

Security Spotlight

An informational Guide for Securitas Canada Clients and Employees



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Role of the Professional Security Guard



It was 4 a.m., and while Security Guard (SG) Smith was making his rounds, he encountered an open door leading to the employee parking lot. Further inspection revealed that the door had been propped open with a folded piece of cardboard. He immediately documented the incident by taking photographs of the open door. Then he stepped outside to check the parking lot. When he did not see anyone, he returned inside and closed the door. SG Smith radioed the incident in to the command post, informing the on-duty guards of the situation and instilling a sense of heightened vigilance. After completing his rounds, Smith filed an Incident Report so further action could be taken to address the event.

Role of the Professional Security Guard

Does this sound like a plausible event? Did Security Guard Smith fulfill his duties? Did the actions of SG Smith fulfill the Securitas Canada mission? In the security field, guards must be keenly aware of the important responsibilities associated with their position.

The value of private security lies in the three-prong role of a security guard—Detect, Deter and Report. These are at the core of a Securitas Canada guard's position and expected by our clients in the course of a day's work. This may seem like a straightforward concept, but it is important to understand the interrelated assignments associated with these functions. To better comprehend, let's examine each of the three major roles.

Detection in Security

Detect means to be observant and detail oriented; do not take anything for granted. Guards employ this skill detecting items out of the ordinary — objects out of place, unusual sounds and smells. While performing his or her daily duties, there may be things that a guard comes across that could indicate an incident or crime is being planned, is about to occur, or has already happened. Spotting the difference between normal, everyday events and those that might escalate is what separates an average guard from a superior one. By honing their detection skills, Securitas Canada guards can respond to situations well prepared and ready to execute proper procedures. Securitas' core values are Integrity, Vigilance and Helpfulness.

Integrity Vigilance Helpfulness

These are the foundation on which employees build trust with customers, colleagues and the surrounding community. Detection is directly tied to the Securitas Canada core value of Vigilance.

Deterrence in Security

Deter means to be watchful and alert; know your surroundings. Unlike law enforcement officials who respond to an incident, security guards have a preventive role. They diligently work to help minimize risks and deter crime while on the job at a site location. One of the ways this is accomplished is by being clearly visible to the public. A person considering a criminal act might think twice upon encountering a uniformed security guard on the way to do so. The presence of a security guard on the premises often serves as a deterrent to would-be offenders.

Guards use visual and auditory observation skills to preempt undesirable situations. This is done by maintaining and enforcing the rules and regulations set forth in Post Orders. For example, Post Orders may require guards to perform bag searches at an event, or check all IDs to gain entry into a building or complex. By executing the assigned responsibilities, the second of the three prongs, Deter, is being accomplished. This correlates to the Securitas Canada core value of Integrity.

Reporting in Security

Reporting can have two related characteristics. First, recall that SG's have limited authority. When dealing with a particularly difficult or aggressive person the goal is to try to diffuse the situation. Securitas Canada guards are not trained law enforcement personnel and for that reason they have limited authority. The second aspect of reporting means to complete an accurate and detailed report of daily activities and incidents. This is important for several reasons. Completing the Daily Activity Report (DAR) and Incident Reports (IR), allows Securitas Canada to demonstrate completion of contracted services to the client. The actions of Securitas Canada guards are documented and that reinforces to the client that their interests are being looked after. For example, entries in the DAR become part of the company records and can provide protection for the client, Securitas Canada, and the guard who wrote the report, should the details of an

event ever be called into question. A guard's reports can also provide valuable information to guards on other shifts and serve as an eyewitness record of security, safety and procedural issues at the client site. At any point in time a report, whether it be the DAR, IR or one of many others that a guard completes, can be used in legal proceedings. For this reason the accuracy, clarity and completeness of the reports are essential. This is directly tied to the Securitas Canada core value of Helpfulness.

Types of Reports

Many reports are the same regardless of site location. There are also site- and client-specific reports that may be required in the performance of your duties. Following are some of the more common reports that security guards may encounter:

- **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 Report (IR)**– The use of IRs can vary depending on the event, such as: elevator malfunction/entrapment, alarm occurrence/fire alarm, vehicle towing, accident, assault, robbery, vandalism, bomb threat or suspected arson.
- **Electronic Reports** and tools such as SecuritasVision 2.0 or Visitor Management System (VSM) for gated communities and commercial building access.
- **Log in/log out** of visitor access and badges
- **Hazardous materials reports**
- **Safety inspection reports**

Conclusion

In fulfilling the mission of a security guard, always remember that **Deter- Detect-Report** will be crucial in achieving the goals of the client and Securitas Canada. It is important to understand the requirements and limitations of your position and act accordingly. Security guards must be keenly aware of the important functions associated with their position.