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14 April 2024

quality, value, service & integrity



Working as a Door Supervisor



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- **Over 20,000 trainers and approved centres deliver Highfield qualifications**
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- **integrity** - we provide our centres with accurate and honest information at all times - we never put profit before good advice.



- **Fire escapes**

**As a courtesy to others,
please set your mobile phone
to SILENT MODE**

- **Breaks**

**Mobile phones must
be SWITCHED OFF
and removed from the desk
during the examination.**

- **Timekeeping**



Class question



Individual exercise



Key point

KEY POINT

Law



Group exercise



Class exercise



Definition



Key task



Navigation



1

Module 1: Principles of working in the private security industry

2

Module 2: Principles of working as a door supervisor in the private security industry

3

Module 3: Application of conflict management in the private security industry

Module



Principles of working in the private security industry

Module

1



This module covers:

1:1

the private security industry

1:2

legislation

1:3

arrest procedures

1:4

safe working practices

1:5

fire procedures

1:6

emergencies

1:7

communication skills

1:8

record-keeping

1:9

terror threats

1:10

vulnerable people

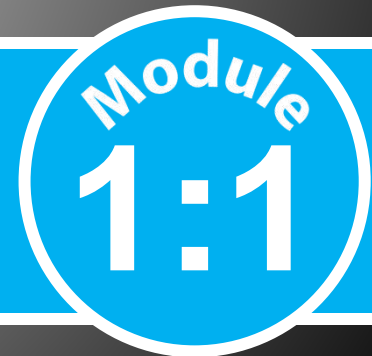
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post-incident management.

Module



The private security industry



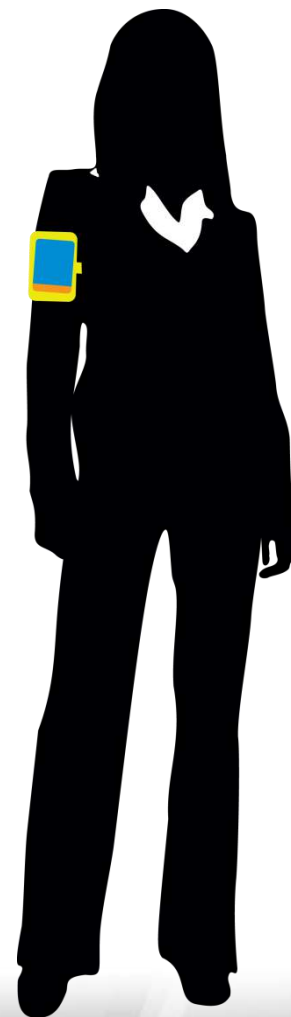


What is security?



Security is a state or feeling of being safe and secure

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



Main aims of security

- **Prevent and detect crime**
- **Prevent or reduce loss, waste and damage**
- **Monitor and respond to safety risks.**



Security can be provided to clients in 3 main ways:

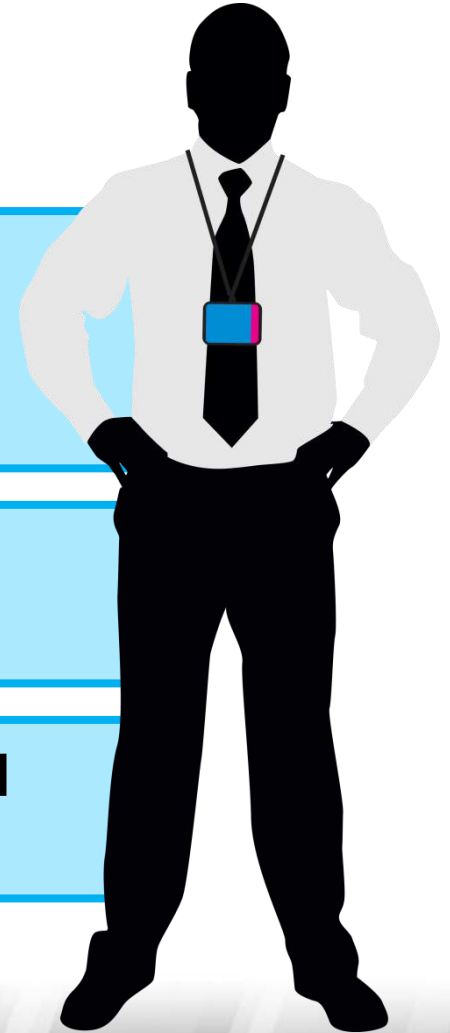
- **manned security**
- **physical security**
- **systems.**

The SIA has 3 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.



Approved Contractor Scheme (ACS)

Designed to raise standards of security companies

These companies will assist the SIA with developing new opportunities

Increases customer confidence in the private security industry.

The SIAs main functions are to:

- **protect the public by regulating the industry through licensing**
- **raise standards**
- **introduce business licensing for all regulated security businesses**
- **monitor the activities and effectiveness of those working in the industry**
- **set and approve standards of conduct, training and supervision within the industry**
- **keep under review the private security industry and the operation of the legislative framework**
- **increase customer confidence.**

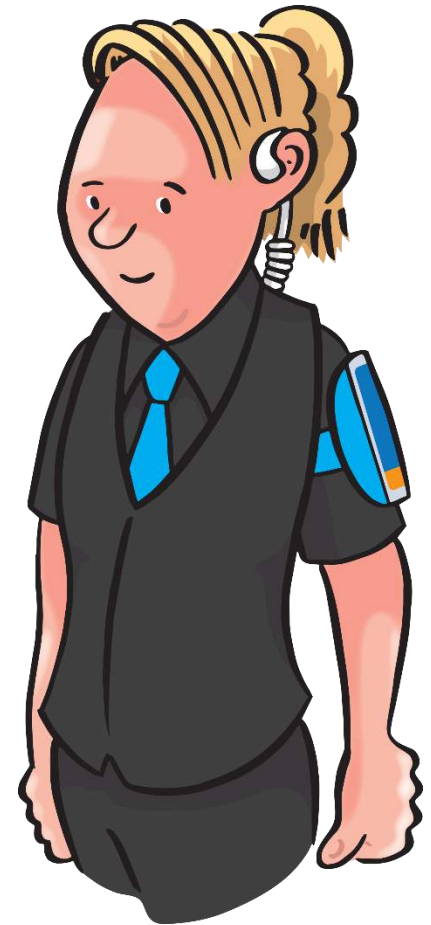
The SIA currently licenses:

- door supervisors
- security officers (guarding/key holding)
- cash and valuables in transit operatives
- CCTV operators
- close protection operatives

You MUST have an SIA licence before you can start work.



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.





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





Key holding

Key holding 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.

Cash and valuables in transit (CVIT)



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





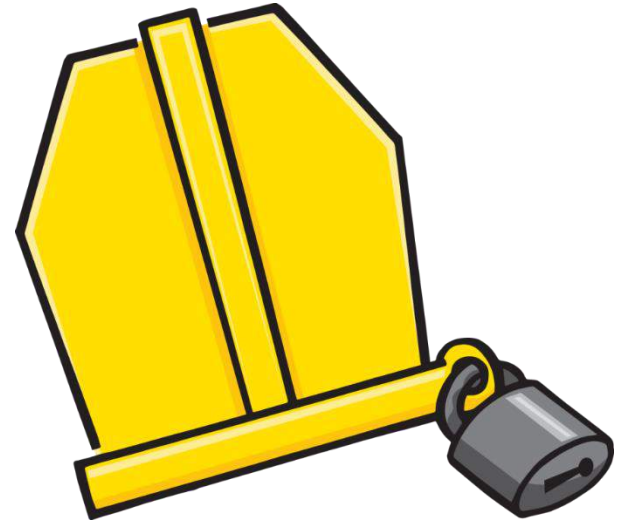
CCTV operators:
those who carry out guarding activities using closed-circuit television equipment to either monitor the activities of members of the public in a public or private place, or to identify a particular person.



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:
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.

Licensing ensures that security operatives are:

- **'fit and proper' persons**
- **properly trained and qualified to do their jobs**

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

- **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 3 years before renewal.**

Criminal offence

Fines of up to £5,000

Up to a 6-month prison sentence

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



Security operatives must always conduct themselves professionally as clients/members of the public expect them to display certain standards of behaviour

What qualities do you think security operatives should possess?



Standards of behaviour cont.

Security staff should be...



Professional

Honest

Loyal

Polite

Fair

Reliable

Alert

Observant

Responsible

Approachable

Smart

Helpful

Self-disciplined

Cooperative

Tactful

Good communicators

Positive

Sensitive

Effective problem solvers

Team players

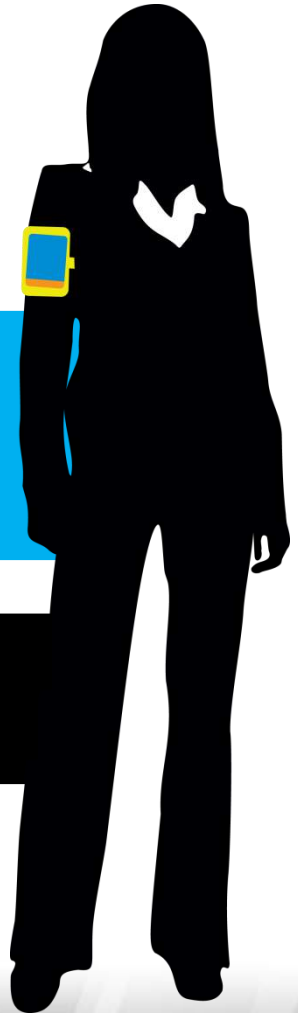
Patient.



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.



Community safety initiatives

- Improving the physical security of vulnerable areas
- Improve the environment
- Removing the means and opportunities to commit crime
- Provide funding for extra lighting and CCTV
Communal radio systems
- Pubwatch/Shopwatch initiatives
- Warning signs
- Using CCTV
- Using the yellow and red warning cards.



Aims of crime reduction initiatives

To try to reduce:

- **crime**
- **public disorder**
- **reoffending**
- **antisocial behaviour**
- **substance misuse**
- **vandalism/graffiti.**



Assignment instructions - A.I.s

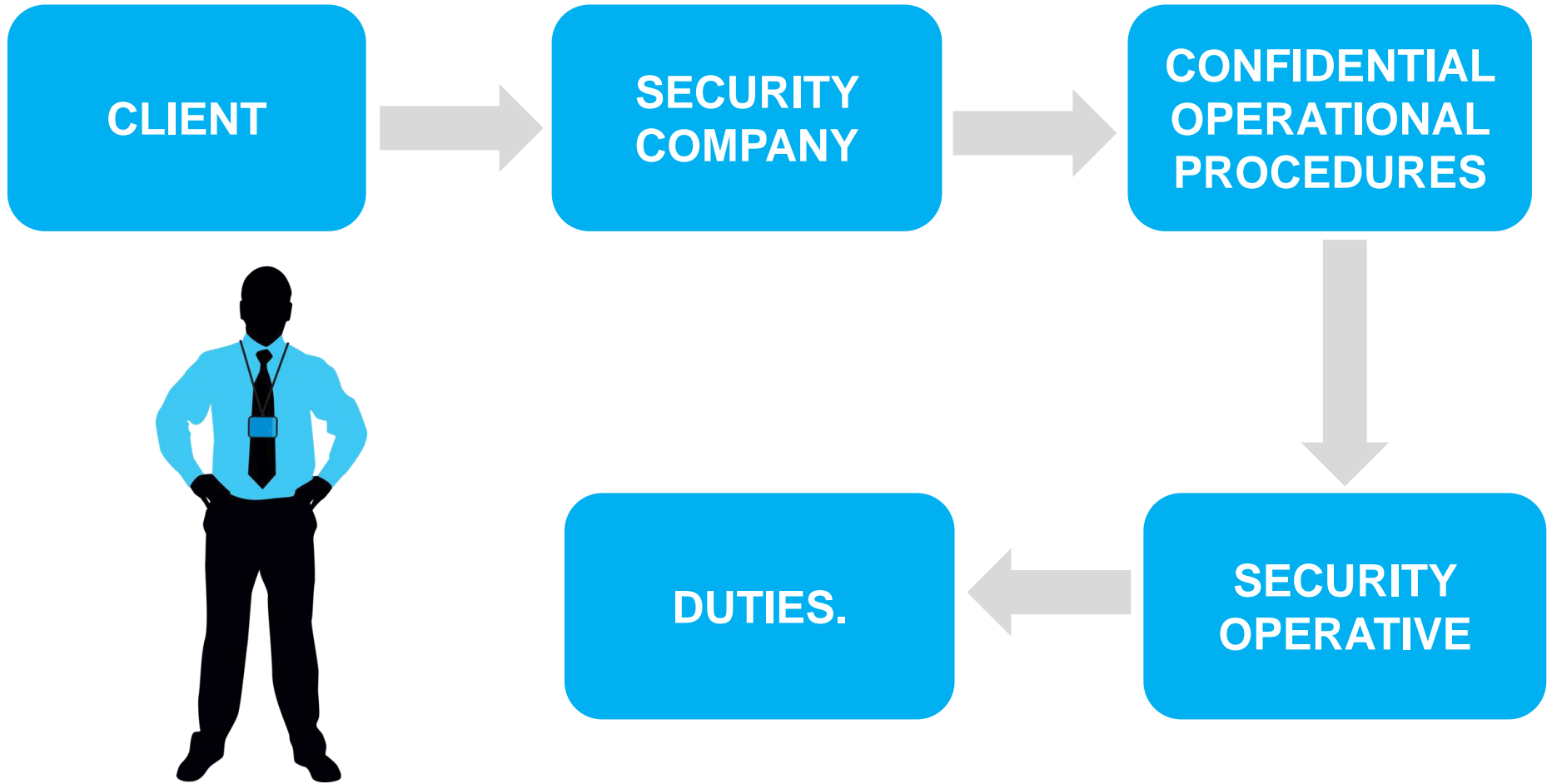


Assignment instructions (A.I.s)

These are a set of written guidelines on what needs to be done and how it should be done on that particular site

Complying with these instructions will ensure you stay within the law and the client's requirements.





A.I.s contain details and instructions on:

- **duty times**
- **site plans**
- **site risks**
- **location of high-value property**
- **areas of vulnerability**
- **patrol times/routes**
- **access/egress procedures**
- **search procedures**
- **reporting procedures**
- **health and safety issues**
- **first-aid procedures**
- **methods for calling the emergency services**
- **important contact telephone numbers**
- **emergency and evacuation procedures**
- **alarm/surveillance systems**
- **methods of communication**
- **relevant documents.**

- Always read the A.I.s when you start on a new site
- Keep yourself up to date with the contents
- You may need to sign a form confirming that you have read the A.I.s at the start of each shift

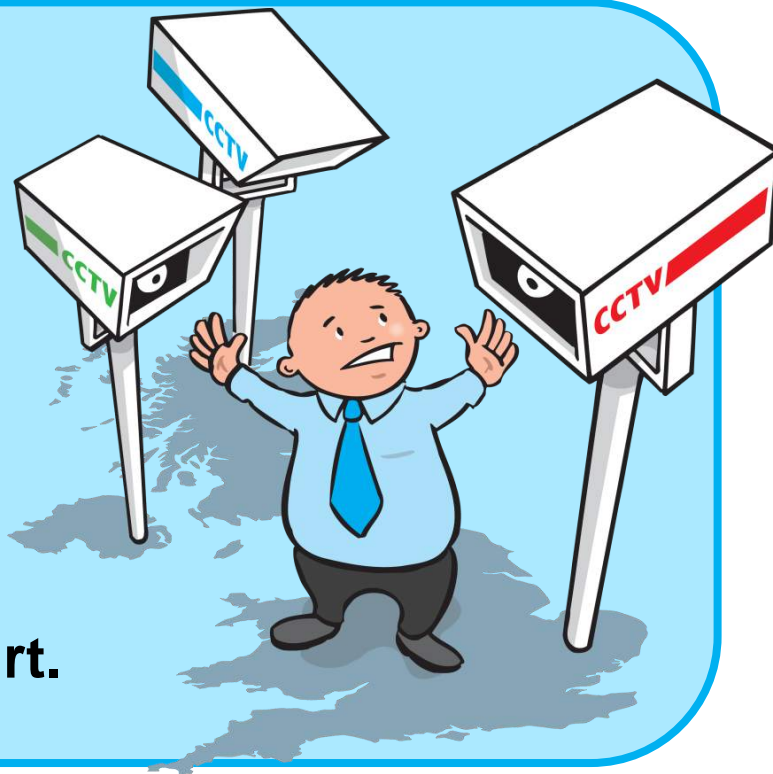


A.I.s are CONFIDENTIAL documents – keep them secure.



Benefits of using CCTV

- Prevents crime
- Reduces incidents
- Reduces costs/risks by not having to employ additional patrolling staff
- Can provide clear evidence for investigations
- Can be used as evidence in court.





What are the legal implications of using CCTV?

- **CCTV systems must be registered with the Information Commissioner's Office (ICO)**
- **One person must be registered as responsible and accountable for the system**
- **Signage must be clearly displayed at each entrance point to premises or site to state**
- **CCTV is in operation**
- **Must not record anywhere where people are expected to undress, e.g. toilet cubicles or front footage of urinals.**



Data protection legislation when using CCTV



- **The ICO approval includes the declared time that footage can be retained on the system before it over-records**
- **Approved list of who can access the CCTV system known as ‘authorised persons’**
- **Recordings must be used appropriately.**



- **Privacy issues and concerns**
- **Vulnerable to damage and vandalism**
- **Misuse**
- **Cannot prevent crime**
- **Cost**
- **Familiarity with scope of cover**
- **Technology vulnerabilities.**



1 What does the abbreviation SIA stand for?

.....

.....

.....



1 What does the abbreviation SIA stand for?

Security, Industry, Authority.



2 Describe the **THREE** main aims of the SIA.

1

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2

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3

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2 Describe the **THREE** main aims of the SIA.

- 1** **Protect the public and regulate the security industry through licensing**
- 2** **Monitor the activities and effectiveness of those working in the industry**
- 3** **Set and approve standards of conduct, training and supervision within the industry.**



3

Identify FIVE standards of behaviour expected of a security operative.

1

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2

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3

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4

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5

.....



3 Identify FIVE standards of behaviour expected of a security operative.

- 1** Professional
- 2** Polite
- 3** Honest
- 4** Observant
- 5** Approachable.



Legislation

Module
1:2

Civil laws usually deal with disputes between people, companies or other organisations

They deal with things like:

- libel
- slander (known as defamation in Scotland)
- personal injury cases
- trespass.



Other cases dealt with under civil law include:

- **family and matrimonial disputes**
- **personal injury cases**
- **employment law**
- **breach of contract**

The standard of proof is 'on the balance of probabilities'.



Trespass:
A trespass is committed by a person who is improperly on someone else's property without consent.

Trespass:

- is not normally a criminal offence
- can be actionable through the civil courts
- is an act of interference against the 'lawful occupier'.



Security operatives may ask people to leave a premise if they:

have no reason to be there

break criminal laws

break licensing laws

breach specific premise rules or conditions

start to display unacceptable behaviour.

REACT explains the best way to remove a trespasser

- R** Request them to leave
- E** Explain the reasons for the request
- A** Appeal for them to leave, explaining what will happen if they do not
- C** Confirm that they are still refusing to leave peacefully
- T** Take action (eject).

- Criminal laws are in place to prevent people from committing more serious offences and to punish people when those laws are breached
- Offences are usually committed against people or property
- Cases are normally brought by the state
- Guilty verdicts can result in fines, probation orders and terms of imprisonment
- The standard of proof in the criminal courts is 'beyond reasonable doubt'.



Serious crimes include:

- murder
- rape
- assault (ABH, GBH, GBH w/i)
- sexual assault
- possession/ supplying of drugs
- possession of an offensive weapon
- firearms offences
- theft, fraud, robbery and burglary
- criminal damage (and with intent to endanger life)
- driving under the influence
- arson
- child abuse
- domestic abuse
- kidnapping or holding someone against their will.



The Private Security Industry Act

The Act was brought in to:

- regulate the UK's private security industry
- help raise standards of individuals and companies
- increase the public's confidence in the sector
- increase public safety



The SIA is the government's corporate body who regulate the private security industry.

The Private Security Industry Act cont.

The act allows the SIA to:

- license individuals in specific sectors
- approve security companies
- monitor the activities and effectiveness of those in the industry
- remove criminal elements from the industry
- keep the industry under review
- conduct inspections
- set standards of training and supervision
- make recommendations to improve standards.

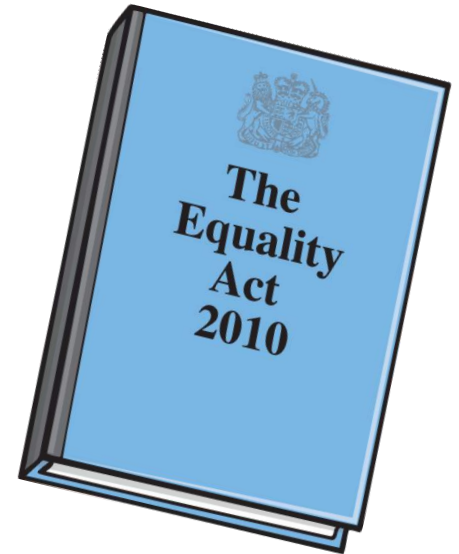




A prejudice is a hostile attitude towards someone who belongs to a certain group, simply because they belong to that group, and are therefore assumed to have all of the characteristics ascribed to that group



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



The Equality Act cont.

The Equality Act prohibits discrimination based on:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion
- sex
- sexual orientation



Known as 'protected characteristics'.

The Equality Act also applies to:

- **recruitment**
- **access to training**
- **pay and benefits**
- **promotion opportunities**
- **terms and conditions**
- **redundancy**
- **dismissal**
- **making reasonable adjustments**
for employees with specific needs/disabilities.

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 that applies to everyone particularly disadvantages people who share a protected characteristic.

It is also made clear under the Human Rights Act that all people have the right to be free from discrimination.

The Human Rights Act cont.

Human Rights Act articles:

- Article 2** right to life
- Article 3** prohibition of torture
- Article 5** right to liberty and security
- Article 6** right to a fair trial
- Article 7** no punishment without law
- Article 14** prohibition on discrimination.



Data Protection Act

- Control of data (images)
- Collection of images in public, code of practice
- 6 principles of data protection.



Data Protection Principles

(a) Processed lawfully, fairly and in a transparent manner

(b) Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes

(c) Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed.

Data Protection Principles cont.

(d) Accurate and, where necessary, kept up to date

(e) Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed

(f) Processed in a manner that ensures appropriate security of the personal data.

Body-worn cameras (BWC)

- **The wearer does not require a CCTV operator licence**
- **Must be clearly visible to the person(s) it is recording**
- **Images must be downloaded by an authorised person**
- **Images must be stored securely on an approved system**
- **Camera does not replace the need to complete your notebook or company documentation, e.g. incident reports.**



1 Describe civil law and criminal law.

Civil law

Criminal law

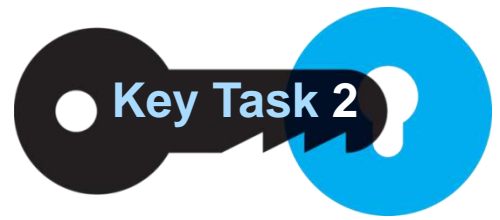
1 Describe civil law and criminal law.

Civil law

Civil law helps govern our daily lives

Criminal law

Criminal law prevents people from committing more serious offences, usually against people or property.



2

Identify the key legislation relating to equality and diversity in the workplace.

Three horizontal dashed lines for writing.

2

Identify the key legislation relating to equality and diversity in the workplace.

The Equality Act 2010.

.....

.....

.....



3 Explain how the data protection regulation impacts your role as a security operative.

A large blue-bordered rounded rectangle containing three horizontal dashed lines, intended for the user to write their answer.

3

Explain how the data protection regulation impacts your role as a security operative.

The legislation covers any information related to a person or 'data subject' that can be used directly or indirectly to identify them e.g. incident reports, notebooks, identification, CCTV.



Arrest Procedures

Module
1:3



An arrest or apprehension is the taking or restraint of a person from his liberty in order that he shall be forthcoming to answer an alleged crime or offence.

Arrest is a last resort

Taking away someone's liberty is a very serious matter. Prior to acting, you must consider:

- **whether you have powers of arrest (is it an indictable offence?)**
- **how long until/can the police attend?**
- **how you are going to stop the person from leaving and where are you going to this?**
- **whether you have a colleague to act as your witness**
- **if you are covered by CCTV**
- **if the person is likely to attempt to assault you**

Remember, your safety is as important as a customer's safety.



Certain serious offences have been given a special condition within the criminal law and are known as 'indictable offences'

The majority of serious crimes that security operatives come across will fall within this category

Indictable offences are those that may be tried at a Crown Court.

Arrest for indictable offences

Section 24a of the Police and Criminal Evidence Act 1984 says that:

- 1) A person other than a constable (which includes security operatives) may arrest without a warrant:**
 - a) Anyone who is in the act of committing an indictable offence**
 - b) Anyone whom he has reasonable grounds for suspecting to be committing an indictable offence**
- 2) Where an indictable offence has been committed, a person other than a constable may arrest without a warrant:**
 - a) Anyone who is guilty of the offence**
 - b) Anyone whom he has reasonable grounds for suspecting to be guilty of it.**

Arrest for indictable offences cont.

But this power of arrest is only exercisable if:

- a) The person making the arrest has reasonable grounds for believing that for any of the reasons mentioned it is necessary to arrest the person in question**
- b) It appears to the person making the arrest that it is not reasonably practicable for a constable to make it instead**



Security operatives have no more powers of arrest than any other citizen.

The reasons to arrest are to prevent the person from:

- causing physical injury to themselves or any other person
- suffering physical injury
- causing loss of or damage to property
- making off before a constable can assume responsibility for them.



Offences under this section, for which all security operatives have the same powers of arrest as other members of the public include:

- **murder/homicide**
- **culpable homicide**
- **assault (ABH, GBH and GBH w/i)**
- **rape**
- **sexual assault**
- **firearms offences**
- **drugs offences**
- **robbery**
- **theft**
- **burglary/housebreaking**
- **fraud**
- **criminal damage and malicious mischief (Scotland).**

A breach of the peace is a common law concept that has very ancient roots

In general terms it is considered to be:

‘any disorder or disruption to the peace in public or in private that results in violence, threat of violence or provokes violence from another’.



Security operatives should only arrest someone for one of the following reasons:

- a) To prevent an offence being committed**
- b) To prevent the continuance of an offence**
- c) To prevent the renewal of an offence**
- d) To detain someone for an offence already committed.**

The person must be told:

**Who you are
(if not obvious);**

'I am a member of the security team here'

The grounds for the arrest;

'I have just seen you breaking that window'

That they are under arrest;

'You are under arrest.....'

That the police will be called.

'We are calling the police and you must wait here until they arrive'.

What they are being arrested for;

'.....for criminal damage'

We are calling the police and you must wait here until they arrive.



When carrying out an arrest:

- **use everyday words**
- **do not 'caution' the suspect**
- **explain the reasons for the arrest**
- **only use force, if necessary, to prevent escape or assault**
- **treat the person reasonably**
- **you are in charge of their welfare until the police arrive.**

After an arrest, you are responsible for the person

You must:

- **ensure own safety**
- **ensure the person's safety**
- **ensure the evidence is preserved**
- **hand over the person and the evidence to the police; explain reason for arrest in front of person and police**
- **record the arrest**
- **assist police with a statement**
- **possibly attend court to give evidence**
- **discuss the arrest procedure with the police.**



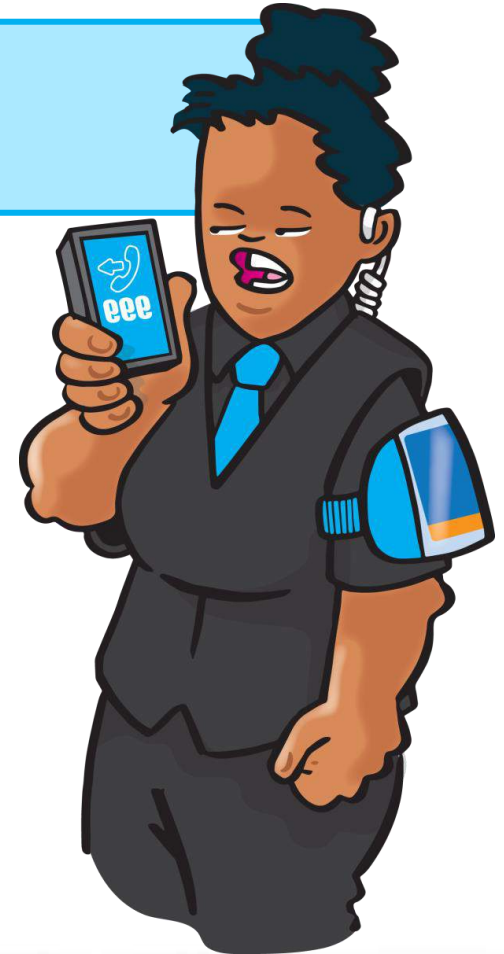
- You can use your powers of arrest in the course of crime prevention and detection
- Relatively few successful civil/criminal actions have been taken against security staff for unlawful arrest
- Use discretion and common sense when deciding when to effect an arrest
- Ensure you have the power to arrest in the first place.



Never put yourself in any unnecessary danger while effecting an arrest

If you are in any doubt about your ability to make the arrest, or about your personal safety, then the police should be called to:

- **assist with the arrest**
- **make the arrest themselves.**





**Common law – the rules of self-defence:
if any person has an honestly held belief that he
or another is in imminent danger, then he may use such
force as is reasonable and necessary to avert that danger.**

Security operatives do occasionally need to use force to carry out their duties and, under certain circumstances, are legally empowered to do so. Force can be used if:

- **being used for self-defence**
- **saving life/saving others from harm**
- **preventing someone from leaving after an arrest (citizen's arrest).**



Sec.3 Criminal Law Act, 1967

This act gives everyone, including door supervisors, the authority to use:

'such force as is reasonable in the circumstances in the prevention of crime, or in effecting (or assisting in) the lawful arrest of offenders, suspected offenders or persons unlawfully at large'.

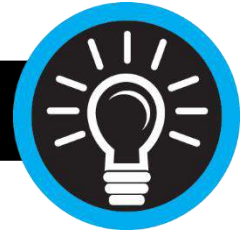


Was the force used necessary?

This is a matter of opinion. Questions that are likely to be asked about any use of force are:

- 1. Was there a need to use the force?**
- 2. Was the amount of force used reasonable?**
- 3. What was the extent of the injuries compared to the amount of resistance given?**
- 4. What was the size and build of the injured party compared to the door supervisor?**
- 5. Were any weapons used or threatened by the other party?**
- 6. At what stage did the security operative stop using the force?**
- 7. Was the force applied in good faith or in a malicious way?**

Remember...



Only use force when absolutely necessary;

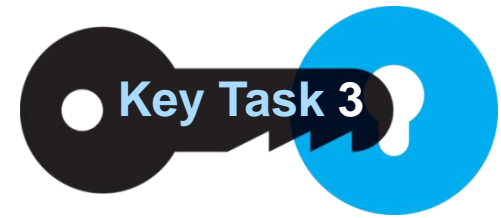
Only use such force as is reasonable and necessary;

Never use a weapon;

Ensure you can justify your actions; and

Record your actions as soon as practicable.



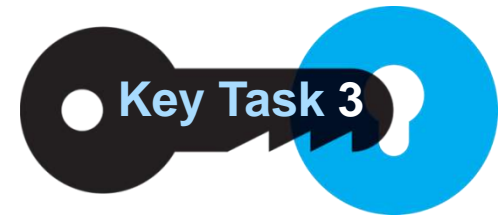


1 Explain what is meant by the term 'arrest'.

Three horizontal dashed lines for writing the answer.

1 Explain what is meant by the term 'arrest'.

The taking or restraint of a person from their liberty in order that they shall be forthcoming to answer an alleged crime or offence.



2

Provide SIX examples of offences for which a security operative can make an arrest.

1

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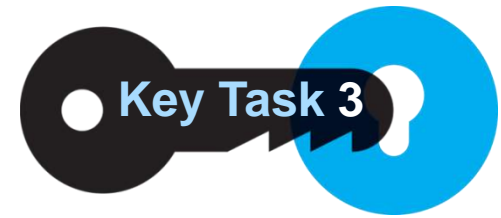
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5

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6

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2

Provide SIX examples of offences for which a security operative can make an arrest.

1

Murder
.....

2

Rape
.....

3

**Assault (ABH, GBH
and GBH w/i)**
.....

4

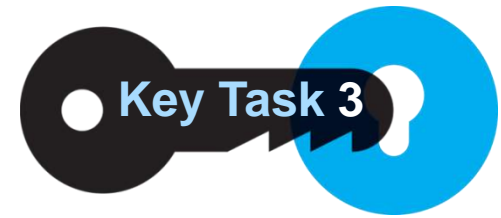
Sexual assault
.....

5

Drug offence
.....

6

Robbery.
.....



3 Explain the procedures a security operative should follow after an arrest.

Three horizontal dashed lines for writing the answer.

3

Explain the procedures a security operative should follow after an arrest.

You are responsible for the suspects welfare and safe custody until the arrival of the police.



Health and safety



Health and safety in the workplace

Every year, thousands of people have time off work due to sustaining injuries that could have been avoided

KEY POINT

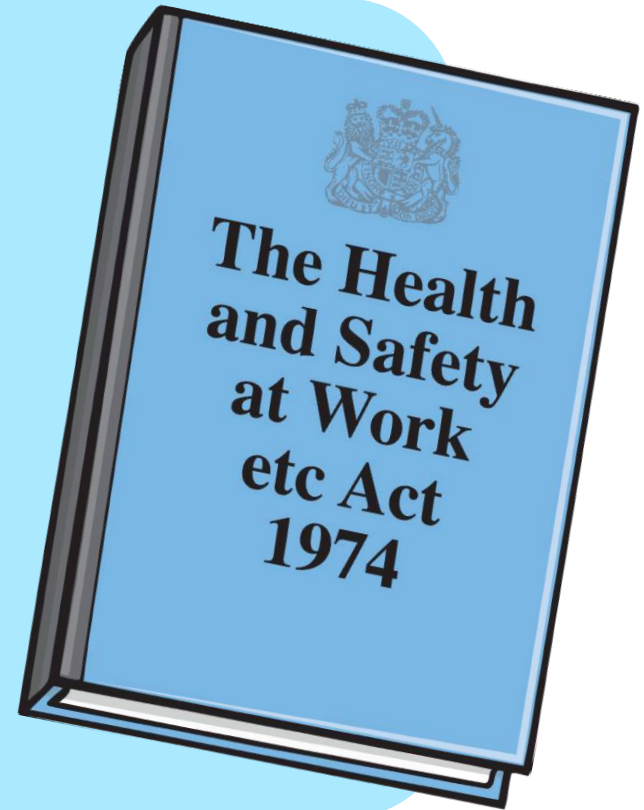
Health and safety procedures are there to keep everyone safe.



The Health and Safety at Work etc. Act

Covers:

- employers
- employers
- the self-employed
- subcontractors
- Suppliers
- people who control premises
- visitors/customers on the site.



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.**

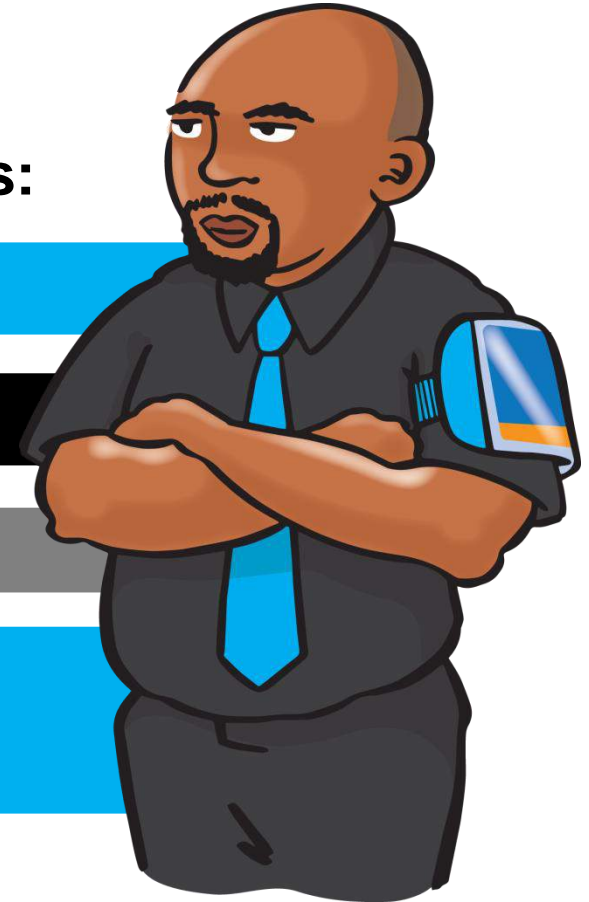
Other negative consequences of breaches:

loss of productivity

business disruption

staff shortages

possible long-term effects
on employees.





Duty of care:
**A moral or legal obligation to ensure the health,
safety and welfare of others.**



What are the employer's responsibilities?

Employers must:

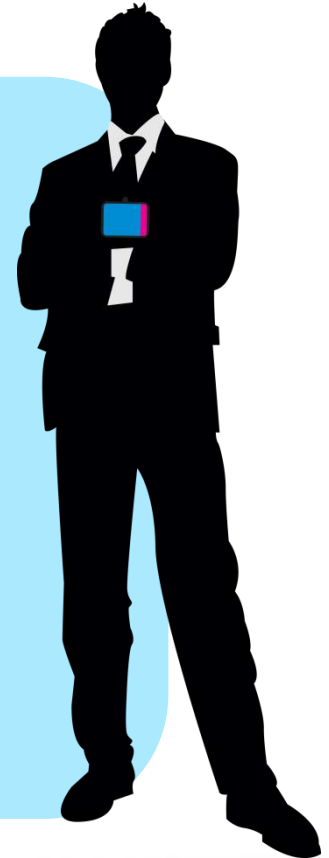
- carry out a risk assessment
- do what they can to remove or reduce risks
- provide safety equipment
- ensure safe working procedures
- provide relevant instruction and training
- provide suitable personal protective clothing or equipment (PPE).



What are the employee's 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 correctly**
- **follow the site's emergency procedures.**





Hazard:
something with the potential to cause harm

Risk:
the likelihood of harm occurring

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

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

Typical risks and hazards in the workplace include:

- slips, trips and falls
- injuries from poor manual handling
- misuse/abuse of machinery
- sharp objects like needles and knives
- diseases
- hazardous chemicals
- global or critical incidents
- noise pollution
- moving vehicles
- locked or blocked fire exits
- obstructions
- poor lighting
- overcrowding
- fires, floods and other emergencies
- unsuitable footwear.



Once a hazard or risk has been identified, follow the **hierarchy of control** to work out the best ways to deal with the potential problem.



Ask the questions:

- can the hazard be eliminated?
- can the hazard be substituted with a reduced risk?
- can the hazard be isolated or enclosed?
- would the introduction of a safe system of work reduce the risk? For example, new procedures and routines.
- would information, training or supervision reduce the risk?
- would PPE help?



5 steps to risk assessment

There are 5 steps to carrying out a risk assessment:

Step **1** Identify the hazards

Step **2** Identify who may be harmed and how

Step **3** Evaluate the risk and introduce further controls

Step **4** Record the findings and implement them

Step **5** Review and revise and update if necessary.



Personal protective equipment (PPE)

What items of personal protective equipment (PPE) might a security operative carry?





Personal protective equipment (PPE) cont.

Security operatives will carry the following PPE:

- waterproof clothing
- high-visibility clothing
- headwear
- gloves (needle/slash resistant)
- rubber gloves and face-shields
- stab-resistant vests
- ear defenders
- eye protection
- safety footwear
- face masks/coverings (infectious diseases)

Equipment:

- metal detectors and/or mirrors
- body cameras
- radios
- mobile phones
- personal alarms
- torches
- equipment as it applies to the incident e.g. to help control infection.





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
- friction burns
- damage to muscles
- damaged ligaments and tendons
- abrasions and cuts
- hernias.

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

L I T E



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 reappportioned?



INDIVIDUAL

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

T

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?

E

ENVIRONMENT

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

The 6 safe lifting techniques are:

1. Stop and think
2. Position the feet
3. Bend the knees
4. Get a firm grip, keeping the back slightly flexed
5. Raise with the legs
6. Raise with the legs
7. Keep the load close to the body.



Security operatives who work alone can be particularly susceptible to:

- **violence**
- **injury**
- **ill health**
- **lack of support/communication**
- **lack of welfare facilities for rest.**



Safety signs and signals:

are used to communicate health and safety instructions

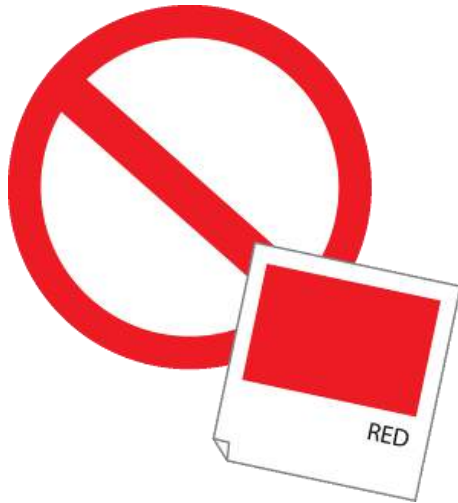
must be kept clean

must be displayed where they can be easily seen.

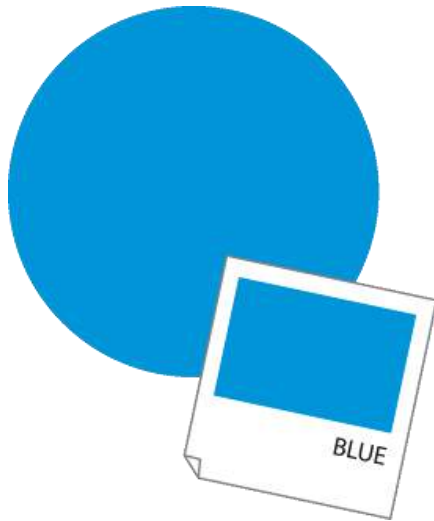


Prohibition signs

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

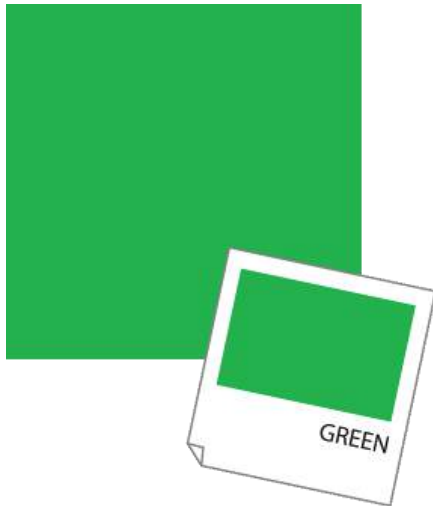


Mandatory signs mean that you **must** do something.

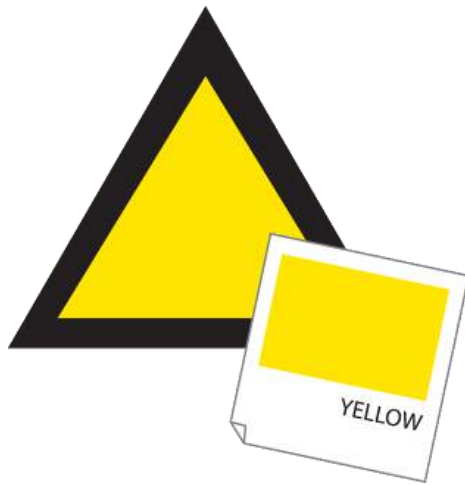


Safe condition signs

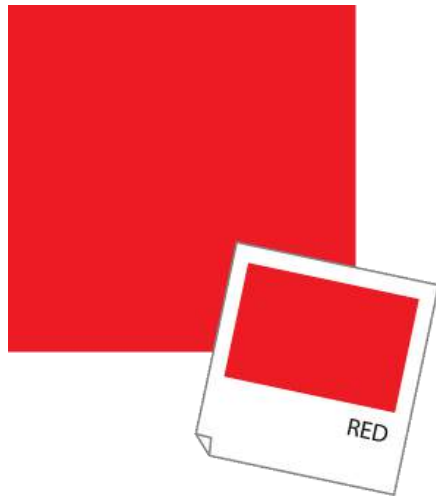
Safe condition signs indicate where to go for **safety**.



Warning signs indicate a specific **danger**.



Fire safety signs indicate **firefighting** equipment.



Hazardous substances

Hazardous substances signs warn you about **dangerous chemicals**.



Reporting incidents and accidents

Incidents and accidents must be properly reported to:

- meet legal requirements
- help identify accident trends
- improve practices and procedures
- help prevent similar incidents
- assist with insurance claims and investigations.



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.**

RIDDOR: Reporting of Injuries, Diseases and Dangerous Occurrences Regulations

The employer or designated 'responsible person' is required by law to notify their local authority, the Health and Safety Executive (HSE) or the incident contact centre

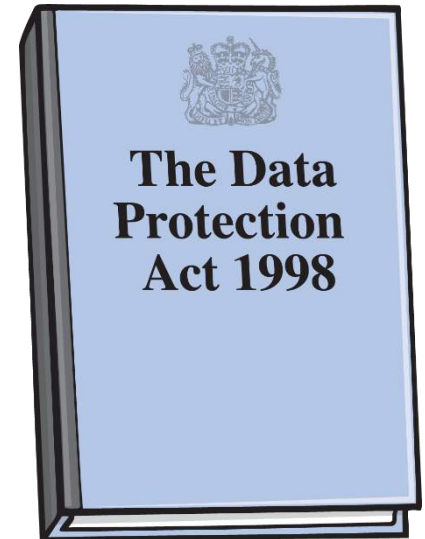
This can now be done online.

Keeping personal information safe

The Data Protection Act 2018 (GDPR), covers any information related to a person or 'data subject' that can be used to directly or indirectly identify them

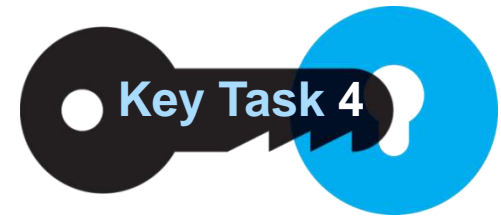
It can be:

- anything from a name, a photo and an email
- address to bank details, social media posts,
- biometric data and medical information.



Personal information can be kept safe by:

- following all organisational procedures
- following assignment instructions
- maintaining confidentiality of information
- using social media in a responsible way; this includes having the highest levels of security settings on your accounts
- not wearing anything identifiable outside the workplace
- demonstrating personal vigilance, e.g. not completing surveys
- not discussing work issues outside the workplace
- not discussing work information with colleagues.



1 Identify the responsibilities of employees and employers under the Health and Safety at Work Act.

Employees	Employers

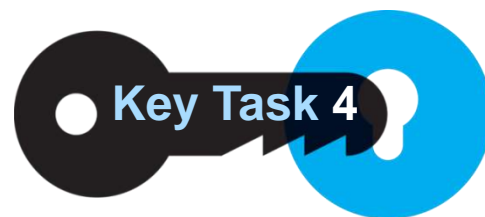
1 Identify the responsibilities of employees and employers under the Health and Safety at Work Act.

Employees

Employees must follow the site's health and safety policy at all times

Employers

Employers must carry out a proper risk assessment of any possible risks to employees and other people visiting the site. They must do what they reasonably can to either remove or reduce those risks.



2 Identify FOUR risks associated with lone working.

1

.....

2

.....

3

.....

4

.....



2 Identify FOUR risks associated with lone working.

1 **Violence**

2 **injury**

3 **Ill health**

4 **Lack of communication.**

3 State the procedures that should be followed for recording and reporting accidents and health and safety incidents.

Accidents	Health and safety incidents

3 State the procedures that should be followed for recording and reporting accidents and health and safety incidents.

Accidents

Record all information in the accident book.

Health and safety incidents

Record all information in the incident book.



Fire procedures

Module
1:5

Fire safety measures

Fire safety on the premises or site is important for staff/visitors/customers

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

Staff and/or customers could be injured or even lose their lives

Good fire safety is **everyone's responsibility.**



Basic fire prevention measures include:

- **switching off all non-essential electrical appliances**
- **not overloading electrical points**
- **regularly inspecting and maintaining all electrical equipment**
- **safely storing flammables**
- **regularly emptying ashtrays**
- **storing rubbish away from the building**
- **keeping electric and gas fires well away from furniture.**

Under the Regulatory Reform (Fire Safety) Order of 2005 (**Fire (Scotland) Act 2005**), employers must:

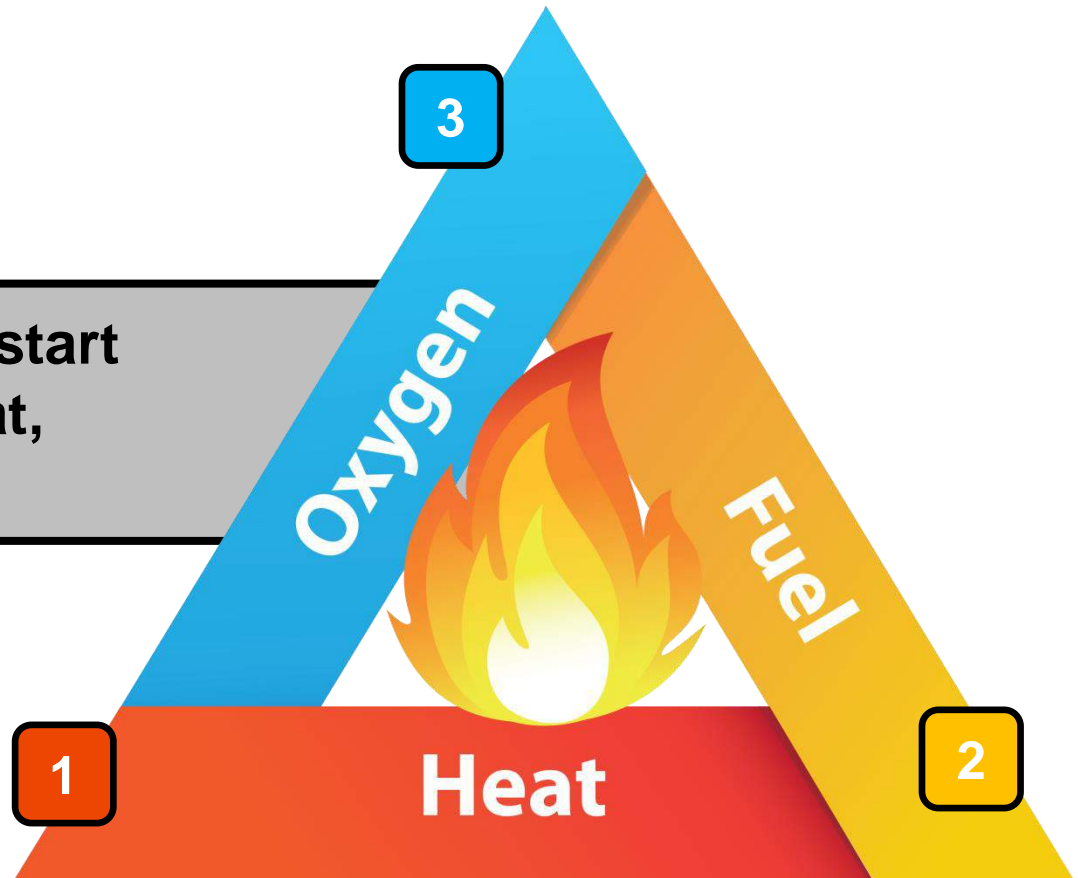
- nominate a competent person to carry out a full fire risk assessment
- provide their employees with any relevant information, instruction and training

Security operatives must also cooperate with their employers in all matters relating to fire safety.



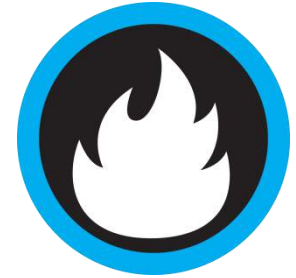
The fire triangle

Fire needs 3 elements to start and survive. They are heat, fuel and oxygen.



The fire triangle cont.

If any of these 3 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.

Classifications of fire

Fires are divided into types or classifications.
Each class requires a different method of extinguishing



CLASS A

Ordinary combustibles, i.e. 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.

Fire extinguishers:







- are 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.



Fire extinguishers cont.

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 cont.

Contents gauge

Type of extinguisher

Method of operation

Class of fire suitable for use

Service maintenance date*



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.**



Do not attempt to fight a fire if:

- it is bigger than a wastepaper bin (rule of thumb)
- you need more than 1 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.

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.**



It is important that **all** security operatives take the correct actions on discovering a fire

You will need to:

- follow the organisation's policies and procedures
- sound the alarm and inform emergency services
- follow the acronym of FIRE:
 - Find – you discover a fire
 - Inform – raise the fire alarm
 - Restrict – restrict access to the area of the fire
 - Evacuate – evacuate the building or extinguish (extinguish the fire if safe to do so).
- control panel: Important to ensure full understanding of the extent of the area of the incident, to pass on correct message to emergency services e.g. with regard to materials or chemicals stored in the affected area.

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 on hearing the alarm.

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.

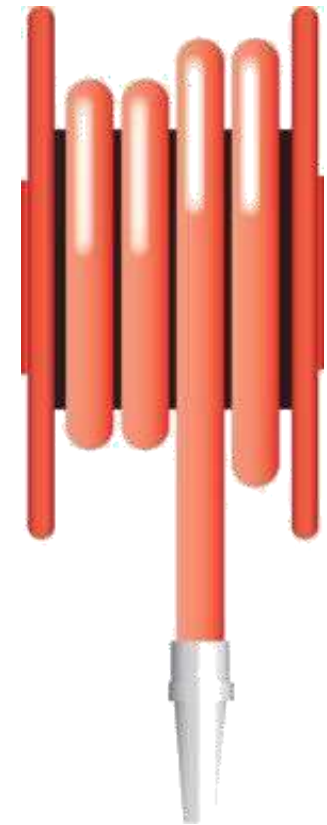


Some fire alarm systems are connected to sprinklers which spray water onto the fire from outlets in the ceiling, holding back the fire until the arrival of the fire service.

Long lengths of rubber hose positioned strategically around the site

Permanently connected to the mains water supply and are started by opening a valve before use

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



Some buildings 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 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:

- help prevent/reduce the spread of smoke and flames from one room to another
- should be closed at all times
- should not be obstructed

Fire exits:

- are vital as a means of escape in the event of a fire
- should be clearly marked
- must be unlocked when anyone is in the building
- should not be obstructed on the inside/outside.



Fire alarm control panels

- The warning and controlling units within a fire alarm system
- If a fire emergency is detected, the control panel alerts those monitoring it via various lights and audible alarms
- Security operatives can work out the type of emergency, exactly where it is occurring and over what extent of an area
- Some 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.**



Typical actions would include:

- raise the alarm – shout ‘fire’ to warn others
- operate the nearest manual call point (if fitted)
- call the fire service on 999
- 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.



Practising evacuations

Evacuation procedures need to be practised

Remember the 5 Ps:

P PLANNING and

P PREPARATION

P PREVENTS

P POOR

P PERFORMANCE

By acting promptly and correctly in times of emergency, security operatives can help to save time in the evacuation, keep themselves and others safe, assist the emergency services, prevent injuries and save lives.

- **Members of staff nominated to take responsibility for a particular area with regards to fire safety**
- **Numbers will vary depending on the size of the site and the numbers of people involved**
- **Under the Regulatory Reform (Fire Safety) Order of 2005, ([Fire \(Scotland\) Act 2005](#)), they are there to assist the designated person responsible for general fire safety.**



Typical duties include:

- **assisting with fire risk assessments**
- **checking all exit doors/escape routes are unlocked and unobstructed**
- **ensuring all fire extinguishers are in the correct position with seals in place**
- **checking all safety signs are clearly visible and in the correct place.**



**Fire
escape
Keep
clear**

Typical duties include:

- making sure that all alarm call points are unobstructed and working correctly
- checking all fire doors are closed and functioning properly
- ensuring corridors and walkways are kept clear
- ensuring assembly points are clearly marked and easily accessible
- reporting any equipment faults.

Fire warden/marshal duties cont.

During a fire situation, their duties will include:

- sounding the alarm/calling the fire service
- assisting with the evacuation
- 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 coordinator
- liaising with the fire service.



1 State the **THREE** elements needed for a fire to start and survive.

1

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2

.....

3

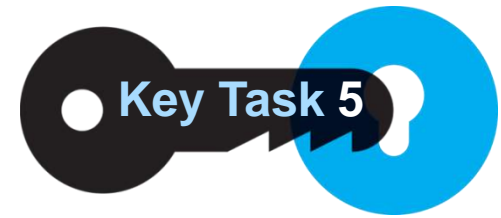
.....

1 State the **THREE** elements needed for a fire to start and survive.

1 Heat

2 Fuel

3 Oxygen.



2 List **FOUR** tasks a fire warden/
marshal may be required to carry out.

1

.....

2

.....

3

.....

4

.....

2 List **FOUR** tasks a fire warden/marshal may be required to carry out.

- 1** **Sounding the alarm**
- 2** **Checking allocated areas to ensure everyone has left**
- 3** **Taking control of the evacuation and ensuring anyone with evacuation difficulties is aided**
- 4** **Proceeding to the assembly area and reporting to the fire officer in charge.**

3 List **FOUR** classes of fire and their meaning.

1

2

3

4

3 List **FOUR** classes of fire and their meaning.

1 Class A – paper, wood, textiles, rubber, plastic, fabrics

2 Class B – flammable liquids i.e. petrol, oil, paints and solvents

3 Class C – flammable e gases i.e. butane, propane

4 Class D – metal fires i.e. magnesium, sodium

Class F – cooking oils and fats.

Module



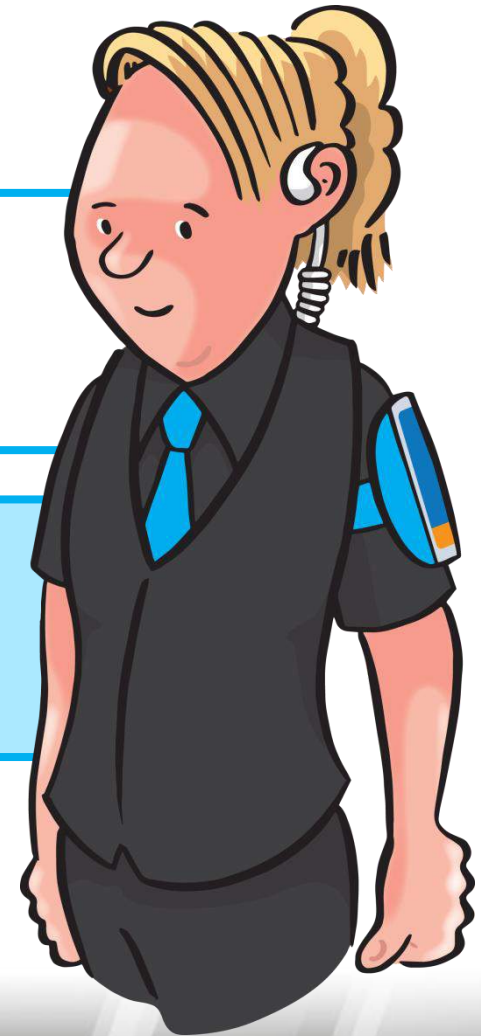
Emergencies

Module
1:6



An emergency is any **unexpected** situation that is so serious that it must be dealt with **immediately**

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



Emergencies can include incidents, occurrences and accidents:

- **an incident/occurrence could include a fight, power cut or drug overdose**
- **an emergency could include health emergencies such as epileptic seizure, anaphylactic shock, heart attack etc.**
- **an accident could include someone falling down steps or slipping on a wet floor.**

Incidents generally fit into 3 camps:

EMERGENCIES

URGERT

NON-URGERT

Emergencies are life-threatening incidents requiring immediate attention and probable deployment of emergency services.

Types of emergencies

Emergencies that security operatives may become involved in include:

- power system/equipment failures
- floods
- actual or threatened serious injuries
- serious illness
- fights/assaults
- bomb/terror threats
- gas leaks
- fires
- chemical spillages.



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

1

Activate the alarm

2

Evacuate the site

3

Call the emergency services on 999.



If a gas leak is suspected, security operatives should try to ensure that no one smokes or switches on any lights or electrical equipment in the area

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

Road traffic accidents are usually dealt with by the police

Incidents of violence may be dealt with by removing the instigators from the site, calling the police or making arrests

First aid may also be required.



Actions – bomb threats/suspect packages

All bomb threats and suspicious packages must be dealt with seriously by:

- **raising the alarm**
- **evacuating staff and visitors/customers**
- **call the police.**

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/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 999**
- **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.**

When you become frightened, your body will automatically go into what is called **fight** or **flight** mode

This is because of the basic natural animal instinct in us all to help us survive potentially dangerous situations

Fight or flight prepares our brains and bodies to:

Stand and physically **FIGHT** off an attack

or to

Run away from the situation, **FLIGHT** to keep ourselves safe.



Your body releases adrenaline into your system to increase your physical ability to fight or run away

This adrenaline rush:

- **increases your heart rate**
- **pumps extra blood and oxygen to the muscles you need to use**
- **widens your eyes to take in as much of the situation as possible**
- **intensifies your sense of hearing.**



Once the situation ends, your brain and body begins to calm down again in an attempt to get back to normal

Your body slowly returns to its natural relaxed state, and as you calm down, your brain returns to thinking with the rational side again.

If brains and bodies **do not** return to their natural conditions as they should, you can go into a state known as **shock**

This normally only happens after a particularly threatening or frightening situation.

Companies will often have an escalation procedure for incidents and emergencies. It is important that you:

- **understand how a graduated response can be applied in each situation**
- **be required to record your involvement as you may be asked to review and evaluate the responses during the incident**

When dealing with an emergency situation you must be aware of taking control in crowds to avoid people from being crushed or injured during an evacuation or invacuation.



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.



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/visitors/customers should they be injured or taken ill on the site.

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.

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

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**
- **keep people safe**
- **provide privacy.**

If you are not trained to administer first aid in times of emergency

Remember the following:

- **call the first-aider if you are not qualified**
- **know when to call an ambulance**
- **ensure that onlookers are kept to a minimum but also monitor anyone who has remained for signs of shock**
- **provide as much of a physical block as you can, to protect the dignity of the casualty and prevent onlooking**
- **direct the ambulance to the casualty (if you are not the first-aider).**

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.**



Evacuation is the controlled process of emptying an area or premises of people

Evacuation:

- **can be to an adjoining area or premises depending on the incident**
- **may be required in the event of flooding, fire or terror threat.**



Invacuation is the controlled process of getting people into safe premises due to an incident which could cause harm to people who are outside

- **Invacuation may be required if a person with a firearm started to shoot people in the street**
- **Security operatives should encourage everyone into the building and lock the doors for safety**

Different sites or venues may have different evacuation and invacuation procedures. You will need to make yourself aware of these policies.

1 What are the FOUR aims of first aid?

1

.....

2

.....

3

.....

4

.....

1 What are the FOUR aims of first aid?

1 **Preserve life**

.....

2 **Prevent the condition from worsening**

.....

3 **Promote recovery**

.....

4 **Obtain qualified assistance.**

.....

2 Identify **FOUR** types of emergency that could happen in the workplace.

1

.....

2

.....

3

.....

4

.....



2 Identify **FOUR** types of emergency that could happen in the workplace.

- 1** **Power system or equipment failures**
.....
- 2** **Floods**
.....
- 3** **Fire**
.....
- 4** **Terrorist threats.**
.....

3 Explain the principles of evacuation and invacuation.

Evacuation	Invacuation

3 Explain the principles of evacuation and invacuation.

Evacuation

A controlled process of emptying an area or premises of people

Invacuation

A controlled process of getting people into a safe premises due to an incident that could cause harm to people who are outside.

Module



Communicate effectively



You will regularly come into contact with members of the public during the course of your duties

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

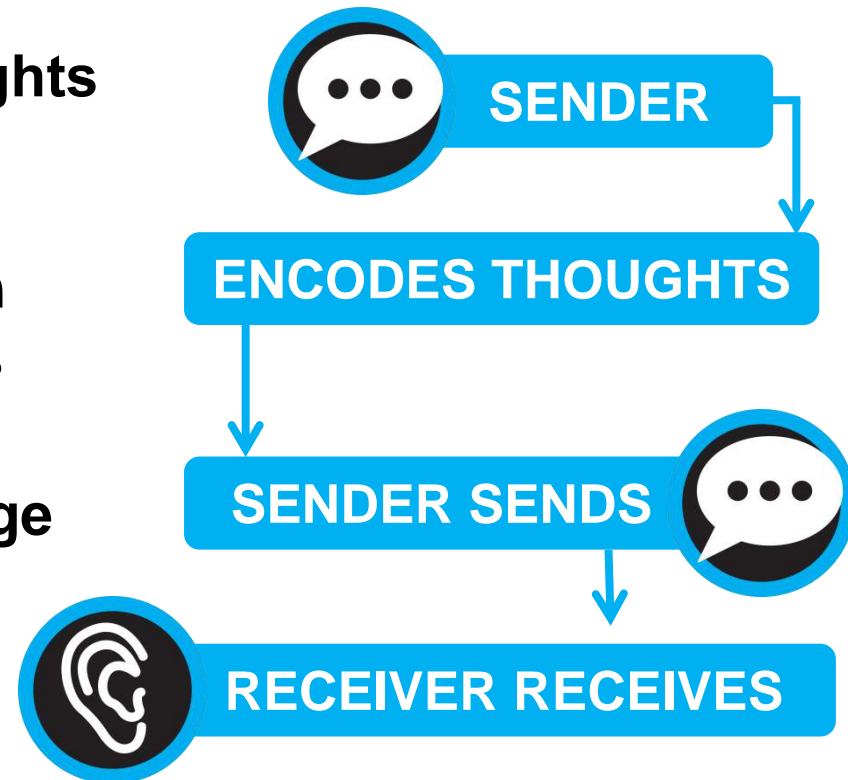
Effective communication is vital.



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 and replies if necessary
- Receiver and sender check understanding.





The make-up of communication:

WORDS

the actual
words used



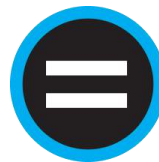
TONE

how we
say those words



BODY LANGUAGE

all other
non-verbal signals.



Communication

Types of communication

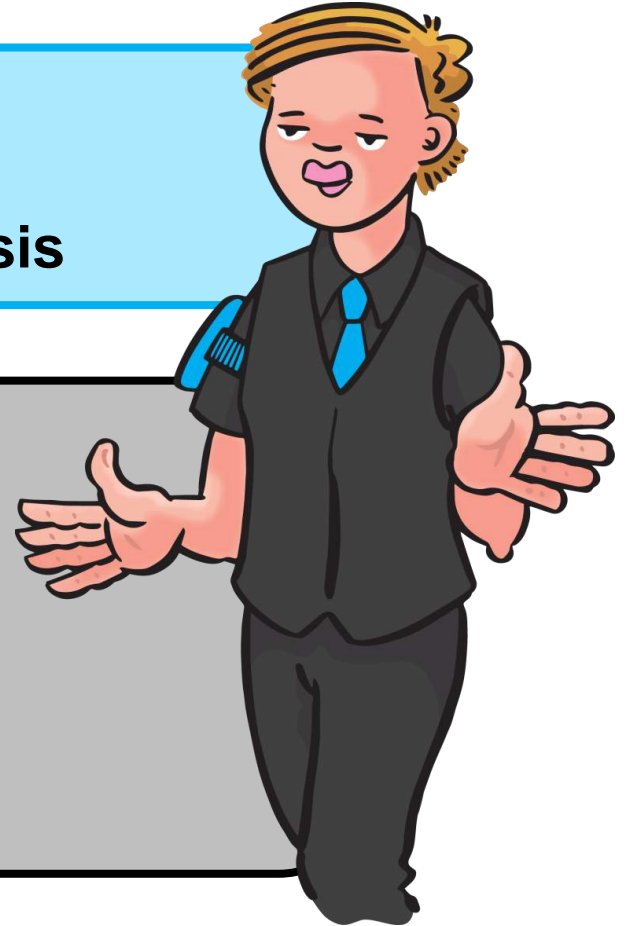
Verbal communication is when you interact with another person using words and tone to convey your message

The words you use are important, but so is the tone in which you use those words.

Types of communication cont.

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

How you stand, what you are wearing, how close you are to the other person, facial expressions, eye contact, how you use your hands, other physical gestures – these all help you to convey your message.



Importance of effective communication

To effectively communicate in the workplace you will need to:

- **choose an appropriate medium and use appropriate language for the message and recipient it is intended for**
- **deliver the message clearly**
- **check the recipient's understanding of the message, for example by asking them to repeat the message back to you**

Communicating effectively will also help to prevent misunderstandings.

Communicating effectively will also help to:

- **prevent misunderstandings**
- **prevent mistakes being made**
- **reduce incidents of conflict, aggression or 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.

Communicating in a team

- **Effective communication in a team is essential**
- **Communication skills play an important role in how you interact with your colleagues, supervisors and managers**
- **You should treat all members of staff with courtesy and respect and you should expect to be treated in the same way.**



Good teamwork in the workplace:



- **promotes safety**
- **provides a professional and safe service and establishment**
- **supports colleagues**
- **promotes efficiency.**

All customers are different people, with differing needs and expectations

People form their own personal values as they grow up

Security operatives need to take into account other people's values and try to choose the most appropriate and effective way of dealing with them.

Customers with particular needs

You may need to consider adapting to how you would communicate with individuals who have particular needs such as:

- **physical disabilities**
- **learning difficulties**
- **sensory impairment**
- **English as a second language**
- **being under the influence of drink and drugs**

You may need to speak slower when giving information, assistance or directions or draw a picture to provide guidance

Remember it is important to acknowledge and respect all individuals.



The principles of customer service

One main role of a security operative is looking after people

How people are treated is very important. Customer care is all about delivering service and providing security to customers on a day-to-day basis.



The principles of customer service cont.

Examples of delivering good customer care include:

- being professional with every customer
- being approachable
- communicating with them effectively
- acknowledging them
- concerning yourself with customers' 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.

Good customer service can often avoid problems occurring even if the problems haven't been caused by you or are out of your control

To appease the customer in these circumstances you can:

- **acknowledge and listen to them**
- **establish the customers' need**
- **put yourself in the customer's position**
- **accept responsibility for the problem**
- **involve the customer in the proposed solution**
- **see it through, make sure any promised actions are carried out.**

Different types of customer

Security operatives must understand that every single person they come into contact with is a customer

Security operatives provide customer service to both internal and external customers (direct and indirect).

Internal customers

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

External customers

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

The NATO phonetic alphabet:

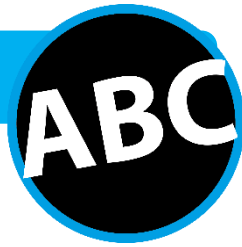
- was developed in the 1950s to be intelligible and pronounceable to all NATO allies in the heat of battle
- is now widely used in business and telecommunications in Europe and the rest of the world
- requires words to be spelt out by their letters during a conversation

The normal alphabet cannot be used as some letters, for example P, B, C and D sound similar and, over certain media, can be totally indistinguishable.



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



1 Provide **THREE** examples of verbal and non-verbal communication.

Verbal	Non-Verbal



1

Provide THREE examples of verbal and non-verbal communication.

Verbal

Speaking, pitch and tone of voice, listening.

Non-Verbal

Gestures, stance, eye contact.



2 Give **THREE** examples of good customer service.

1

.....

2

.....

3

.....



2

Give THREE examples of good customer service.

1

Being professional with every customer

2

Being approachable

3

Communicating effectively.



3 State the importance of effective communication in the workplace.

Three horizontal dashed lines for writing an answer.



- 3 State the importance of effective communication in the workplace.

Helps to successfully get the job done and ensures all people receive a good impression of you.

Module



Record keeping

Module
1:8





Why is accurate record-keeping important?

To comply with legislation

To provide a clear audit trail of the incident or accident

To prevent yourself from having to rely on your memory.

Typical records you may complete include:

- **incident reports**
- **accident records**
- **searches and checks**
- **logbooks**
- **pocket notebooks**
- **search/visitor/ key registers**
- **duty sheets**
- **lost/found property registers**
- **message books**
- **handover reports**
- **other site specific reports.**

REMEMBER

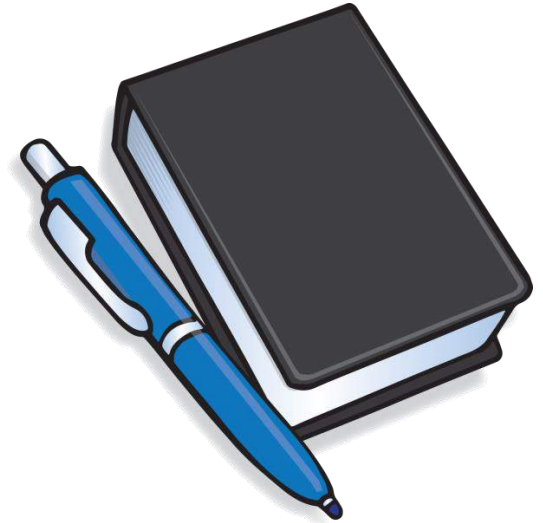


- A** ACCURATE
- B** BRIEF
- C** CLEAR



All communications should be accurate, brief and clear.

- **Notebooks are still official documents**
- **Must be used properly at all times**
- **Only be used to record work-related matters**
- **For making accurate, timely notes while working at the scene**
- **Ensure that sufficient details about a routine or unusual event are taken at the time**
- **Fuller report can be made of the incident later**
- **Must be kept securely as they may contain confidential information.**



Notebook rules

No Erasers

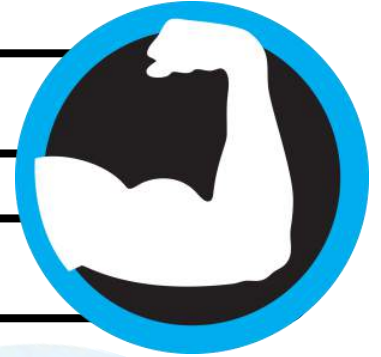
No Leaves (pages) torn out

No Blank spaces

No Overwriting

No Writing between the lines

And Statements in direct speech.



Incident reports will need to show:



- **who** - the report is for and who it is written by
- **what** - happened/action was taken/was the result
- **when** - day/time/date
- **where** - place of incident
- details of any other witnesses/people/injuries or property

Records need to be completed **as soon as you are able** to following the incident and should be purely factual, without personal opinion, and each separate report should be signed, dated and timed.



Statement:

A written account of what evidence a witness can give about an incident

The rules about statement writing and giving evidence can be found in the Police and Criminal Evidence Act (PACE) 1984.

Statements are taken for the following reasons:

- **to allow police officers to collate and evaluate evidence during investigations**
- **to record witnesses' evidence as soon as is practicable after an incident**
- **to submit as evidence (when not contested) in court to save the attendance of a witness**
- **to refresh a witness's memory prior to actually giving evidence in court.**

Use of force in statements

If force is used against a person or while carrying out a lawful arrest, the incident will need to be explained in detail, including:

- **time, date and location of incident**
- **how the security operative (SO) was called to the incident**
- **what type of incident it was**
- **if the SO was alone**
- **how the incident was approached**
- **what was seen and heard**
- **number of people involved**
- **the state of mind of the people involved.**

Use of force in statements cont.

- the offender's size in comparison to the SO
- how the SO felt about the situation
- actions that were taken
- what was said to the offender
- what was said to the SO
- why the SO decided to use force
- how much force was used
- what the level of resistance was
- how the offender was restrained or ejected
- how they were held until police arrived
- whether there were any injuries.



Use of force in statements cont.

- **details of the officer who took the offender from the SO**
- **details of any witnesses**
- **details of first-aid/medical support provided**
- **details of the support involved and any follow-up action required.**



Descriptions of people may need to be given when providing a statement. Accurate information must be provided

- **How long was the person observed for?**
- **How far away was the person from the SO?**
- **What were the lighting conditions like?**
- **Was the view impeded at any point?**
- **Has the SO seen the person before, if so how many times?**
- **Is there any special reason for remembering the person?**

Identification in statements cont.

Covering all of these points will provide good evidence for the prosecution.

- Follow your organisation's policies and procedures
- Arrive at court in good time and let CPS know you are there
- Read your statement (if not already read through)
- Follow any legal advice from your representative
- Avoid giving opinion (unless asked)
- Keep your answers straightforward
- You will be asked questions by the solicitors (barristers in CC)
- Address your answers to the judge, magistrate or jury
- If you do not know the answer to a question, say so
- Follow your organisation's policies and procedure.



1 Explain the importance of accurate record-keeping.

.....

.....

.....

1 Explain the importance of accurate record-keeping.

To comply with the law

To provide a clear audit trail of the incident or accident

To prevent yourself from having to rely on your memory.

2 Identify the types of information that should be included in records.

1

.....

2

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3

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4

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5

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6

.....



2 Identify the types of information that should be included in records.

- | | |
|---|-------------------------------------|
| 1 Day, date and time of incident | 4 How you were alerted to it |
| 2 What happened | 5 What you saw |
| 3 Where it happened | 6 Details of any witnesses. |



3

Describe the process of attending court to give evidence.

A large rectangular area with a light blue border and rounded corners, containing six horizontal dashed blue lines for writing.

3 Describe the process of attending court to give evidence.

Arrive at court in good time

Inform the CPS you have arrived and follow their instructions

Read through your statement

Stand in the witness box

Swear your oath

Answer the questions put to you honestly.



Terrorism

Module
1:9

Terrorism is the use of violence, threats and intimidation, especially in the pursuit of political aims.

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**
- **where the site itself is famous or important in its own right**
- **the vulnerability of the site to attack**
- **the current level of threat nationally.**

THREAT LEVEL DEFINITIONS

CRITICAL - an attack is highly likely in the near future

SEVERE – an attack is highly likely

SUBSTANTIAL - an attack is likely

MODERATE - an attack is possible but not likely

LOW - an attack is highly unlikely.

Counterterrorism measures will help to reduce the chances of a site becoming a target. Threats can be reduced by:

- **vigilance**
- **good housekeeping**
- **use of physical security measures**
- **regular, obvious patrols**
- **use of strict access control procedures**
- **effective search procedures**
- **visible use of CCTV**
- **the reporting of suspicions to supervisors or managers immediately**
- **know what information emergency response require and have an awareness of emergency response times.**

Once terrorists have identified a target, the potential attack will be moved into the planning phase. This phase involves:

- **gathering information on the target**
- **identifying the target's vulnerabilities**
- **identifying levels of security present at the target.**

The most current terrorist attack methods have included:

- **marauding terror attacks (MTAs)**
- **explosive devices, including improvised explosive device (IED), person-borne improvised explosive device (PBIED), vehicle-borne improvised device (VBIED)**
- **vehicle as a weapon (VAAW)**
- **hazardous substances including chemical, biological and radiological (CBR)**
- **cyberattacks.**

The role you will be expected to take during a terror attack will be outlined in your organisation's policies and procedures

You should encourage members of the public to:

RUN



to a place of safety

HIDE



if you cannot run, hide

TELL



call 999 (response times may vary according to location).

In the event of an attack, you should:

- consider your route
- insist others go along with you (however, don't let their indecision slow you down)
- once you have identified a safe route, **RUN**



Consider your route as you leave. Will it place you in the line of fire, is it safer to wait for the attacker to move away before you continue?

If you can't move to safety - HIDE



When finding a hiding place, you should consider:

- **the exits and escape routes**
- **rooms that have reinforced walls and doors with internal locks**
- **moving away from the door**
- **switching your phone to silent and switching off vibrate**
- **staying silent (don't shout for help).**

If you are able to evacuate, get as far away as possible and **TELL**



Call the police by dialling 999

- **TELL** them clearly where you are located and where the attackers are
- Give a clear description of the attackers, including details of their clothing and weapons
- Give details about the number of casualties
- Explain the layout of the building
- Include anything else that you think is important.

Following procedures

Follow all invacuation/lockdown and evacuation procedures

Invacuation/lockdown -

staff members and members of the public should be moved to the most sheltered area of the venue/site, away from windows and other exposed areas. All external doors and windows should be locked

Evacuation -

the orderly removal of staff and members of the public to a safe place away from the immediate vicinity of the building. Evacuation will normally happen in situations such as a fire.



Following procedures cont.

An early assessment of the situation is vital. If a terrorist attack begins outside, a quick lockdown procedure could protect everybody inside the site/venue

If lockdown is slow, incomplete or causes a state of confusion, the threat could move inside, putting the people inside at great risk.



Following procedures

	Pros	Cons
Invacuation	Locks staff and members of the public away from the perpetrator, providing a physical barrier	Potential lack of exits limits the ability to run should the perpetrator gain access or the attack zone spreads
Evacuation	Allows staff and members of the public to get as far away as possible from the scene of the incident	Some evacuation routes may put staff and members of the public at risk of being in the line of fire, or the perpetrator may attempt to pursue along the evacuation route.

Suspicious packages

You need to be aware of suspicious packages and know the procedures to follow if one is identified

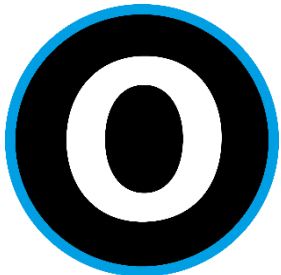
You need to know what looks out of place at the venue or site that you are working at

You can use the **HOT** protocol to help you determine whether items are suspicious.

Suspicious packages cont.



HIDDEN – has someone deliberately tried to conceal it from view?



OBVIOUSLY SUSPICIOUS – does its appearance seem odd or out of the ordinary? Maybe it's even showing wires, batteries or liquids?



TYPICAL – is it typical for the location? For example, a large rucksack would be expected at an outdoor festival but would be out of place at an indoor concert venue.

Suspicious items should be treated with caution

- **Don't touch the item**
- **Move yourself and others a safe distance from the item**
- **Clear 100m around the object**
- **Large items or small vehicles need a clear area of around 200m**
- **Large vehicles need a clear area of 400m or the length of a football pitch.**

Suspicious packages cont.

Keep yourself and others out of line of sight

If you can't see the item then you're better protected from it

THINK ABOUT

what you can hide behind, find something substantial and keep away from glass, such as windows and skylights.



Suspicious packages cont.

Inform the relevant people as well as the police

Don't use communication devices within 15m of the item

Remember, some explosives can be triggered by the signal from a radio or mobile phone.



Suspicious packages cont.

Remember the 4 Cs:

- 1** Confirm if the package is suspicious
- 2** Clear the area as best you can
- 3** Communicate to your team and the police
- 4** Control others getting into that area.



Suspicious activity is any observed behaviour that could indicate terrorism or terrorism-related crime

Security operatives need to be familiar with the different methods of observing suspicious activity including:

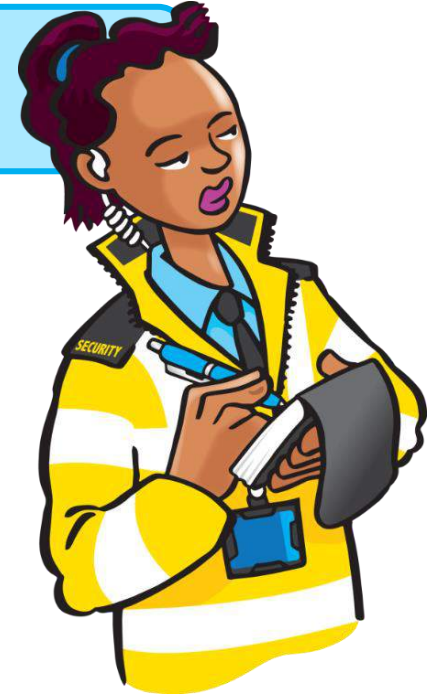
- people
- places
- vehicles
- locations.

Suspicious activity cont.

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**



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

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/specific questions about the site or security arrangements
- nervousness
- reluctance to be noticed or seen
- use of forged/fake identity documents
- strangely parked vehicles.

Responding to suspicious behaviour

Don't be afraid to take action, have the confidence to **ACT**

Dial 999 if it is a life-threatening emergency and provide the operator with the following information:

- **your place of work and the specific building**
- **location of the suspicious package inside the building**
- **whether all customers and employees have been evacuated from the building.**

Non-urgent information about terrorism should be passed to the anti-terrorist hotline on
0800 789321



This line is covered at all times by specialist counterterrorism police officers

- **Urgent information should be passed on using 999**
- **Report online <https://act.campaign.gov.uk/>**
- **non-emergency, call 101.**

Responding to suspicious behaviour



See it



Say it



Sorted

The British Transport Police's nationwide campaign, designed to encourage train passengers and people visiting train stations to report any unusual items or activity. Passengers and visitors can report any issues by texting **61016 or by calling **0800 405040**.**

See, Check and Notify

A current awareness strategy that aims to help businesses and organisations maximise safety and security using their existing resources

Action Counters Terrorism (ACT) Awareness - elearning

This is a free course to access via:

<https://ct.highfieldelearning.com/>

Additional information, advice and guidance can be found with the following sources:

Centre for the protection of National infrastructure (CPNI)

www.cpni.gov.uk/cpni-context

National Counter Terrorism Security office (NaCTSO)

[www.gov.uk/government/organisations/national-counter-terrorism-security-office.](http://www.gov.uk/government/organisations/national-counter-terrorism-security-office)

ACT

**ACTION
COUNTERS
TERRORISM**

1 What are the FIVE different threat levels?

1

.....

2

.....

3

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4

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5

.....

1 What are the FIVE different threat levels?

1

Critical

.....

2

Severe

.....

3

Substantial

.....

4

Moderate

.....

5

Low.

.....

2 What are the most common terror attack methods?

A large blue rounded rectangle containing six horizontal dotted lines for writing an answer.

2 What are the most common terror attack methods?

Marauding terror attack

Explosive devices

Vehicle as a weapon

Hazardous substances

Cyberattacks.



3 Identify behaviours that could indicate suspicious activity and explain how you would respond to the activity you have identified.

A large rectangular area with a light blue border and rounded corners, containing six horizontal dashed blue lines for writing.



3 Identify behaviours that could indicate suspicious activity and explain how you would respond to the activity you have identified.

- Particular interest in the outside of the building**
 - An interest in the CCTV systems and other security measures**
 - Asking unusual questions or very specific questions about the site or security arrangements.**
-
-
-



Keeping vulnerable people safe



Security operatives have a duty of care for all individuals on their premise but particularly for vulnerable people



**Duty of care is defined as:
'a moral or legal obligation to ensure the health, safety and welfare of others.'**

It can be difficult to tell who is and who is not vulnerable, so best practice is to have a duty of care for everyone.

Vulnerable people may be:

- **under the influence of drink or drugs**
- **alone or receiving unwanted attention**
- **separated from friends**
- **appearing lost or isolated**
- **being followed or threatened**
- **victims of domestic violence**
- **young people under the age of 18**
- **being elderly.**

Vulnerable people may also:

- **have mental ill health**
- **have learning disabilities**
- **have physical disabilities**
- **be elderly**
- **be acutely ill**
- **have invisible disabilities.**



Actions towards vulnerable people

Consider

- **Is there a relative or friend nearby to help them?**
- **Can you telephone anyone to come and help them?**
- **Are there any local safe havens or safety initiatives nearby?**
- **Can local street marshals, street pastors or similar groups help them?**
- **Do you need to call the emergency services?**

If in any doubt whatsoever, report as soon as possible to your supervisor, the police or call crimestoppers.



Indicators of child sexual exploitation

There are certain indicators that a child is being sexually exploited such as:

- **children and young people in the company of older people or antisocial groups**
- **acting in an inappropriate and sexualised way**
- **being intoxicated arriving and departing a location with**
- **different adults**
- **getting into and out of several different cars**

You must be vigilant at all times if you suspect a child is being sexually exploited, you must report it immediately and follow the organisation's policies and procedures.



Sexual predators are those who commit sexual crimes

They very often target vulnerable children, young adults or adults they think they can groom or overpower

They can be all genders, shapes and sizes

They will often appear to be confident, friendly, helpful and sober.

Sexual predators may select their victims based on:

- gender
- age
- race
- vulnerability
- appearance
- location
- time of day.





What behaviours might indicate a sexual predator?

- **Close monitoring of vulnerable people**
- **Buying drinks for already drunk individuals**
- **Buying gifts for vulnerable people**
- **Suspicious behaviour around certain times and venues**
- **Inappropriate use of technology.**



What behaviours might indicate abuse?

- **Restricting the freedom of an individual**
- **Unexplained bruising**
- **Lack of confidence and insecurity**
- **Change in circumstance, e.g. cleanliness/appearance.**

Allegations of sexual assault

Follow your organisation's policies and procedures

Safeguard the victim by making sure they have a safe space to stay

Inform your manager or supervisor as soon as possible

Notify the police

Record and document all information at the first opportunity.





What is anti-social behaviour?

There are 3 main categories for anti-social behaviour, depending on how many people are affected

- 1 Personal antisocial behaviour** - when a person targets a specific individual or group
- 2 Nuisance antisocial behaviour** - when a person causes trouble, annoyance or suffering to a community
- 3 Environmental antisocial behaviour** - when a person's actions affect the wider environment, such as public spaces or buildings.

How to deal with anti-social behaviour

- **Follow your organisation's policies and procedures**
- **Speak to the person**
- **Explain the situation and the risks of the anti-social behavior**
- **Explain the consequences if the anti-social behavior continues**
- **Remain calm**
- **Ensure that your colleagues know about the situation and that you have back-up if needed**
- **Remain vigilant.**

How to deal with anti-social behaviour cont .

- **Conduct high-profile patrols**
- **Promote early intervention**
- **Use positive, non-aggressive communication**
- **Promptly report incidents**
- **Accurately record incidents**
- **Liaise with police and other appropriate agencies.**

1 Identify FIVE factors that could make someone vulnerable.

1

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4

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2

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5

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3

.....

1 Identify FIVE factors that could make someone vulnerable.

1 Drink

.....

2 Drugs

.....

3 Alone

.....

4

Victim of domestic violence

.....

5

Young people (under 18).

.....



2 Identify behaviours that may be exhibited by sexual predators.

A large rectangular area with a light blue border and rounded corners, containing six horizontal dashed blue lines for writing.

2 Identify behaviours that may be exhibited by sexual predators.

Close monitoring of vulnerable people e.g. someone looking lost or alone
Buying drinks for people who are already intoxicated.

.....

.....

.....

.....



3 Identify indicators of abuse.

1

.....

2

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3

.....

4

.....

3 Identify indicators of abuse.

1 **Restricted freedoms of individuals**

.....

2 **Unexplained bruising**

.....

3 **Lack of confidence and insecurity**

.....

4 **Change of personal circumstances.**

.....



Module

Post-incident management



Anyone can be affected by something they have seen or experienced, for example:

- **violence in the workplace**
- **a first-aid incident such as a heart attack or seizure**
- **a traffic accident**
- **serious injury from equipment**
- **a lost child.**

Accessing help and support

It is important that businesses and organisations are able to help staff after an incident, particularly in relation to:

- providing immediate and ongoing support
- helping all members of staff to learn from the incident
- updating policies and procedures to improve safety
- sharing good practice.



Typical symptoms are how the brain and body react to abnormal situations or incidents

The severity of the symptoms can depend on the severity of the incident

In the time following the incident, anyone could start to feel shock, anger, embarrassment or disbelief.

Typical effects

Short-term and long-term symptoms following exposure to workplace violence could include:

- **sickness**
- **insomnia**
- **behavioural changes**
- **becoming withdrawn**
- **anxiety**
- **intolerance**
- **hypersensitivity**
- **fear**
- **depression**
- **loss of confidence**
- **stress**
- **post-traumatic stress disorder (PTSD).**

KEY POINT

It is vital that if a member of staff starts to show any signs that they may be suffering from any of these symptoms, support must be given immediately to reduce the changes of long term effects.

Support can be provided by:

- **colleagues**
- **management**
- **counsellors**
- **helplines (such as the Samaritans)**
- **citizen's advice**
- **trade unions**
- **trade publications such as victim support**

[\(www.victimsupport.org.uk/\)](http://www.victimsupport.org.uk/)

Professional medical help may even be required for serious problems.

Reflecting on and learning from conflict

Dealing with people, particularly within the private security industry, is a large ongoing learning curve

- You never stop learning
- There is always room for improvement in everything you do

There are **6 basic steps** to take following an incident of violence in the workplace...



1

STEP 1 – Reflect on what happened

Consider

- What happened?
- Why did it happen?
- What went wrong?
- What could you have done better?

2

STEP 2 – Recognise trends and any poor practice

Consider

- Does this problem occur regularly?
- At any particular place or time?
- Can you reduce or stop these types of incidents?
- Is there something you are doing wrong?
- What is the common response to this type of situation?

3

STEP 3 – Share good practice

Consider

- Did you do something well?
- Does everyone know how to do it?
- Is extra training required?
- Does it need to be a policy?

4

STEP 4 – Learn from what happened

Consider

- How do you make sure this doesn't happen again?
- Can you improve something for next time?

5

STEP 5 – Update policies, practices and procedures

Consider

- Are your organisation's policies, practices and procedures up to date?
- Can anything be added or improved?

6

STEP 6 – Monitor progress

Consider

- How can you record future incidents better?
- How can you monitor the effectiveness of any changes made?
- When and how can you re-evaluate your future performance?

Debriefing

Helps to improve how similar problems are dealt with in the future

Reduces the chances of them happening in the first place

Or can even stop them from happening at all.



It is in everyone's best interest to be continually improving your work practices. Good debriefings and therefore reflection can:

- **promote a professional service**
- **increase safety for staff**
- **promote teamwork**
- **increase safety for customers**
- **identify procedures or methods to better deal with situations effectively.**





1

Explain where post-incident support or resources can be found.

A large rectangular area with a light blue border and rounded corners, containing six horizontal dashed blue lines for writing.

1 Explain where post-incident support or resources can be found.

Colleagues, management, counsellors or helplines.

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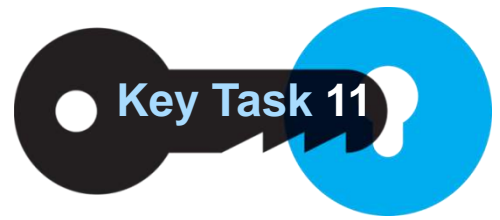
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2

Explain why it is important to access support following an incident.

A large rectangular area with a light blue border and rounded corners, containing six horizontal dashed blue lines for writing.

2 Explain why it is important to access support following an incident.

People cope with assaults and incidents in different ways. Anyone can start to feel shock, anger, embarrassment and disbelief.

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3 Identify indicators of abuse.

1

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2

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3

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4

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5

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3 Identify indicators of abuse.

1 Learn from what happened

3 Increase staff safety

2 Update policies, practices

4 Increase safety for customers

and procedures if required

5 Promote teamwork.



The important things to do now are...

- 1 to put into practice what you have learnt
- 2 to develop competency in your work activities
- 3 to keep your knowledge up to date
- 4 to pass the examination.



Thank you for listening

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