

Security Spotlight

An informational Guide for Securitas Canada Clients and Employees



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Detect

Deter

Report



It was 4 am and Security Guard (SG) Keith was making his rounds, when he encountered an open door leading to the employee parking lot. Upon further inspection he noticed that the door had been propped open using a folded piece of cardboard. So he immediately took photographic evidence of the open door and then stepped outside to survey the parking lot to see if he could view anyone loitering or within view. After not seeing anyone, he stepped back in through the open door and removed the cardboard. SG Keith then radioed in to the command post what he had discovered prompting all on-duty guards of the situation and thereby a sense of heightened vigilance. Finally, after completing his rounds he filed an Incident Report so that further action would be taken to address the event.

Does this sound like a plausible event? Did Security Guard Keith fulfill his duties? Were the actions of SG Keith able to achieve the Securitas mission? In the field of security a guard must be keenly aware of the important functions tied to their position. At the heart of it, and the reason private security was even established, lies a three prong role of the security guard - Detecting, Deterring, and Reporting. It is these

tasks, which are also at the core of a Securitas guard's position, and which our clients are expecting from us in the course of a day's work. On the face of it this seems like a pretty straight forward concept, but one must understand all the interrelated assignments that are associated with these functions. To fully comprehend this let's examine each of the three major roles one by one.

Detection in Security

Detect means to be observant and detail oriented, do not take anything for granted. A guard will employ their skills in detecting items out of the ordinary, such as: objects, sounds, and smells. In the pursuit of their daily duties, what does one come across that might detect a crime or incident is being planned, is about to occur, or has happened? Spotting the difference between the normal everyday events and those that escalate is what separates an average guard from a superior one. By honing your detection skills all Securitas guards can respond to any situation well prepared and ready to execute the proper response. This is directly tied to the Securitas value - Vigilance.

Deterrence in Security

Deter means to be watchful and alert, know your surroundings. Unlike law enforcement, which responds to an incident, security guards adopt a preventive attitude. We work diligently to help minimize risks and deter crime while performing the job at the site location. One of the primary ways, in which this is accomplished, is by being clearly visible to the public. Anyone who would think about committing robbery or vandalizing might think twice if they encountered a security guard on their way to commit said act. A guard utilizes their visual and auditory observation skills in trying to avert any negative situations from occurring. This is done by maintaining and enforcing the rules and regulations of the post orders. As an example, Post Orders may require guards to perform bag searches at an event, or checking all IDs to gain proper entry into a building or complex. By performing the assigned responsibilities, the first of three prongs is being achieved - Deterrence. This is directly tied to the Securitas value of Integrity.

Reporting in Security

Report has two interrelated meanings. First, we must remember that SG's have limited authority. If you are dealing with a particularly difficult or aggressive person try to diffuse the situation. Remember, Securitas guards are not law enforcement trained and need to understand that they can be hurt if the situation were to escalate. Please contact your supervisor to receive permission and access to the course. Also, if you are unsure of how to handle a particular situation, call for a supervisor to assist. There is no shame in not knowing, rather utilize it as a learning example, so that in the future you will know how to properly respond.

The second aspect of reporting means to complete an accurate and detailed report of daily activities and incidents that may come your way. This is crucial for several aspects. First, by completing the Daily Activity Report (DAR) and Incident Reports (IR), it allows Securitas to show the client that we are conducting the services we promised in our initial agreement. The actions of Securitas guards are noted and it aids in the client knowing that we have their best interests at heart. Also, for example, your entries in the DAR become part of the company records and can provide protection for the client, Securitas, and you at a future unspecified date. Your reports can be used to provide valuable information to guards on other shifts and is an

eyewitness record of security, safety, and procedural issues at the client site. At any point in time your reports, whether it be the DAR, IR, or one of many others that you may complete, can be used in legal proceedings. So accuracy, clarity, and completeness of the reports are vital. This is directly tied to the Securitas value - Helpfulness.

Types of Reports

As a Securitas guard you will come across the same types of reports regardless of your site location. But, there are also site and client specific reports that you may have to complete in the performance of your duties. Below is a list of some more common reports that security guards may come across. They include:

- Daily Activity Report (DAR): used for reporting routine matters, such as - start and end times of shift, confirmation of reading updated Post Orders, and condition of all locations checked on patrol
- Incident Reports: the use of the IRs can range according to the event, such as: elevator malfunction/entrapment, alarm occurrence/fire alarm, vehicle towing, accidents, assaults, robbery, vandalism, bomb threats, or arson
- Log in/log out of visitor access and badges
- Hazardous materials reports
- Safety inspection reports
- Electronic Reports and tools: such as On Site Guard Management (OSGM)

In the mission of a security guard always remember that Deter-Detect-Report, will be crucial in achieving the goals of the client and Securitas. It is important to understand the requirements and limitations to the position and act accordingly. So get out there and continue deterring, detecting, and reporting!!!

