a branch of law which deals with offences against society generally. Investigation of breaches of the criminal law is generally the responsibility of the police. The responsibility for prosecutions varies between jurisdictions i.e. in England and Wales it belongs to the Crown Prosecution Service.

Assault, Theft and **Criminal Damage** are all cases of criminal law.

PSO's cannot arrest someone for a civil offence

Key Legislation Relating to Equality & Diversity in the Workplace

It is unfortunate that although Great Britain has been multi-cultural for thousands of years it has been necessary to bring in legislation to try to ensure that all people are treated fairly according to their individual needs. You therefore need to be aware that if you behave in a discriminatory way then the full force of the law is likely to be brought to bear on you.

Under anti discriminatory legislation there also exists a concept of '**vicarious liability**'. This means that responsibility for acts committed by people in the course of their work could be passed up to the employer. So, in effect, not only is the person who acted discriminately held accountable, but also the organisation for which they work.

Discrimination can be defined as:

'Behaviour based on prejudice that favours one person or group over another'

Prejudice can be defined as:

'A preconceived opinion, for or against based on little or no fact or a faulty or inflexible generalisation.'

In other words, prejudice is about thoughts, ideas and opinions that people have based on limited information, knowledge and understanding which can lead to false judgements.

Stereotyping can be defined as:

'Putting people into specific groups and judging them by that, even though it may be a wrong assumption'



Types of Discrimination

- **Direct Discrimination**

Where a person is treated less favourably than another person, because of a protected characteristic they have or are thought to have, or because they associate with someone who has a protected characteristic'.

- **Indirect Discrimination**

Indirect discrimination occurs when a policy or practice which applies to everyone particularly disadvantages people who share a protected characteristic.

Notes:

Human Rights Act 1998

One of the main aims of the Human Rights Act is to promote a greater unity and fairness in our society.

Human Rights Act 1998

Part 1 of the Act sets out several articles which detail the rights of the individual in certain circumstances. The articles are:

Article 2

Everyone has the right to life. This gives everyone in the UK the right to have their life protected by law. This includes suspected terrorists and violent criminals who put the lives of others at risk.

Article 5

Everyone has the right to liberty (*freedom*) & security. You may only arrest someone as a last resort and you must be certain an indictable offence has been committed otherwise it will be in breach of this article and could have severe consequences for yourself and others.

Article 6

Everyone is entitled to a fair and public hearing within a reasonable time by an independent and impartial tribunal established by law. Everyone charged with a criminal offence shall be presumed innocent until proved guilty according to law.

Article 8

Under this article, everyone has the right to respect for their private and family life. You should treat people with respect and should keep in mind that the private and family lives of others may be drastically different from your own.

Article 9

Everyone has the right to freedom of thought, conscience & religion; this includes the right to worship, teach, practice & observe. Under this article you have the right to think how you choose but what you do not have the right to do is to impose your thoughts on other people; you should respect their views & they too should respect yours.

Article 10

Everyone has the right to freedom of expression. This right includes freedom to hold opinions and to receive & impart information and ideas without interference by public authority.

Article 11

Everyone has the right to freedom of peaceful assembly and to freedom of association with others, including the right to form and to join trade unions for the protection of their interests

Article 14

This article gives the right for an individual not to be discriminated against. It is concerned with the way in which the other rights are protected. This means an issue of discrimination under Article 14 of the Human Rights Act can only be raised when an alleged breach of another Article is alleged.

For example: a person alleges an unlawful arrest (*breach of Article 5 - Right to Liberty*) but it occurred as a result, or because, of their ethnic origin (*breach of Article 14 - Discrimination*).

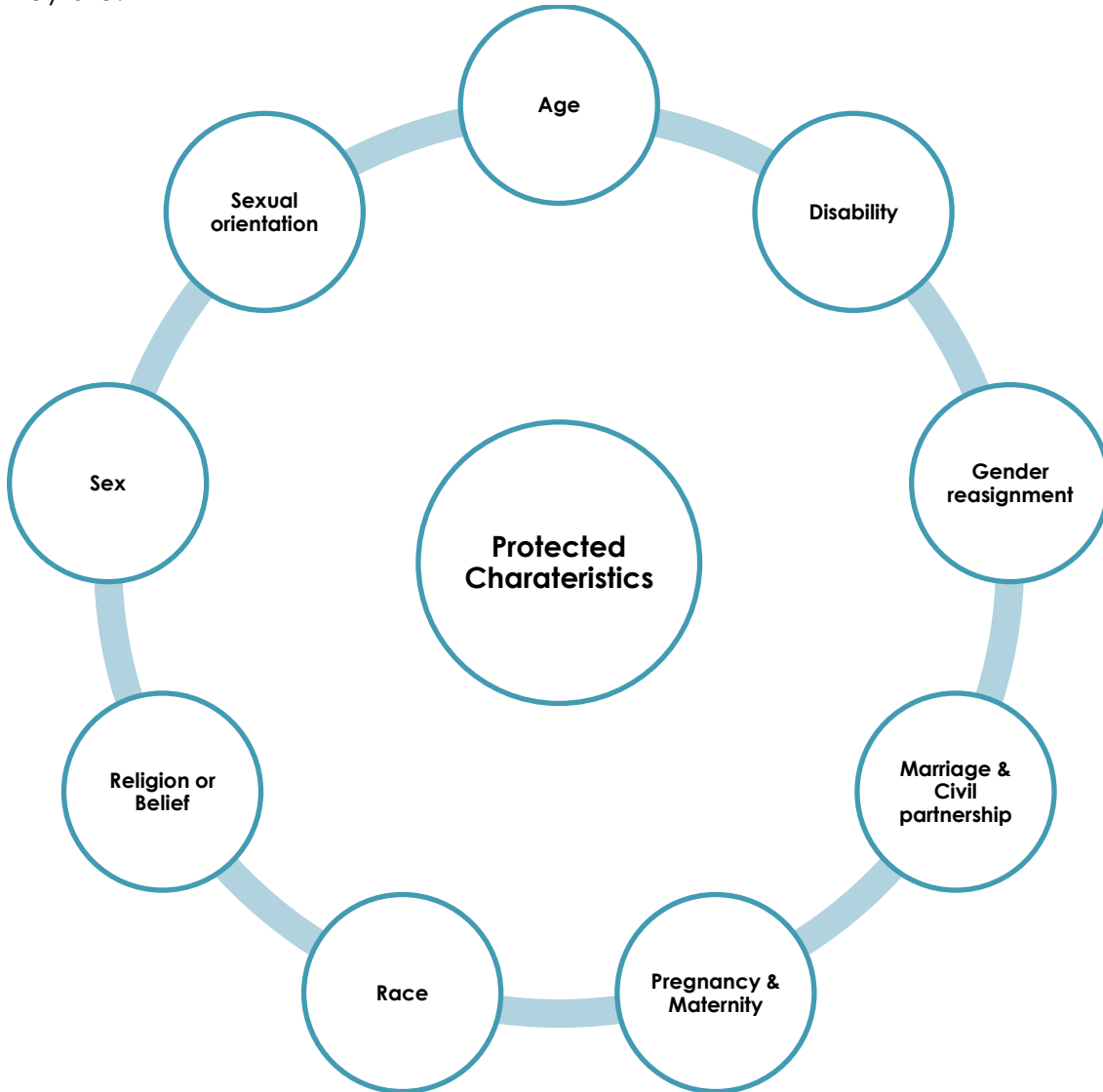
Equality Act 2010

The Equality Act 2010 is the law that protects you from discrimination and gives you the right to challenge it.

Equality Act 2010

'Protected Characteristics' is the name for the nine personal characteristics that are protected from discrimination under the Equality Act.

They are:



Notes:

Data Protection Regulation

Data protection is the fair and proper use of information about people. It's part of the fundamental right to privacy – but on a more practical level, it's really about building trust between people and organisations.

The UK data protection regime is set out in the **DPA 2018** and the **GDPR** (*which also forms part of UK law*).

Data Protection Act 2018

General Data Protection Regulation

The law applies to any 'processing of personal data', and will catch most businesses and organisations, whatever their size.



Data Protection Act 2018

The Data Protection Act 2018 is the UK's implementation of the General Data Protection Regulation

Data Protection Principles

Everyone responsible for using personal data has to follow strict rules called 'Data Protection Principles'. They must make sure the information is:

- 1. Lawfulness, fairness and transparency**
- 2. Purpose limitation**
(used for specified, explicit purposes)
- 3. Data minimisation**
(used in a way that is adequate, relevant and limited to only what is necessary)
- 4. Accuracy**
(where necessary, kept up to date)
- 5. Storage limitation**
(kept for no longer than is necessary)
- 6. Integrity and confidentiality**
(handled in a way that ensures appropriate security, including protection against unlawful or unauthorised processing, access, loss, destruction or damage)
- 7. Accountability**

These principles should lie at the heart of your approach to processing personal data.

THE IMPORTANCE OF SAFE WORKING PRACTICES TO COMPLY WITH LEGAL REQUIREMENTS

The Importance of Health & Safety in the Work Environment

Poor health and safety can cause accidents, illness and can have severe financial consequences. Having correct health and safety procedures in place should help to prevent people from being harmed or ill at work. Health and safety laws apply to all businesses, employees and the self-employed and, in order for health and safety procedures to be effective, we all need to be responsible, vigilant and willing to play our part.

The Health and Safety at Work Act 1974

Health & Safety at Work Act 1974

The purpose of the Health and Safety at Work Act 1974 is to provide the legislative framework to promote, stimulate and encourage high standards of occupational health and safety within the workplace.

What is 'Duty of Care'?

Duty of Care can be defined as:

'A moral or legal obligation to ensure the health, safety and welfare of others'

Employers have a moral and legal duty of care to protect the health, safety and welfare of their employees and others, including customers and members of the public who might be affected by their business. Employers must do whatever is reasonably practicable to achieve this.

Responsibilities under Health and Safety at Work legislation

Employers will safeguard, as far as is reasonably practicable, the health, safety and welfare of the people who work for them, visitors, and customers to their premises.

Responsibilities of employers:



- ✓ To assess and reduce risk
- ✓ To provide first aid facilities
- ✓ To tell staff about hazards
- ✓ To provide training if required
- ✓ To record injuries and accidents;
- ✓ To provide and maintain necessary equipment and clothing and warning signs

Responsibilities of employees and the self-employed:

- ✓ To take responsibility for own health and safety
- ✓ To co-operate with employer; to take reasonable care and not put themselves or public at risk;
- ✓ To report injuries and accidents to employer;
- ✓ to follow processes and procedures put in place by their employer

Health & Safety Executive (HSE)

The HSE is the government body responsible for regulating and enforcing health & safety, the HSE's duties include:

- ✓ Assist anyone with health & safety guidance
- ✓ Produce research and training for health and safety
- ✓ Propose new regulations
- ✓ Enforce the HASAWA 1974



Workplace Hazards & Risks

Key Definitions

HAZARD is something with the potential to cause harm/damage.

RISK is the likelihood of harm occurring and the severity if it did.

ACCIDENT is an 'unplanned event' resulting in an injury.

NEAR MISS is an unplanned event that could have resulted in an injury but didn't.

Typical Hazards

It would be impossible to list every type of hazard in any establishment. However, some typical hazards are:

- Conditions that cause slips and trips
- Exposure to harmful substances
- Sharp objects
- Assaults and violent acts
- Manual handling
- Faulty equipment
- Fires and explosions
- Overexertion
- Overcrowding
- Lone working
- Locked fire exit doors
- Poorly stacked materials
- Improper storage of dangerous liquids
- Blocked access/egress passages or doors
- Inadequate lighting



Minimise Risk to Personal Safety & Security

In order to minimise risk to personal safety and security it is important to recognise risks before any harm is caused. For example, ensuring that spillages are cleaned up quickly will avoid an incident in the future.

Carrying out a risk assessment is an important step in protecting employees and helps to ensure compliance with the law. A risk assessment is a careful examination of what could cause harm to people in a specific workplace. The person(s) carrying out the assessment will be able to determine whether enough precautions have been taken to prevent harm.

- Awareness of potential hazards
- Understanding the risk assessment process
- Following health & safety and organisational policies/procedures
- Use of appropriate Personal Protective Equipment (PPE), personal alarms and mobile phones, radios
- Procedures for lone working

Under law, an employer is required to protect people 'so far as is reasonably practicable'.

Personal Protective Equipment (PPE) & Security Equipment

Examples of PPE and security equipment a security operative may require/use include:

- Waterproof clothing
- High-visibility clothing
- Hard hat/Helmet
- Gloves (*needle/slash resistant*)
- Rubber gloves and face shields (*body fluids*)
- Stab-resistant vests
- Ear defenders
- Eye protection
- Safety boots



Equipment:

- Metal detectors and/or mirrors for searching
- Body-worn CCTV
- Radios
- Mobile phones
- Personal alarms
- Torches



Safety Signs & Signals

Employers must provide safety signs if there is a significant risk that can't be avoided or controlled in any other way.

There are six types of safety signs that private security operatives may see at work.

Prohibition



The colour and shape of this sign is a white circular sign with a red border. The sign has a red crossbar running through it from the top left to the bottom right.

The sign is used to indicate that you **MUST NOT** do something.

Mandatory



The colour and shape of this sign is a solid blue circle with a white symbol.

The sign is used to indicate that you **MUST** do something.

Warning



The colour and shape of this sign is a yellow triangle with a black border.

The sign is used to indicate a warning of danger (hazard).

Safe Condition



The colour and shape of this sign is a green background with a white symbol. The sign may be square or oblong in shape.

These signs generally indicate conditions associated with safety, such as fire exits, evacuation routes and first aid equipment.

Fire Equipment



The colour and shape of this sign is a red square or rectangle with white symbols.

These signs give information about fire equipment.

Hazardous Substances

Hazardous substances signs warn you about dangerous chemicals.



Every employer should ensure that each of their employees receives suitable and sufficient instruction and training in the meaning of safety signs and the measures to be taken in connection with safety signs.

Methods for Safe Manual Handling

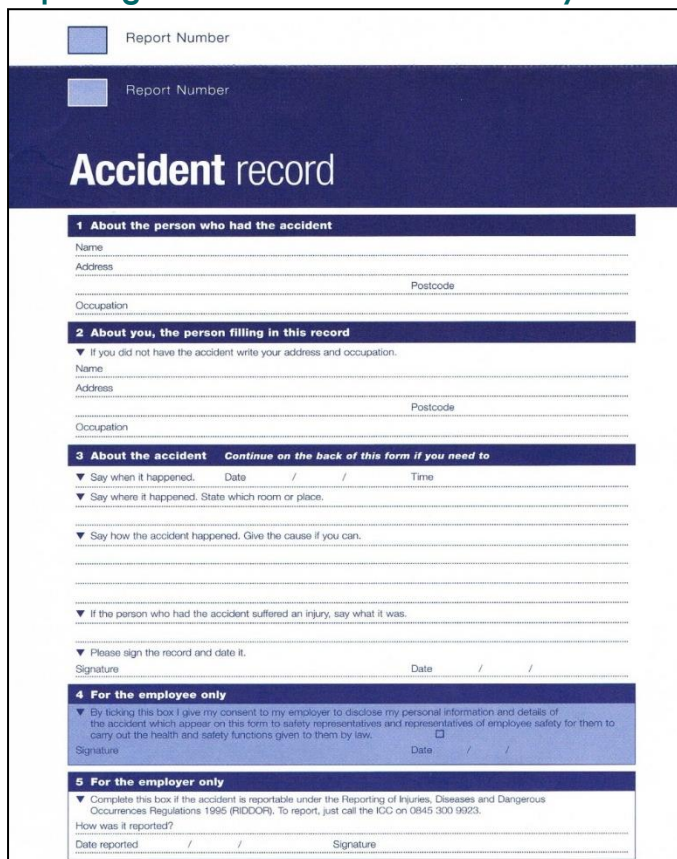
Manual handling operations is "any transporting or supporting of a load, including lifting, putting down, pushing, pulling, carrying or moving of a load" and includes that of a person.

Before lifting consider:

- ✓ Does the object have to be moved?
- ✓ Size of handholds
- ✓ The weight of the object
- ✓ Surface texture
- ✓ The stability of the object
- ✓ Personal Protective Equipment (PPE) or clothing
- ✓ Centre of gravity
- ✓ Whether most people could perform this task
- ✓ Ease of grip
- ✓ Is the object secure?



Reporting Procedures for Health & Safety Accidents/Incidents



The form is titled 'Accident record' and is divided into five sections:

- 1 About the person who had the accident**: Fields for Name, Address, Postcode, and Occupation.
- 2 About you, the person filling in this record**: A dropdown menu for 'If you did not have the accident write your address and occupation.' followed by fields for Name, Address, Postcode, and Occupation.
- 3 About the accident**: Includes instructions to 'Continue on the back of this form if you need to'. Fields for:
 - Say when it happened: Date / / Time
 - Say where it happened. State which room or place.
 - Say how the accident happened. Give the cause if you can.
 - If the person who had the accident suffered an injury, say what it was.
 - Please sign the record and date it. Signature and Date / /
- 4 For the employee only**: A dropdown menu for 'By ticking this box I give my consent to my employer to disclose my personal information and details of the accident which appear on this form to safety representatives and representatives of employee safety for them to carry out the health and safety functions given to them by law.' followed by a checkbox and fields for Signature and Date / /.
- 5 For the employer only**: A dropdown menu for 'Complete this box if the accident is reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR). To report, just call the ICG on 0845 300 9923.' followed by fields for 'How was it reported?', Date reported / /, and Signature.

Following any accident or medical incident it is important to record all of the details relating to the situation.

The information contained in the accident or incident book can help employers to identify accident trends, so they can then improve practices and procedures on the site to prevent similar incidents.

These records may also be required for insurance and/or investigative purposes.

Reporting of Injuries, Diseases & Dangerous Occurrences Regulations 2013 (RIDDOR)

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations, 2013

If you are an employer, self-employed or in control of premises, you have a duty to report any work-related deaths, injuries, cases of disease, or near misses under RIDDOR.

If you are an employee that has been injured at work, seen a dangerous occurrence, or your doctor has certified that you have a work-related reportable disease, you must inform your employer or the person in control of the premises as it is their responsibility to report that incident

The HSE must be notified in the following instances:

- A serious accident – death, amputation, broken limb (anything that may have life changing effect).
- A serious incident – collapse of scaffold, excavation, overturned crane etc.
- An outbreak of disease – e.g. Weils disease.
- An injury or incident causing an employee to be off of work for over 7 days (not counting the day of the accident).
- Customers or general public taken from the scene of an accident to hospital.

FIRE PROCEDURES IN THE WORKPLACE

Basic Fire Safety Measures

Fire prevention is a critical element in providing a safe working environment. By law, there should be certain measures in place in every workplace such as designated fire exits, fire alarms, fire detection systems and fire extinguishers. Regular fire drills should also be carried out to ensure that all correct procedures are followed and that all staff members are suitably prepared and trained to deal with a potential incident in a safe and correct way.



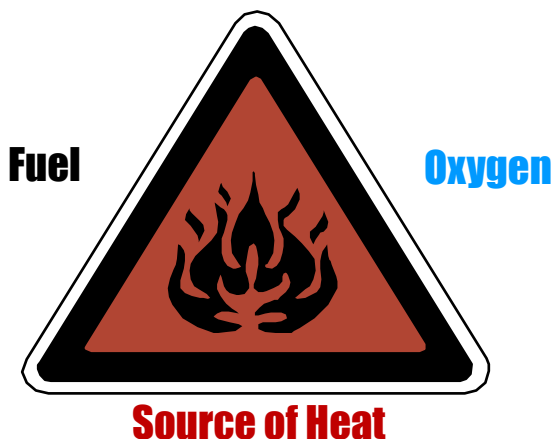
The following should be in place in every working environment:

- ✓ A fire-detection and warning system
- ✓ A fire-risk assessment
- ✓ A fire-detection and warning system
- ✓ A way of fighting a small fire
- ✓ Safe exit routes from the premises
- ✓ Fire wardens/marshals/officers

The Elements of Fire

Fire requires three elements to exist; remove one or more of the three elements and it will cease to exist. By ensuring the three elements do not come together in an uncontrolled way, unwanted fire cannot start.

The three elements of fire are:



Source of Heat

Such as the sun, electrical faults, sparks or discarded cigarettes.

Oxygen

Fire needs oxygen to burn, as it supports the combustion process.

Fuel

Anything that will burn:

- Textiles (*wood, paper, cloth*)
- Liquids (*petrol, flammable liquids*)
- Gases (*propane, butane*)
- Metals (*aluminium, magnesium*)
- Fats (*cooking oils, fats*)

Classifications of Fire

Fire falls into five classes. The material that is burning within it identifies each class.

Classification	Fire Risk
Class A	Solid Combustible Materials i.e. Paper, Wood, Textiles.
Class B	Flammable Liquids i.e. Petrol, Diesel, Oil.
Class C	Flammable Gases i.e. Natural Gas, Propane.
Class D	Combustible Metals i.e. Sodium, Potassium, Lithium.
Class F	Cooking Oils/Fats i.e. Deep Fat Fryers

Electrical fires (no classification as electricity is a source of ignition as opposed to a fuel).

Basic Fire Fighting Equipment

The Law requires that commercial premises should provide adequate & appropriate firefighting equipment. Private security operatives must be familiar with:

- ✓ The location of all fire points
- ✓ The types of portable fire extinguishers, their correct use & method of operation

Fire Extinguishers

They all serve the same purpose: to eliminate one or more of the elements that permit fire to exist. It is therefore essential to understand which extinguisher is used on which class of fire.

There are typically six types of extinguishers to be found:

	WATER	FOAM	AFFF	WET CHEMICAL	CO2 (Carbon Dioxide)	DRY POWDER
A (Textiles)						
B (Liquids)						
C (Gases)	Not to be dealt with by the PSO					
D (Metals)						
F (Fats)						



Fire Blankets

Fire blankets may be effective when used on small fires involving solids or liquids, provided that the blanket completely covers the fire.

Gas Based Flooding Systems

These systems are usually designed into computer suites, laboratories and other sensitive sites. The theory is that the drench used will put the fire out, causing the minimum amount of damage to equipment. The drench is designed to rob the atmosphere of oxygen, by chemical or other means. They are very effective, so effective that any human being left in the same environment would suffer oxygen starvation hypoxia, and die.

Activation of this type of system is usually preceded by alarms and there should be signs informing people what to do in the event of fire. Everyone should evacuate the area without any delay whatsoever and stay out until it is declared safe to re-enter.

Dry and Wet Risers

Large buildings may have a riser system built into the design. They are large bore pipes that rise vertically inside the building. They enable large amounts of water to be delivered on any floor level, saving the need to lay hosepipes.

The only difference between wet and dry is that the wet riser is always full of water (primed), whereas the dry riser is only primed in the event of a fire by the fire brigade on arrival at site.



Sprinklers

Most people are aware of sprinkler systems. The pipe-work is fitted overhead, and spaced, equidistant along the pipe-work, are special valves; sometimes called fuses. When a certain temperature is reached, the valve activates and allows pressurized water to be sprayed below. The distance between each valve is such that when all valves are in the open position, a deluge of water from above covers the entire floor area.



Part of the private security operative's duties may be to check and record the water pressure of the system at regular intervals.

Once activated, the system has to be shut down manually. The location of the stop valve will be in the site-specific Assignment Instructions.

Actions to be taken upon Discovering a Fire

If a private security operative discovers a fire, the following procedure should be followed:

**F
I
R
E**

- Find**
- Inform**
- Restrict**
- Evacuate/Extinguish**

If you discover a fire, the following procedure should be followed:

- ✓ *Sound the alarm*
- ✓ *Call the Fire Brigade and any other emergency services that are needed*
- ✓ *Inform the control room (if applicable to your sector)*
- ✓ *Assist in evacuation, if needed*



Points to note:

If the fire is small and it is safe for him/her to do so:

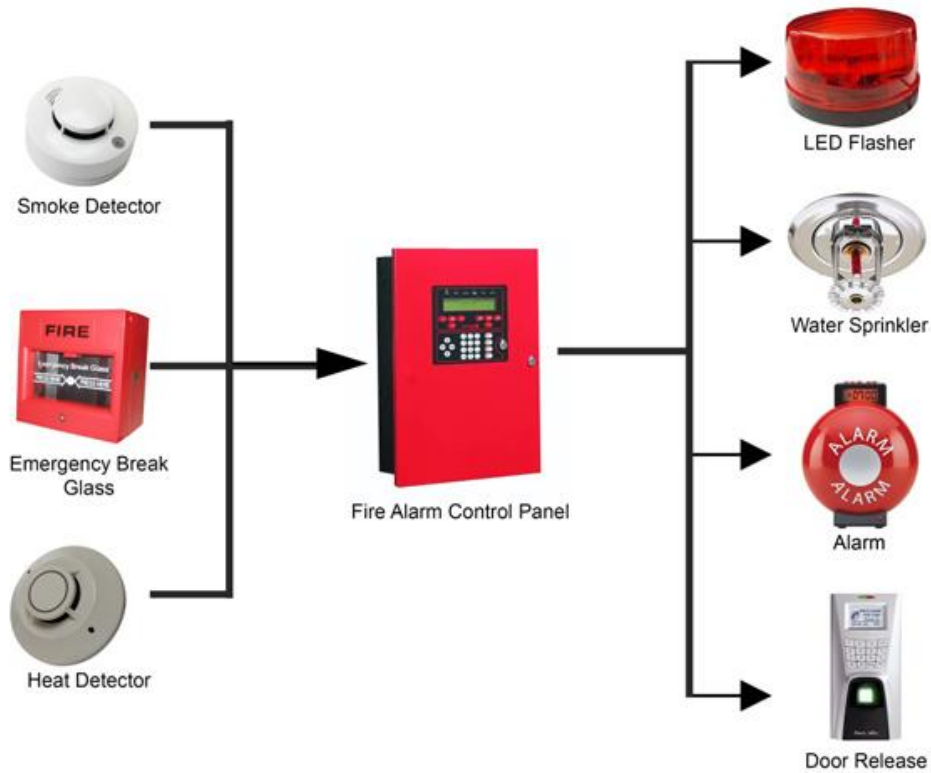
- ✓ Attempt to extinguish
- ✓ Never compromise his/her own safety
- ✓ Always leave him/herself an exit

Where evacuation is needed:

- ✓ Encourage the use of fire exits, where possible
- ✓ Encourage people to move quickly to the Assembly Point
 - ✓ Stay calm
- ✓ Do not allow anyone to go back for personal belongings
 - ✓ Do not use lifts

Understanding Fire Control Panels

- Ensure full understanding of extent of area of incident
- To pass on correct message to emergency services (*materials, chemicals stored in affected area*)
- To act accordingly to the notifications
- To take necessary precautions as signalled by the systems



Fire Evacuation Procedures

On discovery of a fire, it is the duty of every person to sound the nearest fire alarm immediately. The designated 'responsible person' on the premises must ensure that access to and from emergency exits are clear at all times to ensure that, if an evacuation is needed, everyone is able to leave without obstruction.



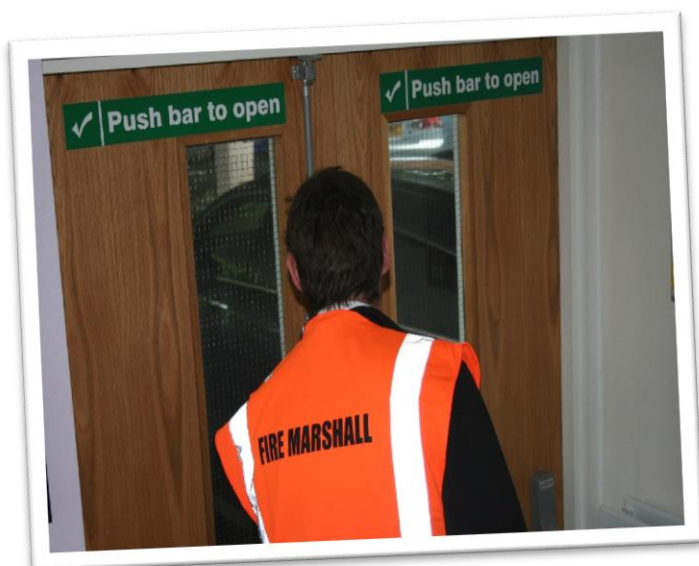
Notes:

The Role & Responsibilities of a Fire Marshal

Every workplace should have trained fire wardens, marshals and officers to carry out the fire emergency evacuation plan and to assist in the safe evacuation of all employees, visitors, contractors and customers.

Fire wardens/marshals/officers should have received training to carry out their responsibilities, which include:

- ✓ *Maintaining general fire safety of the area that has been assigned to them.*
- ✓ *Ensuring combustible materials are not stored in corridors and walkways.*
- ✓ *Keeping all escape routes and fire exits free of obstructions.*
- ✓ *Checking fire doors are not propped, wedged or tied open.*
- ✓ *Ensuring fire extinguishers are correctly placed and that they are not damaged or defective.*



In an emergency, fire wardens/marshals/officers should be easily identifiable and should be wearing high visibility yellow or orange armbands or vests.

Fire wardens/marshals/officers should check all areas, including toilets and offices to make sure everyone in the building is beginning the evacuation. Fire wardens/marshals will assist the officer in charge with crowd control and will encourage people to move towards the designated fire assembly point.

A register of names is likely to be read out by a warden/marshal/officer to make sure all employees and visitors have been safely evacuated from the premises – that is why it is vital that all visitors sign in and sign out when visiting a premises.

In order for fire wardens/marshals/officers to carry out their roles effectively it is vital that all employees, visitors, contractors and customers follow instructions at all times – do not obstruct an evacuation by taking extra time to retrieve coats, bags or valuables; the protection of life is the most important priority here.

Notes:

EMERGENCIES AND EMERGENCY PROCEDURES

Types of Emergencies

An **Emergency** can be defined as:

Situation that is unexpected, threatens safety or causes serious disruption and requires immediate action

(NOCN, 2021)

A private security operative may be involved in the following types of emergency:

- *Fire*
- *Flood*
- *Bomb threat*
- *Accident involving injury*
- *Gas leak*
- *Chemical spillage etc*



Planning and preparing for all types of emergencies will make a significant amount of difference in the event of a real emergency. Listed below are a number of points to remember:



- ✓ *Follow correct procedures depending on emergency*
- ✓ *Ensure safety of self and others*
- ✓ *Report to appropriate authorities*
- ✓ *Appropriate behaviour: act quickly, be authoritative, remain calm, encourage others to remain calm*
- ✓ *Prioritisation of incidents*

Notes:

How to make Emergency Calls

Dial 999 or 112 to call emergency services. The procedure is as follows:

- Where necessary, dial a prefix to obtain an outside line (0 or 9 etc)
- The emergency operator will answer the call



You will be asked:

- Which service you require: answer only police, fire or ambulance
- You may be asked to give your telephone number (If calling from a pay-phone the operator will identify the phone number). The number will be checked and then the call will be passed to the appropriate emergency service control room.
- You will be asked where the emergency is, plus other questions depending on the nature of the emergency. Listen carefully to the operator
- You may also be given instructions by the operator

Do not put down the receiver until told to do so by the operator

The role of the security operative in relation to first aid incidents

- ✓ Contact designated first aider or call the emergency services, as appropriate.
- ✓ Ensure safety of self and others.
- ✓ Deal with injury within limits of own ability & authority.
- ✓ Record the injury in the accident book (*name and address of person injured, details of the incident that caused injury, witnesses*).
- ✓ Provide privacy whenever possible.



Principles of evacuation

An **Evacuation** can be defined as:

A controlled process of emptying an area or premises of people

(NOCN, 2021)

Evacuation can be to an adjoining area within a building or outside depending on the severity of the incident. Examples for evacuation could be flood, fire or terror threat.

An **Invacuation** can be defined as:

A controlled process of getting people into safe premises due to an incident which could cause harm to people who were outside

(NOCN, 2021)

For example, if a person with a firearm started to shoot people in the street you would encourage everyone into the building and lock the doors for safety.

Basic principles are to keep people safe and to follow the organisation's policies and procedures.

TERROR THREATS

National Threat Levels

Threat levels are designed to give an indication of the likelihood of a terrorist attack.

LOW	means an attack is highly unlikely
MODERATE	means an attack is possible, but not likely
SUBSTANTIAL	means an attack is likely
SEVERE	means an attack is highly likely
CRITICAL	means an attack is highly likely in the near future

The current national threat level to the UK is?

The common terror attack methods

It is essential that you understand the current risks associated with your site and any vulnerabilities. Different attackers will use different tools and methods depending on their competence, experience and what they have available to them.

Current terrorist attack methodologies include:

- **Marauding Terror Attack (MTA)**, including firearms, knife, blunt objects, etc.
- Explosive device, including **Improvised Explosive Device (IED)**, **Person-Borne Improvised Explosive Device (PBIED)**, **Vehicle-Borne Improvised Explosive Device (VBIED)**.
- **VAAW (Vehicle As A Weapon)** also known as vehicle ramming.
- **Chemical, Biological, Radiological and Nuclear (CBRN)**, including acid attacks
- **Cyber Attacks.**



Here we see a mock up, similar to the device found at Wormwood Scrubs, UK. Consisting of a modified rucksack with the detonator wires leading from the improvised non-metallic detonator to a position on the shoulder straps where they can be touched together and initiate the improvised detonator.

The detonator is in a polystyrene filled container to protect it against friction and shock, just prior to use it would be removed and inserted into the plastic bucket containing the main charge and shrapnel.

Behaviours that could indicate suspicious activity.

Suspicious activity is any observed behaviour that could indicate terrorism or terrorism related crime, this behaviour could be identified whilst the terrorist is conducting '**Hostile Reconnaissance**'.

Hostile reconnaissance is the observing of people, places, vehicles and locations with the intention of gathering information to plan a hostile act

What suspicious behaviour might look like?

- Individuals taking particular interest in security measures, making unusual requests for information, testing security by breaching restricted areas, loitering, tampering with utilities.
- Individuals avoiding security staff.
- Individuals carrying out activities inconsistent with the nature of the building or area.
- Individuals with forged, altered or stolen identity documents, documents in different names, with large amounts of cash, inappropriately dressed for season / location; taking photos or making drawings.
- Parked vehicles with people inside, empty parked vehicles left unattended for long period.
- Multiple sightings of same suspicious person, vehicle, or activity.

Actions to be taken to deter or disrupt hostile reconnaissance, including:

- ✓ Ensuring a visible presence of vigilant security staff; regular patrols
- ✓ Maintaining organised search procedures
- ✓ Conduct regular patrols inside and outside the venue
- ✓ Ensuring emergency exits are secured when not in use Know and follow relevant procedure for your place of work (company's evacuation plan; within the limits of your own authority)
- ✓ Reporting incident requiring immediate response to the police.

How to respond to suspicious behaviour

Use your customer service skills to disrupt potential hostile reconnaissance. Understand the importance of showing professional behaviour and visible security as a tool to deter hostile reconnaissance.

Know where to report suspicious behaviour including:

- ✓ **Internal procedure for site**
- ✓ **Confidential (Anti-Terrorist) Hotline: 0800 789 321**
- ✓ **British Transport Police (BTP) "See it, Say it, Sort it": text 61016 or call 0800 40 50 40**
- ✓ **Non-emergency: 101**
- ✓ **ACT online reporting**
- ✓ **Life threatening emergency or requiring immediate response: 999**

Don't rely on others. If you suspect it, report it.

Confidential Anti-Terrorist Hotline

Call 0800 789 321

Procedures for dealing with suspicious items

Whilst on duty or during your everyday life it is important to maintain good situational awareness, looking for items, people or events that are out of the ordinary.

The combination of these indicators may provide you with a greater understanding of the situation. It could be your vigilance that provides the warning necessary to prevent a terrorist attack.

What is a suspicious item?

Suspicious items and other indicators should be considered in context on an individual basis using the **H-O-T Principles**. A pre-attack warning may be given, in this case you should follow your local response plan.



Is it **hidden** from view, not in clear sight?



Is it **obviously** suspicious because of its appearance or the circumstances of its discovery?



Is it **typical** of what you would expect to find in this location?

What action to take?

The primary consideration in the event of any incident, irrespective of scale is to establish clear lines of command in order that the incident can be effectively coordinated.

The security operative when responding to a potential major incident should remember and follow the '**4C's**'. These should include confirming the presence of a threat, clearing the location, cordoning and controlling the area and checking the surroundings for additional threats.

CONFIRM

CLEAR

COMMUNICATE

CONTROL

When clearing people away from the danger area you should consider the following safe distance guidance:

- ✓ **Distance v suspicious item size**
 - Small items: 100 m*
 - Large items or small vehicle: 200 m*
 - Large vehicle: 400 m*
- ✓ **Stay out of line or sight of the suspicious item**
- ✓ **Do not use radio/mobile phone within 15 m**

Notes:

Actions to take in the event of a terror threat

All security personnel need to have a clear understanding of the procedures to be followed in the event that any of these threats or indicators are encountered.

You should know and follow relevant procedure for your place of work, including the company's evacuation plan within the limits of your own authority. Also ensure you use your knowledge of the location and making dynamic decisions based on available information to keep yourself and the public safe.

Nationally, **“Run, Hide, Tell”** and **“Remove, Remove, Remove”** provide guidance to the public and emergency services on how to respond to terrorist events.

RUN HIDE TELL



RUN to a place of safety. This is a far better option than to surrender or negotiate. If there's nowhere to go, then...

HIDE It's better to hide than to confront. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can. Then finally and only when it is safe to do so...

TELL the police by calling 999.

Notes:



REMOVE THEMSELVES...
...from the immediate area to avoid further exposure to the substance. Fresh air is important.
If the skin is itchy or painful, find a water source.
REPORT... use M/ETHANE



REMOVE OUTER CLOTHING...
...if affected by the substance.
Try to avoid pulling clothing over the head if possible.
Do not smoke, eat or drink.
Do not pull off clothing stuck to skin.



REMOVE THE SUBSTANCE...
...from skin using a dry absorbent material to either soak it up or brush it off.
RINSE continually with water if the skin is itchy or painful.

Notes:

Report incidents requiring immediate response from the police on 999

Sources of Information on Terrorism Awareness

The government has various websites which are updated with new information regularly to keep the public up to date on the risks of terrorism.

NaCTSO

National Counter Terrorism Security Office

National Counter Terrorism Security Office

www.gov.uk/government/organisations/national-counter-terrorism-security-office



SECURITYSERVICE
MI5

Security Service MI5

www.mi5.gov.uk

Anti-Terrorism Initiatives

There are also now both national and local counter-terrorism initiatives, which help train business owners and security staff in specific areas on how to better protect themselves against the threat of a terrorist attack eg. **Run, Hide, Tell**; **ACT - Action Counter Terrorism**, **SCaN - See, Check and Notify**.



Notes:

KEEPING VULNERABLE PEOPLE SAFE

Duty of care with regard to vulnerable people

A **Duty of Care** can be defined as:

A moral or legal obligation to ensure the safety or well-being of others

(NOCN, 2021)

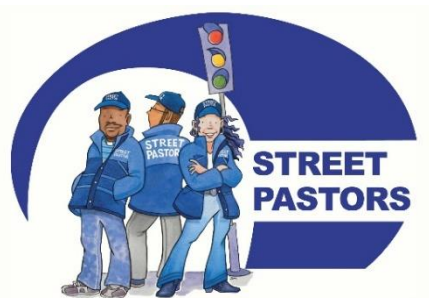
People may not always appear to be vulnerable so best practice would be to have a duty of care for everyone.

Identifying vulnerable persons

- **Individuals:** adults, young people and children who the private security operative may come into contact with whilst on duty.
- **Factors indicating vulnerability:** being under the influence of alcohol or drugs; alone or receiving unwanted attention; separated from friends; appearing lost or isolated; being followed or threatened; victims of domestic violence; young people under the age of 18, having a physical or learning disability.

Actions to take when individuals have been identified as vulnerable

- ✓ Seeking help of Street Pastors, Street Marshalls or any other active schemes.
- ✓ Calling a relative to assist in the case of a younger or vulnerable adult.
- ✓ Calling for a licensed taxi to take the vulnerable person home.
- ✓ Using 'safe havens' or other local initiatives run by organisations such as St John's Ambulance.
- ✓ Be aware of current safety initiatives e.g. Ask Angela campaign.
- ✓ Calling the police



Sexual Predators

Sexual predators are those who commit sexual crimes. They can be male or female, and can be of any age, race, level of intelligence or profession. They will often appear to be confident, friendly, helpful and sober.

Behaviours often include:

- *A lone male seen pestering a customer or member of staff*
- *Heavily intoxicated female leaving with a male*
- *Regular attendee leaving often with different intoxicated females*
- *Finding a date-rape type drug on a person during a search*

Reporting:

- ✓ Contact the police or call Crime Stoppers.
- ✓ Report as soon as possible.

COMMUNICATE EFFECTIVELY AS A SECURITY OPERATIVE

The Importance of Communication in Delivering Customer Care

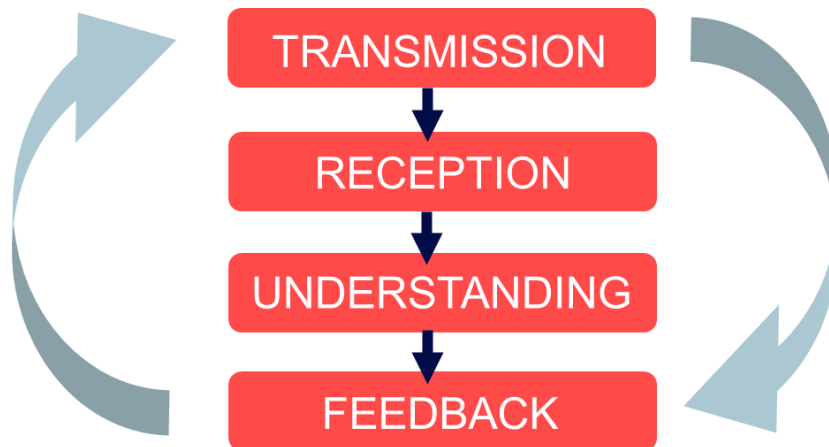
The most vital element of any company is its people; you represent the public face of your company whenever you are on duty. Excellent customer care and effective communication skills will make your job easier and will help build and maintain a positive reputation for you personally and for the company you work for.

These skills are extremely valuable, both personally and professionally to you. You are far more likely to present a positive and professional image if people around you can see that you are approachable and interested in what they have to say.

The Basic Elements of Communication

At first, it may appear that face-to-face communication consists of taking it in turns to speak. However, communication is much more complex than that.

The basic communication model is set out below:



The sender, when sending a spoken message, will encode the message by putting it into words. The receiver will decode the message by listening. The final step in this process is that the sender and receiver will check the understanding of the message is mutual and correct.

The Different Types of Communication

Non-Verbal Communication

- Body language (*gesture, stance, eye contact, facial expression, physical distance*).

Verbal Communication

- Speaking (*tone of voice, pitch inflection, volume*).

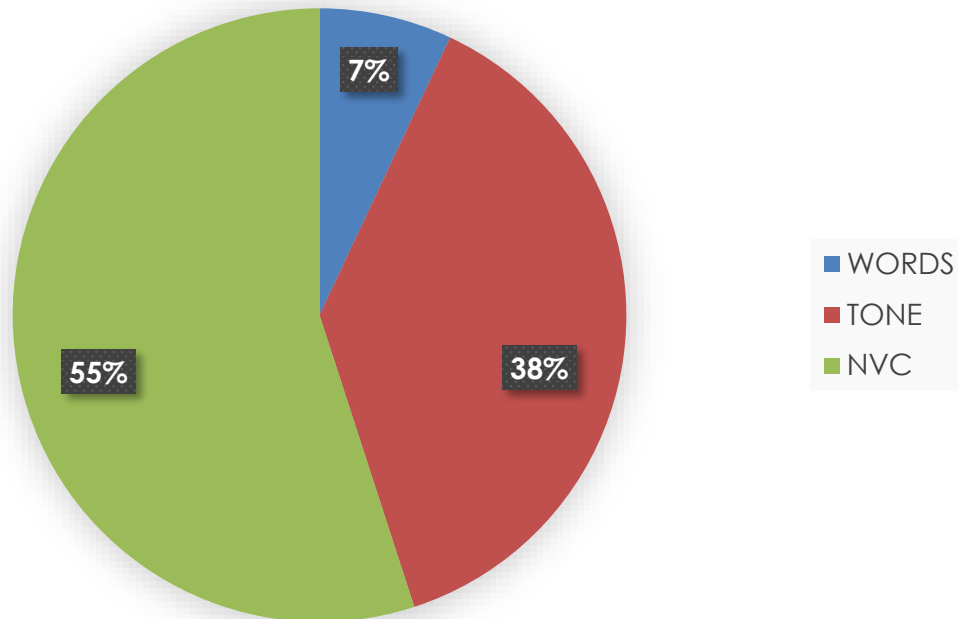
Written communication

- Pictures, signs, script, text messages.



Channels of Communication

In face-to-face communication we communicate through three channels.



Collectively, the above figures tell us that over 90% of communication is not what we say but how we say it. Words only count for 7% whilst NVC is over half of the way we communicate.

Types of Customers

Internal

- Your employer
- Your colleagues
- Your contractual employer
- Your contractual employer's employee

These are the people who work inside your company; they rely on you for services and information that they need to get their jobs done. They are not traditional customers yet they still need the same care that you give to external customers. By expanding your definition of customer to include internal customers, you are taking that vital step towards excellent service.

External

- Visitors
- Delivery personnel
- Police/emergency services
- Neighbours
- Telephone callers

These are the people you deal with, either face to face or over the phone. They are customers in the traditional sense of the word. Without them, there would be no business, no pay slip at the end of the week or month.

The Principles of Customer Care

Private security operatives work in a service industry, delivering customer care, but what does customer care mean?

Principles:

- ✓ Establishing rapport
- ✓ Understanding customer needs and expectations
- ✓ Listening to the customer
- ✓ Empathising
- ✓ Communicating information
- ✓ Being polite
- ✓ Efficient
- ✓ Knowledgeable
- ✓ Helpful
- ✓ Approachable



Examples of bad customer care can include:

- Using poor communication skills
- Expressing a lack of concern
- Not listening to the customer
- Making jokes or being rude
- Ignoring or failing to acknowledge the customer
- Appearing bored or impatient
- Failing to do what you have promised

Dealing with problems:



- ✓ Acknowledge the customer
- ✓ Establish the customer's needs
- ✓ Put yourself in the customer's position
- ✓ Accept responsibility for resolving problem
- ✓ Involve the customer in the solution
- ✓ See it through

Notes:

RECORD KEEPING RELEVANT TO THE ROLE OF THE SECURITY OPERATIVE

The importance of accurate record keeping

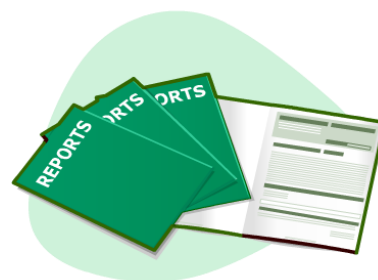
The Reasons for Recording Incidents

- Permanent written record of what happened
- Potential use as evidence
- To assist outside agencies or court cases
- To justify actions taken
- To prevent malicious allegations or civil actions

Types of records

Records that might need to be completed when an Incident has Occurred:

- Incident reports/books
- Accident reports/books
- Property reports/books
- Personal notebooks
- Search registers
- Police witness statements



What information to include in records

- ✓ Complying with local procedures/company policy
- ✓ Using correct type of record
- ✓ Recording fact only, as accurately as possible
- ✓ Recording information as soon as practicable after the event
- ✓ Records need to show **when** and **where** it happened, **what** happened, **how** it happened, **what** you saw, **what** you were told, **what** you did, **what** the result was, details of any witnesses, evidence or description



Notes:

Using Notebooks

Whilst incident reports can be completed in the comfort of an office/staffroom, there are occasions when you may need to make accurate, timely notes whilst working at the scene of an incident.

To ensure that sufficient details about an incident are taken at the time, door supervisors will often use a notebook. Security notebooks are official documents and should be used correctly at all times following the guidance below:



- ✓ *Each shift must be marked separately*
- ✓ *Entries should be made in pen at the time of the incident*
- ✓ *Corrections must be neatly ruled through and initialled*
- ✓ *Erased words must be legible*
- ✓ *Pages must not be torn out*
- ✓ *Always sign and date*
- ✓ *Should be regularly checked*

The process of attending court to give evidence.

To help the jury or magistrate reach a decision, you must explain, as clearly and concisely as possible, what you have:

- *Seen*
- *Heard*
- *Recorded*

You must do this:

- ✓ *Honestly*
- ✓ *Impartially*
- ✓ *Without embellishment*



The Crown Prosecution Service

The Crown Prosecution Service (CPS) prosecutes criminal cases that have been investigated by the police and other investigative organisations in England and Wales.



<https://www.cps.gov.uk/victims-witnesses>

As a general principle, all you are required to do is to give evidence as honestly and to communicate your evidence as clearly as possible

POST INCIDENT MANAGEMENT

Accessing Help and Support Following an Incident

Everyone is an individual and is affected by crime and violence in a different way. It partly depends upon someone's psychological makeup before the incident, and their perception of their own vulnerability. By this we mean how safe they feel afterwards and if they are concerned that it could happen again.

The emotional process of coming to terms with being a victim of crime has much in common with the way people recover from other types of trauma. Most people go through three stages:

- 1. Shock:** there may be feelings of disbelief, anger, confusion, or depression. There may be a period of denial, where people say they're not that badly affected, but really they can't admit that they're upset about what happened.
- 2. Acceptance:** what has happened slowly starts to 'sink in'.
- 3. Readjustment:** where the person gets back to their usual life or makes changes to it, often to prevent similar events happening again.

These feelings can vary in intensity. Recovery often depends upon the type and severity of the violence or force used, and may take days or even years to get over. It may be a case of 'one step forwards, two steps back' with some people.

During the adjustment process, people are trying to make sense of what has happened to them. Strange or negative thoughts are common, and people often blame themselves in some way for what has happened. When coming to terms with being a victim of crime, it's not unusual to experience intense emotions such as fear and anger, or obsessive thoughts and flashbacks.

We can help by supporting someone who has the victim of an assault. It is important to watch for changes in their behaviour and negative thoughts. You will need to be supportive and you can do this by simply listening.

Most people can also benefit from practical advice as well as a listening ear and emotional support. The following are sources of post incident support available.



www.victimsupport.org.uk



www.samaritans.org

Reflecting & Learning from Conflict Situations

Incident reviews are a way of reflecting on the causes and impact of unusual incidents in your place of work. You might review positive events, having a new event at your venue that went well, or negative ones such as a near miss or use of force.

The main reasons for this reflection and learning is to promote the following:

- ✓ *Sharing good practice*
- ✓ *Make improvements*
- ✓ *Recognise trends and poor practice*



Sharing Good Practice

The idea behind identifying and sharing good practice is to learn from the experiences of others and re-use and pass on knowledge. Good practice occurs as a result of reflecting upon incidents; thinking about what went well and deciding how things may be improved next time.

Sharing good practice in the workplace helps colleagues and organisations, as a whole, to learn from incidents. The person who has had the experience needs to ask themselves "What learning or personal development need has this highlighted for others?" Sharing good practice can result in a much broader improvement in skills and knowledge for all, something which would be harder to achieve if experiences were not passed on.

Notes:

Contributing Solutions to Recurring Problems

When confronted with problems it can sometimes be easy to rush in with a 'quick-fix' solution. The draw back with a quick fix solution is that the root cause of the problem can sometimes be overlooked. The 'quick fix' may eliminate the problem in the short term but may not stop it from reoccurring in the future. Feeding information to colleagues will help to establish long-term, widely agreed solutions to problems.

For example, reoccurring problems could be eliminated by changing a procedure, policy or rule that may have become outdated or may have been created by someone who was removed from the situation 'on the ground'.

Good practice should be shared with the whole team and not just those directly involved in the incident. Who can be sure that the same incident would not occur at a different time and place, to a different person?

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