

Working Within the Private Security Industry

1:1

This module covers:

- **The private security industry**
- Legislation
- Health and safety
- Fire procedures
- Emergencies
- Communication skills and customer service.

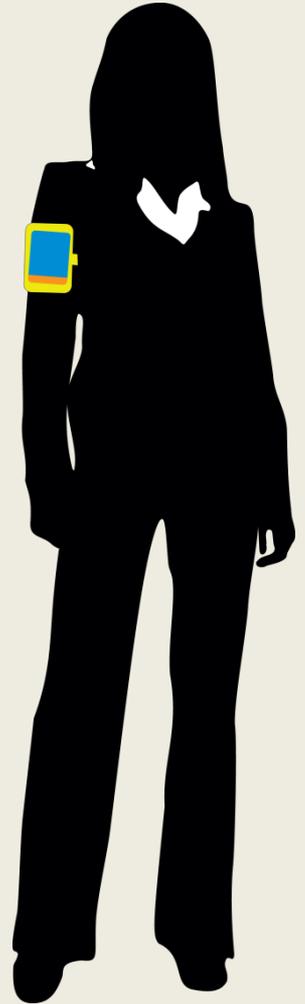


What is security?



Security is a state or feeling of being safe and secure

‘providing services to protect premises, people and their property’.



NEXT

Main aims of security

Prevent and detect crime

Prevent or reduce loss, waste and damage

Monitor and respond to safety risks.



NEXT 

Security provision

Security can be provided to clients in three main ways:

Manned security

Physical security

Systems.

NEXT 

SIA

The Security Industry Authority (SIA)

Responsible for regulating the private security industry

A non-departmental public body

Reporting to the Home Secretary

Under the Private Security Industry Act 2001.

NEXT 

SIA

Its mission is...

To protect the public by regulating the industry

To do this through individual and company licensing

To reduce criminality

To raise standards

To recognise quality of service

To monitor the industry generally.

NEXT 

SIA

The SIA has three main aims...

The compulsory licensing of individuals undertaking designated activities within the private security industry

To recognise quality service by managing the voluntary Approved Contractor Scheme (ACS)

To introduce business licensing for all regulated security companies.

NEXT 

Individual licensing

The SIA currently licenses...

Door supervisors

Security officers

CCTV operators

Cash and valuables in transit operatives

Close protection operatives.

NEXT 

Door supervisors



Door supervisors:
those who carry out security duties in or at licensed premises, like pubs and nightclubs, preventing crime and disorder and keeping staff and customers safe.

NEXT 

Security officers



**Security officers (guarding):
those who guard premises against unauthorised
access or occupation, outbreaks of disorder, theft or
damage**

They may also guard one or more individuals against assault or injuries which occur as the result of the unlawful conduct of others.

This protection is given by providing a physical presence or by carrying out a form of patrol or surveillance to deter crime.

NEXT 

Keyholding



Security officers (keyholding):
keyholding is where a security officer keeps custody of, or controls access to, any key or similar device for operating (whether mechanically, electronically or otherwise) any lock.

NEXT 

CVIT



**Cash and valuables in transit operatives:
those who guard property against destruction or theft
whilst using secure transportation of the property in
specially manufactured vehicles.**

NEXT 

CCTV



CCTV operators:
those who carry out guarding activities using closed-circuit television equipment, to either monitor the activities of members of the public in a public or private place, or to identify a particular person

This includes the use of CCTV to record images to be viewed on non-CCTV equipment.

NEXT 

Close protection



**Close protection operatives:
those who guard one or more individuals against
assaults or injuries that might be suffered as a
consequence of the unlawful conduct of others.**

Vehicle immobilisers



Vehicle immobilisers:
security operatives who either
remove or relocate vehicles, restrict the
movement of vehicles using a device,
or release vehicles after demanding or
collecting a charge

BUT - only licensed by the SIA in Northern Ireland.

NEXT 

Individual licensing

Licensing ensures that security operatives are:

'Fit and proper' persons

Properly trained and qualified to do their job

SIA sets standards of conduct, training and supervision within the industry.

NEXT 

Getting a licence

Apply to the SIA itself

Your identity will be verified

Specified training must be undertaken

Your criminal record will be checked

A license fee will be payable

Licence will last for three years before renewal.

NEXT 

Working without a licence

Criminal offence

Fines of up to £5,000

Up to a six-month prison sentence

Criminal offence for an employer to use an unlicensed security operative.

NEXT 

Class question

Standards of behaviour

It is very important that all security operatives conduct themselves professionally at all times.

Clients and members of the public expect security staff to act in a certain way

What qualities do you think security operatives should possess?

NEXT 

Standards of behaviour

Security staff should be:



Professional

Honest

Courteous

Fair

Loyal

Alert

Observant

Reliable

Approachable

Smart

Dedicated

Self-disciplined

Cooperative

Helpful

Good communicators

Positive

Tactful

Effective problem solvers

Team players

Patient.

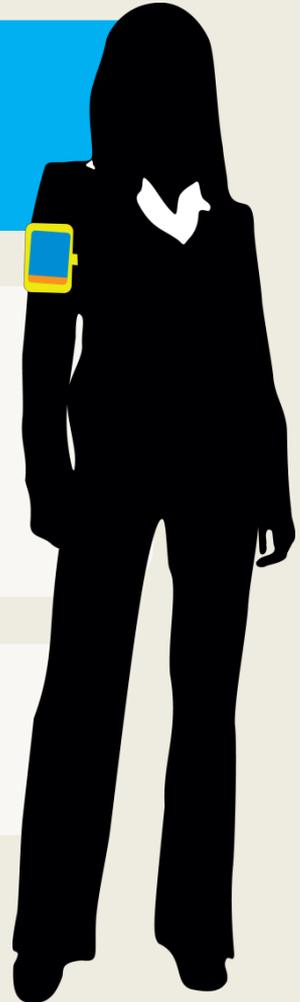
NEXT 

SIA Code of Behaviour

**Security operatives must always
conduct themselves...**

**In strict accordance with the
SIA's CODE OF BEHAVIOUR
for their particular role within the industry**

**According to their own organisation's values and
standards.**



NEXT 

ACS

Approved Contractor Scheme

The SIA's Approved Contractor Scheme (ACS) introduced a set of operational and performance standards for private security companies

Companies that can prove that they can meet these standards can be awarded Approved Contractor status, which provides their customers and clients independent proof of the company's commitment to quality.

NEXT 

Crime reduction initiatives

Help keep premises and clients safe

Reduce opportunities for crime

**Cooperate with Safer
Community Partnerships**

Work with local authorities

Work with the police

Work with other emergency services

Work alongside relevant public and private organisations.



NEXT 

Aims

To try to reduce...

Crime

Public disorder

Re-offending

Anti-social behaviour

Substance misuse

Vandalism.



NEXT 

Aims

They try to do this by:

- Improving the physical security of vulnerable areas
- Improving the environment itself
- Removing the means and opportunities to commit crime
- Improving visibility in an area with extra lighting
- Use of warning signs
- Controlling access to certain areas at specific times
- Use of CCTV
- Use of radio communications between various organisations and companies
- Pubwatch and Shopwatch initiatives.



NEXT 

Local and National Initiatives

- National and local crime initiatives can help security operatives to raise levels of security for themselves, the public and for their own clients and customers, as well as helping to reduce crime, disorder and anti-social behaviour in the area generally
- Sharing information with these initiatives and groups can also help to improve a security operative's knowledge of what is happening in the area in which they are working.



Working Within the Private Security Industry

1:2

This module covers:



- The private security industry
- **Legislation**
- Health and safety
- Fire procedures
- Emergencies
- Communication skills and customer service.

Civil laws

- **CIVIL LAWS** help govern our daily lives. They usually deal with disputes between people, companies or other organisations
- They deal with things like money owed, family and matrimonial disputes, property disputes, custody of children, adoption, libel and slander
- **The standard of proof in the civil court is 'on the balance of probabilities'.**



Criminal laws

- **CRIMINAL LAWS** are there to prevent people from committing more serious offences, usually against people or property, and to punish people when those laws are breached
- Criminal laws come from either very old judicial decisions made in courts (common law), or can be found in Acts of Parliament (statute law)
- Cases are normally brought by the state, often following an arrest, and prosecution is through the criminal courts. Guilty verdicts can result in fines, probation orders and terms of imprisonment
- **The standard of proof in the criminal courts is 'beyond reasonable doubt'.**



Criminal law offences

Criminal offences include:

- Murder
- Kidnap (Abduction in Scots Law)
- Rape
- Assaults and sexual assaults
- Drugs offences
- Public order offences
- Possession of weapons

- Theft, fraud and Burglary (Housebreaking in Scotland)
- Robbery
- Criminal damage
- Arson (Wilful fire raising in Scotland)
- Firearms offences



Because some of these offences are so serious, security operatives and other members of the public have powers of arrest for some of them.

NEXT 

The Private Security Industry Act

- The Private Security Industry Act 2001 was brought in specifically to regulate the UK's private security industry, and to help raise standards of the individuals and companies working within it. One of its main aims was to increase the public's confidence in the sector, and to increase public safety
- The government formed a new corporate body called the Security Industry Authority (SIA) to do this.

The Private Security Industry Act

The Act allows the SIA to:

- License individuals in specific sectors
- Approve security companies
- Remove criminal elements from the industry
- Keep the industry under review
- Monitor the activities and effectiveness of those in the industry
- Conduct inspections
- Set standards of training and supervision
- Make recommendations to improve standards.

The Equality Act



A prejudice is a hostile attitude towards someone who belongs to a certain group, simply because they belong to that group, and are therefore assumed to have all of the characteristics ascribed to that group



Stereotyping is when we lump certain groups of people together, assuming that they are all the same simply because they belong to that group.

NEXT 

The Equality Act

The Equality Act prohibits discrimination on the grounds of:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion
- Sex
- Sexual orientation (the protected characteristics).



NEXT 

Types of discrimination



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

NEXT 

Enforcement

- People's rights under this legislation can be enforced through the county courts, resulting in fines and/or compensation being awarded
- The term VICARIOUS LIABILITY means that employers could be prosecuted for the actions of their security operatives or other members of staff if a customer is discriminated against
- Discrimination can be hurtful, insulting and demeaning to the recipient, and is not acceptable from security professionals.

NEXT 

The Human Rights Act

Under separate legislation, it is also made clear under the HUMAN RIGHTS ACT that all people have the right to be free from discrimination.

NEXT 

Working Within the Private Security Industry

1:3

This module covers:



- The private security industry
- Legislation
- **Health and safety**
- Fire procedures
- Emergencies
- Communication skills and customer service.

Health and safety

Every year thousands of people have time off work due to injuries that could have been avoided if health and safety procedures were better

KEY POINT

Health and safety procedures are there to keep everyone safe.



NEXT 

The Health and Safety at Work etc. Act

Covers:

Employers

Employees

Self-employed

Subcontractors

Suppliers

People who control premises

Visitors/customers on the site.

NEXT 

Breaches

Breaches of the legislation can be dealt with by either:

The Health and Safety Executive (HSE)

The local environmental health practitioner (EHP)
from the local authority

Breaches can result in:

- **Improvement notices**
- **Prohibition notices**
- **Criminal proceedings.**

NEXT 

Other implications

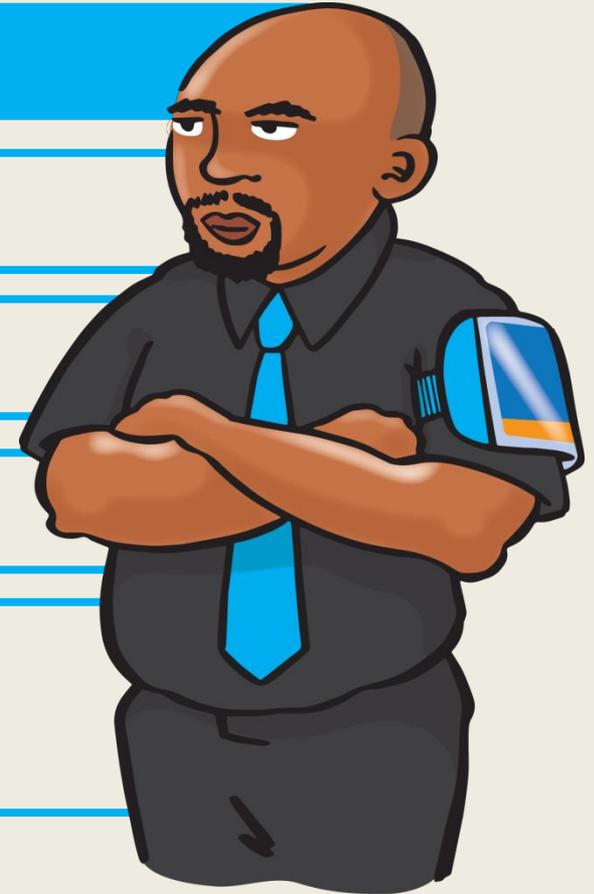
Other negative consequences of breaches:

Loss of productivity

Business disruption

Staff shortages

**Possible long-term effects
on employee health.**



NEXT 

Employer responsibilities

Employers MUST:

- Carry out a risk assessment
- Do what they can to remove or reduce those risks
- Provide safety equipment
- Ensure safe working procedures
- Provide relevant instruction and training
- Provide suitable personal protective clothing or equipment.

Employee responsibilities

Employees and the self-employed MUST:

- Take reasonable care of their own health and safety
- Not do anything unsafe
- Follow the organisation's health and safety policy
- Obey all safety instructions
- Use protective equipment properly
- Follow the organisation's/site's emergency procedures.

Risks and hazards



Hazard:
something with the potential to cause harm

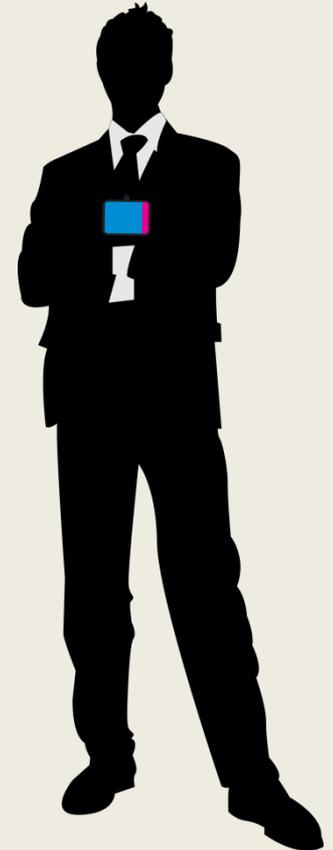


Risk:
the likelihood of harm occurring



Risk assessment:
the identification of hazards, the calculation of risk, the reduction of that risk, either completely or to an acceptable level

Good health and safety practices are all about reducing hazards and risks.



NEXT 

Risks and hazards

Typical risks and hazards in the workplace include:

- Slips, trips and falls
- Injuries from poor lifting and carrying techniques
- Misuse or abuse of machinery
- Sharp objects like needles and knives
- Diseases
- Hazardous chemicals
- Noise pollution
- Moving vehicles
- Locked or blocked fire exits
- Obstructions
- Poor lighting
- Overcrowding
- Fires, floods and other emergencies
- The elements.



NEXT 

Minimising risks

Minimising risks to personal safety and security

Once a risk or hazard has been identified, we need to follow the **HIERARCHY OF CONTROL** to work out best ways to deal with the potential problem.



NEXT 

Minimising risks

We need to ask ourselves:

- Can the hazard be eliminated?
- Can the risk be reduced?
- Can the cause of the hazard be replaced with something else?
- Can the hazard be isolated or blocked off?
- Are new procedures and routines required?
- Are new lone-working procedures required?
- Would additional training help?
- Would personal protective equipment (PPE) help?



NEXT 

What items might a security operative carry that would be classed as personal protective equipment?

- Waterproof clothing
- High-visibility clothing
- Body-worn CCTV
- Headwear
- Gloves (needle/slash resistant)
- Rubber gloves and face-shields (body fluids)
- Stab-resistant vests
- Metal detectors and/or mirrors for searching
- Ear defenders
- Eye protection
- Safety boots
- Radios
- Mobile phones
- Personal alarms
- Torches.



NEXT 

Safe manual handling

- Manual handling is the movement or support of any load by physical effort, including lifting, moving, carrying, pushing and pulling

If you lift or move heavy objects without using the recognised procedures, you run the risk of sustaining the following injuries:

- **Fractures**
- **Spinal disc injuries**
- **Trapped nerves**
- **Burns**
- **Damage to muscles**
- **Damaged ligaments and tendons**
- **Abrasions and cuts**
- **Hernias.**

NEXT 

Using LITE

Before attempting to lift a load, use LITE to evaluate the risk:

LOAD

Look at the load. If it is too heavy, can it be lightened or split? If it is unstable, can handles be fitted or the load be reapportioned?

INDIVIDUAL

Consider the capability of the person. Are they strong or fit enough? Are they adequately trained for the task?

TASK

Evaluate the job to be done. Does the task involve stretching, twisting or bending? Can machinery be used or can team handling be used?

ENVIRONMENT

Control the environment where the task takes place. Is the floor slippery or uneven? Can the layout or floor condition be improved?

Lifting techniques

The 6 safe lifting techniques include:

Stop and think

Position the feet

Bend the knees

**Get a firm grip, keeping the
back slightly flexed**

Raise with the legs

Keep the load close to the body.



NEXT 

Safety signs

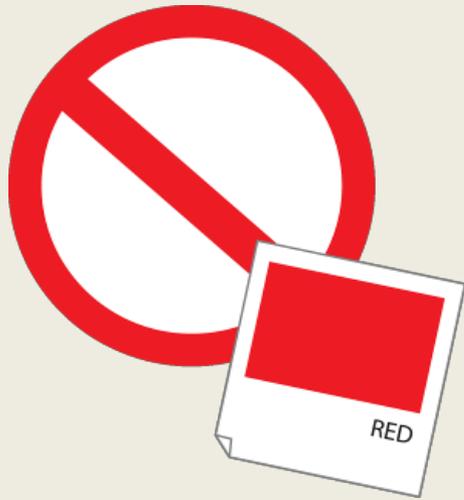
Safety signs and signals



- Safety signs are used to communicate health and safety instructions
- They must be kept clean, in good condition, and must be displayed where they can be easily seen
- Security operatives must be aware of the colours and shapes of the 6 different types of signs.

NEXT 

Prohibition signs



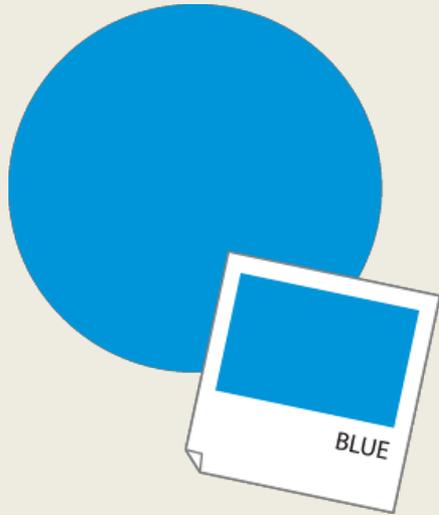
Prohibition signs mean that you are **prohibited** from doing something.



No mobile phones

NEXT 

Mandatory signs



Mandatory signs mean that you **must do something.**



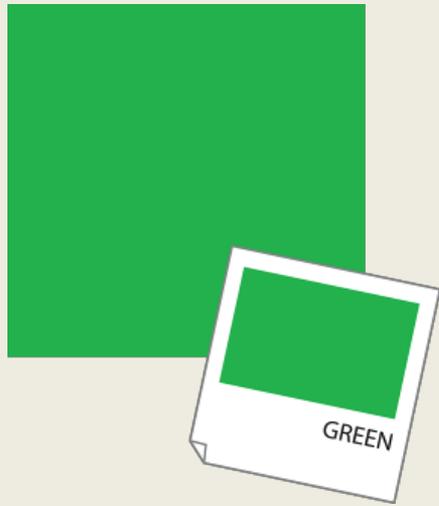
**Fire door
Keep shut**



**Keep
out**

NEXT 

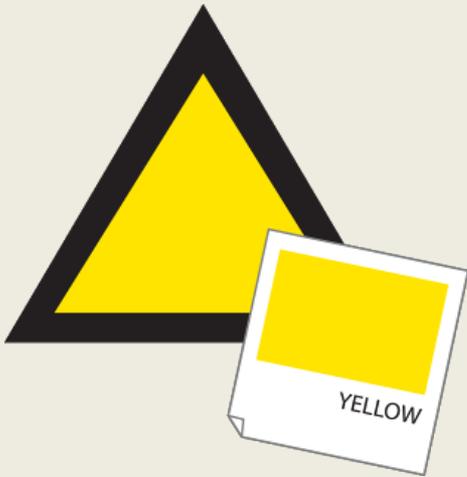
Safe condition signs



Safe
condition
signs
indicate
where to go
for **safety**.



Warning signs

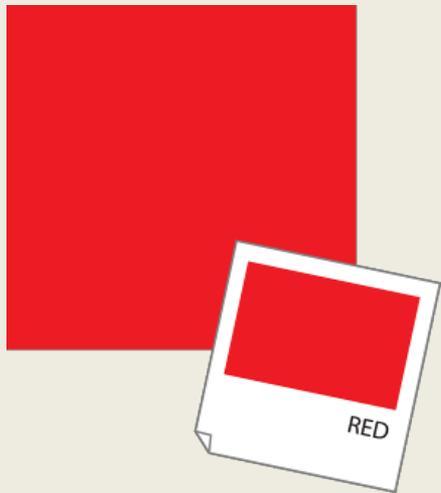


Warning signs
indicate
a specific
danger.



NEXT 

Fire safety signs



Fire safety signs indicate **fire fighting** equipment.



Hazardous substances

Hazardous substances signs warn you about dangerous chemicals.



NEXT 

Reporting incidents and accidents

Reporting incidents and accidents properly to:

- Meet the legal requirements
- Helps to identify accident trends
- Improve practices and procedures
- Help prevent similar incidents
- Assist with insurance claims and investigations.

Information required

Incident/accident reports need to include at least the following information:

- Day, date and time of incident
- Location of incident
- How you were alerted to it
- What you saw
- What you were told
- What happened
- What action you took
- Whether first aid was required
- Whether the emergency services were called
- What the result was
- Details of any injuries
- Details of any witnesses
- Any descriptions of property or people.

NEXT 

RIDDOR

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)

- For serious accidents, incidents and near misses at work, THE EMPLOYER or the designated 'responsible person' is required by law to notify their local authority, the Health and Safety Executive (HSE) or the incident contact centre
- This can now be done on-line.



NEXT 

First-aid incidents

Who to contact in first-aid situations



First aid is defined as the initial or immediate assistance given to someone who has been injured or taken ill, prior to the arrival of an ambulance, doctor or other suitably qualified person.



NEXT 

Main aims of first aid

The main aims of first aid are to:



- **Preserve life**
- **Prevent the condition from worsening**
- **Promote recovery**
- **Obtain qualified assistance**

Employers are required by law to provide adequate first-aid personnel, training, equipment and facilities to any staff or visitors/customers using the site.

NEXT 

First aid

As a security operative you need to know:

- What your site's policy is for providing first-aid care when it is required
- What you personally are required to do in a medical emergency
- In what circumstances to call for further assistance (emergency services)
- Who and where the designated first aiders are
- That you can only give first aid yourself if you are trained and authorised to do so

You may be required to undergo a recognised and certified first-aid training course yourself.

NEXT 

Working Within the Private Security Industry

1:4

This module covers:



- The private security industry
- Legislation
- Health and safety
- **Fire procedures**
- Emergencies
- Communication skills and customer service.

Fire safety measures

Fire safety on the premises or the site is important for both staff and any visitors or customers

If a fire occurs in the workplace it could result in the disruption of the normal business activities, and can affect profitability

More importantly, staff and/or customers could be injured or even lose their lives

Good fire safety is, therefore, EVERYONE'S RESPONSIBILITY.



NEXT 

Basic fire prevention

Basic fire prevention procedures include:

- All non-essential electrical appliances should be switched off
- Electrical points should not be overloaded
- All electrical equipment should be inspected regularly and maintained properly
- Flammables must be stored safely
- Ashtrays should be emptied regularly
- Rubbish should be stored away from the building
- Electric and gas fires must be kept well away from furniture.

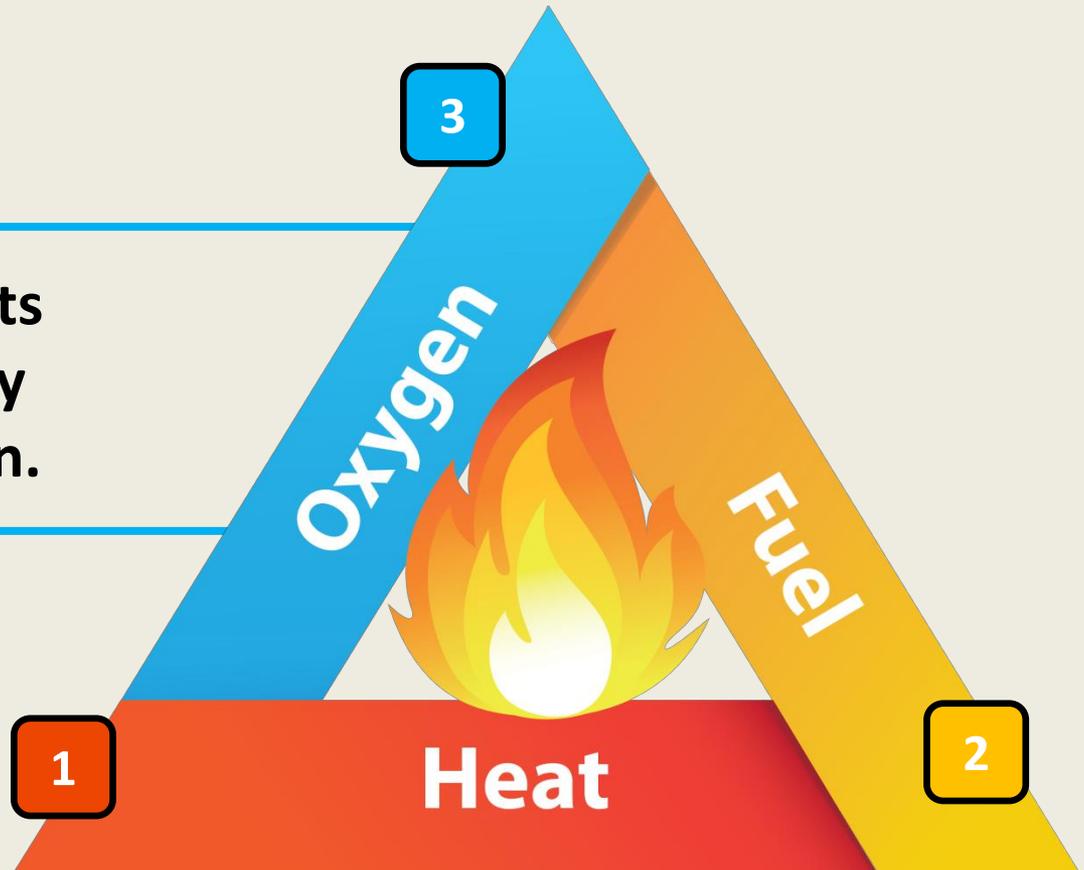
Fire regulations

- Under the Regulatory Reform (Fire Safety) Order of 2005, employers must nominate a competent person to carry out a full fire-risk assessment for the site, which must be documented
- They must also provide their employees with any relevant information, instruction and training to ensure their safety whilst working on the site
- Security operatives must also cooperate with their employers in all matters relating to fire safety.



The fire triangle

Fire needs three elements to start and survive. They are heat, fuel and oxygen.



NEXT 

The fire triangle

If any of these three elements are greatly reduced or removed, then the fire itself will be reduced or extinguished

1

HEAT - a minimum temperature is needed to start a fire, and for it to continue

2

FUEL - fire needs something to burn, like solid fuel, oil or gas

3

OXYGEN - fire needs oxygen to burn, as it supports the combustion process.

NEXT 

Classes of fire

Fires are divided into types or classes

Each class requires a different method of extinguishing

	CLASS A	Paper, wood, textiles, rubber, plastic, fabrics
	CLASS B	Flammable liquids, i.e. petrol, oil, paints and solvents
	CLASS C	Flammable gases, i.e. butane, propane
	CLASS D	Metal fires, i.e. magnesium, sodium
	CLASS F	Cooking oils and fats
		Fires involving electricity.

NEXT 

Fire extinguishers

Fire extinguishers:

- Only used for small fires
- Have a limited capacity
- Can be easily carried to a fire
- Intended for use by anyone

Security operatives need to know their:

- **Uses**
- **Locations**
- **Methods of operation.**

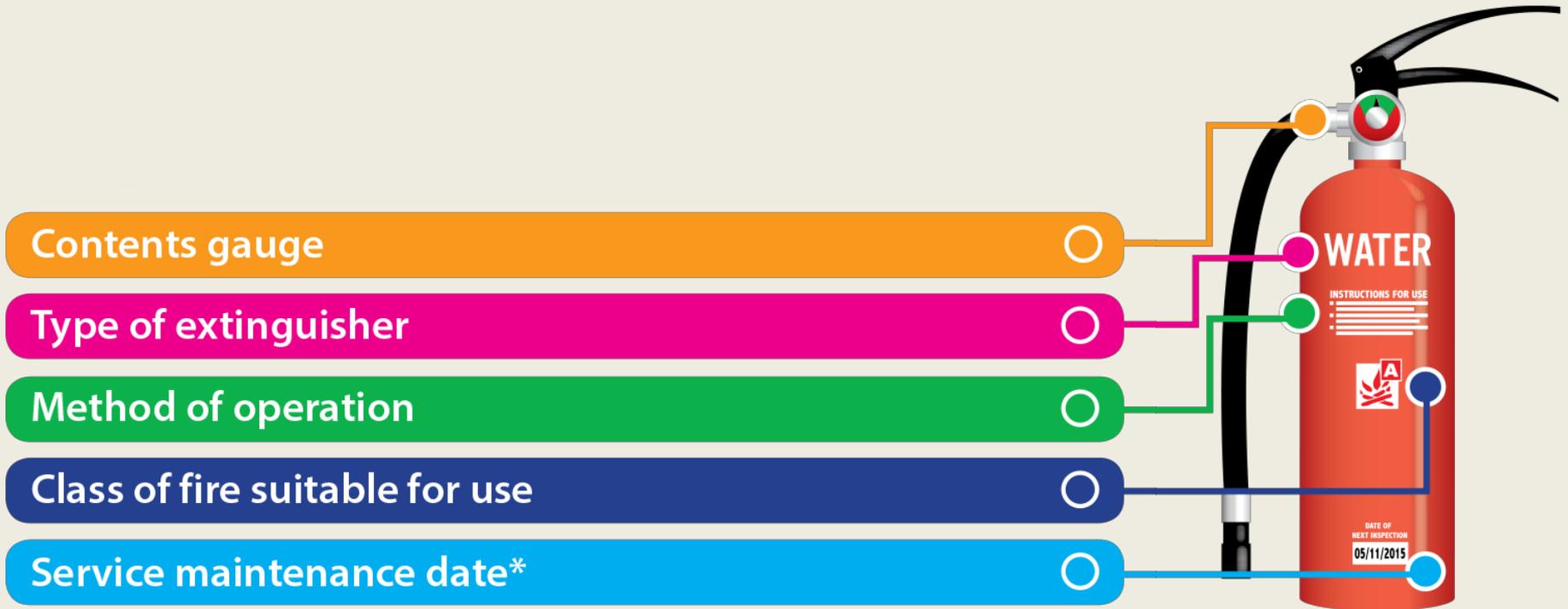


NEXT 

Fire extinguishers

Fire classification	Fire risk	Water	Foam	CO ₂	Powder	Wet Chemical
 Class A	Paper, wood, textiles and fabrics	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
 Class B	Flammable liquids: petrol, oil, paints and solvents	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
 Class C	Flammable gases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
 Class D	Metal fires such as magnesium and sodium	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
 Class F	Cooking oils and fats	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Electrical	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Fire extinguishers



Fire extinguishers

Only attempt to fight the fire if...

- The alarm has been raised
- The emergency services have been contacted
- The fire is not spreading and is confined
- You have a clear escape route not threatened by fire
- You have selected the correct extinguisher
- You have received practical training.



NEXT 

Fire extinguishers

Do not attempt to fight a fire if:

- It is bigger than a wastepaper bin size (rule of thumb)
- You need more than one extinguisher
- The room is filling with smoke
- You do not have a clear escape route
- Gas cylinders or chemicals are involved
- Your efforts are not reducing the size of the fire
- You do not have the correct extinguisher
- You have not been trained to use a fire extinguisher.

Fire extinguishers

Operating an extinguisher

- Select the correct extinguisher
- Check contents gauge
- Pull the pin to break the seal
- Holding the extinguisher upright, squeeze the trigger
- Test the range and content (away from the fire)
- Extinguish the fire using the correct technique for that type of extinguisher and the nature of the fire.



NEXT 

Fire alarms

- Most commercial and business buildings now have their own fire alarm systems
- These are designed to detect fires as soon as they start, raise the alarm and sometimes to call the fire brigade automatically
- Security operatives need to be aware of how their fire alarm system works, and what they need to do themselves on hearing the alarm.



Fire blankets



Fire blankets can be used to extinguish fires by smothering them. They are often found in kitchens, as they are very useful for extinguishing fat fires in pans.



Sprinklers

Some fire-alarm systems are connected to sprinklers which spray water onto the fire from outlets in the ceiling, holding back the fire until the arrival of the fire brigade.

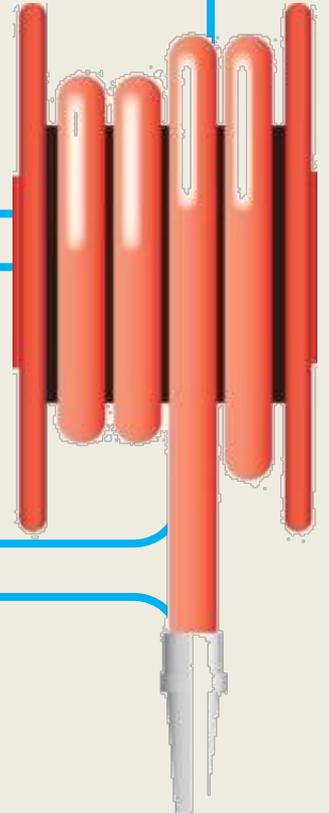
NEXT 

Hose reels

Hose reels are long lengths of rubber hose on large drums positioned strategically around the site

The hoses are permanently connected to the mains water supply, and are started by opening a valve before use

They can be quite heavy to unreel when needed, but are very effective when used as they provide a limitless supply of water.



NEXT 

Dry and wet risers

Dry and wet risers

- Some buildings, particularly multi-storey ones, have riser systems built in
- These systems consist of long water pipes running along the outside of the building and across the ceilings on each floor, allowing water to be dispensed via sprinklers to each floor in the event of a fire
- **Wet riser** systems have water in the pipes all the time, whereas
- **Dry riser** systems need to be activated manually to send the water into the pipes.

Flooding systems

- Flooding systems are designed to be used in unoccupied rooms where there are high value contents or areas where a fire may cause major disruption to the activities of the organisation
- Examples might be archives, electrical equipment or switchgear
- On detection of the fire, a fire extinguishing medium (most commonly CO²) will be discharged into the room to replace the air and extinguish the fire by smothering.



Fire doors and fire exits

- Internal fire doors are used to help prevent or reduce the spread of smoke and flames from one room to another
- They should be closed at all times, unless they can be closed electronically if the fire alarm activates. They should not be obstructed
- Fire exits are vital as a means of escape in the event of a fire. They should be clearly marked, must be unlocked when anyone is in the building, and should not be obstructed on the inside or the outside.



NEXT 

Discovering a fire

It is important that ALL members of staff take the correct actions on discovering a fire

They need to know:

- **Company/site fire procedures**
- **What to do if they discover a fire themselves**
- **How to call the emergency services**
- **The location of all exit routes**
- **The correct evacuation procedures**
- **The location of all fire extinguishers**
- **Where the assembly point is.**

NEXT 

Action to take

Typical actions would include:

- Raise the alarm – yell ‘fire’ to warn others
- Operate the nearest manual call point (if fitted)
- Call the fire service (999 or 112)
- Evacuate the area
- Restrict access and isolate the fire
- Report to the assembly point
- Only attempt to fight the fire if it is safe to do so and you have been trained.



Fire alarm control panels



- These are the warning and controlling units within a fire alarm system
- If a fire emergency is detected within the building/site, usually as the result of a signal from a smoke or heat detector, the control panel alerts those monitoring it via various lights and audible alarms
- By understanding the layout of the control panel, security operatives can work out what type of an emergency it is, exactly where it is occurring and over what extent of an area
- Some of the more sophisticated systems actually call the fire brigade, sound the fire alarm, unlock doors, cut off electricity and set off sprinkler systems automatically.

Fire evacuation procedures

In an evacuation, security operatives must:

- Take control
- Communicate effectively
- Help to evacuate the site quickly and safely
- Encourage people to leave via the safest exit
- Assist anyone who does not know where to go
- Assist any vulnerable people (elderly, disabled and children)
- Avoid causing unnecessary panic
- Know where the assembly points are
- Know what to do once the building is empty.

Practising evacuations

Evacuation procedures need to be practised

Remember the five Ps:

P

Planning and

P

Poor

P

Preparation

P

Performance

P

Prevents

If security operatives act promptly and correctly in times of emergency, they can go a long way towards helping to save time in the evacuation, keep themselves and others safe, assist the emergency services, prevent injuries and save lives.

NEXT 

Fire wardens/marshals



Fire wardens (sometimes called fire marshals)...

- Members of staff who nominated to take responsibility for a particular area with regards to fire safety
- Numbers of nominated wardens/marshals will vary depending on the size of the site and the numbers of people involved
- Under the Regulatory Reform (Fire Safety) Order of 2005, they are there to assist the designated person responsible for fire safety generally.

NEXT 

Fire warden/marshal duties

Typical duties given to fire wardens/marshals:

- Assisting with fire risk assessments
- Checking that all exit doors and escape routes are unlocked and unobstructed
- Ensuring that all fire extinguishers are in the correct position with seals in place
- Checking that all safety signs are clearly visible and in the correct place
- Making sure that all alarm call points are unobstructed and working correctly
- Checking that all fire doors are closed and functioning properly
- Ensuring that corridors and walkways are kept clear
- Ensuring that assembly points are clearly marked and easily accessible
- Reporting any equipment faults.



Fire warden/marshal duties

During a fire situation, their duties will include:

- Sounding the alarm/calling the fire service
- Assisting with the evacuation (strangers and vulnerable people)
- Fighting the fire if it is safe to do so
- Ensuring everyone is out of the building
- Closing doors and windows
- Manning the assembly point
- Taking or assisting with the roll call
- Assisting the fire co-ordinator
- Liaising with the fire service.



NEXT 

Working Within the Private Security Industry

1:5

This module covers:

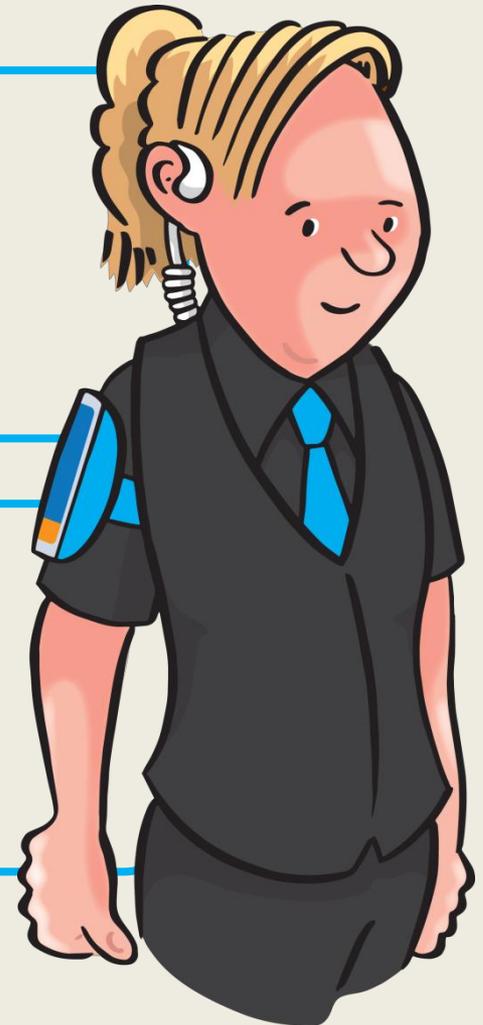


- The private security industry
- Legislation
- Health and safety
- Fire procedures
- **Emergencies**
- Communication skills and customer service.

Emergencies

An emergency is any UNPLANNED incident that is so serious that it must be dealt with IMMEDIATELY

It is important that all security operatives know how to deal with them promptly, efficiently and safely.



NEXT 

Types of emergencies

Examples of emergencies that security operatives may become involved in include:

- Fires
- Floods
- Power cuts/systems failures
- Gas leaks
- Chemical spillages
- Traffic accidents
- Fights/assaults
- First-aid incidents
- Serious illnesses
- Serious crimes
- Bomb threats
- Suspicious packages.



NEXT 

Priorities

The preservation of life is the first priority, followed by the protection of property

People first



Property second

NEXT 

Actions

Fires - Floods - Power cuts - Gas leaks - Chemical spillages

Activate the alarm

Evacuate the site

Call the emergency services 999/112.

Please make your way to the nearest emergency exit...



NEXT 

Actions

- In a situation where a GAS LEAK is suspected, once the evacuation has been started security operatives should try to ensure that no-one smokes or switches on any lights or electrical equipment in the area, as even a small spark could cause an explosion
- Where possible, doors and windows should be opened to try to disperse the gas
- If possible the gas supply should be turned off at the mains.



Actions

Road traffic accidents are normally dealt with by the police. An ambulance may also be required if serious injuries are sustained

Incidents of violence may be dealt with by removing the instigators from the site, by calling the police or by making arrests if serious injuries are sustained. First aid may also be required.



NEXT 

Actions

- SERIOUS CRIMES that occur on the site will normally be dealt with by calling the police. Containing any suspects and crime scene preservation must also be considered
- FIRST-AID INCIDENTS, where staff or visitors/customers are injured or become ill, should be dealt with by a trained first aider. In serious incidents an ambulance should be called.



Making emergency calls

- Call either 999 or 112
- This will put you through to the emergency services operator



The operator will ask you for the following information:

- **Which service you require (police, fire, ambulance)**
- **The telephone number you are calling from (in case you are cut off or for a call back)**
- **Your exact location (address and postcode)**
- **Type of incident**
- **Number of casualties**
- **Extent of injuries**
- **Any other dangers or hazards.**

NEXT 

Making emergency calls

You need to **REMAIN CALM** whilst making the call, and you need to provide **AS MUCH INFORMATION** about the incident as you can, so that the emergency service requested can provide the **BEST RESPONSE**.

NEXT 

Personal injury



**First aid is defined as:
the initial or immediate assistance given to someone
who has been injured or taken ill, before the arrival of
an ambulance, a doctor or other qualified person'.**

NEXT 

First aid aims

The main aims of first aid are to:

- Preserve life
- Prevent the condition from worsening
- Promote recovery
- Obtain qualified assistance

Employers are required by law to provide adequate personnel, training, equipment and facilities to any staff or visitors/customers should they be injured or taken ill on the site.



NEXT 

Security operatives

You need to know:

- The site's policy for providing first aid
- What you are expected to do in a medical emergency
- Who the designated first aiders on the site are
- How to contact them
- Where the first-aid room and equipment are

You may even be required to undergo first-aid training yourself.

NEXT 

First aid actions

- If you are trained to do so you may be required to administer first aid in times of emergency

If you are, remember the following:

- **Ensure your own safety first**
- **Assess the situation**
- **Control the situation**
- **Diagnose the injury/illness**
- **Save life**
- **Send for appropriate medical assistance.**

Recording first-aid incidents

- It is important to record all details relating to injuries sustained on the site, whether they are sustained through accidents or criminal actions

The information contained in the accident book can often help employers to:

- **Identify accident trends**
- **Improve the general health and safety of the site**
- **Assist with insurance and/or criminal investigations.**



NEXT

Terrorism

- Terrorism is the use of violence, threats and intimidation in the pursuit of political aims
- It is used to create a climate of fear within a population, with the intent of bringing about a particular change
- Some terrorist groups work on an international basis, whereas others fight for domestic issues
- Certain terrorists target just one particular organisation or company for a specific reason, while others may be more indiscriminate in their targeting.



NEXT 

Terrorism awareness

Security operatives need to be aware of:

- What is currently happening around the world and in their particular area
- Any recent terrorist attacks or threats
- The location of their own site in relation to other possible targets nearby
- Whether the site itself is famous or important in its own right
- The vulnerability of the site to attack
- The current level of threat nationally.



NEXT 

National threat levels

THREAT LEVEL DEFINITIONS

CRITICAL - an attack is expected imminently

SEVERE - an attack is highly likely

SUBSTANTIAL - an attack is a strong possibility

MODERATE - an attack is possible but not likely

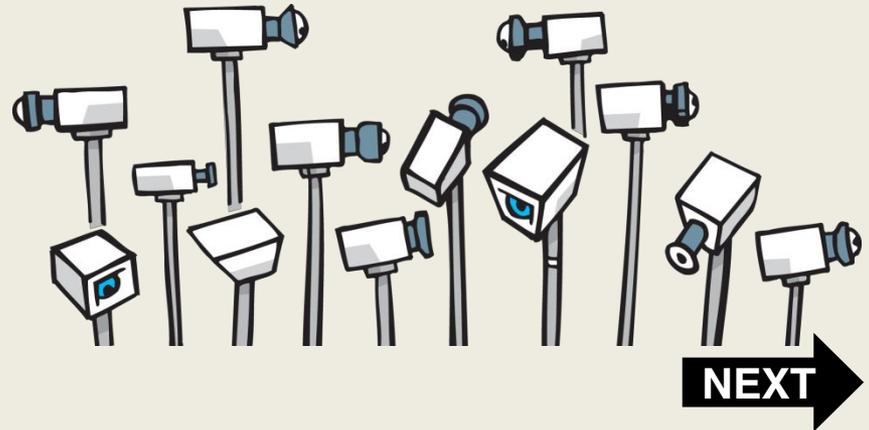
LOW - an attack is unlikely.

NEXT 

Counter-terrorism

Counter-terrorism measures will help to reduce the chances of a site becoming a target. Managers and security operatives can significantly reduce the threat by:

- Being vigilant at all times
- Good housekeeping
- The proper use of physical security measures
- Making regular, obvious patrols of the site
- Implementing strict access control procedures
- Using effective search procedures
- The visible use of CCTV systems
- Reporting suspicions to supervisors or managers immediately.



Reporting suspicions

- Non-urgent information about terrorism should be passed to the Anti-Terrorism Hotline on 0800 789321
- This line is covered all the time by specialist counter-terrorism police officers
- Urgent information should be passed using the 999/112 system.



Suspicious activity

- Hostile reconnaissance is the term used to describe how terrorists gain information on potential targets

They will often:

- Visit potential targets a number of times prior to an attack
- Try to find out as much as they can about the location itself
- Try to discover the best time and method of attack

Security operatives need to be vigilant at all times to try and recognise suspicious behaviour that may indicate a terrorist interest in their site.



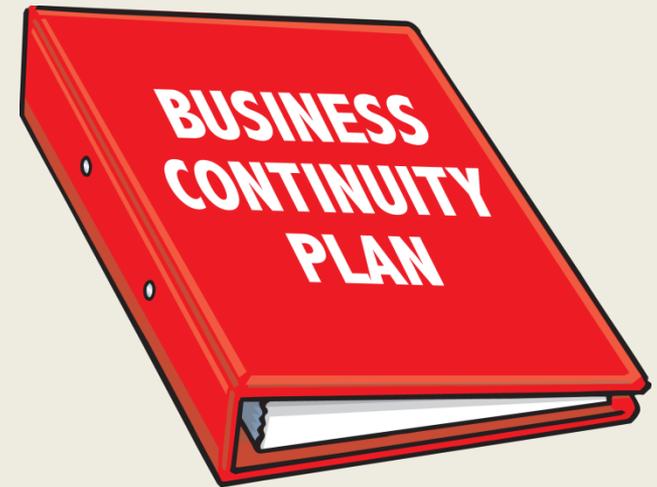
Suspicious behaviour

Suspicious behaviour may include:

- A particular interest in the outside of the site
- An interest in the CCTV systems
- Taking pictures of the site (overtly or covertly)
- Making notes or drawing diagrams of the site
- Taking an interest in the timings of activities
- False alarm activations (testing response times)
- **Damage to perimeter security**
- **Attempts to disguise identity (hats and hoods)**
- **Trespassing or loitering with no good reason**
- **Asking unusual questions about the site or security arrangements**
- **Nervousness**
- **Reluctance to be noticed or seen**
- **Use of forged/fake identity documents**
- **Strangely parked vehicles.**

Business continuity plans

- Business continuity plans ensure that a business can survive if it is affected by an internal or external threat, emergency or incident
- External threats that can harm or even end any business can include things like storms, floods, power faults and terrorist attacks
- Internal threats include things like fires or theft.



Business continuity plans

- Business continuity plans explain how the business would recover its operations or even move them to another location if necessary

They help to:

- Protect the company's assets, like stock and information
- Reduce the time that the business is closed for
- Prevent a complete business failure

The plan itself sets out:

- The agreed arrangements for bringing the event under control
- The resources necessary to maintain the critical business functions
- The designated staff required to co-ordinate and carry out actions.



Vulnerable people

Factors that may put a person at more risk than others include:

DRINK/DRUGS:

- reduced inhibitions and the appearance of being over friendly
- uncoordinated movement increasing the risk of them hurting themselves
- displays of aggression
- a change in perception of their own abilities and limitations
- decreased ability to make informed decisions.

NEXT 

Vulnerable people

ALONE OR RECEIVING UNWANTED ATTENTION:

- Apparently separated from friends and looking distressed
- Receiving apparently unwanted attention from others
- Being followed or threatened

POTENTIAL VICTIM OF DOMESTIC VIOLENCE:

- Often fuelled by alcohol or drugs, victims of domestic violence can be at an increased risk of assault and harm

YOUNG PEOPLE:

- Particularly children and those under the age of 18.

Vulnerable people

Security operatives need to carefully consider the implications for vulnerable children and young adults either using, passing or leaving venues or sites

Consider:

- Do they require medical attention?
- Are any friends or family nearby to assist?
- Do they have all their belongings with them?
- Are they under the influence of drink or drugs?
- How old are they?
- Who are they with?
- Are they being followed or harassed?

NEXT 

Helping vulnerable people

Consider:

Is there a relative or friend nearby to help them?

Can you telephone anyone to come and help them?

Can you call for a licensed taxi to take them home?

Are there any local safe havens or other local initiatives such as those run by the St John Ambulance nearby?

Can local street pastors or street marshals help them?

Do you need to call the emergency services?

If in any doubt whatsoever, seek advice from a supervisor, or call the police.



NEXT 

Sexual predators

- Sexual predators are those who commit sexual crimes, and they very often target vulnerable children and young adults
- 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.



Sexual predators

Sexual predators may select their victims based on:

Gender

Age

Race

Vulnerability

Appearance

Location

Time of day.

NEXT 



Child sexual exploitation

Child sexual exploitation warning signs may include:

- An older non-intoxicated person or persons escorting drunk child or young person
- Children or young people in the company of older people or anti-social groups
- Young people acting in an inappropriate and sexualised way with adults or older people.

NEXT 

Signs of sexual exploitation

Signs that a child may be being sexually exploited may include:

- Developing expensive new habits (drink/drugs)
- Having unexplained unaffordable new items
- Spending time with new anti-social groups
- Uncharacteristic changes in behaviour
- Unexplained time away from home and family
- Inappropriate sexualised behaviour
- Showing fear in certain company
- Bearing injuries from assaults
- Self-harming
- Suicide attempts.

NEXT 

Signs of trafficking

Signs of children being trafficked may include:

- Child or young person checking into accommodation with an older person
- Child or young person arriving and departing from a location with different adults on the same day or over a period of time
- Child or young person getting into and out of a number of different cars
- Call the POLICE or CRIMESTOPPERS on 0800 555 111.





Communication Skills and Customer Service



Communication

Security operatives regularly come into contact with members of the public during the course of their duties

They also regularly interact with other members of staff and people from other organisations

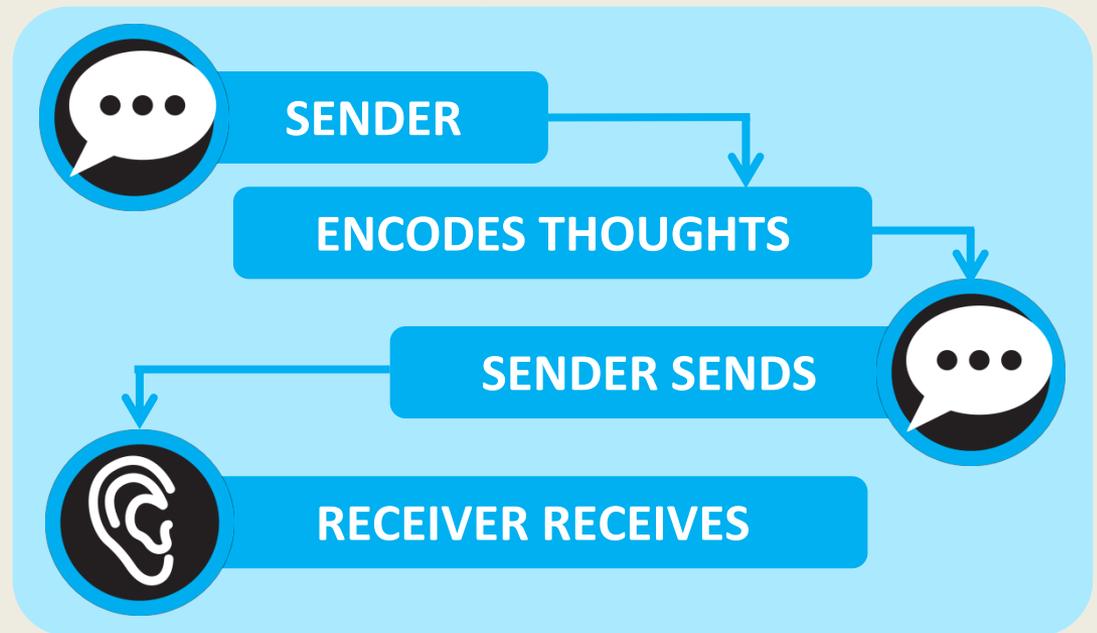
Effective communication is vital.



NEXT 

How we communicate

- Communication is the sending and receiving of signals
- The 'sender' decides what thoughts they wish to pass on, 'encodes' those thoughts into the most effective form of communication, and then 'sends' those thoughts to the 'receiver'
- The receiver takes in the message, understands it and replies if necessary.



Barriers to communication

A barrier to communication is anything that can make effective communication difficult, or cause it to break down



Common barriers include:

- Background noise
- Lighting
- Attitude
- Emotions
- Language difficulties
- Accents
- Jargon
- Learning difficulties
- Mental illness
- Physical limitations
- Drugs
- Alcohol
- Lack of understanding of the situation or role.

NEXT 

Types of communication

Verbal communication is when we interact with another person using words and tone to convey our message

The words we use are important obviously, but so is the tone in which we use those words. It's not just what we say, but how we say it that counts.

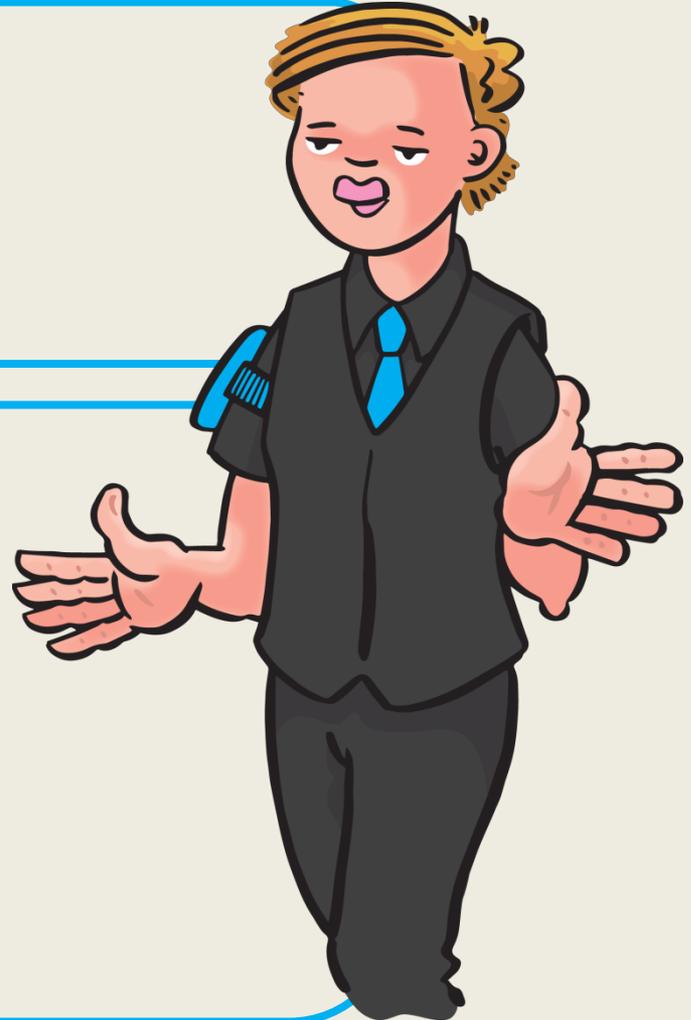


NEXT 

Types of communication

Non-verbal communication is everything else that we do when we communicate with another person on a face-to-face basis

How we stand, what we are wearing, how close we are to the other person, facial expressions, eye contact, how we use our hands, other body gestures – these all help us to convey our message.



NEXT 

Types of communication

Within the workplace we will also be conveying messages using written communication, in the form of reports, letters and e-mails.



NEXT 

Communicating in the workplace

Communicating effectively in the workplace helps us to:

- Get the job done
- Create a good impression of ourselves
- Reduce incidents of conflict, aggression and violence

Security operatives need to come across as positive, assertive and professional at all times if they are to be treated with respect by anyone they come into contact with.

NEXT 

Communicating in a team

Effective communication in a team is essential

Communication skills also play an important role in how we interact with our colleagues, supervisors and managers

We should treat all members of staff with courtesy and respect, and we should expect to be treated in the same way.



NEXT 

Customers

Internal customers

- Internally, within our own company, our customers include our work colleagues, our supervisors, our managers and anyone working for any other company or organisation on the site

External customers

- Other customers we may come into contact with include visitors to the site, workmen, delivery drivers, the emergency services, neighbours and members of the public.

Diverse customer needs

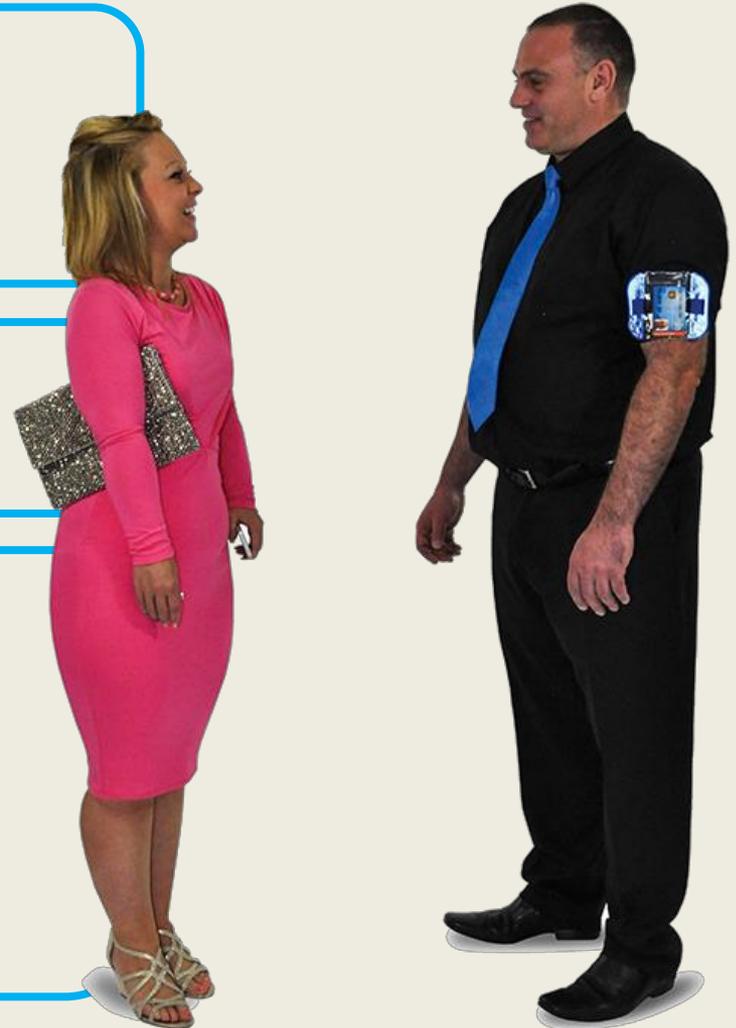
- All of our customers are different people, with differing needs and expectations. They may come from different countries, they may be from different religions or may just be from a different age group. They may have different levels of physical or mental ability
- People form their own personal values as they grow up. Where they were born, where they live, how they were brought up, their friends and family, their jobs – all go towards forming a person's values
- As security operatives, we need to take into account other people's values, and try to choose the most appropriate and effective way of dealing with them.

Customer care

One of our main roles as a security operative is looking after people

How we treat people when we deal with them is very important

Customer care is all about how we deliver our service and how we provide security to our customers on a day-to-day basis.



NEXT 

Good customer service

Examples of how we can deliver good customer care include:

- Being professional with every customer
- Being approachable
- Communicating with them effectively
- Acknowledging them
- Concerning yourself with the customer's needs
- Building a rapport
- Treating customers as you would wish to be treated yourself
- Going out of your way to help customers
- Leaving customers pleased with how you have dealt with them.

NEXT 

Poor customer service

Examples of poor customer care include:

- Using poor communication skills
- Showing a lack of commitment
- 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.



NEXT 

Communication in customer care

Effective communications skills in delivering good customer care

When we first deal with a customer we should:

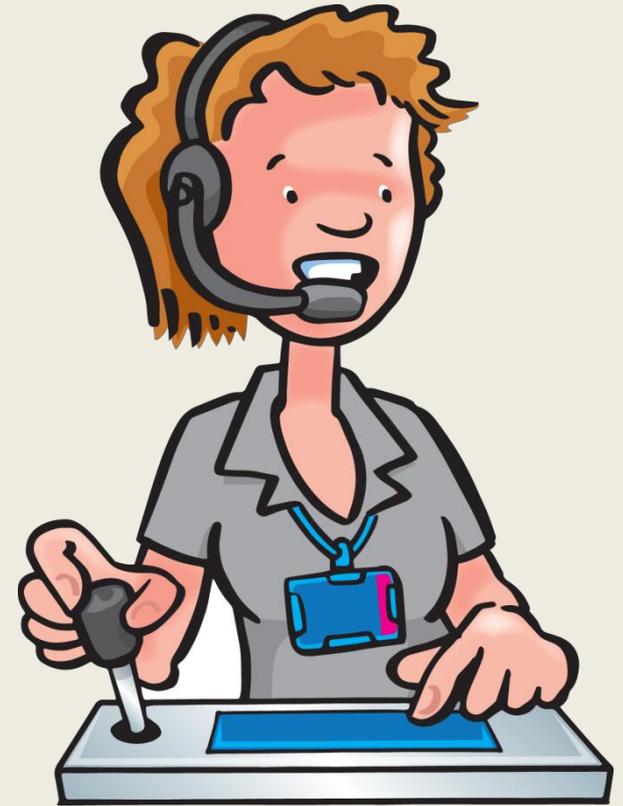
- **Make a good initial impression by acknowledging them**
- **Use their name if we know it**
- **Behave politely, positively and assertively**
- **Make appropriate eye contact**
- **Showing that we are willing to assist them**
- **Find out how we can help the customer**
- **Decide on the best course of action**
- **Leave the customer feeling that they have been dealt with professionally, correctly and pleasantly.**

NEXT 

Telephone communications

Using the telephone:

- Be professional and polite at all times
- Use clear language
- Do not use unnecessary jargon
- Answer appropriately
- Follow with company guidelines
- Answer queries correctly
- Bear in mind confidentiality
- Important/urgent call must be recorded
- Pass all messages on promptly and accurately
- Do not promise things outside of your authority.



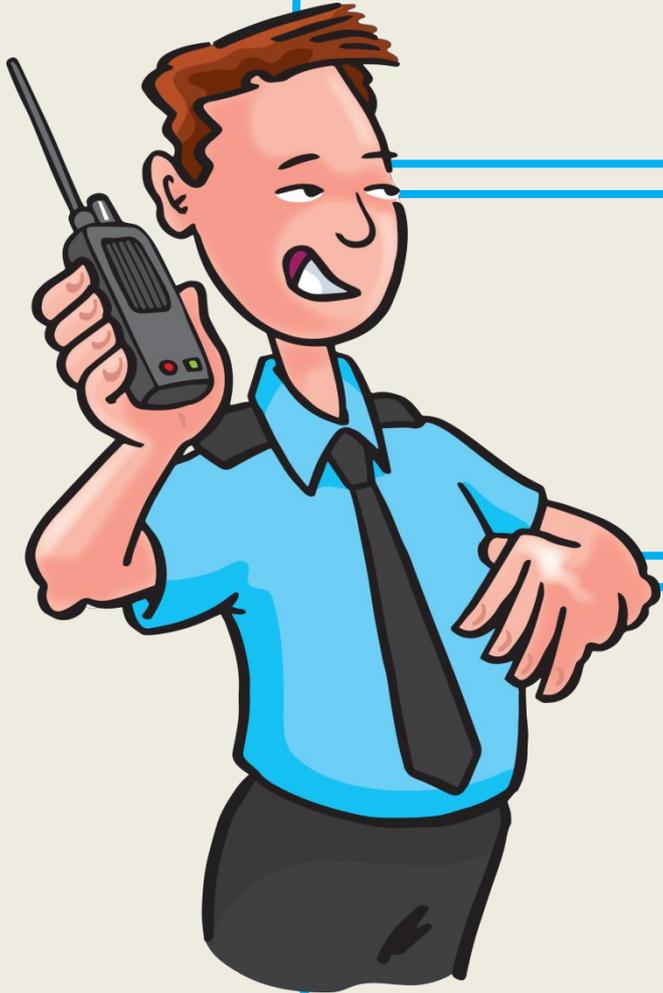
NEXT 

Radio communications

Radios are important or even life-saving tools in a security operative's armoury

Care needs to be taken to ensure that radios are kept in good repair, that they are fully charged before a tour of duty, and that they are used correctly

Effective radio communication between security teams and other people on site is essential, and helps to deal with incidents swiftly and efficiently.



NEXT 

Radio communications

- Although radio procedures, call-signs and pro-words vary between different organisations, there are a few basic guidelines that all security staff should follow.

REMEMBER

A

ACCURATE

B

BRIEF

C

CLEAR



All radio communication should be accurate, brief and clear

NEXT 

Using the radio

When using the radio:

- Think about what you want to say
- Check that no-one else is already transmitting
- Press the transmission button
- Position the microphone about 5cm away from your mouth
- Speak clearly at normal speed
- Use common procedure words (pro-words).

Pro-words

Common pro-words include:

HELLO – ‘I am calling’ ...

THIS IS – ‘My call-sign is’ ...

OVER - ‘My transmission ends, please respond.’

OUT – ‘End of transmission.’

I SAY AGAIN – ‘I am repeating what I have just said...’

REPEAT – ‘Please repeat your transmission.’

NEXT 

Pro-words

RECEIVED – ‘I have received and understood your message.’

GO AHEAD – ‘Go ahead with your message to me.’

STAND BY or **WAIT** – ‘Please wait whilst I do something.’

ETA – ‘My estimated time of arrival is...’

ETD – ‘My estimated time of departure is...’

LEFT LEFT – RIGHT RIGHT - (when giving directions).

NEXT 

Phonetic alphabet

The NATO Phonetic Alphabet:

- Was developed in the 1950s to be intelligible and pronounceable to all NATO allies in the heat of battle
- Is now widely used in business and telecommunications in Europe and the rest of the world
- Requires words to be spelled out by their letters during a conversation
- The normal alphabet cannot be used because some letters, for example P, B, C and D, sound similar and, over long distances, can be totally indistinguishable.



NEXT 

Phonetic alphabet

LETTERS

A Alpha	H Hotel	O Oscar	V Victor
B Bravo	I India	P Papa	W Whiskey
C Charlie	J Juliet	Q Quebec	X X-ray
D Delta	K Kilo	R Romeo	Y Yankee
E Echo	L Lima	S Sierra	Z Zulu
F Foxtrot	M Mike	T Tango	
G Golf	N November	U Uniform	



NEXT 

Phonetic alphabet

NUMBERS

- 0 Zero
- 1 Wun
- 2 Two
- 3 Tree (three)
- 4 Fower (four)

- 5 Fife (five)
- 6 Six
- 7 Seven
- 8 Ait (eight)
- 9 Niner (nine)



NEXT 