

National Skill Qualification Framework (NSQF)

STUDENT WORKBOOK FOR VOCATIONAL SUBJECT

**Sector: Private Security
Job role: Security Guard
QP: MEP/Q7101
Level: I [Class-IX]**

SAMAGRA SHIKSHA, ASSAM

Unarmed Security Guard

(Job Role)

Qualification Pack : Ref. Id. MEP/Q7101

Sector : Private Security

Textbook for Class IX

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NCERT

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FOREWORD

The National Curriculum Framework (NCF)–2005 recommends bringing work and education into the domain of the curricular, infusing it in all areas of learning while giving it an identity of its own at relevant stages. It explains that work transforms knowledge into experience and generates important personal and social values, such as self-reliance, creativity and cooperation. Through work, one learns to find one's place in the society. It is an educational activity with an inherent potential for inclusion. Therefore, an experience of involvement in productive work in an educational setting will make one appreciate the worth of social life and what is valued and appreciated in society. Work involves interaction with material or other people (mostly both), thus, creating a deeper comprehension and increased practical knowledge of natural substances and social relationships.

Through work and education, school knowledge can be easily linked to learners' life outside the school. This also makes a departure from the legacy of bookish learning and bridges the gap between the school, home, community and the workplace. The NCF–2005 also emphasises on Vocational Education and Training (VET) for all those children who wish to acquire additional skills and/or seek livelihood through vocational education after either discontinuing or completing their school education. VET is expected to provide a 'preferred and dignified' choice rather than a terminal or 'last resort' option.

As a follow-up of this, the NCERT has attempted to infuse work across the subject areas and also contributed in the development of the National Skill Qualification Framework (NSQF) for the country, which was notified on 27 December 2013. It is a quality assurance framework that organises all qualifications according to the levels of knowledge, skills and attitude. These levels, graded from one to ten, are defined in terms of learning outcomes, which the learner must possess regardless of whether they are obtained through formal, non-formal or informal learning. The NSQF sets common principles and guidelines for a nationally recognised qualification system covering Schools, Vocational Education and Training Institutions, Technical Education Institutions, Colleges and Universities.

It is under this backdrop that Pandit Sunderlal Sharma Central Institute of Vocational Education (PSSCIVE), Bhopal, a constituent of NCERT, has developed learning outcomes based modular curricula for the vocational subjects from Classes IX to XII. This has been developed under the

Centrally Sponsored Scheme of Vocationalisation of Secondary and Higher Secondary Education of the Ministry of Human Resource Development.

This textbook has been developed as per the learning outcomes based curriculum, keeping in view the National Occupational Standards (NOS) for the job role and to promote experiential learning related to the vocation. This will enable the students to acquire necessary skills, knowledge and attitude.

I acknowledge the contribution of the book development team, reviewers and all institutions and organisations, which have supported in the development of this textbook.

NCERT would welcome suggestions from students, teachers and parents, which would help us to further improve the quality of the material in subsequent editions.

New Delhi
December 2018

HRUSHIKESH SENAPATY
Director
National Council of Educational
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ABOUT THE TEXTBOOK

Private security industry provides services for protection from potential harm, threat, damage to persons and property. Organisations, shopping malls, industries and commercial establishments need security. They plan their security and employ trained private security personnel to guard against hazards and crimes, such as sabotage, attack, robbery, etc.

An Unarmed Security Guard is expected to secure life and property from risks and threats by following basic guarding practices, which could be done with or without the help of security equipment. The person is expected to identify potential risks and threats, take counter measures, operate security equipment, carry out basic documentation, report incidents to get assistance from the concerned agencies and communicate effectively with people and police. Knowledge and skills for performing searches, access and parking control, escort duties, handling situations in case of emergencies and disasters, use of security equipment, reporting and documentation in domain-specific environment is, therefore, needed for becoming a trained Unarmed Security Guard.

This textbook for the job role of 'Unarmed Security Guard' has been developed to impart knowledge and skills through hands-on learning experience, which forms a part of experiential learning. It has been developed with the contribution of subject and industry experts, and academicians for making it a useful and inspiring teaching-learning resource material for students. Adequate care has been taken to align the content of the textbook with the National Occupational Standards (NOS) for the job role so that the students acquire knowledge and skills as per the performance criteria mentioned in the NOSs of the Qualification Pack (QP) for the job.

This textbook is divided into four Units. Unit 1 deals with introduction to security services. It begins with differentiation between public and private security services, types of security services and security guards, and the role and responsibilities of security personnel. It also underlines that the Unarmed Security Guard's main duty is to observe, report and deter. Basic procedures and practices for preventing, reporting and responding to threats, hazards and emergencies, including those related to hygiene, tools and machinery, hazardous substances, working at heights, electricity, suspicious packages and fire, have also been covered in the Unit. It is expected that the students will be able to develop necessary knowledge and

skills to identify and control risks and act accordingly in various situations of threats and emergencies.

Unit 2 deals with private security regulations as given in the Private Security Agencies (Regulation) Act 2005. It also includes the knowledge that the Unarmed Security Guard must possess to cooperate with the police and other organisations. The Unit deals with the various types of evidences that are collected for testifying in the court of law. A description of the ranks and badges in the Indian Army, Indian Navy, Indian Air Force and Police is also given so that the students can understand about the career prospects and aspire to join the armed forces.

Unit 3 gives a description of the common arms and Improvised Explosive Devices used by anti-social elements that the Unarmed Security Guard must be able to identify. It also throws an insight into the security equipment that the Unarmed Security Guard must possess as per the requirements of the Private Security Agencies (Regulation) Act 2005. It covers electronic security system, access control system, security lighting system, fire detection system, and safety and emergency system.

Unit 4 includes access control procedures for search and seizure, electronic equipment used in search, incident reporting, structures required for access control, and levels of access control. It also explains authentication and authorisation procedures to be followed by private security personnel during access control.

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शिक्षित बालिका
समाज की रचयिता



Unit

1



Introduction to Security Services

INTRODUCTION

When you walk towards an Automated Teller Machine (ATM), one of the first persons you see is a 'security guard'. A 'security guard', generally, sits outside the ATM booth and regulates entry to the booth. He prevents illegal activity, theft and vandalism in the ATM booth. The security guard does a variety of jobs, including assisting people, who face problems in using an ATM card. A security guard at the ATM booth, therefore, is a link between a bank and its customers.

Let us now try to understand the meaning of the word 'security'. 'Security' is derived from the Latin word *securas*, which means 'free from danger' or 'safe'. Thus, security can be defined as freedom from exposure to danger; a feeling of safety and certainty; freedom from anxiety; a means of protection or arrangement to secure (safeguard) a property against theft, intrusion, pilferage or damage; and rendering living beings safe.

In a rapidly changing social and technological environment, understanding security aspects and actions is important for improving security. The basic objective of providing security is to prevent crime against persons, property and proprietary information. Security provides a safe and danger-free environment, so that people can conduct their daily chores and businesses without fear.



Fig. 1.1: An Unarmed Security Guard

NOTES

There are two main security divisions in India — public and private. Public agencies provide security services that are exclusively funded by the Central or State governments in public interest. These agencies include security forces of the Central and State governments. Private security is provided by private agencies to clients for a fee.

PUBLIC SECURITY

It is the responsibility of the government(s) to ensure the protection of citizens, organisations and institutions against threats to their well-being and productivity. It is rendered by groups that provide security services funded exclusively by the government in public interest. The duties of public security groups include preventing crimes and other criminal offences, assisting victims of crime, drafting and laying criminal charges, arresting or detaining criminals or those suspected of involvement in crimes, investigating crimes, executing search and arrest warrants, seizing evidences and testifying in court.

The police, for example, protect public properties and citizens, and enforce laws and administrative regulations. The Central Industrial Security Force (CISF) protects public and private properties, such as airports. The Railway Protection Force (RPF) protects the Indian Railways and ensures the safety of citizens travelling in trains and those present at railway stations. The Home Guard is a paramilitary police force in India, which is tasked as an auxiliary to the State police and helps in the maintenance of law and order, and ensures internal security and community service in emergency situations, such as fire, cyclone, earthquake, epidemic, etc.

PRIVATE SECURITY

Private security means security provided by a person, other than a public servant, to protect or guard people or property or both, and includes provision of armoured car service. Private security is provided by private agencies to clients for a fee.

The private security industry includes all type of private organisations and individuals providing all type

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of security-related services, such as investigation, guard, patrol, lie detection, alarm and armoured transportation. Government policies like preparing guards in training institutions and schools, and making the installation of CCTV cameras at various locations mandatory have also accelerated the demand for private security guards in India. Many security agencies have diversified into providing services like manned guarding, cash handling, electronic security management, security consulting and security training.

Private security services refer to the performance of at least one of the following activities:

- observing and reporting unlawful activity
- preventing and detecting theft or misappropriation of goods, money or other items of value
- protecting individuals or property
- controlling access to premises being protected
- securely moving prisoners
- taking enforcement action by detaining persons or placing persons under arrest
- providing canine services for guarding premises or detecting unlawful devices or substances

Adapted from Oregon Laws-Legal Glossary

https://www.oregonlaws.org/glossary/definition/private_security_services

A private security guard is hired by people and private organisations for their personal security and safeguarding their properties. A private security guard can be with or without arms. A security guard can reach up to the rank of a Chief Security Officer (CSO) in consonance with one's competencies, abilities, hardwork and positive attitude.

SECURITY AGENCY

A security agency is an organisation or agency that hires people to be employed as security personnel at different locations and for various security-related purposes. A private security agency is engaged in the business of providing security services, including training to private security guards or their supervisor(s) or providing security guards to an industrial or business undertaking



or a company or any other person or property. The private security industry in India is governed by the Private Security Agencies (Regulation) Act (PSARA), 2005. The Act provides for the regulation of private security agencies and matters connected or incidental to the same. The PSARA extends to the whole of India, except Jammu and Kashmir.

A private security agency employs security personnel in the following ways:

- (i) Proprietary security
- (ii) Contractual security

Proprietary security

It is owned by an enterprise and the security personnel are on the payroll of the enterprise.

Contractual security

In contractual security, agencies can work with companies to fulfill their security needs and find contractual employees for the same. Thus, an enterprise outsources or hires security services on the basis of a pre-decided agreement for a limited period called 'contract'. The private security industry in India is one of the largest employers and is growing. Every private security agency is required to give employment preference to a person, who has served as a member in the Army, Navy, Air Force, police or Home Guards.

Personal security guards

They are employed for providing security to their employers. They are also known as 'body guards' or 'bouncers', and accompany their employers everywhere.

Residential security guards

They are employed in residential colonies, apartments, old age homes and other residential areas for providing security services to residents.

Corporate security guards

They are employed for internal and external security of business assets. Corporate security includes protection

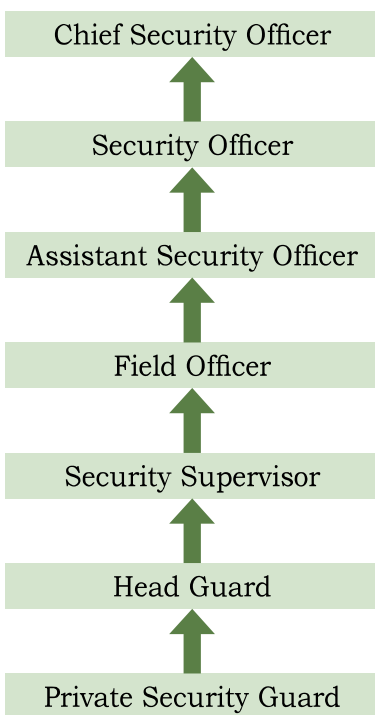


Fig. 1.2: Reporting structure for an Unarmed Security Guard in a private security organisation



of corporate buildings, shopping malls, private organisations and hospitals.

Private security guards

They are employed by businessmen and entrepreneurs for security.

Mobile security guards

Mobile security guards move around the perimeter, and observe and monitor people for suspicious behaviour or actions. 'Perimeter' refers to natural barriers or fortifications built with bricks or fences to either keep intruders away or to keep captives contained within an area or boundary that surrounds the area.

Static security guards

Unlike mobile security guards, static security guards stay at one place and monitor the movements of people and material. They may use electronic surveillance system to perform the job.

SESSION 1: ROLES AND RESPONSIBILITIES OF SECURITY PERSONNEL

Every job has some specific roles and responsibilities associated with it. Imagine a person, who delivers letters and is not fully aware of the responsibilities attached to the job. This can not only cause failure in the timely delivery of mails but may also lead to the delivery of mails at wrong addresses. Being aware of one's roles and responsibilities helps one in being efficient at work. In the security sector, training is provided, which is specifically geared towards various duties and responsibilities that security personnel will have to carry out. It is, therefore, essential for the security personnel to always be physically and mentally fit.

Roles and functions of public and private security personnel

The role of security personnel is protective, preventive and detective in nature.

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NOTES

Protective role

The role of a security personnel, in general, is to protect people, property and information from internal, as well as, external threats and aggression. Police officers, who are a part of law enforcement agencies, work in partnership with communities. They work to maintain law and order, protect the public and their property, prevent crime, reduce the fear of crime among citizens and improve the quality of life for all.

Preventive role

The preventive nature of security seeks to prevent disruptive activities against persons, property and information. The goals of prevention may be attained through a programme based on the gathering of information through an intelligence agency, use of advanced electronic devices, such as Closed Circuit Television (CCTV) cameras, skilled security personnel and communication devices like a wireless system.

Disruption against persons

This may involve incidents, such as armed attack, kidnapping, hijacking, assassination, murder, rape, etc.

Disruptive activity against property

This may involve theft, robbery, arson, sabotage and bombing, among others.

Espionage or cyber threat

It is a common form of disruption against proprietary information security.

Detective role

This role of security includes detection of disruptive activities that may be directed against property and information. An early detection of the presence of people with criminal intent, arms, ammunition, explosives and weapons may prevent a major hazard.

Detective security is said to be at its best when a crime is detected in the planning stage itself, e.g., when a group of people gathers in an area or a house and plans to commit a crime, and a security officer detects

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its presence, watches its activities, gets to know about its intentions and reports about the same to the police immediately. In such a situation, the detective role of the security personnel helps in preventing a crime.

Security applications extend to diverse institutions like industries, commercial establishments, financial institutions, educational institutes, and recreational and religious places.

General roles and responsibilities of an Unarmed Security Guard

An Unarmed Security Guard has many responsibilities while guarding a site. The main duties are to 'observe', 'deter' and 'report'. The life of people and the safety of public property, worth of which could be in crores of rupees, are often in the hands of the Unarmed Security Guard.

Let us now take a look at the roles and responsibilities of an Unarmed Security Guard.

Observing and reporting

The term 'observing' refers to watching carefully and making notes of what the Unarmed Security Guard sees. Security guards are required to prepare written reports of occurrences, duties performed and descriptions of their tasks and observations. If one needs to report information about an incident to one's superior, observation skills are necessary. Reporting involves telling the senior official or supervisor about what one has observed. Unusual incidents, as well as, violation of rules must be reported. Carefully prepared notes and reports are important as they can be used as evidence in court or police investigation.



Fig. 1.3: An Unarmed Security Guard keeps a vigil

Preventing and detecting crime

The presence of an Unarmed Security Guard at a site acts as a deterrent to anti-social elements. However, if



someone engages in an illegal act, the Unarmed Security Guard must immediately call the police and give them information so that they are able to prevent the crime and catch the miscreants. For successful coordination with the police, it is a must to have an understanding of the structure and functions of the police department.

Public relations

On some sites, such as a residential complex, the Unarmed Security Guard has to be in continuous contact with the public. People may turn to the security guard if they have a problem or want some information. The guard must act efficiently and effectively while dealing with the public.

Responding to emergencies

In case of an emergency, people may first seek help from the security guard. The guard needs to respond in an appropriate way. Every site must have an emergency response and a fire safety plan that provides a step-by-step procedure in the event of an emergency. The security guard may need to evacuate a building in case of a fire. If the security guard knows what to do and is able to act in time, the public will have more trust in her/him.



Fig. 1.4: A woman filling in personal information in the visitors' logbook

Access control

An Unarmed Security Guard has to control the entry and exit of people, vehicles and material in an organisation. This may require checking the identity cards of employees and visitors, inspecting packages and vehicles. Sometimes, employers suspect their workers to be engaged in theft of goods, stealing and passing of information. In such situations, the security guard could be asked to frisk the employees when they leave the site. Identifying and reporting on suspicious persons and packages is also a part of the job of the Unarmed Security Guard.



Patrolling

Keeping a watch over an area by taking rounds at regular intervals by walking or driving is called 'patrolling'. Patrolling is important as the security guard can observe a larger area compared to when s/he stays at just one place. It helps in identifying the risks and threats in the entire area. Patrolling often prevents anti-social elements and criminals from engaging in illegal activities within and around the site.

Controlling traffic

Pedestrian and traffic control are critical for the safety of the public. Controlling pedestrians and traffic are one of the main duties of the Unarmed Security Guard. Traffic management and parking of vehicles by visitors are to be managed by the Unarmed Security Guard. Unarmed Security Guards deployed in industrial or construction areas are responsible for regulating traffic, as well as, ensuring the safety of road workers, while allowing construction and other industrial activities. They wear traffic vest (a bright coloured vest, which reflects light or has in-built LED lights) and helmets. They use signal flags (a small or large flag in red or orange colour) or signal baton (that lights up or reflects a red light).



Fig. 1.5: An Unarmed Security Guard controlling access at gate

Protection of people, property and information

Protecting people

Protecting the lives of people is an important responsibility of an Unarmed Security Guard. This is done in various ways, such as patrolling the site, identification of hazards and controlling access to the site. Providing vehicular support to escort people, whose life is in threat, is also a part of the security guard's responsibility.

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Protecting property

One of the main duties of the Unarmed Security Guard is to protect the area, and material or equipment stored in the premises. Hazard identification during patrolling, followed by quick reporting helps in preventing disasters. For example, a fire can destroy a building if not detected in time. Similarly, material and equipment can be stolen, if the premise is not secured by security systems or security guards.

Protecting information

Protection of information is becoming important, especially in the digital era. Keeping things secret is called 'confidentiality'. An Unarmed Security Guard often hold the keys of various sections of a building that other people cannot enter. The person's duty is to restrict access to information, which is supposed to be kept secret or shared only with certain members of an organisation.

Vital data can be accessed or destroyed in many ways. One of the responsibilities of the Unarmed Security Guard is to escort people through restricted areas and make sure that they do not have access to confidential data. Some of the instances when information leak can happen but can be prevented by an alert security guard are as follows:

- (i) important files left in an area from where they can be easily accessed
- (ii) unauthorised people getting access to restricted areas or places

In case, the security guard senses an information leak or threat of such an incident, s/he must immediately report it to the supervisor.

Finding and reporting safety hazards

A hazard refers to a danger or risk. The Unarmed Security Guard's patrols involve carrying out safety inspections on the site and reporting about risks or threats immediately. A hazard that is detected and fixed quickly can avert a disaster.



Official procedures and instructions

The Unarmed Security Guard's duties and responsibilities are clearly communicated by the superior or supervisor at the time of joining an organisation. It is a must to know the company's Standard Operating Procedures (SOPs), which refer to the organisation's policies and ways of doing things. These relate to all sites in the company. These may include expectations related to grooming, such as dressing, punctuality and treating the public. Other than SOPs, there are area-specific instructions, known as 'post orders', which may vary from area-to-area within the organisation. For instance, post orders for a guard manning the entry gate and for the one looking after the parking area would be different. It is, therefore, important to note that post orders give a detailed area-specific job description. Area-specific instructions may include the following:

- (i) emergency contact numbers
- (ii) location of the post
- (iii) work shifts
- (iv) patrolling procedure
- (v) reporting procedure during emergencies

The security guard must read all updates or changes in SOPs and area-specific instructions. S/he can also receive memos or notices with special instructions that are not included in the initial instructions. Such notices may be issued for a specific event or as a permanent instruction.

In case, the Unarmed Security Guard is not sure about the roles and responsibilities, s/he can ask questions to the supervisor and clarify the doubts.

Practical Exercise

Activity 1

Visit a shopping mall, an ATM booth or any other place, where you could find an Unarmed Security Guard at the gate. Observe the guard from a distance and note down the activities s/he is performing as part of the job. What are the responsibilities (activities) that you think the security guard should have performed, apart from the ones that you observed?



Check Your Progress

A. Multiple Choice Questions

- Which of these is not the responsibility of an Unarmed Security Guard?
 - arrest a person for a crime
 - prevent crime in the premises s/he is guarding
 - report emergency situations to higher authorities
 - observe people and vehicles in the premises
- Patrolling refers to _____.
 - reporting on emergencies
 - controlling access at the entry gate
 - controlling traffic using technology
 - watching and guarding the site by moving around
- 'Confidentiality' is a term related to _____.
 - protecting property
 - protecting information
 - protecting people
 - confidence and attitude of the security guard

B. Fill in the Blanks

- Keeping things secret is called _____.
- In all situations, the duty of an Unarmed Security Guard is to _____, deter and _____.
- Standard _____ Procedures (SOPs) refer to the company policies and ways of doing things.

C. Short Answer Questions

- Describe the roles and responsibilities of an Unarmed Security Guard.
- What is 'confidentiality'? Do you think that there is any confidential data in your school? If yes, provide an example. What would be the loss or consequences, if such confidential data is leaked?
- What are post orders?

What have you learnt?

On the completion of this Session, you will be able to:

- describe the purpose of security.
- identify the roles and responsibilities of an Unarmed Security Guard.
- demonstrate the difference between different types of security.
- differentiate between preventive, protective and detective role of an Unarmed Security Guard.



SESSION 2: RISKS, THREATS, HAZARDS AND EMERGENCY — RESPONDING AND REPORTING

NOTES

You might have noticed that danger exists everywhere. However, the risk tends to be higher at certain places and at certain times. The risk of theft is higher for a bank than a grocery store at night. A person who is aware of the risks and threats can take appropriate and timely actions to prevent and mitigate the impact of an untoward incident.

Assets and risks

'Risk' refers to the possibility of losing something of value. A person, object or information that is considered valuable and requires protection is called an 'asset'. If there is a possibility of the occurrence of some incidents (e.g., death, injury, theft or damage), which can affect the asset, there is a risk involved. It is the responsibility of the Unarmed Security Guard to reduce the possibility of the occurrence of such incidents by taking preventive actions or measures. Knowing the kind and level of risks not only helps the security guard plan accordingly but also helps to keep oneself and others safe.

Risk levels

An Unarmed Security Guard could be working in high, medium or low-risk work situations. It is also possible that s/he may work at a low-risk site one week and a high-risk site the next. Risk levels also change during the course of the day.

High-risk situations

- (i) working alone at a site
- (ii) posting in an area known for crime and violence
- (iii) patrolling in night shifts

The above situations are often unsafe, especially when they are combined. For instance, the security guard may be the only person posted to guard a jewellery store at night and that too in a crime-prone area.



NOTES

Medium-risk situations

A late evening shift when employees or customers are supposed to leave the site

Low-risk situations

A day shift

Threats

Vulnerability and its relation to risk

'Threat' is anything or anyone, which can exploit someone's vulnerability (i.e., weakness or gaps in security), intentionally or accidentally to obtain, damage or destroy the person, material or information. Threat takes advantage of vulnerability to cause a risk. For instance, an intruder is a 'threat', absence of a perimeter fence is 'vulnerability', and possibility of theft of material from industry is a 'risk'. Fire is a threat, absence of escape routes is vulnerability and possibility of loss of life due to fire is a risk.

Asset + threat + vulnerability = Risk

If we take an example of a jewellery store, a security guard is protecting, the risk would be:

Jewellery at the store (asset) + criminals in the city (threat) + lack of lighting around the store at night (vulnerability) = Possibility of robbery (risk)

Types of threat

Threat to an organisation could be from the following:

Unhappy customers

Unhappy with the service, customers may resort to vandalism, i.e., destruction of property of an organisation. This is often reported in case of hospitals when people feel that patients died due to the negligence of doctors.

Angry employees

A group of disgruntled employees can be a threat to the lives of people of the organisation, as well as, material stored at the site.



Protesters

These could be people living in a neighbourhood who might be facing problems (such as air pollution or contaminated water) due to the organisation.

Pranksters

People, who make hoax bomb calls for the sake of fun or adventure, are included in the group of pranksters. They disrupt the activity in the organisation, thereby, causing losses.

Criminals

They belong to a group of people who break the law. Other threats that an organisation may face could be due to drug abuse, drunk employees or clients, violence, overcrowding, blocked fire exits and inadequate fire safety measures.

Hazard

It refers to something or someone that can cause a harm. Hazard is often used interchangeably with threat.

Emergency

An event that has happened or is about to happen and threatens the life of employees or property of the organisation or environment, and requires significant and coordinated response is called an 'emergency'.

In most cases, emergencies require 'mitigative' efforts to prevent worsening of a situation. However, mitigation may not be possible when the event has already occurred. What is possible then is 'palliative' care. For instance, mitigation is not possible if an accident has already taken place in the parking area of a shopping mall. The plan of action in such a case is to ensure immediate medical attention to the injured people.

In the event of an emergency, the Unarmed Security Guard may be the first person people turn to for help. The guard needs to act responsibly. The emergency plan of the organisation outlines what to do in different emergency situations. Frequent reading of the emergency plan and multiple mock drills ensure that the security guard knows how to respond in such situations.



Fig. 1.6: Emergency helpline number



Observing and reporting

Observing, deterring and reporting form the core duties of the Unarmed Security Guard. If these activities are done timely and efficiently, the risk to assets (i.e., people and property) is reduced as the Unarmed Security Guard can identify the threats and fix the security lapses.

Observing helps in preparing detailed notes or reports. Notes can help nab criminals and the same can be reported to seniors, thereby, helping the authority concerned to find the gaps in the security system and fix them.

Reporting involves communicating to the authorities concerned about what one has observed. For example, when calling for police, ambulance, fire or other emergency services, it is important to describe what, when, where, who, why and how.

*Who are you and how to call you back?
What is happening or what has happened?*

When did it happen?

Why did it happen?

Where is it happening?

How did it happen?

This can be done orally in case of an urgency or in the form of a written report. It is always better to follow an oral report with a written one. The Unarmed Security Guard needs to report unusual incidents that occur during the shift, as well as, instances of violation of rules.



Fig. 1.7: Reporting on who, how, what, when, where and why

The Unarmed Security Guard must understand the importance of notes and reports, which could be produced as evidence in the court of law.

Response mechanism: Suspicious packages and weapon threat

Suspicious packages

Packages like letters could be used to attack an organisation and cause loss of life or property. It may



be possible that such packages are harmless but are intended to cause panic and disrupt the activity in the organisation.

It is not always easy to detect a suspicious package. One of the best ways to reduce risk is to match deliveries to orders, thereby, accepting only those packages, which are expected. The other way is to carefully inspect the deliveries and take supplies only from trusted suppliers or courier service providers.

There is no standard way of identifying a suspicious package. Some factors that may be considered in deciding if a package is suspicious are as follows:

- (i) absence of the sender's address on the package
- (ii) the package is not from a familiar address
- (iii) the item is too heavy for its size
- (iv) the package is not balanced and is lopsided
- (v) package has protruding wires
- (vi) package has unexpected leaking or sticky substance(s) or emits vapour
- (vii) package emitting strange smell
- (viii) oil stains on package
- (ix) wet packaging or dampness
- (x) sudden illness or irritation on the skin, eyes or nose while handling the package
- (xi) person delivering the package refuses to share personal information

Response mechanism

- (i) Stay calm and immediately contact the police.
- (ii) In case, you are holding the package, put it on a flat surface and remove other articles kept nearby.
- (iii) Do not move it from the site.
- (iv) Keep it separately from other objects or material so that it is easily identifiable.
- (v) Evacuate the area. The quickest means is to use a fire alarm. To avoid panic, it is better to go room-to-room, asking people to evacuate the building.



Fig. 1.8: Suspicious packages



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- (vi) In case, the package contaminates people (by spillage, irritation or sickness), move them to a safe location and keep them separately. Ensure that all air conditioning units and fans at the site are switched off to prevent further spread of the contaminant.
- (vii) Seek medical help for the affected people.

Weapon threat

In case of a threat by a weapon (e.g., gun), the best strategy is 'run-hide-tell', especially when one is unarmed.

Run

Run to a place of safety. Take cover initially but try to leave the area as soon as possible. Running away from the area will also depend on the safety of the intended escape route.

- (i) Leave your belongings behind, except the cell phone, in case you cannot carry all.
- (ii) Never assemble in open areas or wait at evacuation points as it makes the entire group vulnerable.
- (iii) Guide people who are unfamiliar with the area.
- (iv) Use brick or concrete walls as cover from gunfire.
- (v) Vehicles (engine block area) or large fixed objects like trees can also be used as cover.

Hide

If running is not a safe option, the next best option is to 'hide'. The other actions that one can opt for are as follows:

- (i) Use locks or barricades to secure the area.
- (ii) Identify areas where you can hide, such as windows, doors or balcony.
- (iii) Remain quiet and move out of the area only when the authorities concerned tell you to do so or you have to do it for safety reasons.
- (iv) Put cell phones, radios and other devices on the silent mode.
- (v) As the last resort, you can use improvised weapons to protect yourself when encountered by armed assailants.



Tell

Tell or inform the police by calling on the emergency helpline number. Providing detailed information to the police or seniors about the area helps them in nabbing the miscreants and securing the area. However, one must not jeopardise the security of oneself and others by making the location known to the offender while trying to seek information. Efforts must be made to share the following information:

- (i) location of the place where the incident has occurred
- (ii) physical description of the offender
- (iii) movement of the offender in a particular direction
- (iv) detail of weapon(s) the used
- (v) approximate number of people in the area at the time of the incident
- (vi) number of employees injured
- (vii) the intent of the offender, if known or could be sensed

The seniors or police may ask the Unarmed Security Guard to remain on the line and provide updates as the situation changes. The contacts for emergency services are given in Table 1.1.

Table 1.1: Emergency contact numbers in India

S. No.	Emergency Service	Helpline No.
1.	Police	100
2.	Fire	101
3.	Ambulance	102
4.	Blood bank	104
5.	Helpline for women	181
6.	Tourist helpline	1096
7.	Child helpline	1363
8.	Gas leakage	1098

Common hazards at workplace

New and unforeseen hazards may arise anytime. The hazards can be categorised as follows:

INTRODUCTION TO SECURITY SERVICES



(a)



(b)



(c)

Fig. 1.9 (a,b,c): Action to be taken in case of an armed attack





Fig. 1.10: Symbol for washing hands

Hygiene related hazards

These may include contamination of hands, face and other exposed parts of the body with harmful solids, liquids and gases, which may make one susceptible to diseases like Hepatitis B. Hepatitis B is a virus that affects the liver. It is important to wash hands with soap and clean water before eating food.

Stepping on rusty nails, tin or iron may cause 'tetanus'. It is caused by tetanus bacterium. The bacterium produces a toxin that affects the nervous system, leading to stiffness in the muscles. The early symptoms of tetanus include diarrhoea, fever and headache.

Tools and machinery related hazards

Injury may be caused due to the following:

- (i) use of machines or sharp objects
- (ii) heavy vehicles offloading large amount of material
- (iii) speed of vehicles
- (iv) unguarded machinery or faulty equipment

Hazardous substances or exposure to dangerous goods

- (i) flammable, explosive or hazardous substances gas cylinders
- (ii) dust or other particles, such as glass fines in the air can be inhaled
- (iii) hazardous chemicals in factories

Working at heights and falls

One must be careful about the following:

- (i) fall from ladder or buildings
- (ii) fall from dumping platforms
- (iii) slip, trip and fall due to liquid spillages at a site or poor lighting

Manual handling

Being careful while performing the following tasks also helps in preventing injuries:



- (i) removing sharp materials from waste
- (ii) assisting in unloading vehicles
- (iii) manually moving large loads

Noise

- (i) loud and constant noise from heavy plants and vehicles moving around the site
- (ii) wearing ear plugs may render a person unable to hear the sound of nearby vehicle movements
- (iii) use of mobile phones while working

Electrical

- (i) overhead or underground live electricity
- (ii) poorly maintained or exposed electrical leads and plugs

Confined spaces

These refer to spaces, such as septic tanks, pits, manholes, silos, containers, tunnels, etc. A person may enter such a space only if one is appropriately trained and has specific approval from the supervisor to do so.

Fire

The common causes of fire at workplace include careless smoking, disposal of matchsticks, inadequate distance from combustible material, defective electrical equipment and substandard electrical wires.

Using a fire extinguisher

To extinguish a fire with a portable extinguisher, you must have immediate access to the extinguisher, know how to actuate the unit and apply the extinguishing agent. Prior to using a fire extinguisher, you must perform a risk assessment that evaluates the fire size, atmosphere in the vicinity of the fire and fire evacuation path. Let us now understand the various steps to be followed for using the fire extinguisher. To remember the sequence of the steps, you may learn it as 'PASS', i.e., pull, aim, squeeze and sweep.



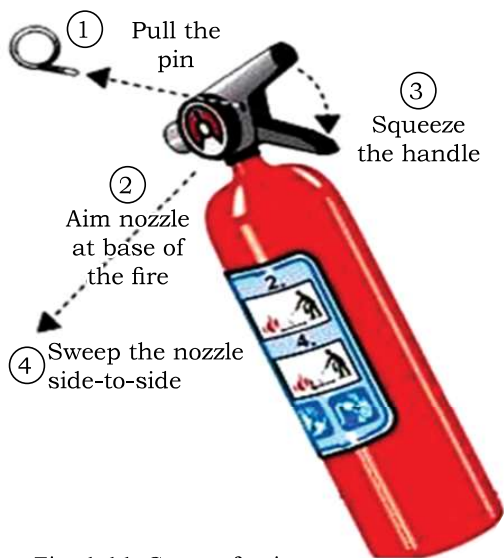


Fig. 1.11: Steps of using a fire extinguisher

Step 1: Pull

Pull the pin or ring of the extinguisher. This will allow you to squeeze the handle in order to discharge the extinguishing agent, i.e., water, Carbon dioxide, foam, etc.

Step 2: Aim

Aim the nozzle at the base of the fire but maintain a distance of at least 6 feet from the fire.

Step 3: Squeeze

Squeeze or press the handle together. This will release the extinguishing agent.

Step 4: Sweep

Sweep the nozzle from side-to-side, aiming at the base of the fire. Continue until the fire is extinguished.

Risk management

This involves identifying the hazards, assessing the risks associated with the hazards, implementing the best practicable measure(s) to eliminate or control the risk and monitoring its effectiveness. Risk management must be applied to the use of all material and the type of activities carried out at a workplace. It means that the Unarmed Security Guard evaluates the hazards and develops strategies to avoid or minimise the potential of an injury to self and others. Occupational Health and Safety (OHS) strategy involves four stages — hazard identification, risk assessment, elimination or control, and monitoring or review of control measures.

Steps involved in risk management

There are four steps involved in the risk management process.

Step 1: Identify risks and hazards

Step 2: Assess the risks associated with the hazards

Step 3: Implement the best practicable measure(s) to eliminate or control the risk

Step 4: Monitor or review control measures

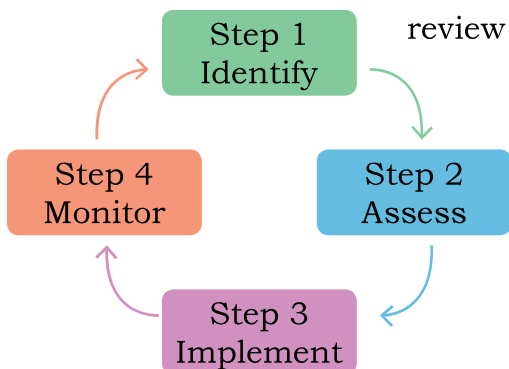


Fig. 1.12: Steps involved in risk management



Identifying risks and hazards

We have learnt about various hazards and risks at workplace. We have also learnt that hazards at workplace could be related to hygiene, use of tools and machinery, hazardous substances or chemicals, working at heights, manual handling of electrical fittings or wires, fire, etc. Now, let us try to understand how we can identify risks and hazards at the workplace. The risks and hazards could be identified in the following ways.

Report of incidents

It is the report of the incidents that took place in the past. It serves as a record for future reference.

Self-inspection checklist

The self-inspection checklist helps the maintenance staff to effectively plan regular and emergency maintenance tasks, and check against the list of tasks to be performed for the maintenance of machines or equipment.

Observations

By observing the activities or tasks being performed by workers, the risks or possible hazards can be assessed.

Knowledge sharing

Employees sharing experiences about untoward incidents faced in the past also helps in taking precautions and issuing necessary instructions to workers.

Consultation with specialists

Consulting specialists in the field helps in mitigating or preventing hazards.

Regular maintenance checks

Regular maintenance helps in preventing problems, such as blockages, leaks or breakdowns, which can increase risks. A maintenance schedule must be in place to ensure that the equipment is maintained and serviced at intervals indicated in the manufacturer's operating instructions.

Risk assessment

When a hazard has been identified, the next step is to assess the risks associated with it so that it does



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not harm anyone at the workplace. Risk is, normally, assessed in terms of how severely someone could be injured or fall ill and the likelihood of the same from exposure to the hazard. Risk assessment is the process which includes the following:

- (i) identification of hazards
- (ii) analysing or evaluating the risk(s) associated with the hazard
- (iii) determining appropriate ways to eliminate or control the hazard

Judging the likelihood

Keeping the severity or consequence in mind, think and judge how likely it is that someone may be affected by the hazard.

- (i) Very likely: could happen any time
- (ii) Likely: could happen sometime
- (iii) Unlikely: could happen but very rarely
- (iv) Very unlikely: could happen but probably never will

Judging the severity or consequence

While judging the severity of a hazard, think about whether it could:

- (i) kill or cause permanent disability or ill health.
- (ii) cause long-term illness or serious injury.
- (iii) cause someone to need medical help.
- (iv) cause someone to need first aid.

The severity of the risk can be categorised as follows:

- (i) Extreme risk: Extremely urgent, immediate action is required
- (ii) High risk: Urgent action is required
- (iii) Medium risk: Action is required within one week
- (iv) Minor risk: Not urgent; action is required within one month
- (v) No risk: No action required

Factors that influence the degree of risk include the following:

- (i) For how much time a person is exposed to a hazardous thing or condition?
- (ii) How is the person exposed (e.g., inhaling vapour, skin contact)?



(iii) How severe are the effects under the condition of exposure?

Risk assessment at the workplace may lead to the discovery of several risks and hazards. It is likely that they cannot be fixed all at once, so it is essential to plan and prioritise actions. The worst hazard, i.e., those that can happen any time, are most severe in nature, and may cause injury or illness, must be addressed first. The various elements of risk assessment are summarised in Table 1.2.

Table 1.2: Elements of risk assessment

Stay on the lookout	<ul style="list-style-type: none"> • Be on the lookout for hazards at all times. • Utilise the systems for hazard reporting so that something can be done about them.
Anticipate hazards	<ul style="list-style-type: none"> • Think about possible hazards before you start each task.
Account for change	<ul style="list-style-type: none"> • Change may occur as a result of a new project — commencing, altering the work system, introduction of new staff, and addition or change of tools or substances. • Change can introduce hazards, so one must always be aware and implement the hazard identification process.
Report new hazards	<ul style="list-style-type: none"> • As soon as a hazard is identified, report it immediately to the supervisor or the authorities concerned.
Conduct risk assessment regularly	<ul style="list-style-type: none"> • Everyone is responsible for being on a lookout for hazards. The process must be a part of everyday work practice.
Keep records	<ul style="list-style-type: none"> • Records of the maintenance of an organisation or industry and equipment must be maintained regularly.

The aim of a risk assessment is to identify and rank hazards so that they can be addressed accordingly.

Implementing practicable measures to eliminate or control risk

The third step is to implement control measures to eliminate or reduce the risks of being injured or



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harmed, and ensure that the measures are monitored and reviewed. Control is a mechanism or process that minimises the risk of the occurrence of a hazard. Examples of actions that can be taken to control common workplace hazards are given in Table 1.3.

Table 1.3: Actions for controlling workplace hazards

Problems	Actions for controlling hazards
Spillage of wet or dry substances	Isolate and clean spills without delay. Use warning signs to alert people about surfaces that are wet, following recent cleaning or spills. Use absorbent material for cleaning spills.
Unsuitable footwear	Wear footwear appropriate to the job and work environment.
Wet or dirty footwear	Wipe shoes on foot mats.
Poor lighting	Provide adequate lighting.
Untidy areas	Keep the workplace tidy and walkways clear. Make sure that objects do not create a trip hazard.
Rubbish or waste	Remove waste paper, food, packaging and litter from the bin regularly. Carry out regular site clean-ups to remove rubbish
Untidy stairs	Do not use stairways for keeping things. Always use handrails. Ensure adequate lighting on stairs.
Excessive loads	Report workload problems to your supervisor and avoid carrying excessive workload. When moving material by hand or push trolleys, make sure that the material are not stacked so high that the view of the floor ahead is obstructed.
Fault with machinery and equipment	Carry out regular maintenance and inspection of production machinery for signs of leakage.
Risky ladders	Use ladders in accordance with the manufacturer's information on safe use.



Monitoring or review of control measures

The fourth step is to regularly monitor and review control measures. While monitoring, it is essential to know whether the control measures have been implemented as planned and if they are being used as per the procedure.

Types of emergency

An 'emergency' is a sudden, usually, unexpected occurrence requiring immediate action. In an emergency situation, immediate response and relief activities are carried out by the government, non-government organisations and volunteer agencies. These activities include alleviating a disastrous situation, carrying out search and rescue operations; provision of first aid, food, clothing, shelter and medicines to those affected, etc. Emergency may also be in anticipation of a hazard turning into disaster and may involve evacuation, provision of food, clothing, shelter, medicine, etc.

Difference between disaster and emergency

Both emergency and disaster are sudden. Disasters, usually, have a larger impact on a community as compared to emergencies. Some of the common disasters and emergencies are discussed in the Session.

Floods

These are the most frequent natural calamity that India has to face almost every year, in varying magnitudes. Flooding is caused by inadequate capacity of riverbanks to contain high flows brought down from the upper catchment due to heavy rains. Areas having poor drainage get flooded by the accumulation of water, resulting from heavy rains. It is disastrous to the ecology and human habitation. During floods, there is loss of life and property. After floods, there is human and animal suffering, spread of diseases and lack of shelter and food.

Technical failures

Equipment failure can cause injury and even loss of life. Failure in process control systems of a chemical



factory may cause reactions, which may go out of control and lead to fire, explosion and even leakage of poisonous gases.

Risks associated with assault

The Unarmed Security Guard is often exposed to the risk of assault from anti-social elements, unruly crowd or angry employees. However, we all have the right to self-defence. The right to self-defence is limited to situations where immediate threat of violence cannot be prevented by those authorised. The basic principle underlying the doctrine of the right to private defence is that when an individual or her/his property is faced with danger and an immediate aid from the State machinery is not readily available, the individual is entitled to protect oneself and one's property. But the force used by the person to protect self and property must not be grossly disproportionate to that needed to ward off the threat from the aggressor.

Aggressors are grouped into five broad categories, namely, criminals, vandals, extremists, protest groups and terrorists. They can inflict injury or death on people; destroy or damage facilities, property, equipment or resources; steal equipment, material or information; and create adverse publicity. Acquiring training in

unarmed self-defence techniques for dealing with hooligans, bullies, loafers, street fighters and the like enables the security guard to ward off an attack and protect self and others. Being an Unarmed Security Guard, it is important to assess the risk before deciding to engage with the aggressor. After assessing the risk, one can either engage with the person, escape or hide and communicate with the supervisor for backup. However, it is better to wait for adequate backup before engaging with the aggressor.



Fig. 1.13: Common signages associated with safety

Safety signages

Evacuation and safety instructions are displayed conspicuously at prominent places. The following signages are, generally, displayed:



- (i) Photo luminescent signages, reading — ‘In case of fire, use stairs unless instructed otherwise’ in red on a white background, is installed in the entire building showing the ‘exit’ route.
- (ii) Photo luminescent signages, indicating the floor number, are fixed in the ‘exit’ staircase. ‘Assembly points’ are also indicated for effective evacuation.
- (iii) Each stairway and each elevator is given numbers as per the evacuation plan, for example, S1, S2, etc., for stairways, and L1, L2, etc., for elevators
- (iv) ‘No smoking’ signages are provided in service areas.
- (v) Kitchen safety signages are fixed in kitchens.
- (vi) ‘High voltage’ or ‘danger’ signages are fixed on all electrical panels.

Some of the common signages associated with safety are shown in Fig. 1.13.

Practical Exercise

Activity

Imagine that you have been appointed as an Unarmed Security Guard at a school.

1. Make a note of the following:
 - (i) Assets which you need to protect
 - (ii) Vulnerability
 - (iii) Threats to the school
 - (iv) Risks to the school
2. What are the kinds of threats and hazards in terms of security at the school? Write the role of an Unarmed Security Guard against the type of threat in the following table.

Threat	Role
Physical damage by a person	
Loss of essential services	
Compromise in responsibility	
Natural calamities	
Leakage of confidential information	



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3. Write a short note on the response mechanism to be adopted to tackle the security threats or hazards identified by you.

Check Your Progress

A. Fill in the Blanks

1. _____-hide- _____ strategy is used to tackle weapon threats.
2. Hazard + _____ + vulnerability = Risk
3. Patrolling in the night is a _____ risk situation.

B. Short Answer Questions

1. Why are observation skills important for an Unarmed Security Guard in deterring and reporting security threats?
2. Do you think an Unarmed Security Guard will be able to secure a site in case of an attack by a group of people armed with guns? If no, then what can be the strategy adopted in such a situation?
3. What are suspicious packages? Is an Unarmed Security Guard fully equipped to identify a suspicious package as a bomb? What steps must the Unarmed Security Guard follow after receiving a suspicious package?

What have you learnt?

On the completion of this Session, you will be able to:

- identify the relation between asset, threat, vulnerability and risk.
- list the various kinds of threats faced by an organisation.
- demonstrate the knowledge of responding and reporting in case of detection of a suspicious package and weapon threat.



Unit
2



Private Security – Regulations and Equipment

The role of a security guard and a police officer differ significantly. A security guard is paid only to protect property and people of the business that employs him/her, whereas, a police officer is duty-bound to protect all people and property, and is also authorised to enforce the laws of the land. Security guards are trained to operate and repair security systems, communicate with law enforcement agencies, and monitor and watch locations and property for threats.

SESSION 1: COOPERATION WITH POLICE AND OTHER ORGANISATIONS

In this Session, you will learn about the various rules and regulations that an Unarmed Security Guard must know to seek police cooperation or cooperate with the police and other organisations. Though the roles and responsibilities of private security guards and the police are different, cooperation between the two is a must for preventing crime and apprehending miscreants. An understanding of evidence is required for the Unarmed Security Guard to cooperate in a police-led investigation. This is so because courts decide whether a person is innocent or guilty on the basis of evidence.

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Private security guard vs police officer

The duty of police officers is to enforce the law, and maintain public order and peace. In case of a violation, the police are required to catch hold of the offender. For maintaining law and order, and ensuring quick response to a crime, the police have set up a 'Police Control Room' (PCR), where anyone can inform the police about a crime or an untoward incident. The vehicle used by the police to reach the place of an incident is called a 'PCR van'.

Security guards are responsible for protecting specific people and property. Their responsibilities may include some of the functions as performed by the police, such as observing and monitoring people, and preventing theft to name a few. But these would not include offences, which require the arrest of a person.

The police alone can enforce the law of the State. A security guard cannot arrest a person, even if the person caught is a criminal. The duty of a security guard is to inform the closest police station because only the police can make an arrest. The security guard can temporarily detain the person till the police arrive.

Arrest

An arrest is made in connection with an offence — either civil or criminal. An arrest is an act of depriving people of their liberty, usually, in relation to an investigation or prevention of a crime. Arrest is purely a police matter. Section 41 of the Criminal Procedure Code (CrPC) gives a constable in uniform the power to arrest a person without a warrant, if s/he reasonably suspects that the person has committed a 'cognisable offence'. A private security guard or a common citizen does not enjoy such power. In a cognisable offence, the police can take cognisance of the offence on their own, i.e., they need not wait for the court orders to arrest a person. In a 'non-cognisable offence', the police cannot arrest a person without the court orders, i.e., a warrant.

Rules to be followed by security staff during arrest or detention

- (i) A male security guard must never be alone with a female prisoner.



- (ii) A female security guard must stay with the female prisoner.
- (iii) Similarly, a male prisoner must never be left alone with a female security guard.
- (iv) A security guard does not have the right to search a person or the baggage of someone detained unless there is reasonable ground to believe that the detainee has a weapon, which s/he may use to injure self or others.

Arrest by private person (Section 43 of CrPC)

Any private person may arrest or cause the arrest of a person, who in her/his presence commits a non-bailable cognisable offence, or any proclaimed offender, and may hand her/him over to the police at the earliest for reasons given as follows:

- (i) Such a person comes under the provision of Section 41 (when the police may arrest without a warrant).
- (ii) Such a person has committed a non-cognisable offence and refuses to give her/his name and residence or provides false information.

This provision can be invoked only if the police are convinced that the person was acting with a criminal intent. An arrest may be carried out as per the guidelines mentioned in Section 43 of the CrPC. As far as possible, private security staff must facilitate the arrests to be made by the police. In an event where they themselves have to do this, it must be done tactfully and with caution, ensuring that the evidence is meticulously collected, preserved and handed over to the police.

Main features of civil law

In India, the civil law comprises the laws formed and followed at the Federal and State levels, and the rulings made from time-to-time in the country by the court of law. The scope and ambit of civil law encompasses matters and issues related to the following:

- (i) real estate law
- (ii) business or commercial law
- (iii) education law



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- (iv) consumer law
- (v) tax law
- (vi) entertainment law
- (vii) contract law
- (viii) administrative law
- (ix) ports law

Main features of criminal law

The purpose of a criminal law is to deter and punish a criminal. The cases under it are brought by the State. The punishment involves fine(s) and imprisonment. An accused under a criminal law is convicted only when the guilt is proven beyond reasonable doubt. The types of offences include common assault, bodily harm, violence, etc.

First Information Report (FIR)

A First Information Report (FIR) is a written document of information that reaches the police first. It is filed by the police when a person is a victim of a cognisable offence, i.e., an offence for which the police can take action without a prior court approval (warrant). Section 154 of the CrPC, 1973 defines what amounts to first information. It is to be registered by an Inspector or a Station House Officer (SHO) at a police station on the receipt of a complaint from any individual about any untoward incident, accident or offence. In many cities, inspectors are the SHOs. In rural areas, where an inspector is the in-charge of a police circle (consisting of more than one police station), the person is also referred to as a 'Circle Inspector'. All major incidents, accidents, thefts and offences must, normally, be reported to the civil police. Private security personnel must take the permission of the management of a company or an organisation, where they are employed, before lodging a report with the civil police.

Objectives of FIR

The primary objective of an FIR is to make a complaint to the police to set a criminal law in motion. The secondary, though equally important objective, is to obtain early information of an alleged criminal activity.

UNARMED SECURITY GUARD — CLASS IX



Who can lodge an FIR?

An FIR can be lodged by:

- (i) the complainant, who is an aggrieved person.
- (ii) somebody on behalf of the complainant.
- (iii) a person who is aware of the offence — an eyewitness or a hearsay (what a person has heard)
- (iv) the accused.
- (v) the SHO.
- (vi) the magistrate.
- (vii) a doctor.

Who can write an FIR?

An FIR must always be written by the officer in-charge of a police station. The SHO is the officer in-charge of the police station.

Essentials of an FIR

The following points must be covered while recording the FIR:

- (i) Who committed the crime?
- (ii) Against whom was the act or crime committed?
- (iii) When (time) was the crime committed?
- (iv) Where did the crime take place?
- (v) What was the motive of the crime?
- (vi) What was taken away?
- (vii) What traces were left by the accused?

Evidence

It refers to the facts or information, which are used to test whether a particular belief or claim is true. An Unarmed Security Guard may be the first to arrive at a crime scene and it will be her/his responsibility to secure the area till the police take charge of the situation. No one must be allowed in the area and nothing must be touched before the police arrive. This is important as anything found at the scene can be used as evidence in court and will help prove the truth. There are many types of evidence.

Direct evidence

If the witness has seen a theft taking place, s/he can give a direct evidence. For instance, if the witness tells



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the police or court that s/he saw the accused stealing something from the almirah, the witness is giving a direct evidence. Direct evidence is the testimony that the witness gives in court about something directly experienced.

Circumstantial evidence

Information provided in circumstantial evidence is related to the facts of a case. However, it does not provide any information regarding the crime, which has been experienced by a witness. For example, if the witness has seen the accused leaving a building with something in hand late in the night or the same day when the theft took place, this evidence will be 'circumstantial'. If a link from the facts to the circumstantial evidence is established, it can help increase the reliability of the evidence. Often indirect and direct evidence add up to prove the guilt of the accused.

Hearsay evidence

When a person testifies in court saying what s/he has heard about someone or something related to a crime, this is 'hearsay evidence'. For example, it would be hearsay evidence if a woman told you that the person who stole a certain car was wearing a green cap and you testified that the accused matched the woman's description of the thief. This is an example of hearsay evidence, which is not considered reliable in courts.

Documentary evidence

Notebooks, photographs, sound recordings, films, videotapes and computer records are considered as 'documentary evidence'. Experts examine the quality and authenticity of the document submitted. For example, an unclear photograph or video is considered a less reliable evidence.

Physical evidence

Objects, such as a knife or a piece of torn cloth, which are shown in the court of law, are 'physical evidence'. It is important for the witness to explain to the court



where it was found, how it was found and where it was kept since being found. For example, a mobile phone with the name of the accused on it was found at the scene of an assault. The witness will have to explain exactly where it was found, how it was found and how it has been kept safe. Physical evidence by itself is not reliable, as it is only circumstantial. For example, just because a wallet belongs to the accused, it does not prove that the accused has committed the assault. If the physical evidence is used with a direct evidence, such as the witness says s/he saw the accused throwing the mobile phone at the victim, then the reliability of the evidence is higher.

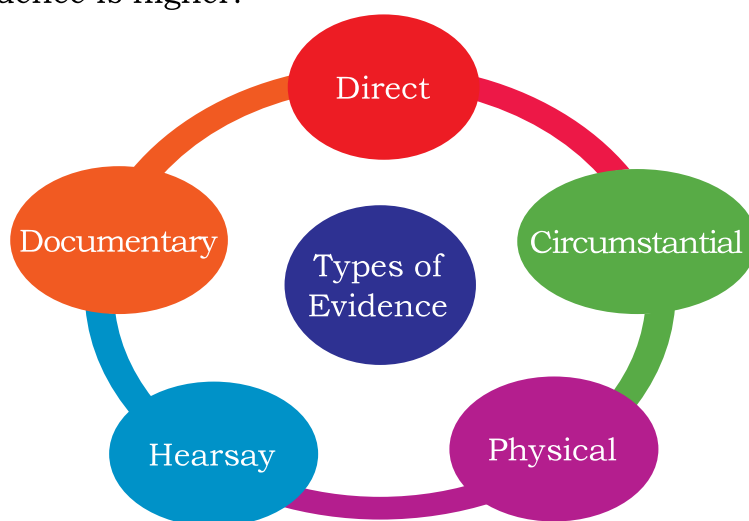


Fig. 2.1: Types of evidence

Trace evidence

Physical evidence at times is too little or too small to be visible to a common person. Such evidence is called 'trace evidence', for example, fingerprints in and around the area where a crime has taken place. It could also be physical objects like a strand of hair, a small piece of cloth, etc. Trace evidence is, usually, collected or photographed by forensic experts. Quality trace evidence can be obtained only when the crime scene is secured and entry to the area is restricted as soon as possible.

Securing a crime scene

When a person engages in an act, in which s/he modifies, hides, falsifies or destroys evidence with the



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intent to interfere with the investigation, it is called 'tampering with the evidence'. It is done to cover-up a crime. To prevent tampering of evidence, avoid destruction of evidence or alteration of the crime scene, the scene needs to be secured. While a security guard is waiting for the police, s/he must do the following:

- (i) ensure that no one is able to change the original scene or destroy evidence(s)
- (ii) set up a barrier with tape or keep the door closed
- (iii) provide medical help to anyone who needs it
- (iv) note down the time of her/his arrival
- (v) note down anything that is seen, heard or smelt
- (vi) draw a diagram of the crime scene
- (vii) take down the details of witnesses and information regarding the incident
- (viii) ensure that people do not leave the site until the police arrive
- (ix) include a description of suspicious people seen nearby
- (x) protect trace evidence, such as footprints, blood drops, etc.
- (xi) use a plastic sheet to cover the evidence, if it is raining
- (xii) make a note of the changes made to the original scene

On the arrival of the police, the Unarmed Security Guard must do the following:

- (i) Get to know the police officer, who is the in-charge, and handover the responsibility for the scene to that person. This is important because the court will need proof that there was no break in the chain of people in-charge of guarding the evidence.
- (ii) Make a note of the name of the person to whom the responsibility was handed over and the time when the charge was handed over.
- (iii) If the police seek assistance, provide whatsoever assistance is possible as an Unarmed Security Guard.



Testifying in courts

Testifying in the court of law refers to the evidence being given in court. The Unarmed Security Guard might be called to the court to testify before the judge with regard to what s/he saw on reaching the crime scene. The security guard will receive an order from the court, directing her/him to testify before the court. The court order will specify the date and time when s/he must be present in the court to testify. The security guard can face an imprisonment in case s/he fails to abide by the order.

If you present a professional image before the court, the reliability of the evidence in the court will improve. Here are certain things that the security guard must do before appearing in court.

- (i) Review all notes. Be sure of the time, date and location of the crime scene.
- (ii) Revise the entire sequence of events and be sure of the exact details.
- (iii) Prepare well for what is specifically demanded in the testimony and plan for the questions, which might be asked by lawyers.
- (iv) Present self in uniform.
- (v) Arrive early, in case the prosecutor has asked for clarifying doubts, if any.

Here are certain things that the security guard must follow once inside the court:

- (i) Stand or sit straight in the court.
- (ii) When lawyers ask questions, look at them but direct answers to the judge.
- (iii) Speak loudly and slowly so that everyone can hear.
- (iv) Do not answer more than the question asked.
- (v) Unless specifically asked, never give an opinion. Tell what is known, not what is felt. If an opinion is asked, for example, 'Was the accused under the influence of alcohol?', ask if the court is demanding an opinion. If you get an affirmative reply, only then state the opinion.



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- (vi) If either of the lawyers object to a question being asked by the other, stop. Do not reply till the court decides on that objection
- (vii) State ignorance if unaware of the answer to a question. Do not use phrases like 'I guess' or 'I think', etc.
- (viii) Refer to the notes only if necessary and allowed by the judge. Do this only to recollect specific details like the number of people present at the crime scene.
- (ix) Treat both the prosecutor and defence lawyers with respect.
- (x) Do not take any question personally. A neutral facial expression is expected even if one feels annoyed by the questions.
- (xi) Do not leave the court until the judge excuses.

Private Security Agencies (Regulation) Act (PSARA), 2005

The Constitution of India is the fundamental 'law of the land'. Both the Central and the State governments are duty-bound to govern the country as per the Constitution. Just as there are rules to be followed by students and teachers for the effective functioning of a school, similarly the government frames laws for governing the country effectively. These laws are often promulgated in the form of 'Acts'. Acts are rules, standards, procedures or guidelines that have been promulgated by a legislative body like Parliament for the effective governance of the country. Acts must never contradict the Constitution.

As explained in the beginning of this Session, the roles and responsibilities of the Unarmed Security Guard and a police officer are quite different. Now, let us look at the various aspects of the Private Security Agencies (Regulation) Act (PSARA), 2005, which regulates the business of security service in India.

In order to regulate security agencies, the Government of India enacted the PSARA in 2005. While the Act lays down a larger framework, rules for the implementation of the Act are required to be formulated and implemented by the State governments.

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The PSARA 2005 defines 'private security' as, "security provided by a person, other than a public servant, to protect or guard any person or property or both and includes provision of armoured car service." The Act covers essential rules to be followed by the private security industry. Some of the rules are as follows:

Licence

No person shall run a private security agency without a licence issued as per the Act.

Uniform

The uniform of a private security guard needs to be unique and must not resemble the one worn by the Army, Navy or Air Force personnel. The uniform must also include the following:

- (i) an arm badge distinguishing the agency
- (ii) chest badge indicating designation
- (iii) whistle attached to the whistle cord, to be kept in the left pocket
- (iv) shoes with laces
- (v) a unique mark of the agency that may be exhibited on the headgear

Training

The Act specifies the hours of training. As per the PSARA 2005, it shall be for "a minimum of 100 hours of classroom instruction and 60 hours of field training." The details of all individuals forming the agency need to be provided no later than 15 days after receiving the licence to the State government.

Physical standards

The Act lays down the standards of physical fitness for security guards. All persons employed are required to meet the basic minimum standard. According to the PSARA 2005, the requirements for private security guards are as follows:



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- (i) Height: 160 cm for males and 150 cm for females
- (ii) Weight: according to standard table of height and weight
- (iii) Chest: 80 cm with an expansion of 4 cm (there is no minimum requirement for females)
- (iv) Eye sight
 - (a) Far sight vision: 6/6
 - (b) Near vision: 0.6/0.6 with or without correction
 - (c) No colour blindness
 - (d) Must be able to identify and distinguish colour display and security equipment
 - (e) read the display
- (v) No knock knee and flat foot and must be able to run 1 km in 6 minutes
- (vi) No hearing defect
- (vii) Dexterity and strength to perform searches, handle objects and use force for restraining an individual when required
- (viii) Must be free from evidence of any contagious and infectious disease.

Photo identity cards

Security companies are required to provide photo identity cards to its security staff as prescribed.

Assistance to police

The Act lays down the responsibility of security companies to assist the police in the investigation, pertaining to their areas of responsibilities, and violation of laws in their premises through the management.

Connected labour laws

The Act lists various labour laws that are required to be followed by security companies or organisations, who seek licence under the Act, which ensures that their rights are protected.

Documentation

Section 15(1) of the PSARA 2005 lays down that the security agency shall maintain register(s) containing the following information:

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- (i) name and addresses of the persons managing the private security agency
- (ii) name, addresses, photographs and salaries of the security staff working in the agency
- (iii) name and addresses of the persons or companies to whom the agency provides security services

Ranks and badges in Indian Army, Navy and Air Force

A Private Security Guard has to cooperate with officers belonging to different security organisations. In cases, involving terrorist attacks or major disasters, the guard might even have to cooperate with the military. Knowledge of the various ranks within the police and military, and their recognition through badges worn by the officers helps in interacting and cooperating with them.

Table 2.1: Ranks in the Indian Army, Navy and Air Force

S. No.	Army	Navy	Air Force
1.	Field Marshal	Admiral of the Fleet	Marshal of Air Force
2.	General	Admiral	Air Chief Marshal
3.	Lieutenant General	Vice Admiral	Air Marshal
4.	Major General	Rear Admiral	Air Vice Marshal
5.	Brigadier	Commodore	Air Commodore
6.	Colonel	Captain	Group Captain
7.	Lieutenant Colonel	Commander	Wing Commander
8.	Major	Lieutenant Commander	Squadron Leader
9.	Captain	Lieutenant	Flight Lieutenant
10.	Lieutenant	Sub-lieutenant	Flying Officer





Fig. 2.2: Insignia of Field Marshal

Let us take a look at the ranks and the corresponding badges in detail.

Indian Army

The armed forces of a nation have a vital role in mitigating external threats. The Commander-in-Chief of the Indian Army is the President of India, while the Chief of the Army Staff, who is in the rank of a General, is the functional head of the Army. One can join the Army after school or graduation. In case of a Permanent Commission, one has a career in the Army till one retires. Short Service Commission (SSC) gives one the chance of serving as a Commissioned Officer for a period of 10 years. At the end of this period, one has two options, either elect for a Permanent Commission or opt out. The rank of a Field Marshal is often honorary in India.

Ranks and insignia of Group ‘A’ or Class-I (gazetted) officers

Officers are commissioned as Lieutenants and can rise to the level of the Chief of the Army Staff. The rank and insignia (rank badges) are as follows:












Table 2.2: Ranks and insignia of Group A or Class-I (gazetted) officers in the Indian Army

Insignia	General	Lt. General	Major General	Brigadier	Colonel	Lt. Colonel	Major	Captain	Lieutenant



**Table 2.3 : Ranks and insignia of Group B or Class-II (gazetted)
— Junior Commissioned Officers of the Indian Army**

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Rank	Insignia
Subedar/ Risaldar Major	
Subedar/ Risaldar*	
Naib Subedar/ Naib Risaldar	
Regimental Havildar Major	
Regimental Quarter Master Havildar	
Company Havildar Major/ Squadron Daffadar Major	
Company Quarter Master Havildar/Squadron Quarter Master Daffadar*	
Havildar / Daffadar*	
Naik / Lance Daffadar	
Lance Naik / Acting Lance Daffadar	
Sepoy / Sowar*	
*Risaldar, Daffadar and Sowar are equivalent ranks in the Armoured Corps. Ranks down to Naib Subedar or Risaldar are Gazetted (Junior Commissioned) and others are non-commissioned ranks.	



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Indian Air Force

The Indian Air Force (IAF) is duty-bound to safeguard the Indian territory and national interests from all threats, in conjunction with the other branches of the armed forces, by defending the Indian airspace. The President of India serves as the Commander-in-Chief of the IAF. The Chief of the Air Staff, in the rank of an Air Chief Marshal (ACM), is a four-star commander and commands the Air Force.

Former Air Chief Marshal Arjan Singh, who is one of the greatest pilots the world has ever seen, has been conferred with the rank of Field Marshal of the Air Force. He was the first Air Chief Marshal of India.

Air Force ranks

The air force uses broad and narrow sleeve stripe combinations for officer ranks and combinations of Chevrons, Lion of Sarnath (National Emblem), and wing symbols for enlisted ranks.

Officer ranks

Officers are commissioned as Flying Officers and can rise to be Air Chief Marshal, who is a four-star General. A Group Captain is of the same rank as that of a Colonel, and Air Commodores are equivalent to Brigadiers. Similarly, Air Vice Marshals and Air Marshals are equivalent to Major Generals and Lieutenant Generals, respectively.



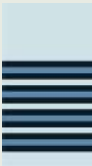

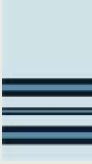

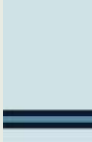
Table 2.4: Insignia of ranks in the Indian Air Force

Rank	Insignia
Air Chief Marshal	
Air Marshal	

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Air Vice Marshal	
Air Commodore	
Group Captain	
Wing Commander	
Squadron Leader	
Flight Lieutenant	
Flying Officer	

Persons Below Officer Ranks (PBOR)

Persons Below Officer Ranks, normally, join the Air Force as Aircraftsmen and rise to the rank of Master Warrant Officer, who is the seniormost PBOR. However, a large number is also recruited directly as Junior Warrant Officers. Ranks above Junior Warrant Officer are Junior Commissioned Officers.



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Indian Navy




The Indian Navy is the naval branch of the armed forces of India. The President of India serves as the Commander-in-Chief of the Indian Navy. The Chief of the Naval Staff (CNS), in the rank of Admiral, commands the Navy. In conjunction with other armed forces of the Union, Navy acts to deter or defeat threats or aggression against the territory, people or maritime interests of India, both in war and peace. The Navy has the following three commands, each under the control of a Flag.

- (i) Western Naval Command (Headquarters at Mumbai).
- (ii) Eastern Naval Command (Headquarters at Visakhapatnam)
- (iii) Southern Naval Command (Headquarters at Kochi)

Officer rank

Officers are commissioned as Sub Lieutenant and can rise to the level of an Admiral, who is a four-star General. A Captain of the Navy is of the same rank as that of a Colonel, and Commodores are equivalent to Brigadiers. Similarly, Rear Admirals and Vice Admirals are equivalent to Major Generals and Lieutenant Generals, respectively. The equivalent of Field Marshal in the Navy is Admiral Fleet.








Table 2.5: Insignia and ranks of the Indian Navy

Rank	Insignia
Admiral of the Fleet	
Admiral	
Vice Admiral	

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Rear Admiral	
Commodore	
Captain	
Commander	
Lieutenant Commander	
Lieutenant	
Sub Lieutenant	








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Persons Below Officer Rank (PBOR)

Persons Below Officer Ranks (PBOR), normally, join the Navy as Seaman-II and rise to the rank of Master Chief Petty Officer-I, who is the seniormost PBOR. However, a large number is also recruited directly as Chief Petty Officers. Ranks above Chief Petty Officer are Junior Commissioned Officers.

Table 2.6: Petty Officer and below are non-commissioned officers in the Indian Navy

Rank	Insignia
Master Chief Petty Officer I	
Master Chief Petty Officer II	
Chief Petty Officer	
Petty Officer	
Leading Seaman	
Seaman-I	No insignia
Seaman-II	No insignia

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Ranks in the police

Ranks and insignia of gazetted police officers

Gazetted officers include all Indian Police Service (IPS) officers, who belong to the All India Services and all State police services officers of and above the rank of Assistant Commissioner of Police (ACP) or Deputy Superintendent of Police (DSP).

Table 2.7: Insignia of various ranks in the police (gazetted)

Rank	Insignia
Commissioner of Police (State) or Director General of Police	
Joint Commissioner of Police or Inspector General of Police	
Additional Commissioner of Police or Deputy Inspector General of Police	
Deputy Commissioner of Police or Senior Superintendent of Police	
Deputy Commissioner of Police or Superintendent of Police	

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Additional Deputy Commissioner of Police or Additional Superintendent of Police	
Assistant Commissioner of Police or Deputy Superintendent of Police	
Assistant Superintendent of Police (Probationary Rank: 2 years of service)	
Assistant Superintendent of Police (Probationary Rank: 1 year of service)	





Table 2.8: Insignia of various ranks in the police (non-gazetted)

Rank		Insignia
Inspector	Three stars, and blue and red ribbon	
Sub-Inspector	Two stars, and blue and red ribbon	

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Assistant Sub-Inspector	One star, and blue and red ribbon	
Head Constable	Three red stripes	
Senior Constable	Two red stripes	
Police Constable	—	

Practical Exercises

Activity 1

Imagine you are posted as an Unarmed Security Guard for a residential complex. You have just begun your shift. At 7 am, you receive a call from Dheeraj, the neighbour of Manoj, that he has been found murdered at his apartment. Describe the steps in sequence that you will take as a security guard, after receiving the phone call.

Activity 2

Visit a local police station in a group, led by your teacher. Prior to the visit, make a list of questions that would improve your understanding on the role of the police as per the law in investigating crimes (including the process of filing an FIR), and maintaining law and order. Try to find out the kind of cooperation that the police expect from an Unarmed Security Guard in preventing and investigating crimes.



Check Your Progress

A. Fill in the Blanks

1. Private _____ Agencies _____ Act regulates the business of security service in India.
2. When you testify in court telling what you heard about someone or something related to a crime, this is _____ evidence.
3. The Unarmed Security Guard of a private security agency protects _____ people and property while police officers protect _____ people and property, and the latter enforce the law.

B. Multiple Choice Questions

1. Dinesh has been accused of stealing a gold chain from a shopping mall. The security guard found him throwing something from the mall's window immediately after an alarm was raised. This is a _____.
 - (a) circumstantial evidence
 - (b) hearsay evidence
 - (c) direct evidence
 - (d) physical evidence
2. Supriya, while waiting for her chance outside an ATM booth, saw Deepak trying to insert a metallic object inside the machine with an intention to damage it. This is a _____.
 - (a) circumstantial evidence
 - (b) hearsay evidence
 - (c) direct evidence
 - (d) physical evidence
3. While testifying in court, _____.
 - (a) you can always give your opinion
 - (b) you can never give your opinion, you can only give facts
 - (c) you can give your opinion after seeking permission of the judge
 - (d) None of the above

C. Short Answer Questions

1. What are the different kinds of evidence used in the court of law? Which evidence is considered less reliable compared to the others? Does it mean that less reliable evidence need not be gathered? If not, why?
2. Do you think cooperation between the police and private security guards is essential? If yes, why?



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3. If a police officer is legally empowered not only to observe, deter and report incidents but also to enforce the rule of law and arrest and detain individuals, do you think there is a need for having an Unarmed Security Guard? If yes, why?

What have you learnt?

On the completion of this Session, you will be able to:

- state the difference between the police and a private security guard.
- identify the role of a security guard in a police-led investigation.
- describe the various kinds of evidence.
- explain how to testify in courts.
- list the basic legal provisions of the Private Security Agencies (Regulation) Act, 2005.
- recognise ranks and respective badges in military and police.



Unit 3



Introduction to Arms and Improvised Explosive Device

SESSION 1: IDENTIFICATION OF ARMS

There are armed and unarmed security guards. A security guard does not have the same authority to use a firearm as a police officer. An armed security guard can only use weapon when the situation demands. For example, in a situation of gun attack, the armed security guard can use the weapon only if her/his life is in direct danger. However, s/he must immediately report such a threat to the police for assistance and protect oneself and others from the armed assailant while waiting for the police to arrive.

A security guard must, therefore, be trained in self-defence and be vigilant enough to take charge of a situation. The guard must also be able to identify the type of weapon so as to provide information about the same to the police. There are mainly two types of weapons, which could be used by an individual or the police — revolver and rifle. Revolver has a cylinder to load the bullets into the chamber. The cylinder carries a maximum of seven bullets, though a .22 caliber revolver can have 10 loads. Generally, 0.22 caliber rifle, regardless of manufacture, has a range of around 100 yards. Revolvers can be operated through single or double action. Single action involves manually cocking the gun by rotating to the next cartridge. Double action

means the gun cocks itself when you pull the trigger, increasing your firing rate. Revolvers are simple to handle, so they are used by most police personnel or armed security guards.

Arms

'Arms' refer to any device used with an intent to cause damage to living beings or structures. Any citizen of India can own a gun, provided one secures a gun licence from the government. Getting a gun licence comes under the Arms Act, 1959. Only Non-Prohibited Bore (NPB) guns can be possessed by civilians after obtaining a gun licence. Therefore, the citizens cannot purchase all types of guns that are manufactured. This Act allows civilians to get a gun licence if they have a threat to their life. The licence can also be cancelled by the government, if provisions of the Arms Act are violated by the licence holder. Some of the common types of rifles and guns are as follows:

- (i) NPB rifle: If you are applying for a .315, 30–06 rifle, they would fall in this category, so this is what you need to fill in the form.
- (ii) NPB DBBL (Double Barrel Breech Loading) gun: A double barrel smooth bore gun (shotgun) with a barrel of not less than 20 inches in length (12 bore, 16 bore, etc., double barrel shotguns).
- (iii) NPB SBBL (Single Barrel Breech Loading) gun: A single barrel smooth bore gun (shotgun) with a barrel of not less than 20 inches in length, even pump-action shotguns fall under this category. (12 bore, 16 bore, etc., single barrel shotguns)
- (iv) NPB DBML (Double Barrel Muzzle Loading) gun
- (v) NPB SBML (Single Barrel Muzzle Loading) gun
- (vi) NPB pistol or revolver : If you are applying for a .32 or .30–bore pistol or revolver licence, this is what you need to fill in the form.

The parts of a gun are as follows:

- (i) *Trigger*: It is the part of the gun that a person moves with fingers to make a gunfire.
- (ii) *Muzzle*: It is that part from where bullets leave the gun.



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- (iii) *Magazine*: It is the part of the gun in which the bullets are loaded.
- (iv) *Barrel*: Before leaving the gun through the muzzle, the bullets move through this part of the gun.
- (v) *Hammer*: It is that component, which pushes against the bullet to cause an explosion when the trigger is pulled.
- (vi) *Cartridge*: Cartridges go into the chamber of a firearm. Bullets form a part of the cartridge.
- (vii) *Suppressor* (silencer): It is the component attached to the gun, which significantly reduces the sound of the gunfire when the trigger is pulled.

Check Your Progress

A. Fill in the Blanks

1. _____ is that part from where the bullets leave the gun.
2. _____ is the component attached to the gun which significantly reduces the sound when the trigger is pulled.
3. Only _____ Prohibited _____ guns can be possessed by civilians in India with a gun licence.

B. Multiple Choice Questions

1. Part of the gun where bullets are loaded is called _____.
(a) barrel (b) trigger
(c) magazine (d) hammer
2. The suppressor is _____.
(a) a kind of gun
(b) a kind of explosive
(c) the chamber in a gun where bullets are loaded
(d) None of the above
3. In India, with an arms licence, citizens _____.
(a) can possess all kinds of guns
(b) can possess certain types of guns
(c) cannot possess guns
(d) None of the above

C. Short Answer Questions

1. Describe the parts of a gun.
2. List the common types of guns and rifles.



What have you learnt?

On the completion of this Session, you will be able to:

- identify the arms used by the police and armed forces.

SESSION 2: IMPROVISED EXPLOSIVE DEVICE

An Improvised Explosive Device (IED) is an explosive device, in which unconventional methods of assembling IED are employed with a criminal intent. The impact of an IED explosion is unpredictable. The effects vary in each case, depending on the following:

- components
- quality of explosive
- casing
- quantity of splinters (splinters are sharp pieces of glass or metal)

Parts of an IED

IEDs are homemade bombs with five basic parts.

- (i) A power supply
- (ii) A trigger, which sends an electric signal that sets off the small explosive charge called 'detonator'. One of the more common forms of remote trigger is a call received on a mobile phone. Often, opening of the package acts as a trigger for the device.
- (iii) A detonator is an explosive charge that causes the main explosive to explode.
- (iv) Main explosive
- (v) Casing is a container that holds everything together. The casing may be designed in such a way that forces the blast in a particular direction. This container could be a small package, letter, pipe, parcel, tiffin box, water bottle, pressure cooker and even a delivery truck.

Anti-social elements tend to use three methods to deliver IEDs. They often hide the device in a package that may be visible or hidden from sight. Dead bodies of animals or human beings are used for this purpose. It can also be placed in a vehicle, which can be used for a major explosion and cause maximum damage



Fig. 3.1: Improvised Explosive Device



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(vehicle-borne IED or VBIED). A person may park an IED-laden car on a convoy route and the VBIED can be detonated from a safe distance via a remote control. The last delivery method depends on a suicide bomber. The suicide bomber may strap the IED to the body and walk into the targeted area and explode it.

Types of IED

- (i) Package-borne IED, for example pipe bomb, tiffin bomb, etc.
- (ii) Suicide IED: worn by a suicide bomber
- (iii) Vehicle-borne IED: can be very powerful as it can hold huge amount of explosives

Action to be taken on locating an IED

Reporting

Immediately inform the local police and senior or authorities concerned in your organisation.

Immediate evacuation

Ensure that the area containing the IED is immediately evacuated and all people maintain a safe distance.

Recognising packaged IED

- (i) The package may be marked 'personal' or 'private'. This mark may be significant if the person to whom the package is delivered does not, usually, receive personal packages at workplace.
- (ii) The name of the addressee may be inaccurate or have a fictitious address.
- (iii) The package may have protruding wires, aluminium foil, oil stains and may be emitting some odour.
- (iv) A buzzing noise from the package can be a cause of concern.
- (v) If the package is such that some kind of pressure has to be applied to open it, it must be considered suspicious.
- (vi) If the package is lopsided and not evenly balanced, it must be considered suspicious.

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- (vii) If the weight of the package is too much for its size, it could be a packaged IED.
- (viii) Feeling the package will reveal whether it actually has a folder paper or metals and wires.
- (ix) By holding the package against light, one can get to see the outline of what is there in the suspicious letter.

Check Your Progress

A. Fill in the Blanks

1. A _____ is an explosive charge that causes the main explosive to explode.
2. The _____ of an IED may be designed in such a way that forces the blast in a particular direction.
3. _____ borne IEDs can be powerful as it can hold a huge amount of explosives.

B. Multiple Choice Questions

1. _____ are sharp pieces of glass or metal, which cause fatalities in the event of an IED explosion.
 - (a) Detonator
 - (b) Casing
 - (c) Splinter
 - (d) None of the above
2. The explosion caused by an IED _____.
 - (a) is always small in scale
 - (b) is always large in scale
 - (c) depends on how the IED has been assembled
 - (d) None of the above

C. Short Answer Questions

1. Describe the components of an IED. How is an IED different from conventional explosives?
2. How can an Unarmed Security Guard identify a suspicious package?
3. What is the appropriate response mechanism after the identification of a suspicious package?

What have you learnt?

On the completion of this Session, you will be able to:

- list the types of IEDs.
- describe the response mechanism on finding a suspicious package.



SESSION 3: SECURITY EQUIPMENT FOR UNARMED SECURITY GUARD

Introduction

Every job requires some kind of equipment, which helps in carrying out the job responsibilities in a smooth and effective manner. An Unarmed Security Guard also requires certain equipment to perform duties effectively. As already mentioned, the core function of the Unarmed Security Guard is to observe, deter and report. The following items assist the security guard in performing these functions.

Uniform and equipment



Fig. 3.2: Jacket worn by an Unarmed Security Guard

Uniform

Uniform is one of the things the Unarmed Security Guard must wear regularly. High and unique visibility clothing enhances the security guard's visibility. It helps in staying safe and alert. A pair of boots helps the security guard, especially, if one stands or walks for long duration.

Torch

A torch is an essential equipment for the security guard. It helps the guard find the way or locate something or someone at night, and when s/he is working in a dark area during the day.

Digital camera

If surveillance camera or CCTV systems are absent, a digital camera or smartphone camera can be useful during patrol. Digital camera can be used for recording events, take pictures of people, articles and events. They are, especially, helpful in detecting a crime as they record all suspicious movements, activities and packages.

Notepad and pen

Security guards need to make notes during patrol. They are required to observe and maintain a record of who



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enters and exits a site. The security guard must record an individual's name and the person's time of entrance and exit from a site, and also her/his address and phone number. The information obtained will be useful to locate visitors, in the event of an emergency, or at a later time after they have left. The information can also be used as evidence in court in future.

Two-way radio

Vehicular escorts and security guards always carry a two-way radio, which is important for communication with the control room or other security guards.

Mobile phone or telephone

Cell phone or mobile phone and telephone are important to make a call at any time. For example, when a visitor comes, the security guard can call the concerned person using the mobile phone or telephone and seek permission to send the visitor in.

Security guard baton

Batons are used by security guards to protect themselves. The presence of baton in the belt of a security guard is enough to make sure that things stay calm.

Traffic baton

Traffic baton with red and green lights are used to attract the attention of drivers to control traffic.

Megaphone (mobile public address system)

A Public Address (PA) system is a powerful tool used for addressing large gatherings, especially during emergencies. All areas are divided into zones for making necessary announcements or for giving a 'Fire Alert' alarm to guests. This system is supervised round-the-clock by an Assistant Security Officer (ASO).



Fig.3.3: Two-way radio

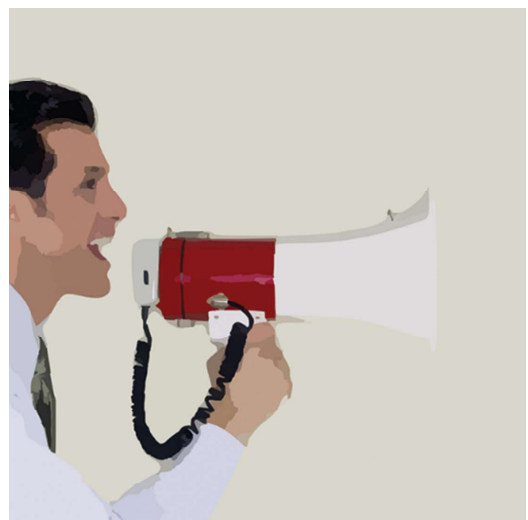


Fig. 3.4: Megaphone
(Source: <https://pixabay.com/en/megaphone-speaker-man-sound-alert-297467/>)



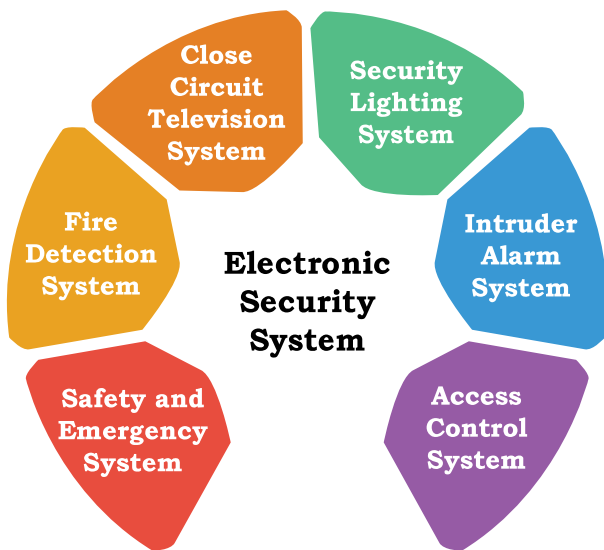


Fig. 3.5: Components of an electronic security system



Fig.3.6: Electronic security systems



Fig. 3.7: CCTV camera
(Source: <http://pixabay.com/camera-security-crime-screws-glass-2412643>)

Electronic security systems

Major categories of electronic security systems that we will study are as follows:

- (i) Intruder alarm system
- (ii) Close Circuit Television (CCTV) system
- (iii) Access control system
- (iv) Security lighting system
- (v) Fire detection system
- (vi) Safety and emergency system

Intruder alarm systems

Alarm systems detect the presence of people, who try to gain unauthorised access to a place. The principal components of an intruder alarm system are as follows:

- (i) Control unit (panel, remote keypad)
- (ii) Detection devices (heat, noise and motion detectors, peripheral sensors)
- (iii) On-site sounders (bell, siren)
- (iv) Signaling devices (digital, radio communicator)

The system can be turned on/off from the control panel that is operated by the use of a digital keypad. It can be done from the main control panel or a remote keypad.

Close Circuit Television (CCTV) system

CCTV system uses cameras, video recorders and monitors to carry out surveillance on a protected area. There are different types of CCTV systems. They could be analog or digital and can be wired or wireless. The principal components of a CCTV system are as follows:

- (i) Camera or lens
- (ii) Monitor
- (ii) Video recorder
- (iv) Cable



Some of the benefits of CCTV system are as follows:

- (i) It helps in monitoring a large area, such as a shopping mall with limited manpower.
- (ii) It can help monitor either on site or remotely.
- (ii) It allows for immediate action by security on discovery of an incident.

Access control system

Equipment related to access control system, such as handheld metal detector or X-ray scanner, has been dealt with in this Session. A proximity card reader is an electronic access control system. The proximity technology reader continuously emits a Radio Frequency (RF) signal, which energises the electronic identity card of an authorised person. As soon as the card is at a particular distance from the reader, the RF signal is detected by the card reader and a unique identification code is transmitted to the reader and the system. After the unique code is verified by the card reader, the door automatically gets unlocked. The entire process is completed in less than a second.



Fig. 3.8: Proximity card reader

Security lighting system

The principal components of security lighting system are as follows:

- (i) *Power source:* The power source is, normally, from the direct mains. However, inverters and generators may be installed for emergency backup.
- (ii) *Cabling:* It must be done to suit the anticipated power load.
- (iii) *Mounting:* It can be mounted on a building or a free-standing pole or mast.
- (iv) *Switch:* Examples are wall switch, timer, light sensor or motion detector.
- (v) *Lens:* These are used to determine the spread of light.
- (vi) *Casing:* It is used to house and protect an illuminant, fixtures and reflector from damage.



Fig. 3.9: Security lighting system with CCTV camera



Benefits of security lighting

The benefits in installing security lighting are as follows:

- (i) It acts as a deterrent against intruders, particularly in a street where the attention of passersby can be drawn to a premise.
- (ii) It assists in the detection of intruders by enhancing their observation.
- (iii) It ensures the safety of security guards during patrolling.



Fig. 3.10: Detection unit of a fire alarm system

Fire detection system

Fire detection system helps in detecting a fire in a building, which helps the authorities concerned to take control of the situation before it spreads and causes huge damage to life and property. The principal components of a fire detection system are as follows:

- (i) Control unit
- (ii) Detection devices for smoke, heat, etc. (smoke detectors)
- (iii) Warning bells or sirens
- (iv) Equipment, which sends signal to alert a monitoring centre
- (v) Cabling to suit the environment and risks

Safety and emergency system

Public safety organisations include law enforcement, fire and Emergency Medical Services. There are multiple public safety agencies, such as police for citizen safety, fire brigades for fire safety, disaster management agencies to handle disasters, and public and private emergency management services to handle medical emergencies. Some of the smart technologies that are used as part of the safety and emergency system are as follows:

Helpline

Call centres, with 24x7 emergency helpline services, have been integrated with police stations, hospitals, etc., so as to arrange for emergency services.



Mobile application

There are mobile applications that alert the police in case of an emergency. It uses geospatial information to provide an effective response during an emergency situation. For example, the 'Himmat' app, which was launched by the Delhi Police in January 2015, is free of cost and is highly recommended for women in the national capital. A user needs to register on the app after downloading it to get a registration key (OTP), which needs to be entered to complete the application configuration. As soon as the user of the Himmat app raises an SOS alert, the location information and audio-video is transmitted to the Delhi Police control room. The Delhi Police immediately sends the nearest police help to the person.

Video surveillance

Video surveillance cameras are used to monitor the safety of citizens. It, sometimes, automatically detects and raises alerts for public safety. Surveillance cameras are video cameras used for the purpose of monitoring an area. They are often connected to a recording device and may be watched by a security guard or law enforcement officer.

Automatic fire alarm systems

Automatic fire alarm systems are designed to detect and warn about the occurrence of fire, thus, helping the occupants of a building to evacuate in the event of fire and other emergency.

Practical Exercises

Activity 1

Visit a shopping mall or an ATM booth or any other establishment where you could find an Unarmed Security Guard. Observe the guard from a distance and note down the equipment being used by the guard to carry out the duties. Make a list of the equipment being used by the guard and the purpose for which each of it is being used. Also make a list of the equipment mentioned in this Session that the security guard did not possess. Analyse whether such equipment, which the guard did not possess, would have helped her/him perform the duty effectively. If yes, how will it help? If no, why would it not help?

INTRODUCTION TO ARMS AND IMPROVISED EXPLOSIVE DEVICE



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Activity 2

Go around your school or any other building and study the following:

- (a) Flammable and hazardous material sources (Are they isolated, eliminated or secured?)
- (b) Emergency assembly area
- (c) Exit routes or building evacuation areas (Are they clear to facilitate safe evacuation in case of fire or other emergency?)
- (d) Detection and alarm systems (Are they working?)
- (e) Fire extinguishers (Are they maintained regularly or refilled?)
- (f) Mechanical, electrical and civil structures (Are they maintained and operational?)
- (g) Emergency contact information (Are they placed in a prominent place?)

Check Your Progress

A. Fill in the Blanks

1. Traffic _____ with red and green lights are used to attract the attention of drivers.
2. High _____ clothing enhances the security guard's visibility.

B. Multiple Choice Questions

1. CCTV system can be used for _____.
 - (a) crowd management
 - (b) predicting crime on the premises
 - (c) hazard detection and emergency response
 - (d) All of the above
2. The purpose of a baton with a private security guard is to _____.
 - (a) deter crime
 - (b) retaliate in case a crowd turns violent by *lathi* charge
 - (c) Both a and b
 - (d) None of the above

C. Short Answer Questions

1. List the equipment used by an Unarmed Security Guard for carrying out the duty. Classify them on the basis of duties (observing, deterring and reporting) which they perform.
2. Why do you think lighting is important for securing a premises?



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3. While travelling at night, you would often see traffic police personnel wearing clothes or jackets that reflect light. What is the purpose of such uniform? What kind of security guards should be having such a uniform?
4. Write down the major components of a security system in the table given below.

Major components of security system				
Security lighting	CCTV	Access control system	Intruder alarm system	Fire detection system

What have you learnt?

On the completion of this Session, you will be able to:

- identify the various kinds of security equipment used by an Unarmed Security Guard.
- describe the purpose and benefits of the various security equipment.



Unit

4



Access Control

INTRODUCTION

You would have seen police officers frisking passengers and checking their luggage at the entry gates of a railway station. This, as you might know, is to protect the lives and property of people on platforms and on trains from miscreants and anti-social elements. By controlling access to the railway station, it is secured. Thus, you can see that access control plays a major role in ensuring discipline (e.g., maintaining queues) and security. It is useful in preventing chaos.

Access control is an important responsibility of an Unarmed Security Guard. It ensures the safety and security of people, material and information. Access control may be simple or complex, depending on the threat to an asset (which could be people, material or information). Access control at a nuclear power station may be very different from a shopping mall. Access control at the nuclear power station may be sophisticated and cause inconvenience to employees but it is required to secure the asset. Having the same level of access control in a shopping mall will not only cause inconvenience to the public but will also prove to be costly and a waste of money as the threat perception is, generally, lower in such an area.

In this Unit, you will learn about patrolling. As already discussed, the main duty of an Unarmed Security Guard is to observe, deter (prevent the occurrence of an undesirable event) and report. Patrolling helps in better observation and acts as a deterrent. It refers to keeping a watch over an area by walking or driving around at regular intervals. The purpose of patrolling and its planning are covered in detail in this Unit. The Sessions in the Unit also discuss ways in which people, baggage and vehicles are searched with or without the help of equipment. In the modern age, security guards need to be well-versed with the use of equipment like handheld metal detectors for conducting body searches. In case, a dangerous or illegal substance is detected, the person needs to be temporarily detained as per the established norms and the matter needs to be reported to the concerned law enforcing agencies.

SESSION 1: SEARCH AND SEIZURE

‘Search’ and ‘seizure’ are procedures used as part of the legal system. The police or any other law enforcement authority commence the search of a person’s property and confiscate evidence if they suspect that a crime has been committed. Search and seizure also include placing an individual under arrest. In order to search a person or confiscate her/his property, a law enforcement agent must have a valid search or arrest warrant. However, there are exceptions to the rule that a warrant must be obtained before performing a search.

Patrolling

As already discussed, the main duty of an Unarmed Security Guard is to observe, deter and report. A patrol is a group of personnel who are assigned to monitor a specific geographic area and look out for signs of security breach. The duties of a patrol personnel include responding to calls for service, resolving disputes, taking incident reports, implementing security enforcement guidelines, and adopting crime prevention measures. A patrol in-charge is often the first to arrive on the scene of a breach. The patrol in-charge is the person who is

ACCESS CONTROL



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responsible for the security of the external periphery of a property and is often closest to a breach. Patrolling helps in better observation and acts as a deterrent. Patrolling refers to keeping a watch over an area by walking or driving around at regular intervals.

Purpose of patrol

- (i) to identify housekeeping and maintenance hazards, for example, piled up garbage and water pipe or tank leakage
- (ii) to identify safety hazards like sparking electrical wires, etc.
- (iii) to detect emergencies like fire
- (iv) to help employees by keeping the site safe, reporting injuries and assisting in first aid
- (v) to detect people engaging in crimes, such as vandalism, trespassing, shoplifting, etc.
- (vi) to check for damage to a property
- (vii) to ensure access control in order to secure a premises by checking that only authorised people are allowed in controlled areas
- (viii) to improve public relations
- (ix) to help the public during a patrol

Preparing for patrol

An Unarmed Security Guard must be prepared well for every patrol. While preparing for a patrol, the guard must do the following:

Study the post orders

Post orders give clear orders about what a security guard is expected to do. They contain important information, such as the purpose of the patrol, routes to be taken, timings, major checkpoints in the route, what to do in case of an emergency, reporting procedures, areas that may have risks and precautions to be taken.

Talk to colleagues

Arrive a little early to get information from the security guard, who has worked in the previous shift. Read the normal occurrence and incident report from the previous shift.



Know the place

Have an idea of the layout of the buildings in an area. Try to visit the site during daytime so as to know what areas could be risky at night. Have an idea of the location of the following places in the patrol route:

- (i) areas having phone or radio network issues
- (ii) place where firefighting equipment and supply pipes are kept
- (iii) fire escapes and places having fire alarm boxes; know areas having special fire suppression systems and chemicals used in those systems
- (iv) highly vulnerable areas, such as safes and computer rooms, storage areas for valuables or expensive equipment
- (v) exterior doors of a building and all gates in the premises
- (vi) utilities' (electricity, water, gas, etc.) control rooms
- (vii) location power backup units or diesel generator
- (viii) electricity switches
- (ix) pipes carrying gas, steam, etc.
- (x) storage areas for inflammable and hazardous material
- (xi) dangerous equipment, if any
- (xii) first aid facilities
- (xiii) restricted areas where phones and radios are prohibited

Check the vehicle

Inspect the patrol vehicle prior to the patrol. Make sure that the fuel levels are sufficient, the patrol vehicle and communication equipment are in a working condition. The security guard must be aware of the patrol area while patrolling on a vehicle. The guard must be aware of all emergency routes and roads in the patrol area for easy and quick entry or exit to different regions of the area.

Check your equipment

The following equipment are required to be carried during patrol:

- (i) Uniform, including clothes for rainy and winter conditions



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- (ii) Identity card
- (iii) Pen and notebook
- (iv) Radio and cell phone (which has adequate balance) and are charged
- (v) Torch with spare batteries
- (vi) Checklist of areas or stations that need to be patrolled
- (vii) Watch
- (viii) Emergency numbers, such as that of a nearby hospital, fire brigade and police station
- (ix) Goggles, hat, safety gloves, etc.
- (x) Keys and access cards
- (xi) Water bottle

Develop a plan

List the activities that need to be done during each patrol. Plan the route, which shall include major checkpoints. Keep changing the route plan and timing every time so that it is not predictable for criminals or anti-social elements. Do not rush during patrol as one can miss things in hurry.

Communication and coordination during patrol

Remain in constant touch with other patrol parties in the premises. This shall help in quick identification of security breach and location of miscreants. It shall also help in getting immediate backup and ensuring personal safety. Effective communication can help in getting a coordinated response to a security breach. This must be practised during mock drills.

Security searches: People and baggage

People and baggage are searched in the following situations:

During entry into premises

For instance, people, who come to a stadium to watch a live cricket match, have to be searched before being allowed entry to the premises. If they refuse to be searched, the security guard can refuse to let them in.



During exit from premises

For instance, a company may require that employees are searched to make sure that they do not take company items home.

If the Unarmed Security Guard thinks a person is carrying a weapon, s/he has the right to remove it. It is advised to never ask the person to remove the weapon as it could give her/him the opportunity to use it for an attack. During the search, never put hands in the person's pockets or bag as the security guard can be accused of stealing or planting something. Also, if one touches a sharp object, there are chances of an injury. It is always better to use gloves during the search and have a colleague nearby, observing the exercise.

Frisking

'Frisking' is the search of a person's outer clothing. The Unarmed Security Guard runs hands along the person's outer garments to detect concealed weapons, if any. Personal search must be carried out carefully in line with the laid down procedures. This is a sensitive issue and the management has to ensure that all their staff is educated about the necessity of conducting frisks, and protocols and procedures laid down in the standing orders of a factory or establishment for doing so. Some establishments, such as minting factories, gold jewellery makers, diamond polishers, security presses and ammunition manufacturers have systems for rigorous surveillance at the workplace coupled with search, both during entry and exit. These days, most places have a search system, which uses a combination of handheld or door frame metal detectors, coupled with touch search at entry and exit points.



Fig. 4.1: Stop for frisking

Norms during search and seizure

The Unarmed Security Guard must always remember that s/he is not a police officer and has limited authority.

ACCESS CONTROL



If one surpasses the legal authority, then one may be taken to court and even be convicted for violating the rules of the State. The security guard can seize illegal items, such as stolen goods, weapons or drugs during a search. As the security guard's authority for search and seizure is limited, one must hand over the seized items to the police immediately. As they could be used as evidence, one must be careful in handling them. The following norms and regulations apply during individual searches:

- (i) Rights of privacy of an individual must be respected during search and seizure.
- (ii) The search must not be too intrusive and be such that it serves the purpose of locating evidence.
- (iii) The person conducting the search must be of the same gender as the person being searched.
- (iv) The body search of a female must always be done in private.
- (v) Searches must be restricted to asking an individual to empty one's bag, pockets, office furniture and remove outer clothing like coat, etc. Private security guards are not authorised to do a strip search.

Electronic equipment used in search

Handheld metal detector

A handheld metal detector is used for detecting weapons and metal objects like knife with a person or in a bag. The distance between the detector and the individual's body must be less than 3 inches. Care must be taken that the body or clothing of the individual being searched is not touched with the handheld metal detector. However, in case, additional outer clothes like jackets are worn, it may be required to hold the detector 3 inches away from the body.

Usually, handheld metal detectors are set at a level of highest sensitivity, unless there is a major interference from a nearby metallic material that could cause unnecessary constant alarms. The pattern of body scan



Fig. 4.2: Metal detector



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must be similar each time so that the operator knows the body parts that need to be scanned.

Process

- (i) Ask the person to be scanned to place all items in hands, pockets, caps or jackets on a table.
- (ii) The person must stand with both the feet about 18 inches apart, facing away from the table and keeping a distance of minimum 2 feet from the table. Footprints outlined on the floor can help the person being scanned to stand in the desired position.
- (iii) Ask the scanned person to open the arms out to the sides, parallel to the floor.
- (iv) Run the handheld metal detector across a conductive material on your own body like buckle of the belt. The sound of the detector will reveal if it is functioning.
- (v) Start with the top of one shoulder of the scanned person. Place the paddle of the detector horizontally and parallel to the front side of the body of the person, sweep it through one side of the front of the body, down the leg region to the ankle region. After this, shift to the other ankle and sweep back up the front of this opposite leg and torso, ending with the other shoulder.
- (vi) Sweep the detector over the outside top of the arm. You can start with the top of the shoulder and move to the bottom of the wrist. Afterwards, sweep the detector from the inside of the arm to the armpit. Following this, sweep the handheld metal detector down that side of the body till the ankle, then up the inside of that leg and down

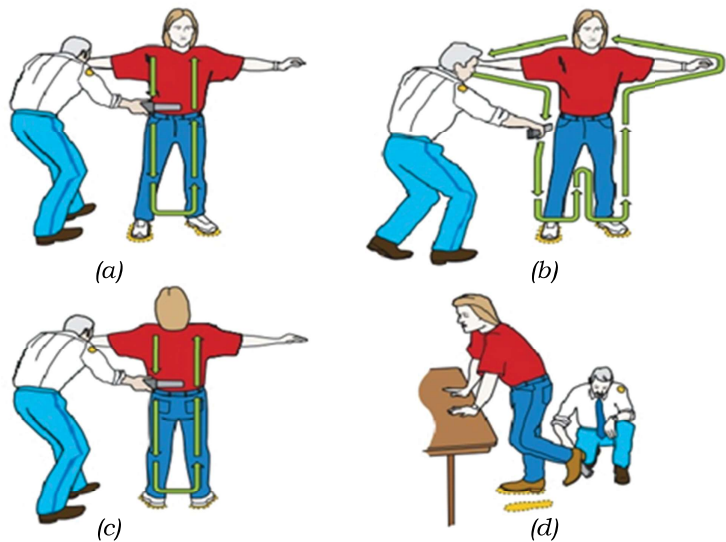


Fig.4.3 (a-d): Body search using a metal detector



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the inside of the opposite leg. After this, sweep the detector back up the other leg from the ankle to the underarm. Repeat the process inside and outside of this arm. Care must be taken that the handheld detector does not touch the body of the individual when searching between the legs.

- (vii) The sequence needs to be repeated over the back of the body of the person who must turn around for the search.
- (viii) Ask the person being searched to hold the edge of the table for support. Ask the person to lift the foot so as to scan the bottom of the shoe. The process needs to be repeated for the other foot as well. If the shoes have some visible metal parts, the guard must expect to hear a short beep from the detector. However, both the shoes must cause a similar sound when examined with the detector.
- (ix) Finally, searching the head region, start from the top of the forehead and scan around the top of the head down to the back of the neck.

Different volumes of sound are generated by the detector when detecting different types of metallic objects. The Unarmed Security Guard must be accustomed to these volumes to recognise when investigation is required. By distinguishing between a soft beep and loud alarm, the guard will be able to ascertain if the object is a harmless buckle or a larger harmful metallic object.

If the suspicious object is not directly visible, ask the individual to show what s/he has in that region of the body. For instance, if the detector sends an alarm signal while sweeping through the arm, ask the person to pull up the shirt sleeve. Use the handheld metal detector again over the visible item.

The person being scanned must not influence the security guard as to what is actually causing an alarm. For instance, if the detector indicates the presence of a suspicious item in the trouser pocket, completely investigate the source of the alarm even if the individual claims that it was caused by a harmless metallic object like keys.



The security guard must never stop scanning even if the person raises an alarm.

The lower abdominal area is difficult to scan because this area is private in nature. Besides, there are harmless metal items, usually, found in this area like belt, buckles and zippers. When doing front body scan, if an alarm occurs in this region, ask the person to remove the belt, or pull away the ends of the belt from the centre of the body. While scanning the zipper region, the volume of the alarm from the detector must indicate if it is a zipper or a suspicious item, which may lead to further investigation.

X-ray baggage scanners

For the purpose of scanning baggage, an X-ray scanning machine is used. One can often spot this at railway stations and airports. The TV monitor displays the objects as light coloured or dark coloured, depending on the settings. The bag is to be placed on the conveyor belt in such a manner that the image captures the widest perspective. The bag is placed down in such a way that its widest side is exposed to X-rays so that the X-rays pass through the least amount of the material. The bag must not be too big due to which some of its parts might be outside the zone of detection. The person observing the monitor must be attentive, and in case, a suspicious item is found, further investigation and reporting to superiors is required.



Fig.4.4: X-ray baggage scanner

Manual search of persons and baggage

Skills of touching and identifying the objects can be enhanced through various exercises. For example, one can take a bag and put similar objects with different texture. The security guard must put one's hands in the bag, and touch and feel the texture of the material. The guard must try to identify the things without actually seeing them. S/he can practise this with different objects. Manual search uses all senses to search the



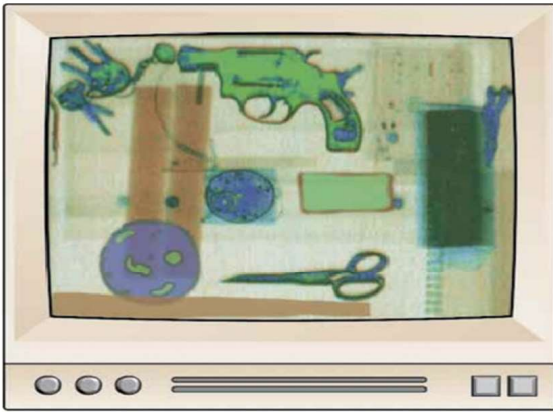


Fig. 4.5: X-ray scanner, showing objectionable objects, in a baggage

person or baggage and not just the eyes. Gloves are to be worn while carrying out a manual search. The search, if possible, must be conducted in front of another colleague to tackle suspicious packages or persons.

Reporting risk, threat and hazard during search

Recording and reporting of risk, threats and hazards found during search is important. This applies to patrol, as well as, security search of individual and baggage. Consistency in recording and reporting helps in the identification of pattern, indicating the likely involvement of persons, as well as, timing of an event and potential areas that are likely to be targetted by criminals or anti-social elements. Consistency in recording and reporting keeps the administration on toes and ensures accountability in the process. The security registers pertaining to the movement of employees, vehicles and visitors must be maintained.

Table 4.1: Format of a visitor register

S.No.	Format of Register
1.	Visitor No.
2.	Name of the visitor
3.	Name of the visitor's organisation and address
4.	Whom to meet
5.	Purpose of visit
6.	Contact number
7.	Time in
8.	Signature of the visitor
9.	Time out
10.	Signature of the security staff
11.	Remarks, if any



Incidents to report

- (i) Persons with weapons or prohibited substances and chemicals
- (ii) Baggage with weapons or prohibited substances and chemicals
- (iii) Suspicious package
- (iv) Suspicious person
- (v) Vandalism
- (vi) Trespassing
- (vii) Hazard related to fire
- (viii) Hazard related to electric shock
- (ix) Breach of security like broken lock
- (x) Slips, trips and falls; most common physical injuries are caused due to slips trips and falls

Incident reporting

Reports detailing errors or untoward incidents happening to people, equipment or during a work process are to be submitted to a senior soon after the event. The, generally, accepted practice is to first give an informal message orally, immediately followed by a formal detailed written report within 24 hours of the incident. The report can provide details of the corrective actions taken to arrest the problem or the preventive actions taken to prevent the occurrence of similar events.

The report contains information on affected customers, employees and equipment. It is, usually, authenticated by an authorised person like the head of the department. Some such reports are confidential in nature and must be handled as per the policy of an organisation related to classified information.

Practical Exercises

Activity 1

Practise the process of searching an individual with the help of a handheld metal detector or its replica as per the procedure mentioned in the Session.



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Activity 2

Pair up with your friend. Take a bag and put similar objects with different textures. Put your hands in the bag and touch, rub and hold the objects. Try to identify the things without actually seeing them. Practise this with different objects and list the objects that you have identified. Then, remove all objects from the bag and verify how many objects you have identified.

Activity 3

Place certain household items (like comb, deodorant, lipstick, bangles, spoons, fork, bandage, medicine, etc.) on a large tray and memorise their names. Now, cover the items with a cloth and list the names of the items without seeing them. Note down how many items you can recollect. Repeat the exercise till you can list all items in the tray.

Check Your Progress

A. Fill in the Blanks

1. For the purpose of scanning baggage, _____ scanning machine is used.
2. A _____ held _____ detector is used for detecting weapons and metal objects like knife on a person or in a bag.

B. Multiple Choice Questions

1. Strip search, which refers to the removal of clothes for searching suspicious articles in clothes or body of an individual _____.
 - (a) can always be done by private security guards
 - (b) can be done only in certain circumstances by private security guards
 - (c) can never be done by private security guards
 - (d) None of the above
2. In the event of a loud beep sound from a metal detector, the security personnel will be able to ascertain whether _____.
 - (a) it is the buckle of a belt
 - (b) it is a harmful metal
 - (c) Both a and b
 - (d) None of the above

C. Short Answer Questions

1. Explain the process of conducting a search with the help of a handheld metal detector. What is the relevance of maintaining the same pattern while conducting searches on different persons?



2. What are the norms to be followed while dealing with persons found carrying suspicious articles or weapons?

What have you learnt?

On the completion of this Session, you will be able to:

- list the factors which influence the quality of patrolling and describe how each factor needs to be taken into account while preparing for a patrol.
- list the common norms followed in search and seizure.
- describe the process to be followed during the search of persons and baggage with and without the use of equipment.

SESSION 2: STRUCTURES AND TECHNIQUES FOR ACCESS CONTROL

You already know that access control is the duty of an Unarmed Security Guard. You would have noticed that the levels of access control at different places are different. You can easily access a classroom in your school but not the almirah of the staff room where question papers for an upcoming examination are kept. Techniques of access control may also vary. At some places, identity card verification technique is used for access control, while at others, fingerprint scanning may be used.

Organisational rules and access control

Access control is an important duty of an Unarmed Security Guard. A security guard is hired to protect people, material (property) and data. Access control ensures that only authorised people have access to an asset, which could be a person, property or data. The duty of a security guard involves some type of access control at each site where the person works but the type of access control varies from site-to-site. Access control in a chemical lab would be different from an administrative building. The security guard needs to ensure that no unauthorised person enters an office building after working hours. Organisational rules indicate the kind of access control needed. These

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Fig. 4.6: Barbed wire and electric fence

include who will have access and under what conditions. It would also state when people should be stopped and questioned, and when bags should be searched. The access control duty of a security guard is to ensure that the owner's access rules are followed. This requires a careful reading and understanding of the organisational rules related to access control. Different organisations have different types and levels of access control.

Levels of access control

It is unwise to have highly sophisticated access control when threat perceptions are low as high levels of access control come with a cost, and at times, public inconvenience. Imagine the same levels of access control applied in a mall as is seen in an airport. The amount of access control needed at each site varies from minimum to maximum, depending on what needs to be protected and the vulnerability of the site.

Minimum access control

At sites that allow general admission, such as cinema halls and shopping malls, access control procedures are kept minimum. It is assumed that everyone enters for a legal purpose. Denial of entry is rare and is done when a law is violated.

Medium access control

Such kind of access control is, usually, seen in offices or residential areas. Compared to a mall, it is difficult for an anti-social element to enter a residential complex manned by an Unarmed Security Guard.

Maximum access control

This is often the case in high security sites, such as defence production units, research labs, military bases, etc. It uses a combination of security personnel and alarm systems to have complete access control in all parts of the property.

Organisations use multiple types of access control at a site. As we move from the perimeter of a property



to a building to a restricted region within the building, access control becomes tougher. Often at the same place, multiple access control techniques are employed. For instance, access to the perimeter of premises may be controlled by a barbed or electric fence and a security guard in a watch tower.

Access control at property perimeter

Barriers, such as walls, gates, boom barriers, watch towers and booths are used to control access to a property. A security guard can control access in person from a booth at the entry gate, or by remote controlled gate using a video camera. At the gate, you may also have to check vehicles entering and exiting the premises, and prevent the theft of equipment and material. The client must give the security guard an up-to-date record of the authorised vehicles so as to ensure access control. As a security guard, one must record all movements through the gate.

The CCTV system allows one to monitor the property perimeter, as well as, inside the buildings. However, it cannot substitute a patrol. People watching CCTV camera monitors must have good observation skills as they often have to view videos streamed from multiple cameras on one monitor.

Lighting is essential to stop unwanted entry to a property. Lighting deters anti-social elements from intruding into the property. It assists the security guard to see better and enhances her/his personal safety



Fig. 4.7: A barrier

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during patrol. The switches to the lights and control rooms to such utilities must be placed in areas that are inaccessible to intruders.

Building perimeter and entrance

Once inside the property, all people do not have access to all buildings or rooms. An alarm system will often be attached to doors and windows on the outside of the building.

Nowadays, employees have electronic identity cards, which provide them access only to those rooms or buildings where they are supposed to work. Doors with electronic card readers read the identity cards of the employees, who try to enter or exit through the door. Generally, access control happens in one of the following two ways:

- (i) Manual access control by the security guard
- (ii) Access control through an electronic device

Access control in the absence of equipment



Fig. 4.8: Electronic card system

The security guard may be asked to stand or sit at the main entrance of a site. The guard's main tasks are to check the identification of people entering a site and decide if they are authorised to do so.

Personnel recognition

The security guard lets in only those people whom s/he is able to recognise. The staff working in an organisation, where the security guard is employed, inform the guard in advance if they

are expecting a visitor. This method is not only foolproof but also affordable.

Identification card systems

All employees display an ID card before entering the premises. The security guard checks each ID card. The points to remember in this process are as follows:

- (i) Identification using a photo ID card and comparing the photo with the face of the person



- (ii) Checking the complete name and signature of the person
- (iii) Name of the company and signature of the issuing authority
- (iv) Date of expiry on the ID card

Special passes

In highly restricted areas like a nuclear lab, you may allow entry only to those people who have special passes. Such passes are often made on written orders from the concerned department and a government document is demanded from the person to authenticate her/his identity. The name is entered in a logbook. The original government ID is returned when the person returns the pass while leaving. At other sites, visitors and guests may have their pictures clicked for a temporary ID card that they must wear at all times until they exit the property.

Access control will not work unless all are made to follow the same rules. Some employees may show frustration when asked to show their ID card every day. There are cases when the card of a person might have expired or s/he might no longer be an employee of an organisation. Hence, it is recommended that the security guard checks the ID cards even if s/he knows an employee. In case, someone shows frustration, remain calm and explain the reason for it. Record the information in the logbook and follow the access control rules.

Electronic access control system

An access control point can be a gate, door or lift. The principal components of an access control system are as follows:

- (i) Security tokens (electronic ID card or biometric identifier like fingerprints)
- (ii) Input (fingerprint scanner or card reader)
- (iii) Decision making element (processor or computer)
- (iv) Output (signal to alarm is used to inform in case of unauthorised access power for the lock of the door, signal to cameras to click photo on entry, barriers or other devices)



Fig. 4.9: Aadhaar-enabled biometric attendance system



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Security tokens in the form of electronic ID card, which have a strip similar to the one seen on the back of credit or debit card, are used. The user swipes the card on the card reader device. The reader is often attached to the wall or door. The code on the card is verified by the processor. If the card is authorised, the door gets unlocked for a short duration.

Similarly, biometric identification is also used to control access. Biological information about individual employees is stored in a data bank. Fingerprints, iris or retina pattern may form part of biometric information. If an employee wants to get access to an area, the person must pass one's hand, eye or face by an electronic reader. If the biometric information matches with the data stored in the bank, the door gets unlocked. As biometric data is unique, it is difficult to get access via fraudulent means. Besides, biometric data cannot be lost by an individual.

Aadhaar is a 12-digit unique identity number issued to all Indian citizens by the Government of India based on their biometric and demographic data. Aadhaar-based Biometric Attendance System (BAS) is used to mark the attendance of employees and students, using the Aadhaar card number and the fingerprint stored in the Aadhaar server.

Benefits of electronic access control system

Some of the benefits of electronic access control system are as follows:

- (i) It can be connected to doors, which are electronically powered, and therefore, deny access to unauthorised persons.
- (ii) It can store all details of those who have made authorised access.
- (iii) It can be efficiently linked with the CCTV system for effective access control.
- (iv) It can be linked to an alarm system that would alert the security in case of a security breach.



Alarm systems

Alarms are used for identifying smoke and fire. They are also used for identifying intrusion, thereby, controlling access. It is easy to think of an alarm sounding system as:

- (i) the sensor is like the senses of the body.
- (ii) the transmitter is like nerves in the nervous system of the body, which carries information from the senses to the brain.
- (iii) the control panel is like the brain, which processes the information and sends back the message related to appropriate response.

Here are some points to remember while responding to an alarm related to unauthorised access.

- (i) Immediately call for backup.
- (ii) Keep observing the area from distance till backup arrives.
- (iii) Observe the perimeter for signs of forced entry.
- (iv) In case, there are signs of illegal entry, report to seniors and call the police.
- (v) In case, there are no such signs, check the source of alarm after entering the building with backup.
- (vi) Reset the alarm.
- (vii) Give a detailed report to the seniors on the malfunctioning of the alarm, if found.

Malfunctioning of alarms

False alarms may be frequent but it is essential that the security guard treats every alarm as real. The Standard Organisational Procedures need to be followed when an alarm is activated. There are two main reasons for false alarms.

- (i) Mechanical malfunction
- (ii) Human activation (by accident or a prank)

The security guard must report any malfunctioning in the alarm immediately to the senior so that the maintenance team can repair it.



Vehicle search and access control

The aims of vehicle search are as follows:

- (i) prevent pilferage of stores
- (ii) ensure that forbidden articles like weapons or IED are not brought into the premises

As searching individuals have been covered in the previous Session, let us now focus on searching vehicles entering or exiting the premises.

High-risk areas like nuclear installations or military camps in insurgency-affected areas have elaborate systems of checks while allowing entry and exit of vehicles. Such sophisticated systems may not be desirable in common public utilities. However, access control via vehicle search is almost in all these places. Usually, vehicles are searched at short distance from the main building often near the entry gate in a less crowded region. This prevents any kind of damage to the building and crowd by a vehicle-borne IED. A quick search of vehicles is carried out in the following manner:

- (i) Look for harmful or dangerous objects or material inside the vehicles.
- (ii) Open the bonnet and luggage boots of the vehicles to ensure that nothing is hidden there.
- (iii) Search beneath the dashboard.
- (iv) Search under the driver's seat and seat covers.
- (v) Examine spare wheel (deflated one may denote something between the cover and the thread).
- (vi) Use under carriage mirrors to look for explosives, etc., which might be hidden on the underside of the vehicle.

In exceptional cases, a more rigorous search that involves the following may be carried out:

- (i) Open the bonnet and examine the engine, carburetor, air cleaner, radiator, etc.
- (ii) Remove hub wheel covers.
- (iii) Remove the stopper of the petrol tank. Small articles may be suspended from a wire or a string attached to the inside of the stopper.
- (iv) Search the interior of the vehicle and the driver's cabin vigorously.



- (v) Check if any panels are loose, and in case of doubt, the doors and areas behind the panels may be opened and checked as there is a lot of space where a large number of things can be hidden.

It has been seen that losses of transported goods account for a major portion of losses worldwide. Cargo theft and pilferage may well be an inside job. Such losses can easily be prevented by the security staff through surveillance of the area and strictly enforcing the system of checking invoices and out passes with stores being taken out either manually or by vehicles.

Malls, hotels, hospitals and public utilities, usually, have separate routes for load carrying vehicles. Factories and manufacturing units too have elaborate systems for checking commercial load carrying vehicles to ensure protection of their products and properties. The system is discussed in the following paragraphs.

While entering the premises

The vehicles are stopped at the gate vehicle search area, which is usually some distance away from the main building, and are checked if they are going inside for a bonafide duty. After the vehicles are searched, an entry is made in the register. A record of items belonging to the vehicles allowed inside is also made to ensure that old items are not taken inside and new items are not brought out. The store or the concerned department is informed of the arrival of the consignment by a particular vehicle.

While leaving the premises

The vehicles are searched and a record of the items going out, along with a copy of the gate passes, is kept at the gate. Thoroughness of search of the vehicles at the time of leaving the factory is, usually, more than at the time of the entry.

Screening and search of people, vehicles and cargo is carried out to ensure the protection of the premises and also its properties. Searches are sensitive issues and do cause inconvenience. It must be ensured that they are carried out thoroughly with minimum inconvenience to the affected persons. Maximum use of technology must be made to increase the efficacy of a search.

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Queues and access control

A crowd often has no leader and the people have little in common. Individual members of the crowd may get frustrated by waiting or not getting what they want. A queue management system is useful in such situations. A queue management system is used to control queues. There are different types of queues.

Structured queues

People form a queue at a fixed place in a predictable manner like supermarket checkouts.

Unstructured queues

Such queues are formed in unpredictable and different locations. For example, a queue formed while boarding a train is an unstructured queue.

Some of the techniques to manage a queue are as follows:

Physical barriers or railings

They are aimed at guiding queue formation and organising it in the most efficient way.

Signage and signaling systems

In such systems, LED screens are used to manage customers by way of indicating their place in the queue.

Responding to situations during screening and search activities



Fig. 4.10: Barricade for queues and access control

If during the search of an individual or baggage at a checkpoint, it is suspected that an individual might have engaged in theft of material, documents or sensitive data or is in possession of articles like weapons, drugs, alcohol, then the person is temporarily detained and the security guards need to report the incident to seniors and the police as per the organisational procedure and public laws.

While monitoring the entry and exit of vehicles, a gate pass is always required for incoming

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or outgoing material. Necessary documentation is done at the gate to keep a record of all incoming and outgoing material. Certain manufacturing units have a 'weigh bridge' in the gate area. In case, there is a violation of organisational procedure, the vehicle and its driver need to be detained and details of the vehicle and the driver are noted in the register and reported to the senior authority.

Procedure followed for body search in the absence of equipment

The following procedures are to be adopted for body search:

- (i) Inform the person who is going to be searched.
- (ii) Watch the person for signs of anxiety or aggression after s/he is informed about the search.
- (iii) Ask the person to empty the pockets and pull them inside out. Unfold the collars and pull down the sleeves if the sleeves have been rolled up.
- (iv) If the person is wearing excess clothing like jacket, ask her/him to remove it and search it separately.
- (v) Ask the person to spread the legs and stretch the arms to the sides for search.
- (vi) Ask the person to turn around and spread out the hands and feet (The feet must be approximately three feet apart).
- (vii) While searching, do the following:
 - (a) Search thoroughly and systematically (following a sequence so that one does not fail to search certain body parts).
 - (b) Search the upper body — back—shoulders—arms—ribcage—front—back.
 - (c) Search the lower body — waist—legs—feet.
 - (d) Search excess clothing and personal articles.
 - (e) Return the items to the person after the completion of the search.
- (viii) Submit a written report of any suspicious findings to the concerned authority. The procedure for body search mentioned above might vary, depending on the level of access control.



Authorisation for different categories of people

The difference between authentication and authorisation is often misunderstood. Authentication is a procedure by which it is ensured that the actual identity of the person is the same as what one is claiming to be. Authorisation is the process of establishing if the person (who is being authenticated) is permitted to have access to a region.

The security guard may not know everyone at work. The guard must be able to distinguish the employees from visitors. If the guard is not able to do so, s/he would not know who they are and what they are doing in the premises. If the company has badge or identification card policy, the security guard shall verify the ID card to allow access to the premises.

Table 4.2 explains scenarios where the security guard can encounter a stranger at work. It explains how the organisation’s badge or identification policy can help to give information about a stranger on the company premises.

Table 4.2: Exemplar scenarios of encountering stranger(s) at work

Badge policy	You see a stranger wearing a badge...	You see a stranger not wearing a badge ...
Both employees and visitors wear badges.	The stranger could be an employee the security guard is not familiar with or s/he could be an authorised visitor.	The stranger could be an unauthorised visitor or could be anyone else.
Employees wear badges but visitors do not.	The stranger is probably an employee that the security guard does not know, though possibly a visitor is wearing a stolen badge.	The stranger might be an employee, who is unfamiliar to the security guard but is not wearing a badge, but more likely is a visitor (and the security guard cannot tell if that person has been authorised).



Visitors wear badges but employees do not.	The stranger is most probably an authorised visitor.	The stranger could either be an unfamiliar employee or an unauthorised visitor.
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Thus, if an organisation does not make efforts to identify occupants, it becomes difficult to identify strangers on the premises. In worst cases, not identifying visitors can leave people and property exposed to harm.

Types of badges

- (i) Badges can be universal (available at stationery shops), as well as, customised to the desired shape and printed matter. Badges could have a photo of the visitor.
- (ii) Badges may be returnable or discardable. If a badge is left at a site, there is a potential chance for breach of security.
- (iii) Badges that can or cannot be reused.



Fig.4.11: Visitor's vehicle card

Tracking

Occupants on a premises fall into four distinct categories.

- (i) Employees
- (ii) Contractors
- (iii) Vendors
- (iv) Visitors

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With the help of technology, it is possible to know, at all times, which of these people are in a building and where these people are exactly placed in the building. In case of an emergency, the location of every person must be known for quick evacuation.

Background of the visitor

It is important to ascertain the identity of a visitor — whether the visitor is what one claims to be. Asking the person to produce some government issued identification like driving licence helps in authenticating her/his identity.

Record-keeping and reporting

The security register informs who is (or is not) in the premises at a particular point of time. It must also tell the security guard who was in the facility, as well as, when and how often the person visited the organisation. This helps to know the visitor's background and provides evidence for illegal acts in the present, as well as, the past.

Directing visitors

Once the identity is authenticated and access is authorised, the visitor may ask for directions to a particular office or department. Direct the visitor to the concerned areas and inform the concerned staff or department. The availability of signage at appropriate places on the premises helps the visitor in finding the parking area and the concerned department. In the absence of signage, provide directions with prominent landmarks on the premises for guidance. In highly secured premises, the visitor is accompanied by an escort from the front office till s/he reaches the concerned department. This is done to prevent unauthorised access to other departments or regions.



Practical Exercises

Activity 1

What level of access control your school is subjected to? Take a tour of your school and make an exhaustive list of equipment and structures used for access control.

Activity 2

Imagine that it has been decided that your school shall be converted into a bank and you have been given the task of finding the vulnerability (gaps in security) at the site. Find out the gaps and submit a detailed list of requirements in terms of people and material required at the site, and new access control processes to be initiated. The sample is shown below.

S. No.	Vulnerability	Requirement
1.	Absence of gate	Metal gate to be installed
2.	Lack of lighting behind the school	High watt bulbs and three lampposts

Check Your Progress

A. Fill in the Blanks

1. People standing at a fixed place in a predictable manner like supermarket checkouts is a _____ queue.
2. Other than malfunction, _____ can be a cause for false alarm.
3. Bright _____ deters anti-social elements from intruding into a property. It enhances personal safety during patrol.
4. If a company has a _____ policy, it is relatively easy to distinguish an employee or a visitor from an intruder.

B. Multiple Choice Questions

1. Access control ensures in _____.
(a) preventing crowding (b) enhancing security
(c) preventing chaos (d) All of the above
2. Suppose you are a sales representative and want to gain access to an industrial site for showcasing some of the products that you have come to sell. When a security guard at the entry gate of the site asks your name and

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asks you to show your Aadhaar card so as to check the name mentioned there, s/he is said to be engaged in _____ process.

- (a) authorisation (b) authentication
(c) Both (a) and (b) (d) None of the above

3. After checking your Aadhaar card at the gate, the security guard calls up the concerned authorities to check if you should be allowed access, then s/he is said to be engaged in _____ process.

- (a) authorisation (b) authentication
(c) Both (a) and (b) (d) None of the above

C. Short Answer Questions

1. Are alarm systems always reliable? Give two causes for false alarms.
2. List the areas to be searched in a vehicle when a thorough check is being conducted.
3. What are the principal components of an electronic access control system? In the absence of an electronic system, how does manual access control system function?
4. What should a security guard take note of while examining a manual ID card?
5. What is the relevance of having a badge policy in an organisation such that employees and visitors both wear badges? Do you think it has an effect on security within the premises? Explain in detail with examples.

What have you learnt?

On the completion of this Session, you will be able to:

- describe the various levels of access control.
- list the equipment and structures used for access control at perimeter and building.
- list and describe access control techniques in the absence of equipment.
- describe the components and purposes of electronic access control system.

