CISS

ESSENTIAL SECURITY PRACTICES FOR PROFESSIONALS

The Ultimate handbook

CISS ACADEMY FOR SKILL HUMAN DEVELOPMENT PVT. LTD.

Armed security guards can perform any number of security services including

- Threat assessments
- Conducting foot and vehicle patrols
- Event and property access
- Communicating with law enforcement
- Assisting the public
- Reporting and logging security events
- Assisting management in security tasks as needed

Armed Security Guards from Off-Duty Officers: --

The protection of your business and people is important. No amount of security is too much, especially in the unfortunate event of a tragedy or high-level security threat. Don't leave your security in the hands of an inexperienced company. Or worse, don't neglect to put a comprehensive security program in place.

The security guard's job is to: --

- Provide a safe and professional work environment for client's employees and guests
- Provide escort and patrol on foot to secure the assigned post
- Act quickly as a responder to prevent incidents
- Bring a positive attitude every day because he represents our brand, the client, and himself correctly.

Basics of Security

Security guards are required to manage persons, vehicles, and materials safely and courteously while assessing threats and incident situations. The instructor addresses the following basic elements of safety:

1. **Access Control: -**

- How to move people safely within and between locations
- How to prepare for an assignment
- Contacting the appropriate personnel when a security breach occurs
- How to inspect goods, vehicles, etc.

2. Crowd Control: -

- How to create a barricade or staging area
- How to close a facility

3. Vehicle Control: -

- Controlling vehicle/foot traffic on company property or public roads in case of emergency.
- Monitoring traffic activities
- Using appropriate hand signals to direct traffic
- Using traffic control equipment
- Dress appropriately

4. Changes in handover procedures: -

- How to update the next person on shift

Biometrics

Thus Biometrics is a special technological development that is helpful to security agencies for identification, monitoring, and recording.

Biometrics is the product of science and technology that captures biological data of the human body such as fingerprints, finger vein identification, facial recognition, retina and iris of eyes, measurement of hand, and voice nature for identification and verification purposes. Performs measurements and analyses. Biometrics are being used extensively in India for UID. (Unique Identification) (Taking place in the project which is known as Aadhaar Card. Retina scanning and identification of Aadhaar Card.

- **Fingerprint Technology:** All people have unique fingerprints that do not match the fingerprints of any other person in the world; this is a fact that is scientifically proven.
- **Finger Vein Recognition:** This biometric technology is used to investigate the veins under the surface of human fingers. This technology is known as Finger Vein Recognition. Currently, finger vein technology is used in a variety of ways, including credit card authentication, computer and network authentication, automobile security, etc.
- **Facial Recognition System:** Facial recognition is a type of computer application that automatically identifies or detects a person from a video frame obtained from a digital image or video source. It is also called a face recognition system. One way to use it is to compare facial features and features to images and facial databases. The face recognition system records facial features by examining the relative position, and shape of the eyes, nose, cheekbones, and jaws. It is especially used in high-security systems
- **Iris Recognition:** Iris machine can be seen during Aadhaar card making. Iris or iris recognition is a biometric identification system that uses mathematical pattern-recognition techniques on a video image of a person's irises. No two irises in the world are ever the same. Each one is unique and each structure is distinctly different.
- **Hand Geometry:** This tool is known as Hand Geometry which identifies people by the shape of their hands. The tools within Hand Geometry measure a user's hand using several parameters and compare these measurements to measurements stored in a file.
- **Voice Recognition:** Voice recognition is a technology developed to identify who is speaking rather than what is being said. Identifying the person speaking makes the task of language translation easier for the systems that are used. It may be used to authenticate or verify the identity of the speaker as part of a security procedure.
- **Palm Vein Recognition System:** It is known as Palm Vein Recognition. It is the world's latest and fastest biometric testing system using technology to study palm veins. The Palm Vein Technology Sensor, also known as Palm Secure, takes images of the veins in a person's palm and transmits them with near-field radiation. This small sensor can search one record out of 1,000,000 and investigate or identify a person in two seconds.

Body-wear camera- Security guard duty

A body-worn camera is a small device. It is fitted over the security guard uniform. This camera has a lens that can be rotated in all four directions. That means recording can be done from any angle

- **How does a body-worn camera work?**

The camera acts as an independent witness. The camera records footage onto the internal storage device. At the end of the officer's shift, the footage is uploaded to a secure location so it can be used as evidence in court or other legal proceedings or deleted if no longer needed.

- **Should security guards wear body cameras?**

The benefits of body-worn cameras extend far beyond policing; Private security teams may use body-worn cameras to protect their officers, prevent crime (e.g. theft in retail locations) and ensure that an incident occurs. Let it be taken.

- **What are the benefits of body-worn cameras?**

Body-worn cameras have become law enforcement essential because they provide an objective record of interactions between police officers and the public. The footage captured by these cameras can be used for evidence, training, and accountability purposes, promoting transparency and improving law enforcement practices.

- **Why are body-worn cameras important?**

As an educational and investigative tool, they allow officers to review, clarify, and demonstrate evidence that officers would not otherwise have access to. Body-worn cameras can also be beneficial for departmental evaluation of training and policy.

Code of Conduct

Private Security Personnel have to perform duties while being surrounded by people like the public, employees, workers, visitors, VIPs, customers, vendors, government, and law enforcement officials. To perform duties effectively, a guard has to follow certain rules and regulations of the Organization he/she is employed. These rules and regulations are known as the Code of Conduct.

The Code of Conduct underlines the important behavioral and operational rules. While performing duties, a guard has to follow certain rules and regulations. Security Guard deployed at the main gate represents the company as he is the first person who interacts with visitors visiting the facility/site. He is the one through whom, the company intends to convey and enforce its instructions and guidelines to be followed. A notice Security Guard has to follow certain rules to carry out his duties effectively and efficiently. Security Guard performs duties per the rules and regulations of the employer and the law of the land.

These include:-

- Security Guard observes honesty, integrity, truthfulness, obedience, and politeness while discharging their duties and responsibilities.
- Security Guard safeguards the physical assets, information, etc., and exercises due care to prevent damage and theft. He also protects the reputation of the employer and client.
- Security Guard abstains from any dishonest practices and misconduct.
- Security Guard reports any wrongdoing, risk, and threat that he notices.

Common Weapons

A weapon is any device that is used to cause damage or harm to living things, structures, or vehicles. Many weapons are used by police or other law enforcement agencies and also by the public. For a security guard, it is important to recognize these weapons and also know the legal procedure for carrying these weapons. Weapons can be anything from a mere stick or stone to a rifle or a bomb.

- **Rifle:** A rifle is a firearm designed to be fired from the shoulder, with a barrel that has grooves ("rifling") cut into the barrel walls.
- **Pistol**: A pistol has a single chamber in which fresh rounds are fed from a magazine. At one time fourteen rounds can be loaded into the magazine.
- **Revolver:** A revolver has a revolving cylinder that rotates and brings a new round in line with the barrel. At one time six rounds can be loaded in the revolver.

An explosive is a material that produces sudden expansion of material usually accompanied by the production of heat, pressure, and noise upon launch. Explosives are used for making bombs.

- **Bomb:** A bomb is a device made by using some form of explosive to carry out an explosion. A bomb can be used for:

    1. Peaceful Purpose- For cutting mountains etc.

    2. Violent purpose- By terrorists etc.

- **Grenade**: A grenade is any small bomb that can be thrown by hand. A variety of hand grenades exist, the most common being explosive grenades designed to detonate after impact or after a set amount of time.
- **Improvised Explosive Device (IED)** is more of a homemade bomb and is made in an improvised manner using destructive, lethal, or flammable chemicals and designed to destroy or incapacitate personnel or vehicles. IEDs are extensively used by terrorists and other anti-social elements to cause destruction and panic.

If an explosive is detected on the premise, the following precautions are to be taken:

- Do not touch or move the object.
- Inform your supervisor/security officer about suspicious objects or contact the Police.
- Restrict all access to the area.
- Turn off all Radio equipment, mobile phones, etc. Place the placards or other signs indicating suspicious objects.
- Evacuate the area.
- If the object is present in a room, open all doors and windows.
- Do not allow anyone to handle the object until the authorized bomb squad arrives.

Communication Skills

Communication process - communication speech, writing, visuals, and signals, it is a method of revealing one's feelings and information to someone through behavior, etc. When a person completely understands someone's point or message, the process of communication is considered complete.

Effective Communication:-

7 rules make communication both written and oral effective:-

1. **Complete:** It means the communication should be complete. It should be able to give the complete message to the receiver.
2. **Concise:** This means the communication should not be too much or overflowing. It should use minimum words to convey its full meaning.
3. **Consideration:** Consideration implies that the audience's viewpoints, background, mindset, education level, specific requirements, emotions, etc. should be considered while communicating with them.
4. **Clarity:** It means that communication is simple and easy to understand.
5. **Concrete:** communication means that communication should be precise and particularly general. For example, saying 'Two women entered the theatre at 4 pm.' is more exact than saying "Two people came in the afternoon.
6. **Courtesy:** Courtesy in communication means it should convey respect for both the message and the receiver.
7. **Correct:** This means the message must be correct, without errors, grammatical or otherwise.

Security Personnel need these 7 Cs to:-

a) Greet visitors.

b) Express gratitude.

Chief Security Officer (CSO)

The CSO will be responsible for internal security policies, internal audit, training, review and updation of security procedures, up-gradation of security equipment, and liaison with other departments/organizations, civil and law enforcement authorities, and intelligence agencies. Center and States etc., the CSO may be assisted by additional staff depending on the requirement and size of the company and should report directly to the CEO or executive head of the company.

Responsibilities & duties of CSO:-

Implementing prescribed security provisions:-

- To demarcate the areas where project-related work is going on as sensitive/classified areas/zone/manufacturing facilities and ensure that necessary signage indicating such areas is displayed.
- Keep yourself fully in touch with all safety instructions and ensure that the safety instructions are fully understood by all employees and implemented or compiled within their respective sections and offices.
- To be responsible for proper conduct, discipline, and performance of all personnel in the security department.
- To ensure that the fire service section is fully equipped and the personnel are well trained.
- To be responsible for the duties of his subordinate employees and to carry out lawful and proper orders issued by the management.
- To make surprise observations from time to time and maintain records of such cheques.
- To submit the report to the Chief Executive Officer/Head of the Department of Sub Units/Company whenever there is any lapse.
- To arrange regular programs to make employees aware of safety issues.
- To maintain constant liaison with law enforcement agencies and nodal offices.
- To arrange internal and external security audits, as per the security manual, to pursue improvement in the security system for the premises under his charge.

Documents for Material Movement

Generally, the following documents are maintained at the entry gate to control and monitor the movement of material through the entry gate. ---

- Register of incoming goods.
- Register of outgoing materials.
- Register of returned materials.

Apart from this, some more registers can also be maintained in the organization as per their policies.

Points to be remembered while checking material movement:--

- Checking date and time in gate passes of material.
- To check that the goods being moved are the same as mentioned in the register.
- To check if any other goods have been moved along with the authorized goods.
- Checking the stamp, signature, and issuing authority of the organization.
- To check any kind of alteration or fake marks made in the gate pass.
- S.O.P. Check if there is any other point as per the policy.

In case of doubt, detain the vehicle/material and do not hesitate to inform the supervisor or security officer.

Duties of the Guards at Parking Lot

Undermentioned are the duties of the Guards who are deputed at the parking lot:

- Ensure the rules governing the parking lot are strictly followed
- Understand local traffic rules and monitor
- Always keep the barriers at the entry station or exit station in the down position
- Allow entry to awaken only on the issue of an entry ticket or pass
- A sus drivers by giving appropriate signals by hand movements are handheld light bar
- Ensure that vehicles are parked only in allocated space and order
- Regularly check for the functioning of CCTV cameras
- Check the boot, under the floor of a vehicle before entry
- Ensure there is no vehicle left abandoned in the parking lot
- Ensure the functioning of lightning equipment installed in the area
- Watch for any wrongly parked vehicles and take corrective action
- If the parking lot has an access gate and shares the movement of vehicles through the same
- Ensure parking charges are paid before lifting the parking gate or barrier
- If the parking lot size is large mobile patrolling will be the best option for monitoring the movement of vehicles inside
- Report any matter that is contrary to the orders and discipline to the seniors are senior supervisor.

Emergencies and actions of security personnel on them

- **Action on accident:-**
  1. Do not allow crowds to gather at the accident site.
  2. Do not let any kind of obstacle come your way.
  3. Provide first aid to the injured person.
  4. Eliminate the causes of the accident.
  5. Try to take the injured to the hospital.
  6. Provide details of the incident and contact the police, and hospital and call an ambulance.
  7. Notify the security officer and management.
  8. Inform the relatives of the injured.
  9. Help the police in the investigation. Do not leave the accident site until the police are present.

- **Action taken if a thief comes without a weapon:-**
  1. Thieves shout or whistle.
  2. Try your best to run and catch the thief with promptness and enthusiasm.
  3. Catch the thief and hand him over to the security department.
  4. Notify the safety officer and managers. It depends on the promoters whether the police should go or not.
  5. Note the details of the incident properly in the diary and make a report.

Send a copy of this report to managers and file another in security

- **Action in case of gas leakage:-**
  1. Provide physical security and prevent others from coming there.
  2. Open windows and doors.
  3. Eliminate the causes of the incident/get it investigated by the concerned department.
  4. Notify the security officer and management.
  5. Inform the fire brigade, police and ambulance.
  6. If there are some instructions regarding the spread of gas, then follow them.
  7. Note down the details of the incident properly in the diary and make a report.

ESCORT SECURITY

Security escort duty is one of the most important elements of security that is required by an individual or a group of individuals while at work or during any activity to maintain a security situation.

Necessity for Security Escort Services:-

- Protection, defense of a person or group of persons, security escort for lead or courtesy is needed as a companion.
- These services are specifically intended to provide general security to the person concerned, to connect a person from one place to another or from one person to another or to provide a supervisor or security to a group of persons. To be transported under safe transportation.

Types of Security Escorts:-

Trained on escort duty an unarmed and armed security guard can be employed as a security escort. Security escorts work individually or in pairs or as a team of unarmed and armed security guards. The composition of the escort depends entirely on the risk and severity of the threat to the individual or group being escorted.

Depending on the severity of the threats, the following duties may be assigned to security escorts:-

- Escorting a person.
- Escorting a group.
- Escorting as vehicle escort.
- Escorting the valuable.

Escorting Visitor

Visitor in sensitive or highly protected organizations is generally escorted by the security guard. Hence while performing his duty security guard must ensure the following:-

- Be familiar with the route to be taken to the concerned office.
- Lead the visitor or group of visitors.
- If the group of visitors to be escorted is large in size then more than one escort should accompany the group so that no member loses the way or branches off to another location.
- He should ensure the visitors are escorted right up to the concerned official.
- The visitor the delegation should be escorted out of the premises after the meeting or visit similarly.

Types of Visitor Management System:-

Mainly, there are two types of visitor management systems. They are:-

- Traditional or manual method
- Electronic or Computer Based System

Gate-pass

The material is sent either inside the campus or outside the campus depending on the gate pass. A person holding a valid gate pass has the right to take goods outside the premises. Gate-pass ensures that only those persons who have proper permission can move into the premises.

Types of Gate-passes:-

Different types of gate passes which are used in secure places are as follows:-

- **Non-Refundable Gate-pass:** This gate pass is used when the goods are permanent and are non-returnable. For example scrap, promotional items, medicine, newspapers, cartons, outstation material, material through couriers, company material, etc.
- **Return Gate-pass:** This type of gate-pass is used for electronic items, furniture and fixtures, computer network equipment, banners, posters, etc., which come inside for a short period for repairs and restoration and return at a specified time. For this, a register is made, in which a record of these items is kept.
- **Complimentary Pass:** This pass is given only to the person who is authorized to visit a particular place.
- **Rejection Pass for Vendors:** Rejection Pass for Vendors is used during the return process. When full payment has been made by them and some payment is left.
- **Employee Gate Pass:** The Company gives an ID card to its employees, which they can enter inside the company by showing it at the gate outside the company.
- **The Visitor Slip**: --During the entry of a person into the company, the person wants to meet and then after ensuring the person whom he wants to meet, gives him a slip-on entry, in which he has to bring the signature of the person whom he has come to meet security personnel ensures that

Purpose of Gate-pass:-

- Only authorized persons may be allowed inside.
- Access control to ensure from those entries that only authorized persons or goods enter and leave the place.
- Refuse to allow unauthorized access of any kind within the User Premises.
- The user is responsible for all actions resulting from his signature.

Guard against Discrimination and Sexual Harassment

As a security guard assigned to the premises, you must know the organizational instructions on the handling of sensitive issues like gender, religion, nationality, color, caste, creed, mental or physical disability, etc. No discrimination should be made on the above lines while dealing with co-workers, members of staff, visitors, and stakeholders.

If you notice others violating organizational instructions on above mentioned issues, you should bring the incident to the notice of your seniors.

It should be noted that the rights and modesty of women workers must be safeguarded. A security guard should be aware of the important provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act -2013, especially the existence of an Internal Complaints Committee in the organization and the acts or behavior which tantamount to sexual harassment at workplace.

Internal Complaints Committee: An Internal Complaints Committee in an organization will be constituted as under:-

a) Presiding Officer: The presiding officer shall be a woman employed at the senior level in the workplace.

b) Members: Not less than two members from amongst the employees. One member from a non-governmental organization or association committed to the cause of women. At least one-half of the total women shall be women.

Sexual Harassment: The following acts/behaviors are tantamount to sexual harassment:-

- Physical contact or advances
- Demand or request for sexual favors
- Making sexually colored remarks
- Showing pornography
- Any other physical, verbal, or non-verbal conduct of a sexual nature
- Implied or explicit promise of preferential treatment in employment
- Implied or explicit threat of detrimental treatment in employment
- Implied or explicit threat about present or future employment
- Interference with work or creating an intimidating, offensive, or hostile work environment

It must be noted that the definition of workplace includes all such locations - temporary or permanent, where women are employed, including the transport that is used for ferrying the employees or the homes where women are engaged as domestic workers.

During the course of your duty, if you notice such incidents or behavior at a workplace or some woman employee brings it to your notice, you should inform your seniors immediately.

Integrate technology with security guard services for local businesses

Technology has forever changed the way businesses approach security. For industries with security guard services, technology has opened the door to new opportunities, better coverage, and more comprehensive protection. Local businesses now have access to an array of technological tools that improve their security guard services, giving them the peace of mind they need to grow and succeed.

With the constant technological growth in the security sector from cameras to monitoring systems more businesses are beginning to integrate technology into their security guard services. Now businesses can take a proactive approach to security, investing in the right tools and resources for protection.

Here are 8 advantages of integrating technology into local business's security guard services:-

1. **Improved efficiency: -** With the right tools, such as facial recognition software and motion sensors, guards can stay vigilant and spot threats in real-time. This improved efficiency helps save time and resources that can be used for other tasks.

2. **Comprehensive protection: -** Technology can monitor the premises and detect any unusual activity or movements. It can be used to send out alerts or automatically notify the authorities if necessary - all of which ensures that a business is safe and secure.

3. **Secure storage: -** With cloud-based solutions, all data can be securely stored and monitored in one place, ensuring that it is always available when needed. Plus, businesses can have peace of mind knowing that their data is protected from external threats.

4. **Increased visibility: -** With cameras, sensors, and other tools, guards can have a better look at the area they are assigned to protect. This helps them stay vigilant and detect any suspicious activity quickly.

5. **Cost savings: -** Technology solutions are often cheaper than traditional security systems, and they are less labor intensive, requiring fewer personnel to operate them. This means businesses can reduce costs while still keeping their premises safe and secure.

6. **Automation: -** Technology can also help automate certain tasks, reducing the workload of security guards and freeing them up to focus on more important tasks. For example, with facial recognition software, guards do not need to manually inspect every person who enters the premises.

7. **Improved communication: -** Using two-way radios, guards can quickly and easily contact other personnel if they need assistance or if they spot any suspicious activity.

8. **Improved safety: -** Motion sensors, CCTV cameras and other systems can be used to efficiently spot potential intruders or other threats, helping to keep everyone safe.

Internal Training (Security Guard)

After The Security Guards Have taken the three basic initial trainings, they are ready to be hired. However, some companies might also require the guards to learn from the company's supervisors to get acquainted with the ins and outs of the on-site job. This type of training, which is offered by the company, using its teachers, time, money, and other resources, is known as internal training. The company's employees might also get involved in the training to create a proper learning environment for the guards.

- Internal training by the company can be very beneficial for guards as they can become familiar with the work environment of the company and the company also gets to test the potential and the performance of different guards. Several other benefits of this internal training include:

    o Personalized training according to the company's needs ensures that all the needs are being met in the best way possible.
    o The training routines are easily customizable and the company can change the routine of specific guards to allow them to work different on-site jobs.
- Since the company's employees and training staff directly interact with the guards, communication between the two parties improves greatly.

Involved in the Security Guard Training Program

If you train security guards at a mall or provide gun-toting security for government goods:-

- **Overview Security Principles and Techniques: -** Courses include stock timing, risk assessment, threat detection, crime prevention, and gathering security on a final basis in the security list. Teach security guards how to do effective jobs, how to identify security guards, and how to respond to suspected illness.

- **Communication skills: -** Teach guards effective communication techniques, both verbal and non-verbal. This includes conflict resolution, stress reduction strategies, and customer service skills for beginners in public.

- **Emergency response and crisis management:** - Provide training to students on emergency response catalogs, first aid, and CPR. Guardsmen are taught how to respond to a variety of disasters, including fire incidents, serious medical emergencies, and natural disasters.

- **Report writing and documentation: -** Guards are taught to document stories, write detailed reports, and keep records. Emphasize the importance of clear and democratic nomination for legality and non-alignment.

- **Safety equipment and technology: -** The guards are equipped with common security equipment used in the field and equipped with satellites, such as remote control systems, remote control systems, and metal detectors. Provide professional training on how to operate these devices effectively and problem-solve. Keep in mind that as technology advances, you'll need to keep your training curriculum up to date. Some examples of emerging developments in the security sector include advanced video surveillance, GPS tracking and geo-fencing, incident preview, dowsing, and biometric systems.

Making smart security solutions easier to develop yourself

Leading the development of smart security solutions and making automation a necessity in institutions, simplifying lives and enhancing security for individuals and organizations.

For over a decade empowered to embrace the future of smart security and experience an unmatched level of control over security in institutions like airports, and government. Public and private sector, industries, and malls.

1. Access Controls & Time Management

Access control and time management solutions are integral to modern security and workforce management. These systems regulate entry to secure areas, track employee attendance, and provide a comprehensive view of access and time-related data.

Benefits:-

- **Security: -** These solutions ensure that only authorized personnel can enter restricted areas, enhancing overall security.
- **Efficient Workforce Management: -** By tracking attendance and time worked, businesses can optimize scheduling and resource allocation.
- **Audit Trail: -** Access control systems create a detailed record of access events, aiding in investigations and compliance.
- **Cost Savings: -** Improved time management reduces labor costs and increases productivity.

2. Boom Barriers

Boom barriers are automated security devices that control vehicular access to specific areas. They serve as physical gates, efficiently managing traffic and enhancing security in various sectors, from commercial and industrial to public spaces.

Benefits:-

- **Access Control: -** Boom barriers regulate entry and exit, ensuring authorized access only.
- **Traffic Management: -** They maintain orderly vehicle flow and prevent congestion.
- **Security Enhancement: -** Boom barriers act as a deterrent against unauthorized intrusions.
- **Safety: -** These barriers contribute to pedestrian and vehicle safety in controlled zones.

Observing Activities in the Area

To monitor activities in the area of responsibility day and night; there are many activities, both legal and illegal, that may take place on the premises such as the movement of people, movement of vehicles and goods, and attempts to commit a crime, for which security guards must remain alert in their area of responsibility.

Every organization has Standard Operating Procedures (SOP) to ensure proper security of its premises which includes security guards, infrastructure, and technology for proper use of the entire security system.

Security Guard is expected to always remain alert and alert while deployed in the following posts/areas:-

- Door control: To be vigilant in monitoring people for their strange behavior.
    1. Monitoring people for strange behavior.
    2. Checking identity documents.
    3. Checking vehicles, luggage, and documents.
    4. Searching people, vehicles, and luggage as necessary.
- To monitor the visitors at the time of entry after obtaining permission to enter the premises.
- To monitor the area within the perimeter of the watch tower for any suspicious activity.
- Monitor the area as per the task at the time of patrolling.
- Report any strange activity to your superior

PERSONAL SECURITY

Personal security involves giving protection to individuals for personal reasons.

- **Bodyguards who protect individuals or groups of people come under this category.**
- **Home security:** Home security deals with securing an individual's property from criminals. One common way of securing one's property or apartment is by utilizing gadgets like cameras, motion sensors, heat sensors, and alarm systems that can alert them. Also, security guards come under this category as their job is to look after the property.
- **Automobile security:** Automobile security includes alarm systems used specifically in vehicles. GPS is a popular component along with biometric car locking systems and cars that start and lock with remotes.
- **Event security:** Event security comprises offering security at events, parties, and political crowds. The guards are placed at the entrances, exits, and within the crowd to ensure a safe environment.
- **Aviation Security--**
- Security is a must at airports due to the large number of people who travel every day with luggage. Thus, proper inspection of every individual along with their luggage is mandatory to avoid all kinds of hassle.

Postal mail, couriers & suspicious packets - Guard Duty

All organizations have a separate department for handling mail, couriers, documents, and parcels whose work is to receive, sort, and dispatch daily.

The security personnel even deliver these items to the concerned departments/offices during office hours.

The process of receiving mail, packets, and parcels depends on the policy of the organization.

The following procedure should be followed:-

- Receipt; Receive mail, packets, and parcels from postman/courier and give receipt.
- Keeping records; Maintain records of details of mail, packets, and parcels received in the Mail and Courier Register.
- Distribution, distribution of mail, packets, and parcels to departments/offices as per requirement and taking receipts on the register.
- Record keeping; to keep records of all transactions and show them to the security office.
- To report; notify the security officer about the delivery of a suspicious parcel; Stop the courier and call the police.

Personal Protective Equipment

Personal protective equipment (PPE) is protective clothing, helmets, goggles, or other clothing or equipment that cover the wearer's body, designed to protect against injury or infection.

Hazards addressed by protective equipment include physical, electrical, thermal, chemical, biohazards, and airborne particles. Job-related protective equipment may be worn for safety and health purposes.

Applies to traditional categories of protective clothing, and protective gear applies to pads, guards, shields or masks, and other items.

Personal protective equipment worn together to provide maximum protection-

- PPE gowns are used by medical personnel such as doctors and nurses.
- Chainsaw safety (especially a helmet with a face guard, hearing protection, Kevlar chaps, anti-vibration gloves, and chainsaw safety shoes).
- Chainsaw protection (especially a helmet with a face guard, hearing protection, Kevlar chaps, anti-vibration gloves and chainsaw safety shoes).
- Underwater diving equipment Diving includes equipment such as a diving helmet or diving mask, underwater breathing apparatus, and diving suit.
- Firefighters wear PPE that is designed to protect from fire and various smoke and gases. PPE worn by firefighters includes bunker gear, self-contained breathing apparatus, a helmet, safety shoes, and a pass device.

Pre-Induction Training

Induction training is important for recruits and newly posted security guards at any particular location as it helps in quickly gaining knowledge about their duties and methods without wasting any time.

Effective Pre-induction Training Program:-

Most of organizations and security agencies have set policies/instructions to provide necessary pre-induction training to newly recruited or newly posted security guards at a particular location.

These programs depend on the size and type of industry/premises and generally include the following:-

- It is necessary to schedule the interview by the security assignment manager, security officer, or supervisor of an organization because it is necessary for the security in charge of the premises to recognize and know the security guard by face.
- Schedule and duration of pre-induction training.
- Required documents.
- Duration: - Typically this will be between 48 hours to 72 hours, however in some cases, the period may extend to 96 hours or more depending on site conditions.

Prerequisites of Domain-specific Deployment

No two private security deployments would be similar. Their risk threats and methods of providing security would differ. Therefore, certain training and preparation are required for the security unit, which is going to be deployed at a new site.

There are certain prerequisites for a successful deployment, these are:

- Experienced manpower At least 25% of manpower should have served in similar, if not at the same site.
- **Experienced leader:** If appointments such as supervisors and security officers have experience in serving in similar sites, security operations shall be smooth.
- **Orientation training:** If the security unit receives domain-specific training before the actual deployment, the role and responsibilities shall be clear to every member of the security unit.
- **On-the-job training (OJT):** OJT at the actual site shall help unit members in understanding processes, operating security equipment, and site-specific requirements. If OJT for all unit members is not possible then at least appointments should be taken to the site to understand operations.
- **Detailed briefing:** If it is feasible, the outgoing security unit should brief the incoming security unit about processes and duties before handing over.

Private Security Agencies Act, 2005 Sec. -13. Cancellation & suspension of license

The Controlling Authority may cancel any license on any one or more of the following grounds, namely: -

- That the license has been obtained on misrepresentation or suppression of material facts;
- that the license holder has used false documents or Photographs;
- that the license holder has violated the provision of this act or that made thereunder or any of the conditions of the license
- That the license holder has misused information obtained by him a. the discharge of his duties as the private security agency to any industrial or business undertaking or a company or any other person.
- that the license holder by using any letter-head advertisement or other printed matter or in any other manner represented that the private security agency is an instrumentality of the Government or such agency is or has been using a name different from that for which license has been granted;
- that the license holder is or has been impersonating or permitting or aiding or abetting anybody to impersonate as a public servant;
- that the private security agency had failed to commence its activities or to engage a supervisor within the specified period; that the license holder is or has wilfully failed or refused to render the services agreed to any person; that the license holder has done any act that is in violation of a court order or an order of a lawful authority or is or has been advising encouraging or assisting any person to violate any such order; that the license holder has violated the provisions of the Acts given in the Schedule which may be modified by the Central Government by notification in the Official Gazette; that there have been repeated instances when the private security guards or guards provided by the private security agency
    - (i)   failed to provide private security or were guilty of gross negligence in not providing such security;
    - (ii)   Committed a breach of trust or misappropriated the property or part thereof which they were supposed to protect.
    - (iii) were found habitually drunk or indiscipline;
    - (iv)   were found to be involved in committing crimes; or
    - (v)   Had connived or abetted a crime against the person or properly placed under their charge.

<u>Private Security Agency Renewal</u>

License Renewal: - You will have to make this application online before 45 days, otherwise the application will not be accepted**.** Documents Private Security Agency New License & Renewal of License is now being applied online in almost all the states of India. Online application is done from this site - currently, this application is issued by the Ministry of Home Affairs, Government of India.

Website: https://psara.gov.in

The following documents are required for online application:-

- Copy of Agreement (MOU) between Private Security Agency and Training Center Copy of Certificate of Training of License holder of Private Security Agency
- Copy of Gumasta (Shop Act)
- E.P.F. copy
- Copy of PAN card of the organization
- Organization's GST copy of registration
- Copy of Rent Agreement
- I.T. R. (three years) copy
- Security Guard I. Card Specimen Copy
- Copy of security guard's uniform sample piece
- Copy of photo of security guard wearing uniform
- Copy of photo inside and outside the office
- Copy of affidavit of section 7 (2)
- Applicant's educational certificate, Aadhaar card, pan card copy
- Section 6 of the affidavit

Copy of Format 3

PSARA Security Training

1. The Controlling Authority shall frame the detailed training syllabus required for training the security guards per the National Skill Qualification Framework. For entry-level, this training shall be for a minimum period of 100 hours of classroom instruction and 60 hours of field training, spread over at least 20 working days. The ex-servicemen and former police personnel shall however be required to attend a condensed course only, of minimum 40 hours of classroom instructions and 16 hours of field training spread over at least 7 working days.

2. The training shall include the following subjects, namely:-
   - Conduct in Public and correct wearing of uniform
   - Physical fitness training
   - Physical security, security of the assets, security of the building/ apartment, personnel security, household security
   - Fire-fighting
   - Crowd control
   - Examining identification papers including identity cards, passports, and smart cards
   - Should be able to read and understand English alphabets and Arabic numerals as normally encountered in identification documents, arms licenses, travel documents, and security inspection sheets
   - Identification of improvised explosive devices
   - First-Aid
   - Crisis response and disaster management
   - Defensive driving (compulsory for the driver of an armored vehicle and optional for others);
   - Handling and operation of non-prohibited weapons and firearms (optional);
   - Rudimentary knowledge of the Indian Penal Code, right to private defense, procedure for lodging first information report in the police station, Arms Act (only operative sections); Explosives Act (operative sections);
   - Badges of rank in police and military forces
   - Identification of different types of arms in use in Public and Police
   - Use of security equipment and devices (for example; security alarms and screening equipment); and
   - Leadership and Management (for supervisors only).

3. The security guard shall have to successfully undergo the training prescribed by the Controlling Authority.

4. On completion of the training each successful trainee shall be awarded a certificate in Form VIII by the training institute.

5. The training certificates issued to the guards/ supervisors from Training Institutes in one State shall be accepted in other State also.

6. The Controlling Authority shall inspect the functioning of training facility from time to time either by itself or through its own officers. Normally such inspection shall be conducted at least two times every year.

7. All the training agencies shall submit a list of successful trainees to the Controlling Authority in the manner prescribed by it.

8. Based on training completed and requirement of the job, private security agency may have their own designations provided that no agency shall adopt any of the ranks of the armed forces, paramilitary forces or State Police Forces.

9. The Controlling Authority either by itself or through its officers may verify the training and skills imparted to the private security guards and supervisors of any private training agency.

10. The Controlling Authority may review the continuation or otherwise of license of such security agencies which may not have adhered to the conditions of trained personnel on its rolls.

Responding & reporting on threats and emergencies

Security personnel must be able to observe and detect security threats from the movements of suspicious persons, vehicles, and objects. Access control, screening, frisking, patrolling, spot checks, etc. are important security practices to prevent security lapses. Prevention of incidents that threaten the safety of property and people remains the mainstay of security.

Hazards: A hazard is defined as a dangerous condition or event that causes harm to life or property or harm to the environment. Risk is the chance or probability that a person will be harmed or experience adverse health effects if exposed to a hazard.

Hazards can be divided into two broad categories, namely natural and man-made:-

- **Natural hazards**: These hazards are caused by natural phenomena, such as meteorological (e.g., heavy rains, storm winds, cyclones, etc.), geological (e.g. landslides), or biological (e.g. epidemics). Examples of natural disasters are cyclones, earthquakes, tsunamis, and volcanic eruptions. Landslides, floods, droughts, and fires are socio-natural or hybrid disasters because their causes are both natural and man-made. For example, floods can occur due to heavy rains or blockage of drains and landslides because humans have cut down trees on mountain slopes. Natural disasters occurring in India include earthquakes (usually in the Himalayan region), tsunamis (usually in river deltas, and coastal areas), and floods including landslides (especially in hilly areas during the rainy season).
- **Man-made hazards**-These hazards are caused by human negligence or deliberate intentions. Man-made hazards include explosions, toxic waste leaks, pollution, dam failures, wars, civil conflicts, accidents, industrial accidents, fires, cyber-attacks, and terrorist attacks.

Safety in Industry & Commercial Deployments

There are 3 P's of security

1. Security of people is ensured by security checks and controlling access of people. No unauthorized person should be able to enter the premises.
2. Protection of materials and installation: safeguarding materials against theft and ensuring that materials moving out of the premises are authorized
3. Protection of information: Protecting information sources.

Industrial and commercial deployments require the service of security guards to perform several responsibilities, including access control, traffic control, and parking.

The risk may vary depending on the type of organization. A security guard must have the aptitude and ability to act quickly and efficiently in an emergency, such as a natural disaster, fire, medical condition, break-in, etc.

Industry generally refers to a place where an economic activity related to the processing of raw materials and manufacturing of goods is taking place. A typical example would be a place where soap, which you use daily, is manufactured. Industries may be small, medium, or large scale. Often scale is determined based on the number of people employed. As an unarmed security guard, you may be deployed in an industrial deployment. Most of the tasks, which we have discussed in detail in the previous units, are part of the job responsibilities of a security guard deployed in an industry. For example, access control, patrolling, and traffic control at gates are the duties performed by security guards in an industry. In this unit, you will learn more about securing industries that require a high level of access control.

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"Essential Security Practices for Professionals" is a comprehensive guide to safeguarding sensitive information and assets in today's digital landscape. Authored by industry experts, it covers essential security protocols, risk assessment techniques, and mitigation strategies. The book emphasizes the importance of proactive measures such as encryption, access controls, and regular security audits. It delves into the intricacies of threat detection, incident response, and crisis management to prepare professionals for real-world security challenges. Practical advice is provided for securing networks, endpoints, and cloud infrastructure. The authors stress the significance of user education and awareness in maintaining a robust security posture. Case studies and examples offer valuable insights into common security pitfalls and best practices. Whether for IT professionals, managers, or business owners, this book serves as a vital resource for implementing effective security measures. It advocates a proactive, layered approach to security, emphasizing the continuous evolution of security practices in response to emerging threats. With its clear explanations and actionable recommendations, it empowers professionals to enhance their organization's security posture and protect against cyber threats.

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