

Security Spotlight

An informational Guide for Securitas Canada Clients and Employees



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Effective Patrol Techniques



A guard on patrol at a bank noticed an individual on the sidewalk staring through the window. Having paid attention to local news and police bulletins, the guard recognized the individual matched the description of a wanted bank robber. The guard's keen observation and quick reporting led to the apprehension of the suspect.

A guard observed a male adult pacing back and forth nervously in the parking lot of a client's facility. The man then signalled an approaching vehicle, which stopped and allowed the man to enter the vehicle. The guard alerted local authorities about the suspicious activity. When the authorities located the vehicle and searched it they discovered a black ski mask, a set of black gloves, and a loaded handgun.

While on routine patrol at a client's facility, a guard noticed unusual noises and sparks being emitted from an electrical sub-station. The guard quickly alerted the

plant manager; resulting in a shutdown of the sub-station and prevention of a potential explosion which could have disrupted electrical power distribution to a large area surrounding the plant.

These examples of effective patrol are true incidents in which the diligence of Securitas guard was critical in protecting the client's property and the public welfare. Patrol is the very heart of security activity. Patrol is the act of moving about the premises alertly, cautiously, and curiously; trying to make certain that, "All is well." Patrol gives you the opportunity to secure the premises you are guarding. A well trained security guard respects the purpose of patrol and knows how to patrol effectively.

The Purpose of Patrol

Two of Securitas core values, Vigilance and Helpfulness, are at the very heart of why we patrol. Vigilance means sensing, evaluating, assessing, and attempting to protect and report. Helpfulness is simply doing our best to serve our clients by being alert for potential threats to their property or personnel.

Effective guards try to evaluate what they see, hear, or smell to determine if a threat is present. Accurate threat assessment is essential to determining the best course of action. Patrol guard duties often include patrolling access points, keeping watch over the post site and occupants, assisting occupants (within the limits of post orders), and observing and reporting (unusual occurrences, violations of laws or client policies, potential or existing threats and hazards). Effective patrols are essential to fulfilling these responsibilities.

How Do We Patrol Effectively?

Your professional attitude and attention to duty are important to effective patrol. Use the techniques below to increase your patrol effectiveness.

- Know your Post Orders! Review your orders carefully and follow them while on duty. Also, know your site's emergency action plan. Try to understand your client's mission and nature of business. This knowledge can sharpen the evaluation and assessment of your observations.
- Review reports or logs that were written prior to your shift. These reports may alert and inform you of problems or potential security threats encountered on the previous shift.
- Make your rounds on time, as directed by your Post Orders, and carefully observe the site conditions. Vary your route when possible. Don't be predictable!

Your safety and the safety of those around you always comes first!

- Write accurate reports. The accuracy and timeliness of your reporting can prevent a threat or hazard from occurring.
- Be observant. Use all your senses (sight, hearing, smell) to try to detect potential threats or hazards. If you do observe a threat or hazard, use caution and common sense in dealing with the situation. Your safety and the safety of those around you always comes first!

If your Post Orders require you to use equipment make sure you have all the equipment you will need (such as a vehicle, radio, flashlight, SecuritasVision Tablet, etc.) and that it is in proper working order. These tools are

designed to aid you in performing your job. Use a checklist to be sure you have everything you need.

Be observant. Use all your senses (sight, hearing, smell) to try to detect potential threats or hazards.

- While on duty, try to be observant and attentive. Look up, look down, look all around! Depending on your Post Orders, check that doors and windows are locked. Check that public areas are absent of unauthorized personnel, do not allow access to restricted areas by unauthorized persons. Depending on your Post Orders, question anyone removing client property without authorization, contact your supervisor and/or the client contact if you are in doubt.
- Be alert for conditions that may cause damage or injury (such as smoke or burning smells, puddles of liquid, dripping pipes, the smell of gas, suspicious packages, obstruction hazards, etc.).
- Watch for unusual vehicles or things that seem out of place, persons loitering nearby, inadequate lighting, roadway conditions or obstructions that may cause vehicle accidents or damage (potholes, ice, debris, etc.).
- Get to know your post so that you can recognize the unusual, such as a suspicious package or an unfamiliar person. Use your training and senses to observe and evaluate. Does the package have a strange odour or oily stains? Does the unfamiliar person seem nervous? These are just a couple of the many factors your training has prepared you to evaluate. Make use of what you have learned to assess the possibility of a threat. (Refer to the ACT training series for more details on suspicious packages and persons.)

Remember, conducting effective patrols serves the client's needs and honours the Securitas values of Integrity, Vigilance, and Helpfulness.