Unarmed Security Guard

(Job Role)

Qualification Pack : Ref. Id. MEP/Q7101
Sector : Private Security

Textbook for Class X

171049

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NATIONAL COUNCIL OF EDUCATIONAL RESEARCH AND TRAINING

171049 – UNARMED SECURITY GUARD
Vocational Textbook for Class X

ISBN 978-93-91444-49-5

First Edition
October 2021 Ashwina 1943

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₹ 65.00

Printed on 80 GSM paper with NCERT watermark

Published at the Publication Division by the Secretary, National Council of Educational Research and Training, Sri Aurobindo Marg, New Delhi 110 016 and printed at A-One Offset Printers, 408, EPIP, Phase III, HSIDC Industrial Estate, Kundli, Sonipat – 131 028 (Haryana)

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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 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 the 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 workplace. The NCF–2005 also emphasises 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 subject areas and also contributed towards 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.

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It is under this backdrop that Pandit Sunderlal Sharma Central Institute of Vocational Education (PSSCIVE), Bhopal, a constituent of the NCERT has developed learning outcomes based modular curricula for 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 Education, erstwhile Ministry of Human Resource Development.

This textbook has been developed as per the learning outcomes based curriculum, keeping in view the National Occupation Standards (NOSs) 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 contributions of the book development team, reviewers, and all institutions and organisations for supporting towards the development of this textbook.

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

Hrushikesh Senapaty
Director
National Council of Educational
Research and Training

New Delhi
September 2020

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About the Textbook

Security is an important sector as it provides protection from potential risks and threats that may cause damage to life and property. One can spot Unarmed Security Guards, dressed in a distinct uniform, at the entry and exit gates of housing societies, offices, organisations, industries, shopping malls and Automated Teller Machine (ATM) booths, to name a few.

An Unarmed Security Guard is one of the most important persons in the Private Security business. The main responsibility of the Unarmed Security Guard is to monitor the area one is guarding, and protect life and property against damage or criminal attack. The person is responsible for performing various other duties as well, such as entering visitors' details in the visitors' logbook, after carrying out the verification process; maintaining a written record of incidents or events taking place in the premises one is guarding; patrolling; monitoring the footage captured by Close Circuit Television (CCTV) cameras and providing necessary information about incidents to the authorities concerned.

The person is governed by a set of legal regulations, which include requirements for eligibility, jurisdiction, training and contractual regulations. Therefore, the person needs to be active and alert at all times.

This textbook for the job role of an 'Unarmed Security Guard' has been developed to impart knowledge and skills through hands-on learning experiences, which form a part of experiential learning. It has been developed with the contributions of subject and industry experts, and academicians. Care has been taken to align the content of the textbook with the following National Occupation Standards (NOSs) as mentioned in the Qualification Pack (QP) for the job role of an Unarmed Security Guard.

- MEP/N7101 — Perform security tasks, in accordance with basic security practices
- MEP/N7102 — Conform to regulatory and legal requirements governing security tasks
- MEP/N7103 — Provide guarding services to people, property and premises
- MEP/N7104 — Control access to the assigned premises
- MEP/N7105 — Carry out screening and search activities to maintain security
- MEP/N7106 — Control parking in designated areas
- MEP/N7107 — Provide security escort

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- MEP/N7108 — Maintain health and safety standards
- MEP/N7109 — Perform security tasks in commercial deployments
- MEP/N7110 — Perform security tasks in industrial deployments
- MEP/N7111 — Project positive image of self and the organisation

The textbook consists of three Units. Unit 1 explains the various duties and responsibilities that the Unarmed Security Guard needs to perform. It also throws an insight into the personal safety measures and hygiene standards that the guard needs to follow at the workplace.

Unit 2 describes how the Unarmed Security Guard needs to respond to emergency situations and tackle hazards. It focuses on the safety measures that the guard must adopt in order to ensure the safety of oneself and others while carrying out day-to-day work.

Unit 3 deals with documentation and access control procedures, which are an indispensable part of private security. It gives a detail of various machines, tools and equipment required for carrying out access control, levels of access control, and the need for conducting authentication and authorisation procedures in access control.

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Acknowledgements

The National Council of Educational Research and Training (NCERT) is grateful to the members of the Project Approval Board (PAB) and officials of the Ministry of Education (MoE), erstwhile Ministry of Human Resource Development (MHRD), Government of India, for their cooperation towards the development of learning outcomes-based curricula and courseware.

Rajesh P. Khambayat, *Joint Director*, PSSCIVE, Bhopal, is appreciated for rendering constant guidance and support towards the development of this textbook.

The Council also expresses its gratitude towards Saroj Yadav, *Professor* and *Dean* (Academic–Retd), NCERT, and Ranjana Arora, *Professor* and *In-charge*, Curriculum Group, NCERT, for coordinating workshops towards the review and finalisation of this textbook.

The contributions of officials in the Technical Support Group of the MoE; DCS, NCERT; National Skill Development Corporation; National Council for Vocational Education and Training; and Management and Entrepreneurship Professional Skills Council are also acknowledged.

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Sushant Kamble, *Assistant Professor* (Contractual), PSSCIVE, Bhopal, is appreciated for providing necessary inputs towards the development of this textbook.

Gratitude is also due to the Publication Division, NCERT, for transforming the manuscript into an attractive textbook. Sweta Jha, *Editor* (Contractual) and Seema Kumar, *Freelance Editor*, are appreciated for giving shape to this book. Pawan Kumar Barriar, *DTP Operator*, and Nitin Kumar Gupta, *DTP Operator* (Contractual), are acknowledged for layout and design.

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Nirmalya Chakraborty, College of Art, New Delhi

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Unit 1

Duties, Personal Safety and Hygiene

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Private security consists of self-employed individuals and private companies that provide security services to people and businesses at a price. The Private Security Agencies (Regulation) Act 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 the provision of armoured car service." A security guard, therefore, is a person, who provides private security with or without arms to another person or property or both (Fig. 1.1).

Fig. 1.1: An Unarmed Security Guard at work

Session 1: Duties and Responsibilities of an Unarmed Security Guard

An Unarmed Security Guard has to perform a number of duties as the person is responsible for saving the lives of people and protecting the property one is guarding. Thus, the main responsibility of the Unarmed Security Guard is to protect the life and property of people.

Duties and responsibilities

Some of the important duties performed by the Unarmed Security Guard are as follows.

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Observing and reporting

Observing does not mean only seeing but paying attention to all activities and events happening around and taking down notes in a notebook or logbook. The Unarmed Security Guard, thus, needs to maintain notes of all activities and events taking place in the area or premise(s), where one is deployed, and reporting those to one's supervisor or concerned official or authority. Incidents regarding violation of rules or any untoward incident or threat must be reported immediately. Carefully and accurately prepared reports about unusual incidents play an important role in case a further course of action is required.

Safeguarding people and property

Ensuring the safety of people and property is the prime responsibility of the Unarmed Security Guard. The person must be able to identify existing and potential hazards at the workplace, report them to the authorities concerned and record them according to the workplace procedures so that the required action(s) may be initiated. The guard must take note of unusual incidents in order to maintain the safety and security of people and property.

Traffic management

The Unarmed Security Guard is also required to manage and control pedestrian and vehicular flow on the premises, where deployed. Traffic management includes guidance that the guard must provide as regards to the arrangement and control of both stationary and moving vehicles, pedestrians and cyclists in order to ensure their orderly, safe and smooth movement. Therefore, the guard needs to be trained in traffic management and control. The person must be able to identify traffic signs, particularly, in relation with pedestrian and bicycle facilities, intersections, traffic signals, parking, roadside safety and roadway lighting.

Types of traffic control

The basic types of traffic control that the Unarmed Security Guard must be aware of are as follows.

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Pedestrian control

It includes directing people walking on road in the premise(s), especially, in case of an emergency or heavy traffic.

Vehicular control

It includes helping drivers with directions and parking to ensure their safety and efficiency, especially, in case of emergency response.

Dealing with a hostile crowd

A hostile crowd consists of a group(s) of noisy and unruly people, who may pose a threat to residents or staff inhabiting a facility, where the Unarmed Security Guard is deployed. Such a crowd easily gets infuriated even over a minor issue and is ready to take up a fight, for example, a group of angry protestors.

Though the police are responsible for handling hostile crowds, a situation may arise, where private Unarmed Security Guards may have to assist them. For example, if an unruly crowd gathers at a site, which could be a factory, and there is a protest against the company's management over some issue, then the Unarmed Security Guards stationed there may be asked by the police to take charge of the situation and ensure that there is no casualty or untoward incident.

The police, usually, deal with a large hostile crowd by breaking it up into small groups as these are easy to handle at a given time. People tend to control their behaviour when part of small groups. The police divert the crowd's attention by arresting a few people, who may agitate or fiercely influence other protesters, and separating leaders from the crowd. The police separate such people so that others do not get carried away by their words and participate in any sort of anti-social activity.

While dealing with a hostile crowd, the Unarmed Security Guard must always be polite, calm and patient, and communicate convincingly with influential members in the crowd. One must never argue or raise the voice while talking to the leaders as it may invite trouble.

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Fig. 1.2: One must stop for security check on spotting such a sign at the entry or exit gate of a premise.

Visitor management

It refers to guarding visitor and vehicular movement at the entry and exit gates, sentry posts and watchtowers of the premise(s), and carrying out patrolling duty. An outsider or visitor first meets the Unarmed Security Guard at the entry gate of a facility. It is at the entry gate that one may often spot a 'STOP' sign (Fig. 1.2). This sign is, sometimes, noticeable at the exit gate of some facilities as well. It suggests that the visitor must stop for security check.

Moreover, it is at the entry gate that the guard stops the visitor and makes the person sign in the visitors' logbook or register (Fig. 1.4).

Fig. 1.3: An Unarmed Security Guard stops a visitor at the entry gate of a building.

Fig. 1.4: Registration of a visitor at the entry gate of a facility is mandatory.

Registration of a visitor involves recording the person's personal details like name, address, phone number, vehicle number, ID card details (like election card, Aadhaar card, driving licence and passport), date and time of entry and exit, and name of the person one has come to see. Only after these details are recorded, the Unarmed Security Guard issues a 'visitor pass' to the person and allows one to enter the premise(s). The guard collects this pass from the visitor at the time of exit.

Who is a visitor?

A visitor is neither an employee, nor a permanent resident of a site, where the Unarmed Security Guard is deployed. Visitors can broadly be classified into following.

- Staff and employees of different organisations, including e-commerce companies
- Contractors and their staff
- Persons with or without an appointment
- Government officials like administrators or delegates
- Labour union leaders and workers
- Vendors
- Representatives of essential service providers like water, electricity, Liquified Petroleum Gas (LPG) and maintenance companies, or contractors
- Sanitation workers
- Emergency service personnel like fire brigade, police and ambulance

Security personnel must permit entry only to a visitor having an appointment that too after filling in the visitors' logbook and checking the person's identity card or authorised document(s).

In case there is a visitor without an appointment, then the Unarmed Security Guard must allow the person to enter the premises only after obtaining permission from the concerned authorities. In the meantime, the guard must request such a visitor to wait in the waiting lounge or area. Therefore, it is important to maintain a waiting area near the entry gate.

Visitors are searched or frisked as per the security company procedures. On certain premises, visitors, carrying items like laptops, pen drives, compact discs, mobile phones, cameras, firearms and weapons, are not allowed. While carrying out frisking and searching, the security guard may have to deal with people carrying such articles.

Points to remember

- Always be calm and polite even while dealing with difficult people.
- Never show impatience or arrogance.
- Do not ignore people seeking help. If unable to do so, try to find someone who may help the person concerned.
- Be cordial and confident. Never sound casual while interacting with people one is duty-bound to protect.

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- Have an open mind and do not be judgmental.
- Often use words like 'thank you', 'please' and 'sorry' as such words present a positive image about the person. Never use slang at the workplace.
- One must not discriminate on the basis of caste, creed, gender or colour.

Dealing with aggressive visitors

The Unarmed Security Guard must be trained in handling complex situations, involving aggressive and emotionally disturbed people. The person must be patient and alert while handling such people. Whenever such a situation arises, the person must try to take charge of the situation and ensure that it does not worsen, applying one's common sense, tactfulness, alertness and patience. Besides, one must inform the authorities concerned to take control of the situation at the earliest. The Unarmed Security Guard must behave sensitively while dealing with aggressive people. The guard must see to it that one's outward behaviour and actions deter eve-teasers and anti-social elements. Many a time, a situation may be in control or get worsen, depending on the way the guard deals with the situation.

In case the security guard is dealing with an aggressive person, it is important to be polite and listen to the person's concerns patiently. The guard must always be careful with one's words, tone, facial expressions, mannerisms and body language.

Dealing with alcoholics or drunkards

Such people are characterised by consuming too much alcohol. They often get drunk and lose control over their senses, creating nuisance in an area. Sometimes, they may even turn violent. Such a person can often be seen threatening the guard or other residents with statements like "You don't know who I am". The Unarmed Security Guard must deal with such a person tactfully and with caution. The guard must take note of the following points while dealing with such a person.

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Dos

- Always show concern towards the person.
- Always be polite, calm and helpful.
- Firmly tell the person to behave.
- Reassure the person that all possible help would be provided.
- Seek help from the authorities concerned, if the person becomes unruly or in case of an impending medical emergency.
- Do not leave the person alone.

Don'ts

- Do not offer food, tea or coffee to the person as it may cause choking or vomiting.
- Do not administer any sort of medication to the person on one's own.
- Do not induce vomiting.
- Do not allow the person to drive a vehicle.

Professional qualities

Professionalism is the ability to accomplish a task efficiently and effectively. Apart from providing security services to people and property, the Unarmed Security Guard has to perform a number of other duties as well. The person's professionalism depends on how effectively and proficiently one performs various functions attached to the job role. Professionalism comes with knowing the goals and objectives of the occupation and working towards achieving them.

Maintaining public relations

A popular adage goes — the first impression is the last impression. Therefore, the Unarmed Security Guard must wear a uniform, along with one's ID card, and be presentable at all times while on duty. As part of the job, one needs to interact with a number of people, comprising colleagues, supervisors, inhabitants, visitors, police and other emergency service personnel, etc. Therefore, the person must always be calm, polite, punctual, disciplined, honest, reliable, responsible and be able to take control of emergency situations. The guard must be able to maintain public relations, which is

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the act of managing and spreading information between individuals, organisations and various publics. One must maintain a cordial relationship with residents and other visitors. But at the same time, one needs to ensure that it is done according to the rules as prescribed by one's security agency or concerned authority.

Meet and greet procedure

The Unarmed Security Guard is, usually, the first person a visitor interacts with on reaching a government or private facility or residential area. The person must greet the visitors with a smile, be polite and helpful. Hence, the conduct exhibited by the person leaves a lasting impression on the visitors. Some of the etiquettes that the security guard must display are as follows.

- Welcome the visitor with a smile.
- Answer the phone call promptly (within three rings) and speak in a welcoming tone with the caller.
- Always be patient and polite even while dealing with an irritated or agitated visitor or caller.
- Never be disrespectful or lose cool.
- Do not show signs of being disturbed or angry, or that of dislike or sarcasm.
- Address the visitor or caller by one's last name at least once during the conversation, or simply address the person as 'sir' or 'madam'.
- Do not leave the caller on hold for a long period.
- Do not engage in personal conversation with the visitor or caller.
- Always stand and sit in a straight position.
- Do not recline while sitting on a chair.

Fig. 1.5: The Unarmed Security Guard must always be polite and helpful while talking on the phone.

Telephone etiquettes

According to the *Advanced Oxford Learner's Dictionary*, etiquette refers to "rules of correct or polite behaviour in society or among members of a particular profession". The different elements of etiquette are to do with a person's appearance, choice of words and body language. The Unarmed Security Guard must take care of the following while talking on the walkie-talkie or phone (Fig. 1.5).

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- Try to answer the phone by the third ring.
- Greet the caller. Some words that one may use to greet the caller are 'hello', 'good morning', 'good afternoon', 'good evening', etc.
- Identify oneself right at the beginning of the conversation.
- If the caller does not introduce oneself, then politely ask: "May I know who is on the line?"
- In case the caller does not say who one wants to speak with, ask: "May I know whom would you like to talk to?"
- Speak clearly. Use short, crisp and concise sentences. As two–way radio allows only one person to speak at a time, it is important to keep the conversation short, clear and to-the-point.
- In case the person with whom the caller wants to speak with is not available, the guard must say: "I am sorry, Mr/ Ms XYZ is busy at the moment. May I please take down your name, message and contact number? I would request Mr/ Ms XYZ to call back once free?"
- Always write the name, phone number, time the caller had called and the message delivered by the caller legibly and accurately.
- Do not make the caller wait for more than two minutes. It is better to return a call than to keep someone waiting on the call for long. Do not forget to return the call.
- At the end of the waiting period, one must thank the caller for being patient.

Common words used in walkie-talkie or phonic conversation

- Say again — Please repeat the message.
- Standby — I acknowledge your transmission but cannot respond right now.
- Go ahead — I can respond. Please share your message.
- Roger —The message has been received and understood.
- Over — I have finished speaking.
- Affirmative or Negative — Yes or No.
- Out — The conversation is over and the channel is clear for other users.

Be a team player

The Unarmed Security Guard needs to work with one's colleagues in order to secure the premise(s) of a facility. Lack of team spirit may lead to major gaps in various security operations like patrolling or access control at the gate, and in the long run, tarnish the name of the security agency that they represent. Some of the important qualities of a team player are as follows.

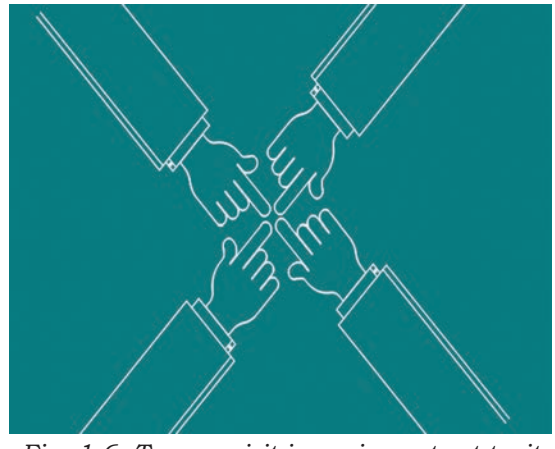

Fig. 1.6: Team spirit is an important trait of an Unarmed Security Guard.

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Fig. 1.7: The guard must respect the visitor's Right to Privacy.

Right to Gender Identity

It refers to a person's individual choice of gender. Transgenders, whose identities are different from the stereotypical gender norms of male or female, are also known as the 'Third Gender'. The Right to Equality under Article 14 and 21 of the Constitution guarantees all citizens no discrimination on grounds of caste, race, religion, sex or place of birth, and hence, ensures equal rights. The Government of India enacted the Transgender Person (Protection of Right) Act, 2019, to provide prohibition against discrimination in matters of jobs, education and health services to transgender people. A transgender person may send an application to a District Magistrate, requesting a certificate of identity, indicating one's gender as 'transgender'.

- Other members in a team can depend on the person.
- The person must be ready to adapt oneself quickly, if it helps other teammates.
- One must appreciate the working style of other team members.

Respect the Right to Privacy

To control the movements of the people, the Unarmed Security Guard may be required to check the identification of the visitors and also inspect their baggage. While frisking an individual or searching a person's baggage or vehicle, the security guard must be mindful of the Right to Privacy. If the visitor refuses to get one's baggage searched and insists on taking it along to the premise(s), citing the Right to Privacy, while the security agency's policies require the guard to stop any baggage for screening, then the guard must politely convey it to the visitor and not allow such things under any circumstance. If needed, the guard may inform the supervisor or concerned authority. The security guard must only allow a 'permissible' baggage inside a facility that too after screening.

Respect people's Right to Dignity

Every human being is worthy of respect. The Right to Human Dignity is protected not only by national laws but also international human rights laws. These rights are called 'inalienable rights' as they can never be separated from a person. Since the Unarmed Security Guard has to deal with various publics, one must ensure that one's action never goes against the right to human dignity.

Gender sensitivity

Just like a female visitor must be screened or frisked only by female a guard in a demarcated curtained enclosure, a 'transgender person' has the right to self-perceived gender identity. So, the person choose in terms of the gender of the guard, who may screen or frisk one during security service. The guard must ensure that the visitors are not harassed or treated harshly during security checking.

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What have you learned?

After completing this Session, you will be able to:

- describe the duties and functions of an Unarmed Security Guard.
- identify the professional attributes of an Unarmed Security Guard.

Practical Exercise

Activity

Make a profile of an Unarmed Security Guard, consisting of the person's name, work and experience.

Material required: writing material

Procedure

- Select a housing society, hotel, parking lot or an ATM booth, where an Unarmed Security Guard may easily be spotted.
- Greet the person and inform about the activity that you are required to perform as part of your studies. Seek the following information from the guard.
  - Name and age of the person
  - Duration of working at the site
  - Total work experience as an Unarmed Security Guard
  - Responsibilities one has to perform
- Note if the security guard is wearing the uniform and identity card. Also, note if the person looked presentable and maintained hygiene.
- Talk to the guard and ask how important is it to maintain personal hygiene.
- Ask the guard if one has ever managed a hostile situation. Also, ask how an Unarmed Security Guard may maintain one's personal safety while dealing with a hostile situation.

Check Your Progress

A. Fill in the Blanks

1. Visitor's _____ involves recording a person's details like name, address, phone and vehicle number, date and time of visit and exit.

NOTES

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2. Visitor's _____ deals with guarding the movement of visitors and vehicles at the entry and exit gates and patrolling the premise(s).
3. Maintaining the safety of _____ and property is the prime function of an Unarmed Security Guard.
4. The Government of India enacted the Transgender Person (Protection of Right) Act, 2019, to provide prohibition against _____ in matters of jobs, education and health services to transgender persons.
5. The Right to Dignity is a/an _____ right.

B. Multiple Choice Questions

1. The Government of India enacted the Private Security Agencies (Regulation) Act in the year _____.
   (a) 2005 (b) 2001
   (c) 2015 (d) 2006
2. A _____ is a group of people, who are noisy and unruly, and may even pose a threat.
   (a) street crowd (b) festival crowd
   (c) hostile crowd (d) None of the Above
3. In a phonic or walkie-talkie conversation, the word 'roger' means _____.
   (a) please repeat the message.
   (b) I acknowledge your transmission, but cannot respond right now.
   (c) please share your message.
   (d) the message has been received and understood.
4. While dealing with an alcoholic, the Unarmed Security Guard must be _____.
   (a) cautious and tactful
   (b) polite, calm and helpful
   (c) harsh
   (d) Both (a) and (b)

C. Subjective Questions

1. Write any five professional attributes that an Unarmed Security Guard must possess.
2. What do you understand by 'visitor management'?
3. Write a short note on the 'Right to Privacy'.
4. Write a short note on how a transgender person may be assisted in security check.

SESSION 2: MAINTAINING PERSONAL SAFETY AND HYGIENE AT THE WORKPLACE

Personal safety means recognising and avoiding harmful or hazardous situations and persons in a surrounding.

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As already discussed, one of the foremost responsibilities of an Unarmed Security Guard is to ensure the safety of people and property in the area, where one is deployed. But, at the same time, the guard must also ensure one's own safety by avoiding potentially harmful situations and risks.

'Risk' implies the possibility of something bad happening sometime in future. It refers to a situation that could be dangerous or have undesired results. Risks associated with the job of an Unarmed Security Guard increase significantly, especially, when the person is deployed alone at a site.

Maintaining personal safety

Personal safety is also known as 'occupational safety'. Considering the risks associated with the profession, the personal safety of an Unarmed Security Guard becomes paramount to ensure the safety of people and property. Personal safety at the workplace depends on one's awareness of potential threats and hazards. While patrolling, the Unarmed Security Guard must be mindful of the risks and take the following precautions.

- Anticipate potential risks and threats.
- Be vigilant and alert so as to identify potential danger and threats.
- Be aware of the surroundings.
- Immediately report about persons, things and situations that may seem to be suspicious and may pose a security threat to the supervisor or concerned authority.
- Prepare a daily schedule, keeping in mind the safety aspects and risks.
- Be in regular contact with colleagues and supervisor over the phone, especially, during night shifts.
- While one guard patrols the premise, the other may watch activities taking place in different areas of the premise with the help of a Closed Circuit Television (CCTV) monitoring system installed in the guard room or any other dedicated area.
- One must quickly move to a safe place in case of risk to personal safety and immediately report the matter to the concerned authorities.

Fig. 1.8: A CCTV camera

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Personal hygiene and appearance

An Unarmed Security Guard is, usually, visible from a distance, and hence, automatically fosters a sense of safety and security among the public, including residents of a locality or visitors to a public place like malls, parks, etc.

Therefore, maintaining personal hygiene and professional appearance is of paramount importance to the job role. 'Hygiene' is the practice of keeping oneself and one's surroundings clean in order to prevent the occurrence and spread of diseases, infections and illnesses. The Unarmed Security Guard is expected to maintain personal hygiene and be well-groomed while at work.

Some of the hygiene standards that the person needs to maintain are as follows.

Personal grooming

It is important as the Unarmed Security Guard not only represents oneself but also the security agency, where one is employed. Personal grooming includes maintaining personal hygiene. A well-groomed security guard is taken seriously by visitors and commands respect.

Uniform

A security agency specifies the uniform and badge to be worn by its security personnel. The uniform must be clean and ironed.

Fig. 1.9: An Unarmed Security Guard in uniform

The uniform worn by a private security guard is different than that of officials of the Army, Navy, Air Force or police. According to the Private Security Agencies (Regulation) Act 2005, if a private security guard wears the uniform of the Army, Navy, Air Force or police, then the guard and the proprietor of the security agency are liable to punishment with one–year imprisonment, or a fine, or both.

According to the Private Security Agencies (Regulation) Act 2005, the uniform of a private security guard must include the following.

- An arm badge, depicting the agency's name for which one is working

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- Shoulder or chest badge to indicate one's position in the organisation
- Whistle attached to the whistle cord in the left pocket
- Shoes with eyelets and laces
- Headgear that may also carry the agency stamp

Hand hygiene

Maintaining hand hygiene is of utmost importance, especially, in these times of COVID–19 pandemic. Corona virus is spread through respiratory secretions or droplets and contaminated surfaces. This makes it imperative to clean the hands at frequent intervals with an alcohol-based hand rub or an anti-bacterial soap or hand wash. The Unarmed Security Guard must, especially, wash the hands before and after meals so that it does not smell of food and to check infections. The nails must be cut to the skin level. The guard is also expected to promote a culture of frequent and thorough hand washing among workers and visitors at the worksite. It becomes all the more important when the Unarmed Security Guard is deployed in a hospital, where patients with various diseases — communicable and non-communicable — come for treatment.

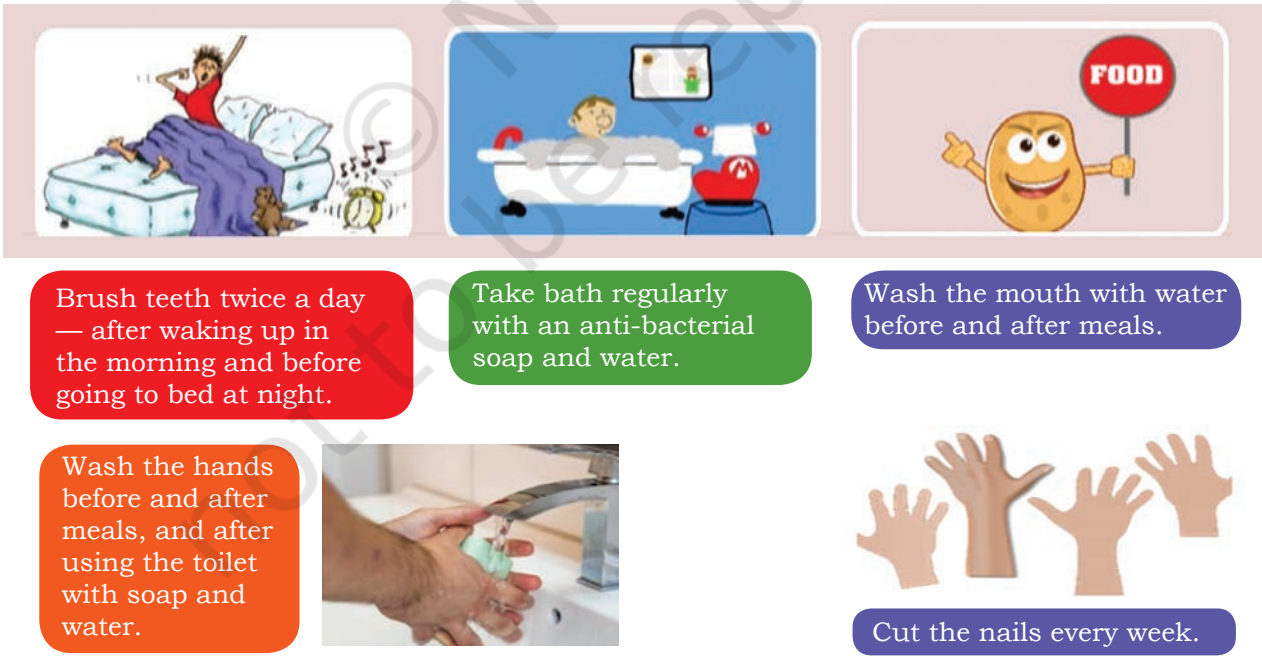

Fig. 1.10: Some of the personal hygiene practices that an Unarmed Security Guard must follow.

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Hair care

The security guard must keep one's hair clean and combed at all times. Combing the hair helps keep the scalp clean. Besides, it adds sheen to the hair. One must also clean one's hair brush at regular intervals. Guards with long hair may tie it into a neat bun or ponytail. Those with short hair must keep them trimmed and tidy. Men must shave their beard and moustache or keep them neatly trimmed.

Fig. 1.11: One must brush one's teeth for 2–4 minutes with a soft-bristled toothbrush at least twice a day.

Bath

Security personnel must take a bath, using soap and water, daily, especially, before coming to work and also post–exercise. They must wash their face and eyes twice a day to avoid dryness of the skin and eyes. Besides, they must check body odour and apply deodorant or talcum powder.

Oral care

Dental problems are caused by bacteria formation in the teeth and gums. Some of the common dental problems are plaque, tartar, periodontal diseases and tooth decay. A dental hygiene routine includes brushing the teeth for 2–4 minutes, using a soft-bristled toothbrush, at least twice a day, i.e., in the morning after a person wakes up and post–dinner. Besides, one must wash one's mouth with water after every meal. One may also use a mouth wash. Flossing, which removes food trapped between the teeth and gum lines, must be done regularly to check tooth decay. Oral care, thus, helps ward off gum diseases, tooth decay, infections and bad breath. It is important for the security guard to maintain oral care as the person may sometimes have to interact with people at a close distance.

Feet care

The Unarmed Security Guard must clean one's feet with soap and water at least twice a day, i.e., before coming to work while bathing and on reaching home after work to prevent infections and ward off odour. After washing the feet, one may apply a lotion to prevent the feet from dryness. The guard must always wear a fresh pair of socks daily. One must wear formal shoes that are fitting

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and comfortable as the person may be required to stand for hours as part of the job. An uncomfortable pair of shoes may lead to foot fatigue. The guard must see to it that the shoes are polished.

Avoid intoxicating products

The Unarmed Security Guard must not consume alcohol and tobacco products as they adversely affect mental and physical health. Besides, one must never consume such items, especially, at work as it creates a bad impression about the security services being offered in the premise and may even affect the person's work. The job requires the Unarmed Security Guard to be alert and active at all times, and observe, deter and report incidents, which the person may not be able to perform efficiently and effectively in the influence of intoxicating products. Frequent consumption of alcohol may cause a number of health ailments like loss of appetite; depression; anxiety; vitamin deficiency; skin, heart, liver and brain problems, etc. Besides, there is a probable loss of physical coordination, unclear vision, slurred speech and memory impairment. Excess drinking over a short span may also lead to headache, nausea, vomiting, unconsciousness, and eventually, death. Moreover, it limits the constructive coping capacity of a person, thereby, making one vulnerable to crimes and other forms of abuse.

Basic exercises

One must exercise daily in order to be healthy. Some of the basic exercises (warm-up and warm down) that one must perform are shown in Fig. 1.12. Warm-up exercises include running, push-ups, sit-ups and chin-ups, while warm down exercises consist of quadriceps stretch, gluts stretch, hamstring stretch and chest exercise. At the end of a workout, there is a possibility that the muscles may become stiff, leading to injury. So, it is better to do a stretch and hold it in static position (without any movement) for at least 15 seconds.

(Quadriceps stretch)

(Shoulder stretch)

Fig. 1.12: Some of the warming exercises that the Unarmed Security Guard must perform daily in order to remain healthy.

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What have you learned?

After completing this Session, you will be able to:

- describe the importance of personal hygiene and safety for an Unarmed Security Guard.
- follow personal hygiene practices.

Practical Exercise

Activity 1

Group discussion: divide the class into groups, each consisting of four members, and discuss why personal hygiene and appearance are important for an Unarmed Security Guard.

Material required: writing material

Procedure

- Divide the class into groups, each consisting of four members.
- The group members discuss why personal hygiene and appearance are important for an Unarmed Security Guard.
- They discuss the measures the Unarmed Security Guard must follow to maintain personal hygiene.
- One of the group members makes a note of the points being discussed.
- Based on the discussion and notes prepared, the group members make a presentation before the class.
- They may even perform a role-play as part of the presentation.

Check Your Progress

A. Fill in the Blanks

1. The Unarmed Security Guard must avoid consuming _____ and _____ products as it adversely affects the person's mental and physical health.
2. _____ is the practice of keeping oneself and one's surroundings clean in order to prevent the occurrence and spread of diseases and illnesses.
3. An Unarmed Security Guard's job requires the person to be _____ and _____ at all times so as to observe, deter and report incidents.

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4. A _____ security guard is taken seriously by visitors and commands respect.
5. An Unarmed Security Guard may use _____ monitoring system to watch activities occuring in different areas of the premise, where one is deployed.
6. According to the _____ Act 2005, if a private security guard or supervisor wears the uniform of the Army, Navy, Air Force or Police, the guard and the proprietor of the security agency are liable to punishment.

B. Subjective Questions

1. Why should an Unarmed Security Guard avoid consumption of intoxicating products?
2. What type of uniform should an Unarmed Security Guard wear at work?
3. List any three personal hygiene practices that an Unarmed Security Guard needs to follow.

NOTES

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Unit 2

Tackling Hazards and Emergencies

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Session 1: Hazards

A hazard refers to a situation that is dangerous or has the potential of causing damage to life or property. It is different from a disaster, which is sudden and unexpected in nature. Hazard is often used interchangeably with the term 'risk'. A risk is characterised by the probability that a person will be harmed or experience an adverse health effect, if exposed to a hazard.

Types of hazard

Hazard may broadly be classified into natural and manmade.

Fig. 2.1: Signage for an environmental hazard

Natural hazards

These are caused by natural or environmental phenomena (Fig. 2.1). A natural hazard has the potential of causing natural disasters like cyclones, earthquakes, tsunamis, volcanic eruptions, etc. Natural disasters frequently witnessed in India include earthquakes, floods, including tsunamis, and landslides (in hilly areas during the rainy season).

Manmade hazards

These occur because of human negligence or accidents. Manmade hazards include explosions,

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leakage of toxic wastes and gases, pollution, wars, civil strife, accidents, industrial mishaps, fires, cyber and terrorist attacks, etc.

Classification of hazards

Hazards may further be classified into the following, depending on the driving forces of the event.

Biological hazards

These are caused by living organisms like bacteria, viruses, insects, plants, birds, animals and humans (Fig. 2.2). The COVID-19 pandemic is an example of a biological hazard.

Fig. 2.2: Signage for a biological hazard

Hydrological hazards

These are identified by extreme events associated with water processes like its movement and distribution. Hydrological hazards include droughts, tsunamis, floods and related events like landslides, river scour and deposition (Fig. 2.3).

Fig. 2.3: Signage for a tsunami

Geological hazards

These occur due to volcanic activity and movements in the tectonic plates, for example, landslides and earthquakes (Fig. 2.4).

Fig. 2.4 Signage for a landslide

Meteorological hazards

These occur as a result of processes in the atmosphere, for example, extreme temperatures and droughts.

Chemical hazards

These occur because of a chemical reaction (Fig. 2.5). The severity of damage caused depends on the toxic properties of the chemical(s) involved.

Fig. 2.5 Signage for a chemical hazard

Ergonomic hazards

These refer to physical conditions and postures that may pose the risk of an injury to the musculoskeletal system (Fig. 2.6). These are caused due to faulty sitting postures, uncomfortable chairs, inappropriate usage of tools and equipment, etc.

Fig. 2.6: Signage for an ergonomic hazard

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Be careful with postures

An Unarmed Security Guard may, sometimes, have to stand for long hours. One may even have to bend frequently as part of the job. Standing for long hours, faulty bending and carrying loads may lead to musculoskeletal disorders, affecting the neck, limbs and other body parts. Therefore, one must always be mindful with one's postures at work, especially, while bending, lifting and carrying load. Sudden and heavy lifting may lead to muscle pull and ligament rupture. Some of the measures that one may adopt to avoid posture related problems are as follows.

- Do not strain a particular body part for long.
- Move and stretch the body between services every half-an-hour.
- Often change the posture by performing a variety of services or activities.
- Ensure that the chair is comfortable and of appropriate height as one may have to sit to perform certain duties.
- Exercise to keep the body fit and flexible.

Fig. 2.7: Signage of physical hazards

Fig. 2.8: Safety hazards include slip, trip and fall

Physical hazards

These are caused by radiation, exposure to the magnetic field, pressure extremes (high pressure or vacuum), noise, etc. (Fig. 2.7).

Psychological or cognitive hazards

These are caused due to violence, excess pressure and conflict at the workplace, etc.

Safety hazards

These hazards include slipping and tripping, inappropriate handling of machines and equipment, or their breakdown, etc., (Fig. 2.8). There are a number of safety hazards that one may encounter at home, the workplace or a public place. Occupational health and safety is an area concerned with ensuring the safety, health and welfare of people engaged at a worksite. Some of the common causes of occupational hazards are as follows.

- Wet or slippery surfaces
- Short circuits
- Falling from heights
- Manual handling of heavy weights

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- Inhalation of toxic fumes
- Fires
- Faulty handling of machines, equipment and tools, or their breakdown
- Hazardous or sharp objects in the waste

Preventing slips, trips and falls

Slips

These happen when there is not enough friction or traction between the feet and the surface while walking. Some of the measures that may be adopted to prevent slips are as follows.

- Watch the steps while walking on a slippery floor.
- See to it that there is no litter on the floor.
- Ask the concerned cleaning staff to clean spillages and litter immediately.

Trips

These happen when the foot strikes an object, causing loss of balance. Some of the ways one may adopt to avoid trips are as follows.

- See to it that there are no hanging wires and cables.
- Be cautious in dimly lit areas and while walking on wet floor.

Falls

These are identified by circumstances associated with incidents, involving a fall. Some of the precautions that one must take to avoid falls are as follows.

- Use both the hands while climbing a ladder.
- Keep one hand free for support while climbing up or down the stairs.

Hazard reporting procedure

Hazards are common at the workplace. Some hazards may be communicated verbally to the supervisor, while some may require the Unarmed Security Guard to duly fill in a 'hazard report form' and submit it to the concerned authority. Acute hazards must always be reported to the supervisor or workplace health and safety officer immediately. An organisation for which security arrangements have been made will have specific

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procedures for tackling emergency situations, which are, usually, specified in the Emergency Procedures Manual.

Hazard report form

It is a common way of reporting hazards. This form helps maintain a record of a hazardous incident, and ensures that appropriate and timely action(s) is taken. It describes the nature and location of the hazard, who noticed it first, to whom was it reported and the action taken.

Sample of a hazard report form
1. A brief description of the hazard or health and safety issue
2. Date, time and location (where at the workplace) of the incident
Date: ___/___/___ Time: am/pm
Location:
3. How did it affect residents or workers in the area?
4. Who all were informed to look into the matter, apart from the health and safety department?
5. What action was taken to fix the problem?
6. Has the hazard been addressed? (Yes/No)
7. Do you consider the hazard fixed? (Yes/No)
Signature:
Date: ___/___/___ (dd/mm/yy)

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What have you learned?

After completing this Session, you will be able to:

- describe hazard and its types.
- fill in a hazard report form.
- perform hazard reporting procedure.

Practical Exercise

Activity

Group discussion: divide the class into groups, consisting of four students each, and initiate a discussion on hazards.

Material required: writing material

Procedure

- The teacher divides the class into groups, consisting of four students each.
- Encourage each group to discuss the difference between hazard and risk, and the different types of hazard that an Unarmed Security Guard may encounter at the workplace.
- The teacher may also ask the students to differentiate between natural and manmade hazards.
- After discussion, the groups need to summarise the points and jot them in a notebook.
- They may also make a chart on the basis of these points and give a presentation before the class.
- The teacher may initiate class participation by encouraging students' feedback.

Check Your Progress

A. Fill in the Blanks

1. _____ is the probability that a person will be harmed or experience an adverse health effect, if exposed to a hazard.
2. Occupational _____ and _____ are concerned with ensuring the health, safety and welfare of people engaged in a work.
3. A _____ hazard is caused by living organisms like bacteria, viruses, insects, plants, birds, animals, humans, etc.
4. The severity of damage caused by chemical hazard depends on the _____ of a chemical.

NOTES

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B. Multiple Choice Questions

1. _____ hazards are caused due to faulty sitting postures, uncomfortable chairs, tools and equipment, etc.
   (a) Ergonomic (b) Physical
   (c) Chemical (d) Biological
2. _____ hazards occur due to a chemical reaction.
   (a) Ergonomic (b) Physical
   (c) Chemical (d) Biological
3. _____ hazards are caused due to violence, excess pressure and conflict(s) at the workplace.
   (a) Psychological (b) Physical
   (c) Chemical (d) Biological
4. _____ hazards are caused due to radiation, exposure to the magnetic field, pressure extremes (high pressure or vacuum) and noise.
   (a) Psychological (b) Physical
   (c) Chemical (d) Biological

C. Subjective Questions

1. Explain slip, trip and fall. What precautions one must take to avoid slip, trip and fall?
2. Why is hazard reporting procedure important? Make a sample hazard report form.

Session 2: Emergencies

An emergency is a sudden and unexpected occurrence, requiring immediate action. An emergency situation may pose a threat to life and property. In case of an emergency situation, government, non-government organisations and volunteer agencies carry out immediate response and relief measures, which may include taking control of and handling the situation, carrying out search and rescue operations, and providing food, clothing, shelter, first aid and medicines to those affected.

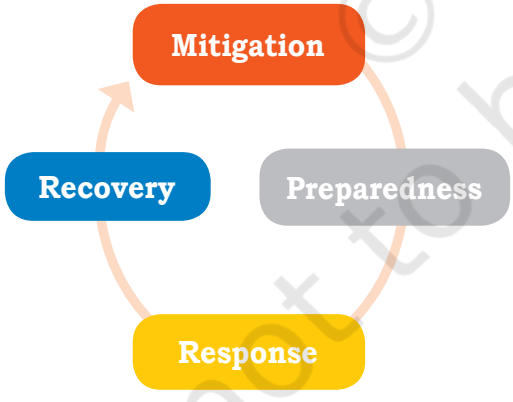

Fig. 2.9: Components of an emergency management programme

Emergency management

An emergency management programme helps protect life and property from hazards and disasters. A comprehensive emergency management programme includes the following steps (Fig. 2.9).

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- Mitigation
- Preparedness
- Response
- Recovery

'Mitigation' can be done only after identifying the risks. It may be done either before or after an emergency. Mitigation includes steps carried out to eliminate or reduce the probability or severity of a risk, such as framing building codes (a set of rules that specify the minimum acceptable level of safety for constructed objects like buildings and non-building structures), conducting vulnerability analysis (using remote sensing system to assess the disastrous effects a hazard may cause), carrying out zoning and land use management (the practice of designating permitted use of land on the basis of mapped zones that separate one set of land use from another), adopting preventive health care and public education practices.

An Unarmed Security Guard may serve as a key resource person in the mitigation process as the person is intimately aware of the facility one is guarding, and the threats the property and people present there may face.

'Preparedness' entails taking appropriate steps to ensure effective and timely 'response' and 'recovery'. It includes a plan of action that must be followed in case of an emergency and the arrangements made to tackle the situation. The arrangements are made only after assessing the risk.

Hence, 'response' includes taking appropriate measures to respond to the emergency. It involves working on the action plan. The aim of response operations is 'recovery', i.e., to save lives, protect the properties from damage and make the affected area safe.

Fire

One of the common emergency situations that the Unarmed Security Guard may encounter at the workplace is fire, which may be caused due to various reasons like careless disposal of burning matchsticks and cigarette buds, short circuit, etc.

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Components of fire

The three components that cause a fire are heat, oxygen and fuel. Fuel (in non-gaseous state) does not burn directly. When heat is supplied to the fuel, it releases gas. When oxygen present in the air combines with this gas, there is fire. Even if one of these components is removed (for example, pour water on to the fuel to eliminate heat, or cover it with dirt or sand to eliminate oxygen), the fire will extinguish.

Classes of fire

Fire may be divided into five classes — A, B, C, D and K — on the basis of the substance that fuels them. Categorising fuels in this way may help identify the type of extinguisher required (Table 2.1).

Table 2.1: Classes of fire, their causes and extinguishing agents

Classes of fire	Causes	Extinguishing agent
A	Ordinary combustibles like wood, paper, cloth, trash and plastic	Water may be used to extinguish this type of fire.
B	Flammable liquids, such as oils, gasoline, petroleum paint, paint, paraffin and gases like propane and butane	Cutting oxygen supply may help extinguish this type of fire.
C	Energised electrical equipment like motors, transformers and other electric appliances	Disrupting the power supply and use of non-conductive agent like Carbon dioxide (CO_2) may help extinguish this type of fire.
D	Combustible metal fires caused by potassium, sodium, aluminum, magnesium and titanium	Dry powder, which works by absorbing the heat and smothering it, may be used. Water must not be used to extinguish it.
K	Kitchen fires ignited by cooking oils, greases, animal and vegetable fat, etc.	These may be doused by using Purple K found in kitchen extinguishers. Wet chemical extinguishers may also be used.

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Fire extinguisher

Every facility — whether residential or official — must have a portable fire extinguisher. The Unarmed Security Guard must be aware of its location and operation. However, before one sets to use the extinguisher, one must conduct a risk assessment, evaluate the size of the fire and ascertain the evacuation plan. The process of operating a fire extinguisher is shown in Fig. 2.10.

Steps to follow

Follow the PASS method to extinguish the blaze.
Step 1: Pull the extinguisher's pin.
Step 2: Aim at the base of the fire.
Step 3: Squeeze the fire extinguisher's handle.
Step 4: Sweep the extinguisher's nozzle to the side.

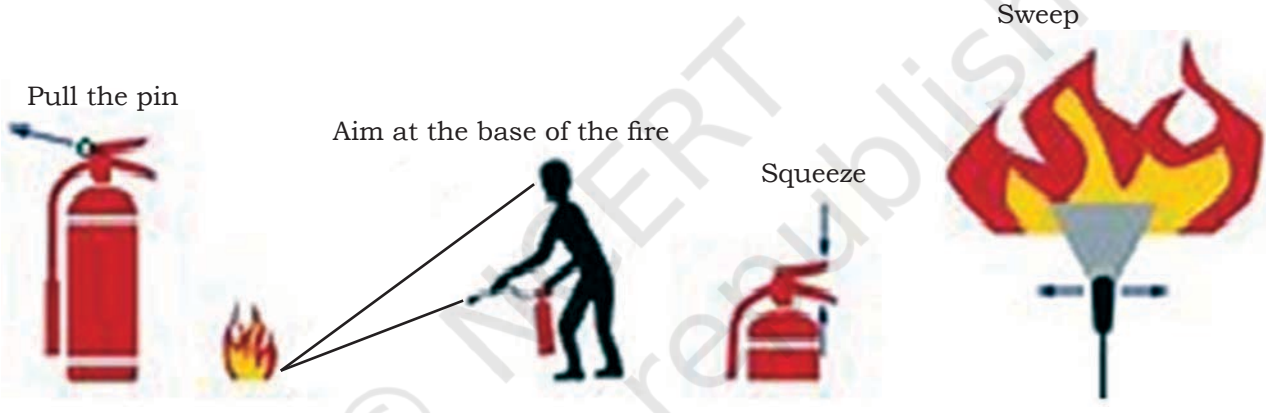

Fig. 2.10: Follow the PASS method to operate a fire extinguisher.

Types of fire extinguisher

Wet Chemical | Foam | Water | Halon | Powder | Carbon dioxide (CO_2)

Fig. 2.11: Different type of fire extinguishers

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Water extinguisher

It works by eliminating the heat element. It is used only for Class A type fires as it may be hazardous in case of other fires. If water is used to douse Class B type fires, the flammable liquid may spread, whereas, in case of Class C fire, it may lead to an electric shock.

Foam extinguisher

It may be used to douse Class A and B type of fire but not Class C type fire.

Carbon dioxide extinguisher

It works by eliminating two components — oxygen supply and heat. It is used for dousing Class B and C type fires but is ineffective in case of Class A type fires.

Dry chemical extinguisher

It is effective in case of Class A, B and C type fires. Therefore, it is also called a 'multipurpose dry chemical' extinguisher. It creates a barrier between oxygen and fuel, and hence, douses the blaze.

Wet chemical extinguisher

It works in case of Class K type fires (those caused by cooking oils, fats, etc.). It eliminates heat, and creates a barrier between oxygen and fuel.

Clean agent extinguisher

These use Halon and Halocarbon agents to interrupt the combustion process. They are commonly used for dousing Class B and C fires. They leave no residue when used, hence, the name 'clean agent'. Larger clean agent extinguishers are used for dousing Class A type fires.

Specialist dry powder extinguisher

It creates a barrier between oxygen and fuel, thereby, dousing the fire. It is effective for Class D fire, involving combustible metals—lithium, magnesium or aluminium.

Water mist extinguisher

It cuts the heat element and may be used as an alternate to a clean agent extinguisher. It is mainly used for dousing Class A type fires. However, it may be used for dousing Class C type fires as well.

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Cartridge operated dry chemical extinguisher

It is mainly used for dousing Class A type fires. It cuts oxygen supply to the fuel and extinguishes the blaze.

Responding to fire

First action

Every mishap can be dealt with efficiently and effectively, if a person acts promptly and knows what to do in case of a breakout. The Unarmed Security Guard needs to do the following in case of fire at the workplace.

- Stay calm and do not panic.
- Alert the people around.
- Dial the fire service helpline number 101 (India) immediately.
- Try to escape in case of a major fire. However, one may try to extinguish the blaze, if it is a minor one.
- If one decides to extinguish the fire, then choose the type of extinguisher carefully, depending on the type of fire.
- If one is not able to douse the blaze, it is better to escape the building, and call the fire brigade.
- Make way to the nearest assembly point or designated area in case of an emergency.
- If a person is on a floor other than the ground floor, one must always use stairs to evacuate the building and never the lift.
- If someone is left trapped inside the affected building, then the Unarmed Security Guard must immediately inform the firefighting personnel. Do not re-enter the building.

First aid

If one catches fire, one must stop, drop, cover and roll. This is the first thing that needs to be done to douse the flames on clothes. If the Unarmed Security Guard spots such a person, one must follow these steps.

- Help the victim and put the burnt area under running cold water for at least 20 minutes.
- Use a wet cloth to cover the burnt area, if running water is not available.
- Do not apply ice, butter or cream on the burn.

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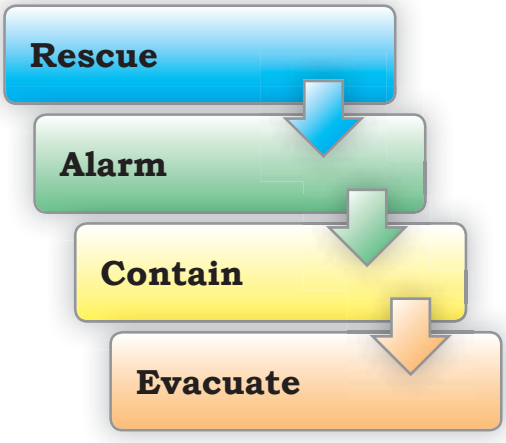
- Immediately remove clothing and jewellery from the affected area in order to protect the skin from further heat and prevent blood flow from stopping.
- Do not burst the blisters as it may be painful and increase chances of infection.

RACE formula



The Unarmed Security Guard must follow the RACE (Rescue, Alarm, Confine or Contain and Evacuate) formula in order to tackle fire emergencies effectively.

R — Rescue

Carrying out search and rescue operations requires trained staff, effective planning and teamwork. When a minor fire is detected, the Unarmed Security Guard must stay calm and assist in rescuing people. But one must not endanger one's own life. In case of major fires, the guard must immediately inform the nearest fire station and seek help.

Rescue operation

Follow these steps for a safe rescue or exit.

- Look for the nearest exit point — a door or a window.
- While making one's way out, ask loudly if anyone is left trapped inside.
- If there is a casualty, protect the injured person from falling debris using a blanket.
- Be careful while removing the debris to make way for safe exit as it can trigger a collapse.
- Touch the doors with the back of the palm as the palm is sensitive and can easily burn.
- If a door feels hot, do not open it.
- Smoke is poisonous. So, stay close to the ground.
- One must cover the mouth with a damp cloth to prevent inhalation of fumes.
- Move quickly and safely through the building and proceed to the nearest stairway.
- Do not use the lift.

A — Alarm

The Unarmed Security Guard must sound the alarm by pulling the lever of the firebox and calling out (for help and warning the inhabitants) from a safe distance.

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C — Confine and Contain

One must ask the habitants of a building to close all doors, windows and other openings to prevent the fire from engulfing their houses or offices. The guard must try to contain the fire by putting non-combustible barriers, such as a heap of sand in the way.

Fig. 2.12: Always use stairs to evacuate the building.

E — Evacuate

The Unarmed Security Guard must help people evacuate the affected building immediately. However, one must take all necessary precautions while entering the area. One must always use the stairs to evacuate the building and never the lift or escalator (Fig. 2.12). In case someone is left trapped inside, the guard must immediately alert the fire personnel and not try to enter the building oneself.

Drill

Responding to fire emergencies involves taking a systematic set of timely steps. In case, timely and effective steps are not taken, it may lead to loss of life and property. One of the activities that security personnel, including Unarmed Security Guards, practise in order to tackle fires is conducting fire drills.

'Drill' is a physical activity performed by security personnel mainly belonging to the police, Armed forces, firefighting units, National Cadet Corps, etc., wherein, they demonstrate discipline, teamwork, authority and uniformity to people working in the area.

Some of the advantages of conducting drills are as follows.

- Drills allow a team to respond quickly and effectively in case of an emergency.
- These help an individual or a group to become familiar with the standard operating procedures of an equipment or a weapon.
- Such activities make the teammates confident and train them to perform various activities efficiently and effectively.

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Fire drill

The Unarmed Security Guard needs to do the following while practising a fire drill.

- Check if adequate number of fire extinguishers is installed in the building.
- Ensure that the fire extinguishers are operational and have not expired.
- See to it that all fire alarms installed in a facility are switched on and functional.
- Use emergency equipment as per the specified standard operating procedures.
- Strictly follow the emergency response procedures.
- Immediately administer first aid to victims (however, one must do so without putting one's own life in danger).
- Immediately inform the fire brigade and Rapid Action Force (RAF).

Electric shock and electrocution

When a person comes in direct contact with an electrical energy source, having a voltage high enough to cause current flow, one experiences an electric shock. Exposure to electrical energy may cause no harm at all, or severe damage and even death. Injury like burns, fibrillation, severe neurological damage, damage to the bones and respiratory system or death due to electric shock is called 'electrocution'. Shocks caused by faulty electric appliances, equipment and cables may cause severe injuries and even lead to permanent disability. Therefore, one needs to observe utmost caution while working around machines or exposed electric cables. Safety depends on how one deals with a situation and one's alertness.

Preventing electric shocks

Electric shocks occur when a human body comes in direct contact with an electric source. Therefore, it is important to observe utmost caution while working in a place that extensively involves the usage of electric appliances, equipment and cables. Some practices that one must observe while working around electric appliances, equipment and cables are as follows.

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- Ensure that all electrical appliances are unplugged when not in use and at the time of a power cut.
- Ensure that an extension cord is not overloaded.
- Replace the extension cord in case it is faulty or damaged.
- Pull out an electrical appliance's plug from the socket only after turning off the switch.
- Ensure that electric appliances are always kept away from water.
- Do not keep or use an electronic appliance near a washbasin. Never spill water on electronic appliances and electric switches.
- Do not touch an electronic appliance or cable with wet hands.
- Make sure that the insulated grounding system or earthing is functional.
- Do not repair an appliance. Always seek an electrician's assistance for such work.
- Keep electronic appliances away from the reach of children.

First action

- Ascertain the source of electric current before getting down to rescuing a victim.
- Do not touch the victim with bare hands. However, try to separate the person from the source of current.
- Remember rescue is safe only when power supply to the source of electric current is disconnected and the rescuer stands on an insulating material like wood.
- Call the emergency helpline number(s) immediately.

First aid

- Separate the victim from the source of electric current and turn off the switch or electronic appliance in question.
- Provide cardiopulmonary resuscitation (CPR) in case the person is unable to breathe.
- Check for injuries like burn(s) or fracture(s) if the victim fell after suffering the shock.
- Call the emergency helpline number(s) immediately.

NOTES

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Personal Protective Equipment

Apart from the regular uniform, the Unarmed Security Guard must always wear Personal Protective Equipment (PPE) while handling an emergency situation. PPE includes the following items.

Fig. 2.13: Non-slippery black boots protect from slips and trips at work.

Hard hat

It is worn while patrolling at manufacturing, construction or industrial sites, where there are chances of heavy objects falling onto the guard's head. The hat protects the person from head injuries that may be caused due to such falling objects.

Footwear

The Unarmed Security Guard must wear black boots with a non-slippery sole (Fig. 2.13). It protects the person from slips and trips, and ensures workability even in adverse weather conditions.

Fig. 2.14: Belt may be used to carry equipment and tools.

Belt

The Unarmed Security Guard may sometimes wear a belt, especially designed to be used to carry equipment and tools, if required (Fig. 2.14).

Face mask

It is important to wear a face mask if the guard is deployed in a parking lot, or at a traffic site, or near the entry and exit gate of a premise(s). A face mask has an expiry date and requires periodic cleansing of the filter.

Fig. 2.15: Fluorescent jacket increases the guard's visibility.

High visibility light reflecting (fluorescent) jacket

The Unarmed Security Guard must be visible from a distance as the person may, sometimes, be required to control and manage vehicular and pedestrian movements in case of heavy traffic or at construction sites. Therefore, while doing such works, one must always wear a distinct florescent jacket (Fig. 2.15). The jacket enhances the security guard's visibility.

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Tools and equipment required during patrolling

Some of the tools and equipment that the Unarmed Security Guard must carry while patrolling are described as follows.

Fig. 2.16: A torch is necessary while working in dark areas.

Torch

One must always carry a torch while performing patrolling duties in dark areas (Fig. 2.16).

Baton

The guard must carry a baton while patrolling as it deters criminals and anti-social elements from physically attacking the person (Fig. 2.17).

Fig. 2.17: A guard must carry a baton while patrolling.

Cell phone or two-way radio

The guard must always carry a cell phone or a two–way radio while patrolling (Fig. 2.18). It is useful in case of an accident, assault or mishap as the guard may use the device to seek immediate help.

Fig. 2.18: A cell phone or two–way radio is required to communicate while patrolling.

Points to remember

- The Unarmed Security Guard must be aware of the site's emergency procedures and risk areas.
- The guard must have access to first aid supplies.
- In case the guard is suffering from a medical condition that could make it dangerous to work alone, it must be conveyed to the concerned authority immediately.
- One must understand workplace related risks and find out ways so that they could be minimised or eliminated. For instance, a risk associated with securing a supermarket in a crime-prone urban area is different from the one related to protecting a grain warehouse in a rural area.

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What have you learned?

After completing this Session, you will be able to:

- describe the duties that an Unarmed Security Guard needs to perform in case of a fire or an electrocution.
- demonstrate the safety measures that may be taken in case of a fire or an electrocution.
- identify different types of fire and fire extinguishers.
- demonstrate the use of fire extinguishers.

Practical Exercise

Activity

Group work: divide the class into groups, consisting of 10 members each. Ask the students to imagine a fire emergency situation. Now, ask them to demonstrate the RACE formula to tackle the situation.

Material required: nil

Procedure

- The teacher asks students of a class to imagine their classroom having caught fire.
- The teacher divides the class into groups, consisting of 10 students each.
- The students of each group are asked to demonstrate the RACE (Rescue, Alarm, Confine or Contain, and Evacuate) formula to tackle the situation.
- They also need to explain the importance of each of the steps involved in the RACE formula.
- The teacher asks the students about their experience and the challenges they faced while performing the task.
- The teacher encourages other students to share their feedback on each performance.

Check Your Progress

A. Fill in the Blanks

1. An Unarmed Security Guard must wear a _____ jacket while controlling traffic.
2. The sequence of steps involved in using a fire extinguisher is called _____.

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3. _____ extinguishers use Halon and Halocarbon agents to interrupt the combustion process.
4. Wet chemical extinguisher works in case of _____ type fires.

B. Multiple Choice Questions

1. Emergencies like fire in a building can be tackled by the _____.
   (a) traffic police
   (b) health department
   (c) fire department
   (d) None of the Above
2. Drill is a form of physical activity carried out by _____.
   (a) an individual or a group
   (b) security personnel
   (c) boys or girls
   (d) None of the Above
3. Foam extinguisher cannot be used in case of _____ type fires.
   (a) Class C
   (b) Class A
   (c) Class B
   (d) None of the Above
4. Dry powder extinguisher is effective only for _____ type fires.
   (a) Class C
   (b) Class A
   (c) Class D
   (d) Both (a) and (b)

C. Subjective Questions

1. Write a note on different kinds of fire extinguisher.
2. What is the importance of conducting a fire drill?
3. What do you understand by electrocution? What would you do to rescue an electrocution victim?

NOTES

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Unit 3

Documentation

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'Documentation' refers to the process of gathering information and evidences, which may serve as vital records in case of an untoward incident. It needs to be done as per the standard procedures as specified by an organisation.

An Unarmed Security Guard needs to conduct regular surveillance of the area, where deployed, and maintain a written record of the happenings taking place during one's duty hours. Other than maintaining formal reports and basic security logbooks or registers, the notes taken by the guard during patrolling and surveillance may serve as evidence to a case in future, if required. It may also help the organisation's health and safety department identify safety hazards on its premises.

This Unit gives an insight to the guidelines that the Unarmed Security Guard needs to follow while writing a report. The format of report writing has also been dealt with in the Unit.

Maintaining Registers

All activities involving gate control need to be recorded. Entries and observations are recorded in registers or logbooks to ensure that nothing goes unnoticed by the Unarmed Security Guard. Registers are maintained at the entry and exit gates of a facility or an organisation.

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Common security registers

Some of the important registers that may be maintained at the gate office of a facility, including a residential premise, are as follows (Fig. 3.1).

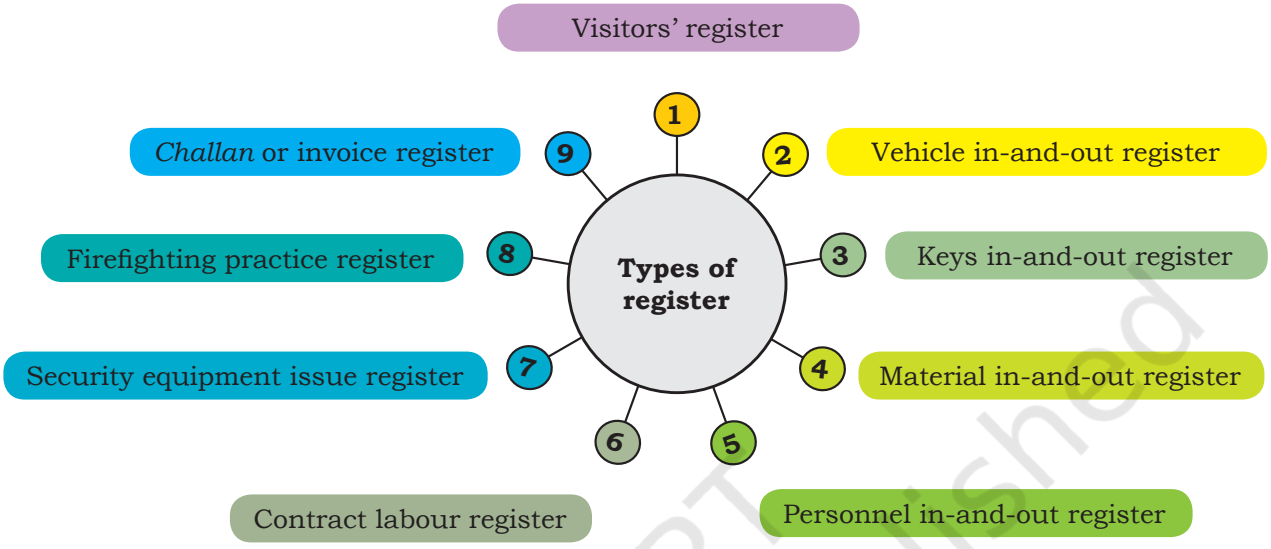

Fig. 3.1: Security registers commonly maintained at the entry and exit gates of a facility

Visitors' register

This register is maintained to record basic details of people visiting a facility, i.e., their names, contact details (mobile number and postal address), ID card details, in-and-out time, purpose of visit, etc.

Vehicle in-and-out register

It includes information on the type of vehicle, place from where it is coming, details of the driver, material it is carrying and the site, where the material is to be used or delivered.

Keys in-and-out register

It includes details of an authorised person, who hands over the keys of different sections a facility after shift changes, and the time when they were handed over.

Officer in-and-out register

It carries the names of officers visiting a facility, their entry and exit time, and contact details.

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Postal mail and courier

The guard may sometimes be expected to receive, store and deliver mail, messages or parcels. However, this is not the responsibility of the guard and one must do such work only if instructed by the authorities or people concerned.

The guard must always be alert as packages may contain dangerous material like explosives or prohibited drugs. In order to ensure the foolproof security of the premises one is guarding, the guard stationed at the entry gate must record the postal or delivery agent's personal details and check the person's ID card authorised by the government. Therefore, one must receive a parcel from the postal or delivery agent only after recording the person's antecedents and checking the ID card authorised by the government. It is only after recording these details in an appropriate register that the Unarmed Security Guard must issue a visitor's pass to the person, and direct or help one with the way.

Authorisation and access control

One cannot enter a cinema hall beyond a certain point without a ticket. The ticket is valid for a show. Once inside the hall, one cannot enter the projection room. Besides, the person's movements are monitored by a CCTV camera installed on the premises. This is an example of exercising access control. Identification and access documentation enable the security staff to monitor, control and maintain a record of visitors.

The Unarmed Security Guard often has to monitor and control the movements of people, vehicles and material entering and exiting the premises. Therefore, one must not allow the entry of people, vehicles and material to the premises without valid authorisation.

'Authorisation' involves defining and specifying policies, whereas, access control is related to the implementation of these policies. Authorisation and access control work hand-in-hand. It is only after due authorisation that visitors and vehicles may be allowed to enter the premise(s) and directed to the designated area(s) to avoid physical and economic losses.

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Fig. 3.2: The Unarmed Security Guard must allow visitors and vehicles to enter a premise only after carrying out due authorisation process.

People and vehicles are searched as per an organisation's policies. Queues are maintained to manage people at the screening point.

Equipment used for checking authorisation must be maintained and used as per the manufacturer's instructions.

The Unarmed Security Guard must report incidents as regards to faulty access control equipment to the authority or technician concerned immediately. In case of sudden breakdown of some equipment, the guard must see to it that minimum discomfort and inconvenience is caused to the visitors.

A violation or security breach must be immediately reported to the authorities concerned.

Documents for access control

Employee identity card

It is a document that establishes the identity of an employee working in an organisation. Each employee of an establishment is issued a photo identity card, which has a serial number and contains basic details of the employee like name, address, phone number, date of birth, designation, and date of issuance and expiry of the card. Employees display their identity cards to gain access to the premise(s). With the advancement of technology, identity cards are becoming increasingly sophisticated. They are now being used for various

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administrative purposes like marking the attendance, gaining access to the premises electronically, etc. Guards at the organisation's entry gate must verify an individual's identity before allowing access.

In case an employee reports to work without an identity card, the security guard must establish the person's identity with the help of relevant documents and report the matter to the concerned security officer or supervisor. Since an identity card is valid for a certain timeframe, it is the duty of the cardholder to apply for renewal in advance, i.e., before the card's expiry date. The security guard must not permit entry to a person carrying an expired identity card.

Temporary employee entry pass

Contractual employees or those appointed on a, temporary basis are issued temporary entry passes to gain access to a premise. In some organisations, a pass may carry the photograph of an employee and the person's personal details. After the termination of service contract, the employee needs to hand over the pass to the authorities concerned to prevent its misuse. Temporary passes are, usually, valid for a short period.

Contractor worker photo pass

Workers engaged by a contractor for a job on an organisation's premises are issued photo identity passes, which are valid till the completion of the job. To obtain photo identity passes, the contractor is required to submit a police verification report of the workers (carrying their personal details like name, permanent address, phone number, photograph, etc.) and other details to the organisation's security pass section. The contractor is answerable for the conduct of one's staff working on the premises.

Visitor's pass

To gain entry to an organisation's premises, a visitor is required to obtain a visitor's pass from a receptionist or an Unarmed Security Guard deployed at the entry gate. The pass is issued to the visitor only after seeking the permission of the person, whom the visitor would like

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to meet. The guard or receptionist records the details of the visitor in a visitors' logbook. The visitor must always carry the pass with oneself while on the premises. While exiting the premises, the visitor must hand over the pass to the receptionist or guard.

Fig. 3.3: A visitor's pass

Visitor vehicle pass

In case of issuing a vehicle pass to a visitor, the Unarmed Security Guard must always ask the person to show one's driving licence. It is only after examining the driving licence, and recording the details of the visitor and one's vehicle that the person may be allowed to enter the premises.

Employee vehicle pass

An employee, who comes to the workplace by one's own vehicle, is also issued a vehicle pass by the authorities concerned. This pass may be in the form of a sticker pasted on the vehicle. The employee needs to produce certain documents like driving licence, vehicle registration certificate and insurance document to obtain a vehicle pass.

Contractor and vendor vehicle pass

Contractors and vendors, wanting to bring their vehicles to the premises, may also obtain a vehicle pass, which is issued the same way as an employee vehicle pass.

Material gate passes (in and out)

An important aspect of gate control is to check, control and monitor the movement of materials being brought inside or taken out of a premise. A gate pass is required for incoming or outgoing materials. Necessary documentation is done at the entry and exit gate to maintain a record of all incoming and outgoing materials. Certain organisations like factories may even install a 'weigh bridge' near the gate area. All materials and stores moving in and out of the premises need to be checked and recorded correctly. In factories, production units and warehouses, where large quantities of materials move in and out, a system of *challan*, invoice and gate pass is followed for security and record keeping reasons.

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Returnable material gate pass

There are occasions when certain material is required to be returned after repair or modification. In such a case, a returnable material gate pass is issued. A separate record is maintained for returnable materials. The security staff and the department concerned ensure timely return for such material.

Documentation guidelines

Some of the points that need to be taken care of during documentation are as follows.

Audience

It refers to individuals or groups, who may read a document or report as recorded by the Unarmed Security Guard. However, it is possible that a report may not be read by someone at all. For example, the security guard may observe a suspicious package lying in a parking area during patrolling but does not see it there on return and records it in the logbook. No one may ever read the note regarding the package but may read it in case of an untoward incident.

Purpose

Documentation serves as a record of events that have taken place during the security guard's duty hours. It is always better to make a detailed note of incidents and happenings as it may serve as an important tool in case of an untoward incident. Documentation is done for the following purposes.

- Remember events and incidents.
- Inform colleagues, security agency and supervisor about incidents that have taken place during one's duty hours.
- Indicate the duty of a particular security guard at the time of an incident.
- Record risks that may lead to hazards on the premises.
- Inform the police about the crime scene before they take charge of the matter.
- Testify in the court of law.

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Format

A note must be taken immediately after an incident as one may forget its chronology. The note must be recorded in a register. Format refers to the structure of the note. The following points must be taken care of while writing a note.

- Write the name and address of the facility, where one is working, and name of the agency responsible for maintaining its security on the front page of the register.
- Always use a ball point pen with blue or black ink to write a note. Avoid using ink or gel pen.
- Write legibly so that others are able to read it.
- Each note must start with a fresh page.
- Mention the date and time of the incident on the page.
- Write a detail about the incident in a chronological manner.
- While striking off a line, the guard must put one's initials alongside that line.
- If space is left on a page, the guard must strike it off and put one's initials for reliability.

Recording and reporting

The Unarmed Security Guard has to record everything that may help in filing a report at a later stage. Each incident must be recorded. A record must include the following.

- Details of suspicious people, packages and vehicles
- Dangerous work practices, risks and hazards that led to the incident
- Complaints or grievances of people living in an area or those of the visitors
- Damage to machines and equipment
- Chronological detail of a crime, including description of the crime scene
- Details of unknown phone calls like the time when the call was received, male or female caller, what did the caller say, etc.
- Trespassing or vandalism

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Guiding questions in report writing

Follow the five Ws (who, when, where, what and why) and one H (how) formula while recording and reporting an incident. Some of the questions that may be included in a note or report are as follows.

Who was involved?

- Name(s) and contact detail(s) of the person(s) involved

When did it happen?

- Date and time of the incident

Where did it happen?

- Location of the area, where the incident took place
- Location of the area, where the evidence or suspect was found

What happened?

- Chronology of the incident
- Actions of different people, including those taken by the authorities concerned

Why did it happen?

- If the reason is obvious for the incident, state it.
- In case the reason is not obvious, do not guess.

How did it happen?

- How did the incident take place?
- How did one event lead to another?

What have you learned?

After completing this Session, you will be able to:

- list the different kind of security registers and describe their purposes.
- fill in the visitor's logbook.
- record and report incidents.

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Practical Exercise

Activity

Your school is organising a district-level sports festival. Students, along with their parents, and teachers from many schools in the district would be visiting your school. Government officials and general public of nearby areas may also attend the function. You have been given the responsibility to conduct access control of people and vehicles at the entry gate during the daylong festival. Describe your plan of action with respect to the following.

- Type of registers to be maintained and the format to be followed in each register
- Authentication of visitors
- Authorisation process that you would follow for allowing entry to a visitor
- Template of the temporary identify card to be issued to the visitors (details in the card)
- Visitor vehicle entry passes

Check Your Progress

A. Fill in the Blanks

1. A security guard needs to maintain a _____ record of what happened during one's duty hours.
2. Documentation needs to be done as per the _____ procedures as specified by an organisation.
3. A security guard must not allow a person carrying a/ an _____ ID card on a premise.
4. When a material or store is required to be returned after repair or modification, a _____ gate pass is issued.

B. Multiple Choice Questions

1. Reports prepared by an Unarmed Security Guard should be _____.
   (a) brief
   (b) written and detailed
   (c) always oral
   (d) written with pencil

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2. In case a line is struck in a report, a guard must put one's signature along that line. This is done to _____.
   (a) increase its reliability
   (b) make it presentable
   (c) make it legible
   (d) None of the Above
3. A _____ pass is always required for incoming or outgoing material.
   (a) vehicle
   (b) visitor
   (c) material
   (d) None of the Above

C. Subjective Questions

1. What do you understand by access control? List any three documents required for carrying out access control.
2. Why is it important for the Unarmed Security Guard to maintain a report? List any two guiding questions for report writing.

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Glossary

Access control: *a mechanism of limiting access to a system, which could be a physical or virtual resource. It is a process by which a system grants or revokes the right to access some data, or perform some action.*

Authorisation: *a process that involves defining and specifying policies.*

Breach: *failure to do something that must be done as per law.*

CCTV (Closed Circuit Television): *a television system, in which signals are not publicly distributed but are monitored, primarily, for surveillance and security purposes.*

Confidentiality: *a situation, wherein, one expects somebody to keep certain information secret.*

Crowd: *a large group of people gathered in a public place, for example, streets.*

Data: *facts and statistics collected for reference or analysis.*

Document: *written or printed paper, bearing the original, official or legal form of something, that may be used to furnish decisive evidence or information.*

Documentation: *involves maintenance of documents that may serve as evidence in case of an untoward incident.*

Evacuation: *the process of moving people from a place of risk to a safer place.*

Frisking: *to pass one's hands over a visitor's body in order to search for hidden drugs, explosives, weapons, etc.*

Hygiene: *the practice of keeping oneself and one's living and working areas clean in order to prevent diseases and illnesses.*

Logbook: *is a register, containing a record of important events, and people or material entering or exiting a facility. Such information is recorded in the logbook daily.*

Monitoring: *observing and checking the progress or quality of something over a period of time or conducting a systematic review.*

Occupational health and safety: *keeping people and property safe at the workplace by preventing accidents, injuries, diseases and illnesses.*

Patrolling: *to go around an area or a building at regular intervals in order to ensure the safety and security of life and property.*

Personal Protective Equipment (PPE): *equipment used by Unarmed Security Guards to protect themselves from hazards at the workplace. These include hard hat, safety boots, gloves, goggles, etc.*

Record: *a written account of an event or incident, which may be referred to in case a need arises in future.*

Recording: *the process of maintaining and storing information for official purposes.*

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Report: *a document containing information organised in a narrative, graphic or tabular form, prepared on ad hoc, periodic, recurring or regular basis, as required. Reports may refer to a specific timeframe, event, occurrence or subject(s), and may be communicated or presented in oral or written form.*

Risk: *the possibility of an untoward incident at some point of time in future; a situation that could be dangerous or have adverse results.*

Surveillance: *the act of carefully watching a person suspected of a crime or a place, where a crime may be committed.*

Suspicious: *feeling that somebody has done something wrong, illegal or dishonest, without having any proof.*

Threat: *the possibility of trouble, danger or disaster.*

Transgender: *a person, whose gender does not match the gender assigned at the time of birth. It includes trans-men, trans-women, persons with intersex variations, queers and people with socio-cultural identities, such as kinnar and hijra.*

Verification: *the act of showing or checking that something is true or accurate.*

Visitor: *a person, who visits a premise for personal or official purpose.*

Visitor pass: *a temporary pass issued to a visitor by an Unarmed Security Guard. The visitor must return the pass on leaving the premise(s).*

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Answer Key

Unit 1: Duties, Personal Safety and Hygiene

Session 1: Duties and Responsibilities of an Unarmed Security Guard

A. Fill in the Blanks

1. registration
2. management
3. people
4. discrimination
5. inalienable

B. Multiple Choice Questions

1. (a) 2. (c) 3. (d) 4. (d)

Session 2: Maintaining Personal Safety and Hygiene at the Workplace

A. Fill in the Blanks

1. alcohol, tobacco
2. Hygiene
3. alert, active
4. well-groomed
5. CCTV
6. Private Security Agencies (Regulation)

Unit 2: Tackling Hazards and Emergencies

Session 1: Hazards

A. Fill in the Blanks

1. Risk
2. health, safety
3. biological
4. toxic property

B. Multiple Choice Questions

1. (a) 2. (c) 3. (a) 4. (b)

Session 2: Emergencies

A. Fill in the Blanks

1. fluorescent
2. PASS
3. Clean agent
4. Class K

B. Multiple Choice Questions

1. (c) 2. (b) 3. (a) 4. (d)

Unit 3: Documentation

A. Fill in the Blanks

1. written
2. standard
3. expired
4. returnable material

B. Multiple Choice Questions

1. (b) 2. (a) 3. (c) 4.

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Unit 3: Traffic Control and Parking

Traffic control refers to the management and regulation of vehicular and pedestrian movement on roads and streets to ensure safety, efficiency, and smooth flow of traffic. This includes the use of traffic signals, signs, road markings, and other infrastructure to guide and control the movement of vehicles and pedestrians at intersections, crossings, and along roadways.

Parking management involves the planning, organization, and regulation of parking spaces to accommodate vehicles in urban and suburban areas. It includes the design and implementation of parking facilities, such as parking lots, garages, and on-street parking spaces, as well as policies and regulations related to parking permits, time limits, and fees. Effective parking management helps alleviate congestion, improve accessibility, and maximize the use of limited parking space in busy areas.

Session 1: Demonstrate the knowledge of traffic signs and procedures for controlling traffic and managing parking

1. Safety aspects during traffic control

Ensuring safety during traffic control is paramount in India, where diverse road conditions, heavy congestion, and varying infrastructure pose unique challenges. Here are some Indian-specific safety aspects to consider during traffic control:

1. Traffic Signage and Signals: Properly installed and maintained traffic signs, signals, and road markings play a crucial role in guiding motorists, cyclists, and pedestrians. In India, adhering to the standards set by the Indian Road Congress (IRC) for signage and signals is essential for clarity and consistency.

2. Traffic Police Presence: Trained traffic police personnel are deployed at key intersections, construction zones, and accident-prone areas to regulate traffic flow, enforce road safety laws, and assist in emergencies. Their presence helps in maintaining order and reducing the risk of accidents.

3. Pedestrian Safety: India has a significant number of pedestrians sharing roads with motorized vehicles. Ensuring safe pedestrian crossings, designated sidewalks, footpaths, and pedestrian bridges or subways where necessary are critical for pedestrian safety during traffic control.

4. Vehicle Checks and Enforcement: Conducting regular vehicle checks for compliance with safety regulations, such as functional lights, brakes, and horn, is essential. Additionally, enforcing rules regarding seat belt usage, helmet laws for motorcyclists, and child safety seat regulations contributes to overall road safety.

5. Emergency Response Preparedness: Efficient coordination among emergency services, including ambulance services, fire departments, and law enforcement agencies, is crucial for timely response to accidents, medical emergencies, and road incidents.

6. Public Awareness Campaigns: Government agencies and non-profit organizations conduct public awareness campaigns to educate drivers, pedestrians, and cyclists about road safety practices, traffic rules, and the importance of obeying traffic signals and speed limits.

7. Special Consideration for Vulnerable Road Users: In India, special attention is given to the safety of vulnerable road users, including children, the elderly, cyclists, and two-wheeler riders. Designing roads with dedicated lanes, speed calming measures, and protective barriers helps in enhancing their safety.

8. Work Zone Safety: During road construction, maintenance, or repair activities, implementing proper signage, flaggers, and temporary traffic control measures is essential to protect both road workers and passing motorists.

9. Integration of Technology: Leveraging technology such as intelligent traffic management systems, CCTV cameras, and traffic monitoring sensors can help in identifying congestion points, managing traffic flow, and responding to incidents more effectively.

In conclusion, ensuring safety during traffic control in India requires a comprehensive approach that addresses the diverse needs of road users, integrates effective enforcement measures, promotes public awareness, and embraces technological advancements to mitigate risks and improve overall road safety.

2. Traffic control signals

Traffic control signals, also known as traffic lights, play a vital role in regulating traffic flow, enhancing road safety, and minimizing congestion on Indian roads. A study of traffic lights is presented below:

1. Standard Signal Colours: Traffic lights in India follow the standard colour scheme:

- Red: Indicates stop. All vehicles must come to a complete halt when the signal is red.

- Yellow (Amber): Signals caution. It indicates that the signal is about to change from red to green or vice versa. Vehicles should prepare to stop if the light changes to red.

- Green: Signals permission to proceed. Vehicles can move forward when the signal is green, but they must yield to pedestrians crossing the road.

2. Signal Phases: Traffic signals operate in various phases to control traffic movement effectively. The typical phases include:

- Green phase: Allows traffic to move in the direction specified by the signal.

- Amber phase: Warns of an impending change in signal status.

- Red phase: Requires traffic to stop until the signal changes to green.

3. Pedestrian Signals: Many traffic signals incorporate pedestrian signals alongside vehicular signals. Pedestrian signals typically include a walking figure (green) indicating it's safe to cross and a hand (red) indicating pedestrians should not cross.

4. Special Signals: Some traffic signals are equipped with special signals, such as:

- Left-turn signals: Indicate when vehicles can safely make a left turn at intersections.

- U-turn signals: Indicate when vehicles can make a U-turn at designated intersections.

- Arrow signals: Direct traffic for specific manoeuvres, such as indicating which lanes are allowed to turn left, right, or proceed straight.

5. Adherence to Signals: Indian traffic laws mandate strict adherence to traffic signals. Drivers and pedestrians must obey signal indications to ensure safe and orderly movement on the roads.

6. Enforcement: Traffic police officers are stationed at key intersections to monitor traffic signal adherence and enforce traffic regulations. Violators may be fined or penalized for disregarding traffic signals.

7. Traffic Signal Timings: Traffic signal timings vary based on factors such as traffic volume, time of day, and road conditions. Timings are often adjusted to optimize traffic flow and minimize congestion during peak hours.

8. Integration with Technology: With advancements in technology, some traffic signals in cities are equipped with sensors and cameras to monitor traffic patterns, adjust signal timings dynamically, and improve overall traffic management efficiency.

Accidents:

Accidents are unfortunately common occurrences and can have severe consequences. A brief description of accidents is presented below:

1. Causes: Accidents can be caused by various factors including reckless driving, over speeding, drunk driving, poor road conditions, inadequate signage, lack of lane discipline, and mechanical failures of vehicles.

2. Impact: Accidents often result in loss of life, injuries, damage to vehicles, property damage, and traffic congestion. The impact of accidents extends beyond the immediate victims to their families and communities, causing emotional, financial, and psychological distress.

3. Fatalities and Injuries: India has one of the highest rates of road traffic fatalities in the world. According to statistics, thousands of people lose their lives in road accidents each year, and many more suffer from serious injuries and disabilities.

4. Vulnerable Road Users: Pedestrians, cyclists, and two-wheeler riders are particularly vulnerable to accidents on Indian roads due to factors such as lack of dedicated infrastructure, inadequate safety measures, and disregard for traffic rules by motorists.

5. Legal Framework: India has stringent laws and regulations governing road safety and traffic violations. The Motor Vehicles Act, 1988, and subsequent amendments outline penalties for various traffic offenses and provide mechanisms for enforcing road safety measures.

6. Enforcement: Law enforcement agencies, including traffic police departments, are responsible for enforcing traffic rules, conducting road safety campaigns, and educating the public about safe driving practices. However, enforcement efforts face challenges such as limited resources, corruption, and inadequate infrastructure.

7. Preventive Measures: To reduce the incidence of accidents, initiatives such as improving road infrastructure, implementing stricter enforcement of traffic laws, promoting road safety education, and investing in technology for traffic management and surveillance are being undertaken.

In conclusion, accidents on Indian roads are a significant concern due to their frequency and severity. Addressing the underlying causes of accidents and implementing comprehensive measures for road safety are essential to prevent loss of life and property and create safer road environments for all users.

4. Emergency vehicles

Emergency vehicles play a critical role in responding to medical emergencies, fires, accidents, and other urgent situations. In India, these vehicles are typically equipped and designated to provide rapid assistance and support in times of crisis. Below is the short description of emergency vehicles:

1. Ambulances: Ambulances are specially equipped vehicles designed to transport patients to medical facilities quickly and safely. They are equipped with medical supplies, life-saving equipment, and trained medical personnel to provide emergency medical care enroute to hospitals.

2. Fire Trucks: Fire trucks, also known as fire engines or fire appliances, are vehicles equipped with firefighting equipment, including hoses, water tanks, pumps, and ladders. They respond to fires, rescue operations, and hazardous material incidents, providing firefighting and rescue services.

3. Police Vehicles: Police vehicles are used by law enforcement agencies to maintain public safety, enforce laws, and respond to emergencies. They are equipped with communication devices, emergency lights, sirens, and sometimes specialized equipment for handling specific situations like riots, hostage crises, or high-speed pursuits.

4. Rescue Vehicles: Rescue vehicles are designed to assist in various rescue operations, including extrication of trapped individuals in accidents, swift water rescue, urban search and rescue (USAR), and disaster response. These vehicles may include specialized tools and equipment tailored to specific rescue scenarios.

5. Emergency Response Bikes: In urban areas and congested areas where larger vehicles may have difficulty manoeuvring, emergency response bikes are increasingly used. These motorcycles are equipped with emergency lights, sirens, and sometimes carry medical kits or firefighting equipment for quick response to emergencies.

6. Command Vehicles: Command vehicles serve as mobile command centres for coordinating emergency response efforts. They are equipped with communication systems, computers, mapping tools, and other resources to facilitate command and control functions during major incidents or disasters.

7. Hazmat Vehicles: Hazardous materials (Hazmat) vehicles are specially designed to handle incidents involving dangerous substances. They are equipped with protective gear, containment units, and decontamination equipment to mitigate risks associated with hazardous materials spills or leaks.

8. Air Ambulances and Helicopters: In some cases, particularly in remote or inaccessible areas, air ambulances and helicopters are deployed for rapid transport of patients to hospitals or to provide aerial support during search and rescue operations or firefighting efforts.

Emergency vehicles are operated by trained personnel who undergo specialized training in emergency response procedures, driving techniques, and handling of equipment. Their swift and effective deployment is crucial in saving lives, minimizing property damage, and maintaining public safety during emergencies.

5. Parking Principles

Parking principles encompass a set of guidelines and best practices aimed at efficiently managing parking spaces while ensuring convenience, safety, and accessibility for motorists. Below is the explanation on parking principles:

1. Mixed-Use Development: In Indian cities, where land is often scarce and expensive, promoting mixed-use developments that integrate residential, commercial, and recreational spaces with shared parking facilities is crucial. This approach optimizes land use and reduces the need for excessive parking provision.

2. Transit Integration: Given the increasing congestion and pollution in Indian cities, integrating parking facilities with public transit systems, such as metro stations, bus terminals, and suburban railway stations, encourages commuters to use public transportation and reduces reliance on private vehicles.

3. Smart Parking Solutions: With the proliferation of technology and the rise of smart cities initiatives in India, implementing smart parking solutions, such as mobile apps for parking guidance, real-time availability tracking, and cashless payment systems, can enhance parking efficiency and user experience.

4. Parking Pricing: Introducing dynamic pricing mechanisms for parking, especially in congested urban areas and commercial hubs, can help manage parking demand, reduce traffic congestion, and generate revenue for local governments to invest in transportation infrastructure and services.

5. Two-Wheeler Parking: Given the prevalence of two-wheeler vehicles in India, providing designated parking spaces for motorcycles and scooters, both on-street and off-street, is essential for addressing parking demand and promoting safe and organized parking practices.

6. Safety and Security: Ensuring the safety and security of parking facilities, particularly in urban areas, through adequate lighting, surveillance cameras, security patrols, and emergency call boxes, helps deter theft, vandalism, and unauthorized activities.

7. Accessible Parking: Providing accessible parking spaces for persons with disabilities near public buildings, commercial establishments, and transit facilities is mandated by law in India. These spaces should be clearly marked, well-maintained, and easily accessible to accommodate the needs of individuals with disabilities.

By integrating these India-specific parking principles into urban planning and development initiatives, cities and municipalities can effectively address parking challenges, promote sustainable transportation options, and enhance the overall quality of urban life.

6. Hazards in parking lots:

Hazards in parking lots can pose significant risks to both drivers and pedestrians. Here are some specific hazards commonly found in parking lots:

1. Congestion: Indian parking lots, especially in urban areas, are often overcrowded and congested. Limited space and high vehicle density can lead to traffic jams, difficulty in finding parking spots, and increased risk of accidents.

2. Poor Lighting: Many parking lots in India lack adequate lighting, especially during nighttime. Poorly lit areas increase the risk of accidents, vehicle collisions, and criminal activities such as theft and vandalism.

3. Uneven Surfaces: Parking lots in India may have uneven surfaces, potholes, and debris, which can damage vehicles, cause tripping hazards for pedestrians, and result in accidents, especially for two-wheeler riders.

4. Lack of Signage: Insufficient or unclear signage in parking lots can confuse drivers, leading to wrong-way driving, improper parking, and obstruction of traffic flow. Proper signage indicating entrances, exits, parking spaces, and pedestrian crossings is essential for safe navigation.

5. Pedestrian Safety: Inadequate pedestrian pathways and designated crossing zones in parking lots pose risks to pedestrians, particularly children, the elderly, and persons with disabilities. Vehicles reversing or manoeuvring in parking lots may not always notice pedestrians, increasing the likelihood of accidents.

6. Vehicle Theft and Vandalism: Parking lots with inadequate security measures are prone to vehicle theft, break-ins, and vandalism. Lack of surveillance cameras, security patrols, and perimeter fencing allows unauthorized individuals to access parked vehicles and valuables.

8. Encroachments and Illegal Parking: Encroachments by street vendors, unauthorized parking, and obstruction of driveways are common issues in Indian parking lots. Illegal parking reduces available space, obstructs traffic flow, and increases the risk of collisions and confrontations.

By prioritizing safety and implementing appropriate interventions, Indian parking lots can become safer and more user-friendly environments for motorists and pedestrians alike.

7. Parking lot signage:

Parking lot signage plays a crucial role in guiding drivers, pedestrians, and cyclists safely and efficiently within parking facilities. Below is an overview of the types and importance of parking lot signage:

1. Entrance and Exit Signs: Entrance and exit signs indicate the points of entry and exit for vehicles entering and leaving the parking lot. These signs help drivers navigate the parking facility and maintain a smooth flow of traffic.

2. Directional Signs: Directional signs provide guidance to drivers by indicating the locations of various parking areas, including visitor parking, employee parking, handicap parking, and reserved parking zones. They help drivers find available parking spaces quickly and reduce congestion within the parking lot.

3. Parking Space Designation Signs: Parking space designation signs identify reserved parking spaces for specific users, such as handicapped parking, expectant mothers, carpool parking, and designated parking for electric vehicles. These signs ensure equitable access to parking facilities and compliance with parking regulations.

4. Time Limit Signs: Time limit signs inform drivers about the maximum duration allowed for parking in specific areas of the parking lot. They help prevent overstaying and encourage turnover of parking spaces, particularly in high-demand areas such as shopping centres and commercial districts.

5. Loading and Unloading Zones: Signs designating loading and unloading zones provide information to drivers about areas where they can temporarily park to load or unload passengers, goods, or equipment. These signs help maintain traffic flow and safety within the parking facility.

6. Pedestrian Crosswalk Signs: Pedestrian crosswalk signs indicate designated pedestrian crossing areas within the parking lot. These signs alert drivers to yield to pedestrians and help prevent accidents involving pedestrians and vehicles.

7. Speed Limit Signs: Speed limit signs establish the maximum speed allowed within the parking facility to ensure the safety of pedestrians and vehicles. They remind drivers to maintain a safe and controlled speed while navigating the parking lot.

8. No Parking Signs: No parking signs designate areas where parking is prohibited, such as fire lanes, emergency exits, and pedestrian walkways. These signs help maintain access for emergency vehicles, ensure pedestrian safety, and prevent obstruction of traffic flow.

9. Reserved Signs: Reserved signs designate parking spaces reserved for specific users, such as employees, tenants, customers, or VIPs. These signs help enforce parking policies and prevent unauthorized use of reserved parking spaces.

Effective parking lot signage is essential for promoting safety, efficiency, and convenience for users. Properly designed, installed, and maintained signage helps minimize confusion, reduce traffic congestion, and enhance the overall usability of parking facilities.

Exercise

A. Fill in the Blanks:

1. Traffic control involves the management and regulation of vehicular and pedestrian movement on roads and streets to ensure safety, efficiency, and smooth flow of _____.

2. In India, ensuring safety during traffic control requires adherence to standards set by the _____ for proper installation and maintenance of traffic signs and signals.

3. Emergency vehicles, such as ambulances, fire trucks, and police vehicles, play a critical role in responding to medical emergencies, fires, accidents, and other _____ situations.

4. Parking principles aim at efficiently managing parking spaces to ensure convenience, safety, and accessibility for motorists in urban and suburban _____.

5. Hazards in parking lots, such as congestion, poor lighting, and uneven surfaces, pose significant risks to both _____ and pedestrians.

6. Parking lot signage includes entrance and exit signs, directional signs, and parking space designation signs, all designed to guide drivers, pedestrians, and _____.

7. In India, integrating parking facilities with public transit systems, implementing smart parking solutions, and introducing dynamic pricing mechanisms are essential components of effective _____.

8. Effective emergency response systems are crucial for mitigating the impact of _____, providing timely assistance to victims, and maintaining public safety during emergencies.

B. Short Answer Type Questions:

1. What role does the presence of trained traffic police personnel play in Indian traffic control?

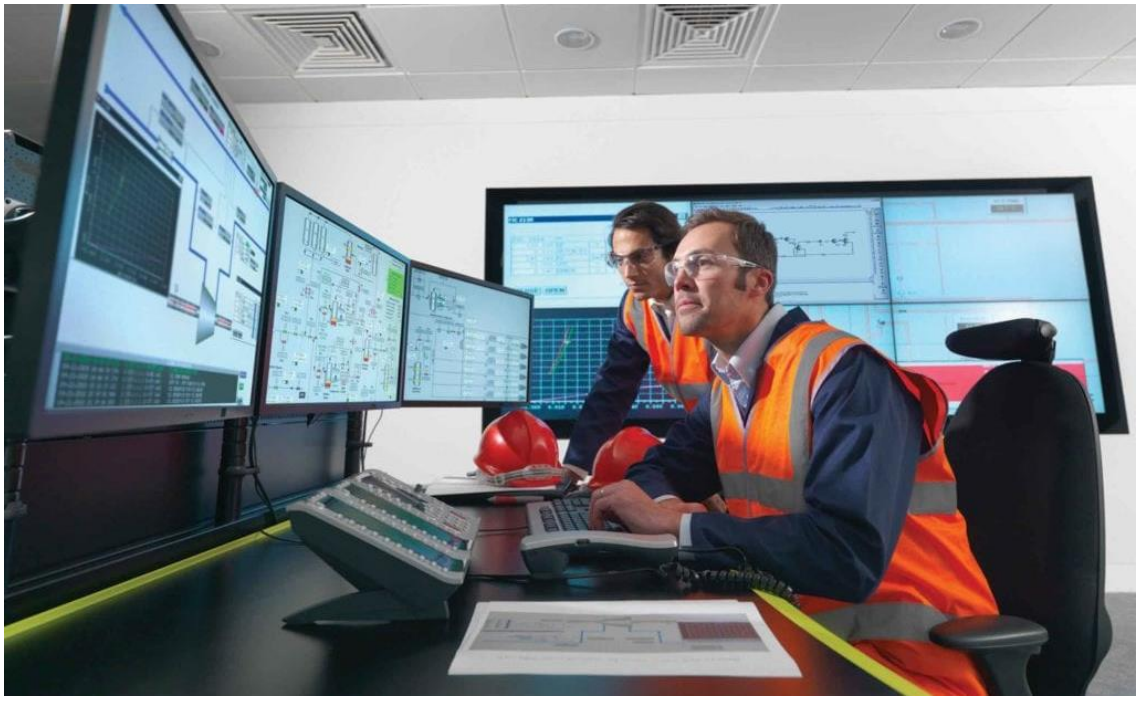
2. Explain the standard signal colours used in traffic lights in India.

3. What are some common causes of accidents on Indian roads?

4. Briefly describe the purpose of command vehicles in emergency response efforts.

C. Explain how parking principles, specifically mixed-use development and transit integration, can contribute to more sustainable and efficient urban development in India.

Unit 4: Security in Industrial and Commercial Deployment



Session 1: Demonstrate the knowledge of security in industrial deployment

1. Physical security measures:

Physical security measures for industrial and commercial deployments are crucial for protecting assets, employees, and sensitive information from unauthorized access, theft, vandalism, and other security threats. Here are some key physical security measures commonly employed in industrial and commercial settings:

1. Perimeter Security:

- Fencing: Installing sturdy perimeter fencing around the premises helps define boundaries and restrict unauthorized access.

- Gates and Barriers: Controlled entry and exit points equipped with gates, barriers, and vehicle barriers enhance access control.

- Lighting: Adequate exterior lighting, including floodlights and motion-activated lights, improves visibility and deters intruders during nighttime.

2. Access Control Systems:

- Biometric Systems: Biometric access control systems using fingerprints, retinal scans, or facial recognition authenticate users and prevent unauthorized entry.

- Access Cards and Key Fobs: Issuing access cards or key fobs with unique identifiers enables controlled access to different areas based on user permissions.

- Electronic Locks: Installing electronic locks with keypads or proximity readers enhances security for doors and restricted areas.

3. Surveillance and Monitoring:

- CCTV Cameras: Strategically placed closed-circuit television (CCTV) cameras provide continuous surveillance and record activities for forensic analysis.

- Alarm Systems: Intrusion detection alarms, including motion sensors, glass break detectors, and door/window sensors, alert security personnel of unauthorized entry attempts.

- Security Guards: Trained security personnel stationed at entry points, patrol routes, and critical areas conduct surveillance and respond to security incidents.

4. Environmental Controls:

- HVAC Security: Securing heating, ventilation, and air conditioning (HVAC) systems prevents unauthorized access to control panels and sensitive equipment.

- Temperature and Humidity Monitoring: Installing sensors and alarms for temperature and humidity fluctuations protects equipment and assets sensitive to environmental conditions.

5. Secure Storage and Asset Protection:

- Safes and Vaults: Secure storage solutions such as safes and vaults safeguard cash, valuables, and confidential documents from theft and unauthorized access.

- Asset Tagging: Using asset tagging and inventory management systems tracks the location and movement of equipment, tools, and high-value assets.

6. Physical Barriers and Hardening:

- Blast-Resistant Structures: Implementing blast-resistant construction materials and designs enhances resilience against explosive threats.

- Reinforced Doors and Windows: Installing reinforced doors, windows, and entry points withstand forced entry attempts and intrusions.

7. Emergency Preparedness:

- Fire Safety Systems: Installing fire alarms, smoke detectors, sprinkler systems, and fire extinguishers prevents and mitigates fire hazards.

- Emergency Lighting: Battery-powered emergency lighting and exit signs guide occupants during power outages and emergencies.

8. Employee Training and Awareness:

- Security Policies and Procedures: Providing comprehensive training on security policies, procedures, and emergency protocols educates employees and fosters a culture of security awareness.

- Reporting Suspicious Activity: Encouraging employees to report any suspicious activity, security breaches, or safety concerns promotes early detection and response to potential threats.

By implementing a combination of these physical security measures, industrial and commercial deployments can create layers of protection to mitigate risks, deter threats, and ensure the safety and security of personnel, assets, and operations.

2. Material gate and vehicle stickers:

Material Gates:

Material gates are essential components of security and logistics management in industrial and commercial facilities. These gates control the entry and exit of materials, equipment, and vehicles, ensuring efficient operations and maintaining security protocols. Equipped with access control mechanisms such as barriers, electronic locks, and security screening devices, material gates enforce access restrictions and prevent unauthorized entry. They also facilitate inventory management by serving as checkpoints for tracking material movements and ensuring accurate stock levels. In emergency situations, material gates may serve as evacuation routes, enabling swift and orderly evacuation of personnel and vehicles from the premises.

Vehicle Stickers:

Vehicle stickers play a crucial role in vehicle identification, access control, and compliance enforcement within industrial and commercial environments. These adhesive labels display authorization credentials, identification information, and compliance requirements, allowing security personnel and surveillance systems to quickly identify and verify authorized vehicles. Vehicle stickers are commonly used for access authorization to restricted areas, identification of company vehicles, compliance with safety and regulatory standards, and parking management. Some stickers may incorporate security features like holograms or RFID tags to prevent tampering and ensure authenticity. By enhancing security, streamlining access control, and facilitating compliance, vehicle stickers contribute to the overall safety and efficiency of industrial and commercial operations.

3. Keys of the organization:

Keys of the organization refer to the critical elements or factors that are essential for the success, sustainability, and effectiveness of the organization's operations, strategies, and objectives. These keys are fundamental aspects that contribute to the organization's ability to achieve its goals and maintain its competitive advantage in the marketplace. Here's a breakdown of what keys of the organization may entail:

1. Vision and Mission: A clear and compelling vision and mission statement provide direction and purpose to the organization. They articulate the organization's core values, goals, and aspirations, guiding decision-making and actions at all levels.

2. Leadership: Effective leadership is crucial for guiding the organization, inspiring employees, and driving strategic initiatives. Strong leadership fosters innovation, promotes a positive organizational culture, and ensures alignment with the organization's vision and goals.

3. Strategic Planning and Execution: Developing and implementing strategic plans aligns organizational resources, priorities, and initiatives with long-term objectives. Effective strategic planning enables the organization to adapt to market dynamics, capitalize on opportunities, and mitigate risks.

4. Customer Focus: Understanding and meeting customer needs and expectations are paramount for sustaining customer loyalty and competitiveness. A customer-centric approach drives product innovation, service excellence, and long-term relationships with clients and stakeholders.

5. Operational Excellence: Efficient and effective operational processes ensure the delivery of high-quality products and services while maximizing productivity and minimizing costs. Continuous improvement initiatives enhance operational efficiency, streamline workflows, and drive performance excellence.

6. Innovation and Adaptability: Embracing innovation and fostering a culture of creativity and adaptability are keys to staying ahead in a rapidly changing business environment. Organizations that innovate and adapt to evolving market trends and technologies are better positioned for long-term success.

7. Financial Management: Sound financial management practices ensure the organization's financial health, stability, and sustainability. Effective budgeting, financial planning, and risk management enable prudent allocation of resources and support strategic decision-making.

By prioritizing and effectively managing these keys of the organization, businesses can build resilience, drive innovation, and achieve sustainable growth in today's dynamic and competitive marketplace.

4. Emergency response plan:

An emergency response plan holds paramount importance due to the diverse range of natural disasters, industrial accidents, and other emergencies that can occur. Here's a breakdown of the key components of an emergency response plan tailored to the Indian context:

1. Risk Assessment and Hazard Identification: Considering India's vulnerability to earthquakes, floods, cyclones, and industrial accidents, the plan should include a thorough assessment of potential hazards and risks specific to the region and industry.

2. Emergency Response Team and Responsibilities: Designate roles and responsibilities for the emergency response team, including liaison with local authorities, community leaders, and government agencies such as the National Disaster Management Authority (NDMA) and State Disaster Management Authorities (SDMAs).

3. Communication Protocols: Establish clear communication channels with local authorities, emergency services, and the public using diverse methods such as SMS alerts, social media, and local radio stations, considering the varied linguistic and cultural contexts across India.

4. Procedures: Develop detailed procedures for responding to disasters like cyclones, floods, earthquakes, and industrial accidents, taking into account evacuation routes, shelter-in-place protocols, and medical assistance access.

5. Resource Allocation: Identify and procure necessary resources, including medical supplies, emergency shelters, food, water, and transportation, considering the availability of resources and infrastructure constraints in different regions of India.

6. Training and Drills: Conduct regular training sessions and drills to prepare personnel for responding to emergencies effectively, incorporating cultural sensitivities, language diversity, and local customs into training materials and scenarios.

7. Testing and Evaluation: Evaluate the effectiveness of the emergency response plan through mock drills, tabletop exercises, and joint exercises with local authorities and community stakeholders, ensuring coordination and collaboration across all levels of response.

8. Documentation and Review: Maintain detailed documentation of the emergency response plan, including standard operating procedures (SOPs), contact lists, and incident reports, and regularly review and update the plan based on feedback, lessons learned, and changes in regulations or community dynamics.

By integrating these Indian-specific considerations into the emergency response plan, organizations can enhance their readiness to address emergencies, safeguard lives and property, and contribute to the overall resilience and safety of communities across India.

5. Material Security:

Material security refers to the protection of physical assets, resources, and materials from theft, damage, loss, or unauthorized access. It encompasses various measures, protocols,

and technologies designed to safeguard valuable materials, supplies, equipment, and inventory within organizations, facilities, or supply chains. Here's an overview of material security:

1. Physical Security Measures: This includes the implementation of physical barriers such as fences, gates, locks, and access control systems to prevent unauthorized entry or tampering with materials. Surveillance systems, including CCTV cameras and motion sensors, help monitor and deter potential security breaches.

2. Inventory Control and Management: Effective inventory control systems track the movement, storage, and usage of materials within an organization. This includes inventory tracking software, barcode systems, and regular audits to maintain accurate records and detect discrepancies or anomalies in material usage or inventory levels.

3. Access Control and Authentication: Limiting access to storage areas, warehouses, or restricted zones helps prevent unauthorized individuals from accessing valuable materials. Access control mechanisms may include key cards, biometric scanners, PIN codes, and security personnel stationed at entry points to verify identities and enforce access policies.

4. Secure Storage and Handling Practices: Proper storage and handling procedures minimize the risk of damage, contamination, or loss of materials. This involves storing materials in designated areas, using appropriate shelving, racks, and containers, and implementing protocols for handling hazardous or sensitive materials safely.

5. Supply Chain Security: Organizations must also consider the security of materials and products throughout the supply chain, from sourcing raw materials to delivering finished products to customers. This involves conducting due diligence on suppliers, implementing shipping and transportation security measures, and ensuring the integrity of materials at every stage of the supply chain.

6. Emergency Response and Contingency Planning: Developing contingency plans for responding to security incidents, natural disasters, or emergencies helps mitigate the impact of disruptions on material security. This includes establishing protocols for evacuations, securing materials during emergencies, and restoring operations in the aftermath of a security breach or disaster.

By implementing comprehensive material security measures, organizations can minimize the risk of theft, loss, or damage to valuable materials, protect their assets and reputation, and maintain operational continuity in the face of security threats or emergencies.

Exercise

A. Fill in the blanks:

1. Perimeter security measures for industrial and commercial deployments include installing sturdy _____ around the premises.

2. Biometric access control systems authenticate users using _____ such as fingerprints or facial recognition.

3. CCTV cameras provide continuous surveillance and record activities for _____ analysis.

4. Vehicle stickers play a crucial role in vehicle identification, access control, and compliance enforcement within industrial and commercial environments by displaying authorization credentials and _____ information.

5. Effective leadership fosters innovation, promotes a positive organizational culture, and ensures alignment with the organization's _____ and goals.

6. Vehicle stickers may incorporate security features like holograms or _____ to prevent tampering.

7. Developing and implementing strategic plans aligns organizational resources, priorities, and initiatives with long-term _____.

8. By integrating Indian-specific considerations into the emergency response plan, organizations can enhance their readiness to address emergencies, safeguard lives and property, and contribute to the overall _____ and safety of communities across India.

B. Short answer type questions:

1. What are material gates and how do they contribute to security and logistics management?

2. Why is talent and human capital considered a key factor for organizational success?

3. How do vehicle stickers enhance security and compliance in industrial and commercial environments?

4. What are the key components of an emergency response plan tailored to the Indian context?

C. Explain the importance of physical security measures and emergency preparedness in industrial and commercial deployments, highlighting their significance in mitigating risks, ensuring safety, and protecting assets and personnel.

Session 2: Demonstrate the knowledge of security in commercial deployment

1. Role and Responsibilities of Security Guard in Commercial deployments

The role and responsibilities of security guards in commercial deployments in India encompass various tasks aimed at maintaining safety, protecting assets, and ensuring security within the premises. Here's an outline of their duties:

1. Access Control: Security guards are responsible for controlling access to the commercial property by monitoring entry and exit points, verifying identification, and ensuring that only authorized personnel and visitors gain entry.

2. Patrolling: They conduct regular patrols of the premises, including indoor and outdoor areas, parking lots, and perimeters, to deter criminal activity, identify security breaches, and respond promptly to incidents.

3. Surveillance: Security guards utilize CCTV cameras, surveillance systems, and other monitoring equipment to observe activities within the premises, detect suspicious behaviour, and alert relevant authorities or personnel as necessary.

4. Emergency Response: In the event of emergencies such as fires, medical emergencies, or security threats, security guards are trained to initiate emergency response protocols, evacuate occupants safely, and coordinate with emergency services and authorities.

5. Conflict Resolution: Security guards may be required to intervene in disputes, confrontations, or disruptive behaviour within the premises, employing conflict resolution techniques and maintaining calm and order among occupants.

6. Property Protection: They safeguard company assets, equipment, inventory, and sensitive information by implementing security measures such as locking doors, securing windows, and monitoring alarm systems to prevent theft, vandalism, or unauthorized access.

7. Crowd Control: During events, gatherings, or busy periods, security guards manage crowd flow, enforce crowd control measures, and ensure compliance with safety regulations to prevent overcrowding and maintain order.

8. Report Writing and Documentation: Security guards maintain accurate records of security incidents, observations, and activities through written reports, logbooks, or electronic systems, which may be used for investigative or legal purposes.

9. Customer Service: While prioritizing security, security guards also provide courteous and helpful assistance to employees, visitors, and customers by providing directions, answering inquiries, and offering general assistance when needed.

In the Indian context, security guards often undergo specialized training programs tailored to local security challenges, cultural sensitivities, and regulatory frameworks. They play a vital role in ensuring the security and safety of commercial establishments, contributing to a conducive environment for business operations and customer satisfaction.

2. Security of shopping mall:

Securing a shopping mall in India requires a comprehensive approach to address various security threats and ensure the safety of visitors, employees, and assets. Here's how security is typically managed in Indian shopping malls:

1. Access Control: Implementing access control measures at entry and exit points is crucial. Security personnel stationed at entrances conduct bag checks, metal detector scans, and verification of visitors' identification to prevent unauthorized entry of weapons, prohibited items, or potential threats.

2. Surveillance Systems: Indian shopping malls deploy a network of CCTV cameras strategically positioned across different areas, including entrances, corridors, parking lots, and common areas. These cameras provide continuous monitoring and recording of activities, aiding in the detection of suspicious behaviour, theft, or security breaches.

3. Security Personnel: Trained security guards are deployed throughout the shopping mall to patrol premises, monitor CCTV feeds, and respond promptly to security incidents or emergencies. Their presence helps deter criminal activities, provide assistance to visitors, and maintain order within the premises.

4. Emergency Response Planning: shopping malls in India develop comprehensive emergency response plans to address various scenarios, including fire incidents, medical emergencies, natural disasters, or security threats. These plans outline evacuation procedures, assembly points, communication protocols, and coordination with local authorities and emergency services.

5. Crowd Management: During peak hours or special events, crowd management becomes crucial to prevent overcrowding, maintain orderly queues, and ensure the safety of visitors. Security personnel are trained to manage crowd flow, enforce capacity limits in stores and common areas, and address any potential crowd-related risks.

6. Parking Lot Security: Given the size and layout of parking lots in shopping malls, ensuring their security is essential. Security patrols, surveillance cameras, and adequate lighting help deter car theft, vandalism, and other criminal activities. Regular patrols also contribute to the safety of visitors walking to and from their vehicles.

7. Retail Store Security: Individual retail stores within the mall may employ their security measures, including electronic article surveillance (EAS) systems, security tags on merchandise, and trained loss prevention personnel to prevent shoplifting and inventory shrinkage.

8. Customer Assistance and Awareness: Security personnel are trained to provide courteous assistance to visitors, including directions, information about mall facilities, and assistance during emergencies. They also raise awareness among visitors about security measures, emergency exits, and reporting suspicious activities.

By implementing a multi-layered security approach tailored to the Indian context, shopping malls can create a safe and secure environment for visitors and employees, fostering a positive shopping experience while mitigating security risks and threats.

Exercise

A. Fill in the blanks:

1. Security guards are responsible for controlling _____ to the commercial property.

2. Security guards utilize CCTV cameras and surveillance systems to observe activities within the _____.

3. During events or busy periods, security guards manage crowd flow and enforce crowd control measures to prevent _____.

4. Indian shopping malls deploy a network of CCTV cameras strategically positioned across different areas, including entrances, corridors, parking lots, and common areas, aiding in the detection of suspicious _____.

5. Emergency response plans in shopping malls outline evacuation procedures, assembly points, communication protocols, and coordination with local authorities and _____.

6. Individual retail stores within the mall may employ their security measures, including electronic article surveillance (EAS) systems, security tags on merchandise, and trained loss prevention personnel to prevent _____.

7. Security personnel maintain close coordination with local law enforcement agencies, sharing information, conducting joint drills, and seeking assistance during security incidents or _____.

8. With the increasing digitization of shopping experiences, cybersecurity measures are essential to protect customer data, payment systems, and online platforms from cyber threats such as data breaches, phishing attacks, and _____ infections.

B. Short Answer Type Questions:

1. What are the key responsibilities of security guards in commercial deployments in India?

2. How do Indian shopping malls manage access control to prevent unauthorized entry?

3. What role do security guards play in emergency response planning in shopping malls?

4. Explain the importance of cybersecurity measures in ensuring the security of shopping malls in India.

C. Explain the comprehensive approach to securing shopping malls in India, including key security measures and strategies employed to ensure the safety of visitors, employees, and assets.

Unit 5: Security Reasons

Session 1: Demonstrate the knowledge of roles and responsibilities of a security escort

1. Mobile protection plan:

A mobile protection plan for security escort typically involves a set of measures aimed at safeguarding individuals, assets, or convoys during transit using mobile security teams. Here's an overview:

1. Risk Assessment: Before initiating the escort, a thorough risk assessment is conducted to identify potential threats, vulnerabilities, and critical areas along the route. This assessment helps in devising appropriate security protocols and contingency plans.

2. Mobile Security Teams: Trained security personnel equipped with appropriate communication devices, defensive equipment, and vehicles are deployed to accompany and protect the escorted party or assets.

3. Route Planning: The escort team develops and follows predefined routes that are deemed safe and secure, considering factors such as traffic conditions, potential hazards, and emergency response options.

4. Surveillance and Monitoring: During the escort, the security team maintains vigilant surveillance of the surroundings using visual observation, electronic monitoring systems, and communication networks. Any suspicious activities or deviations from the planned route are promptly addressed.

5. Communication Protocols: Effective communication is established among team members, the escorted party, and control centres using mobile phones, two-way radios, or other communication devices. This enables real-time coordination, information sharing, and response to emergencies.

6. Emergency Response Plans: Comprehensive emergency response plans are developed to address various scenarios such as accidents, medical emergencies, hostile encounters, or security threats. The team is trained to respond swiftly and decisively to mitigate risks and ensure the safety of the escorted party.

7. Escalation Procedures: Clear escalation procedures are established to escalate security concerns or incidents to higher authorities, law enforcement agencies, or emergency services as necessary. This ensures timely intervention and assistance in critical situations.

By implementing a mobile protection plan for security escort, organizations can mitigate risks, enhance the safety and security of individuals and assets during transit, and ensure the successful execution of critical missions or operations.

2. Convoy composition:

Convoy composition refers to the arrangement and organization of vehicles and personnel traveling together for security, logistical, or operational purposes. It involves careful planning and coordination to ensure the safety, efficiency, and effectiveness of the convoy during transit. Below is the explanation of convoy composition:

1. Lead Vehicle: The lead vehicle, often equipped with navigation systems and communication equipment, sets the pace and direction for the convoy. It is responsible for ensuring adherence to the planned route, monitoring road conditions, and providing advance warning of any obstacles or hazards ahead.

2. Escort Vehicles: Depending on the security requirements and nature of the convoy, one or more escort vehicles may accompany the convoy to provide protection, security, and support throughout the journey. These vehicles typically flank the convoy on both sides or trail behind to deter potential threats and respond to emergencies.

3. Main Convoy: The main convoy consists of vehicles transporting personnel, equipment, supplies, or other assets essential for the mission or operation. These vehicles may include trucks, buses, armoured vehicles, or specialized transport units depending on the convoy's purpose and cargo requirements.

4. Security Personnel: Trained security personnel, including armed guards, security drivers, and support staff, are deployed within the convoy to provide protection, surveillance, and response capabilities against security threats such as ambushes, attacks, or sabotage attempts.

5. Support Vehicles: Support vehicles, such as utility trucks, medical vans, or maintenance vehicles, may accompany the convoy to provide logistical support, emergency services, or technical assistance as needed during transit. These vehicles ensure the convoy's operational readiness and resilience against unforeseen challenges.

6. Communication Systems: Effective communication systems, including two-way radios, satellite phones, or digital networks, are essential components of convoy composition. They facilitate real-time communication and coordination among convoy members, security personnel, and command centres, enabling swift response to emergencies and changes in operational requirements.

7. Navigation and Route Planning: Prior to departure, convoy composition involves meticulous navigation and route planning to identify safe and efficient routes, assess potential

risks and vulnerabilities, and establish contingency plans for alternative routes or emergency evacuation procedures.

8. Formation and Positioning: Convoy vehicles are arranged in a predetermined formation and positioning to optimize visibility, security, and response capabilities. This arrangement may vary based on factors such as terrain, road conditions, threat assessments, and convoy size.

By carefully considering these elements of convoy composition, organizations can enhance the security, resilience, and operational effectiveness of their convoys during transit, ensuring the safe and successful accomplishment of their objectives.

3. Communication:

Communication in security escorts is vital for maintaining coordination, situational awareness, and response capabilities throughout the convoy's journey. Effective communication systems enable convoy members, security personnel, and command centres to exchange information, issue instructions, and respond to emergencies in real-time. Below is an explanation of communication in security escorts:

1. Two-Way Radios: Two-way radios are commonly used communication devices in security escorts due to their reliability, range, and simplicity of use. Each convoy member, including drivers, security personnel, and support staff, is equipped with a two-way radio to communicate with other convoy members and the convoy lead.

2. Frequency Channels: Communication systems in security escorts often utilize dedicated frequency channels or channels allocated by relevant authorities for secure and interference-free communication. Different channels may be designated for convoy coordination, emergency response, and command communications.

3. Encryption and Security: To prevent unauthorized interception and ensure the confidentiality of sensitive information, communication systems may employ encryption techniques and secure protocols. Encryption enhances the security of communication channels, protecting against eavesdropping and unauthorized access to convoy communications.

4. Centralized Command: A centralized command centre or control room may oversee convoy operations and communication. Command personnel monitor communication channels, coordinate response efforts, and provide guidance to convoy members based on real-time situational assessments and intelligence inputs.

5. Pre-Planned Communication Protocols: Security escorts establish pre-planned communication protocols and procedures to standardize communication practices, minimize

confusion, and streamline information flow during transit. These protocols define roles, responsibilities, and communication channels for different convoy members and scenarios.

6. Check-In Procedures: Convoy members regularly check in with the convoy lead or designated control personnel at predetermined intervals to report status updates, confirm position, and relay relevant information about road conditions, hazards, or security threats encountered along the route.

7. Emergency Communication: In the event of emergencies, security escorts rely on efficient communication systems to initiate emergency response protocols, coordinate rescue operations, and request assistance from external agencies such as law enforcement, medical services, or disaster response teams.

8. Integration with Technology: Advancements in technology enable the integration of communication systems with other security tools and platforms, such as GPS tracking, video surveillance, and incident management software. Integrated systems enhance situational awareness, facilitate data sharing, and support decision-making during convoy operations.

By leveraging robust communication systems and protocols, security escorts can enhance coordination, response capabilities, and overall security posture, ensuring the safe and successful transit of convoys while mitigating risks and threats along the route.

4. Readiness of driver:

Driver readiness encompasses a holistic approach to ensuring that drivers are adequately prepared, both mentally and physically, to operate vehicles safely in diverse conditions. It involves a combination of skill proficiency, vehicle familiarity, alertness, and adherence to regulations. A ready driver possesses the necessary knowledge of traffic rules, road signs, and safe driving practices while being familiar with the vehicle's controls and maintenance requirements. Maintaining alertness and focus while driving is crucial to anticipate potential hazards and react promptly to changing road conditions. Adhering to traffic laws and speed limits contributes to safe driving practices and minimizes the risk of accidents or violations. Additionally, defensive driving techniques, such as maintaining a safe following distance and scanning for hazards, enhance driver readiness and safety on the road. Being prepared to handle emergencies, maintaining physical and mental fitness, and engaging in continuous training and improvement further enhance driver readiness.

5. Assistance to protectee:

Assistance to a protectee involves providing comprehensive support and protection to individuals under security coverage. This assistance encompasses various aspects aimed at ensuring the safety, well-being, and comfort of the protectee. It may include physical protection through the presence of trained security personnel who accompany the protectee at all times, employing security protocols to mitigate potential threats, and conducting risk

assessments to anticipate and address security vulnerabilities. Additionally, assistance to the protectee involves logistical support such as coordinating transportation, managing schedules, and arranging secure accommodations. Communication plays a vital role in ensuring effective assistance, with security personnel maintaining constant vigilance and employing clear channels of communication to respond swiftly to any emerging threats or emergencies.

6. Personal security officer for body protection:

A Personal Security Officer (PSO) is tasked with providing close protection and security to an individual, typically referred to as the principal or protectee. The role of a PSO involves ensuring the safety and well-being of the protectee by employing a range of security measures and protocols. This includes conducting threat assessments, identifying potential risks, and developing strategies to mitigate security threats.

A PSO's duties may include:

1. Close Protection: The PSO remains in close proximity to the protectee at all times, monitoring their surroundings and reacting swiftly to any signs of danger or suspicious activity.

2. Risk Assessment: Assessing potential threats and vulnerabilities to the protectee's safety and implementing measures to minimize risks, such as varying routes and schedules, conducting venue assessments, and coordinating with local law enforcement.

3. Security Planning: Developing comprehensive security plans tailored to the protectee's specific needs and circumstances, including travel security, event security, and residence security.

4. Emergency Response: Being prepared to respond effectively to emergencies, including medical emergencies, security breaches, and hostile situations. This may involve providing first aid, evacuating the protectee to safety, or coordinating with law enforcement agencies.

5. Surveillance and Monitoring: Maintaining vigilance through continuous surveillance of the protectee's environment, monitoring for potential threats, and preemptively addressing security concerns.

6. Communication: Maintaining clear and effective communication with the protectee, security team members, and relevant stakeholders to ensure coordinated security efforts and timely response to emerging situations.

7. Firearms Handling (if applicable): In some cases, PSOs may be authorized to carry firearms and are responsible for their safe and proper use in accordance with applicable laws and regulations.

Overall, the role of a Personal Security Officer is to provide proactive and adaptive security measures to safeguard the protectee's personal safety and security in various environments and situations.

Exercise

A. Fill in the blanks:

1. A mobile protection plan involves conducting a thorough _____ assessment to identify potential threats.

2. Convoy composition involves careful planning and coordination to ensure the safety, efficiency, and effectiveness of the _____ during transit.

3. Effective communication systems enable convoy members, security personnel, and command centres to exchange information and respond to emergencies in _____.

4. Driver readiness encompasses a holistic approach to ensuring that drivers are adequately prepared, both mentally and _____, to operate vehicles safely.

5. Assistance to the protectee involves providing comprehensive support and protection to individuals under security coverage, ensuring their safety, well-being, and _____.

6. A Personal Security Officer (PSO) is tasked with providing close protection and security to an individual, typically referred to as the _____ or protectee.

7. Prior to initiating the escort, a thorough risk assessment is conducted to identify potential threats, vulnerabilities, and critical areas along the _____.

8. Security escorts rely on efficient communication systems to initiate emergency response protocols, coordinate rescue operations, and request assistance from _____ agencies.

B. Short answer type questions:

1. What are some key elements of convoy composition?

2. How does effective communication contribute to the success of security escorts?

3. What are some components of driver readiness?

4. Describe the role of a Personal Security Officer (PSO) in providing protection.

C. Explain the importance of assistance to the protectee and the role of a Personal Security Officer (PSO) in ensuring the safety and security of individuals under protection.

ANSWERS

Unit 3

Session 1

1. Traffic
2. Indian Road Congress (IRC)
3. Urgent
4. Areas
5. Drivers
6. Cyclists
7. Parking Management
8. Accidents

Unit 4

Session 1

1. fencing
2. identifiers
3. forensic
4. identification
5. vision
6. RFID tags
7. objectives
8. resilience

Session 2

1. access
2. premises
3. overcrowding
4. behaviour
5. emergency services
6. shoplifting
7. investigations
8. malware

Unit 5

Session 1

1. risk
2. convoy
3. real-time
4. physically
5. comfort
6. principal
7. route
8. external

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