

# Private Security

NVEQ Level 1 – Class IX

SS105-NQ2012- Observing and Monitoring People

Student's Workbook



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## Preface

The National Curriculum Framework, 2005, recommends that children's life at school must be linked to their life outside the school. This principle makes a departure from the legacy of bookish learning which continues to shape our system and causes a gap between the school, home, community and the workplace.

The student workbook on “**Observing and Monitoring People**” is a part of the qualification package developed for the implementation of National Vocational Education Qualification Framework (NVEQF), an initiative of Ministry of Human Resource Development (MHRD), Government of India to set common principles and guidelines for a nationally recognized qualification system covering Schools, Vocational Education and Training Institutions, Technical Education Institutions, Colleges and Universities. It is envisaged that the NVEQF will promote transparency of qualifications, cross-sectoral learning, student-centred learning and facilitate learner's mobility between different qualifications, thus encouraging lifelong learning.

This student workbook, which forms a part of vocational qualification package for student's who have passed Class VIII or equivalent examination, was created by a group of experts. The Security Knowledge and Skill Development Council (SKSDC) approved by the National Skill Development Corporation (NSDC) for the Private Security Industry developed the National Occupation Standards (NOS). The National Occupation Standards are a set of competency standards and guidelines endorsed by the representatives of Private Security Industry for recognizing and assessing skills and knowledge needed to perform effectively in the workplace.

The Pandit Sunderlal Sharma Central Institute of Vocational Education (PSSCIVE), a constituent of National Council of Educational Research and Training (NCERT) in association with SKSDC has developed modular curricula and learning materials (Units) for the vocational qualification package in Private Security sector for NVEQ levels 1 to 4; level 1 is equivalent to Class IX. Based on NOS, occupation related core competencies (knowledge, skills, and abilities) were identified for development of curricula and learning modules (Units).

This student workbook attempts to discourage rote learning and to bring about necessary flexibility in offering of courses, necessary for breaking the sharp boundaries between different subject areas. The workbook attempts to enhance these endeavour by giving higher priority and space to opportunities for contemplation and wondering, discussion in small groups and activities requiring

hands-on-experience. We hope these measures will take us significantly further in the direction of a child-centred system of education outlined in the National Policy of Education (1986).

The success of this effort depends on the steps that school Principals and Teachers will take to encourage children to reflect their own learning and to pursue imaginative and on-the-job activities and questions. Participation of learners in skill development exercises and inculcation of values and creativity is possible if we involve children as participants in learning, and not as receiver of information. These aims imply considerable change in school routines and mode of functioning. Flexibility in the daily time-table would be a necessity to maintain the rigour in implementing the activities and the required number of teaching days will have to be increased for teaching and training.

## About Your Workbook

This workbook is to assist you with completing the Unit of Competency **SS105-NQ2012: Observing and Monitoring People**. You should work through the workbook in the classroom, at the workplace or in your own time under the guidance and supervision of your teacher or trainer. This workbook contains sessions which will help you to acquire relevant knowledge and skills (soft and hard) on various aspects of the unit of competency. Each session is small enough to be easily tackled and digested by you before you move on to the next session. Animated pictures and photographs have been included to bring about visual appeal and to make the text lively and interactive for you. You can also try to create your own illustrations using your imagination or taking the help of your teacher. Let us now see what the sections in the sessions have for you.

### Section1: Introduction

This section introduces you to the topic of the Unit. It also tells you what you will learn through the various sessions covered in the Unit.

### Section 2: Relevant Knowledge

This section provides you with the relevant information on the topic (s) covered in the session. The knowledge developed through this section will enable you to perform certain activities. You should read through the information to develop an understanding on the various aspects of the topic before you complete the exercise (s).

### Section 3: Exercise

Each session has exercises, which you should complete on time. You will perform the activities in the classroom, at home or at the workplace. The activities included in this section will help you to develop necessary knowledge, skills and attitude that you need for becoming competent in performing the tasks at workplace. The activities should be done under the supervision of your teacher or trainer who will guide you in completing the tasks and also provide feedback to you for improving your performance. To achieve this, prepare a timetable in consultation with your teacher or trainer and strictly adhere to the stipulated norms or standards. Do not hesitate to ask your teacher or trainer to explain anything that you do not understand.

### Section 4: Assessment

The review questions included in this section will help you to check your progress. You must be able to answer all the questions before you proceed to the next session.



## INTRODUCTION



Have you ever watched birds from the window of your home? Just give it a try and you will find it as a wonderful experience. Bird watching or birding is in fact a hobby pursued by many people; some of whom even collect the photographs of birds and monitor their population and movement. It is a recreational activity. It can be done with naked eyes or through a visual enhancement device like binoculars or a spotting scope. A spotting scope is a small portable telescope with added optics to present an erect image optimized for the observation of terrestrial objects.

Now you must be wondering what are we discussing in a module which will deal with the role of Security Personnel in observing and monitoring people. It is surprising indeed, but there is a similarity between a birdwatcher and security personnel. Both of them need to have excellent skills and an eye for detailed observation through naked eyes and binoculars. Security personnel should have the knowledge and skills of observation, assessment, analysis, and execution. All these attributes and abilities are important for him/her to perform efficiently at the workplace.



In this unit, you will learn about the role of various senses in observation and the skills of observation and monitoring which security personnel should acquire through systematic training. It will also help you to learn about the procedure for collecting and reporting information about an incident or suspicious situation.

## SESSION 1: USING SENSES IN OBSERVATION

### RELEVANT KNOWLEDGE



The word observation is derived from the Latin word “*Observationem*” meaning “watching over”. Observation can be defined as the act of directing the eyes towards something or perceiving it visually. Observation performs a vital role in predicting and preventing security threats. Poor observation skills could result in overlook or ignoring of clues and suggestions pointing to a security threat, thus triggering a serious security crisis. The ability to inculcate observation skills depends upon an individual’s consistent resolve and commitment to do so. Exhaustive training and thorough practice are the means of accomplishing mastery over the observation skill. Now let us try to understand the process of observation.



Observation is a process that includes (i) **noticing**, which is essential to be aware of something around you using any or all of the five senses i.e., sight, smell, hearing, touch and taste, (ii) **interpreting**, which means organizing the information into something meaningful, and (iii) **recalling**, that is remembering the information and being able to access it when you need to. Let us look at each of these aspects in detail.

### PROCESS OF OBSERVATION

(i) **Noticing:** A trained security personnel must be actively aware of everything that is going on around him. This skill is developed with experience and practice. The smell, sight, sound and touch experienced during duty hours hold definite clues about dangers, accidents or crimes that may happen.

**(ii) Interpreting:** It is not enough to just notice things using your senses. A continuous analysis and interpretation hold the key to detecting a potential security threat.

**(iii) Recalling:** Recalling is the process of retrieving information about incidents, faces, names, dates and many other things. It is important to record anything observed as soon as possible, because memories fade away.

**Role of Senses in Observation:** In security, the sense and ability of observation is employed purposefully and intelligently with the sole aim of nipping any security threat in the bud. There are 5 recognized senses in human beings: sight, hearing, taste, smell, and touch. These senses are used for observing people and keeping an eye on what is happening all around. Let us now study the use of these senses individually and understand how they are important in accomplishing the task.

## **ROLE OF SENSES IN OBSERVATION**

**(i) Sight:** Sight or vision is the capability of the eye to focus and detect images of visible light on photoreceptors in the retina of each eye that generates electrical nerve impulse of varying colours, hues, and brightness. Your eyesight should be normal and you should be able to make a conscious effort to focus on what you see instead of just looking around casually. Visibility, which is a measure of the distance at which an object or light can be seen, depends on the distance, size, position and illumination. Luminosity of the object also affects its visibility. For example, you cannot assess the size of the star, but you can see the star in the sky because of the light it emits which causes it to be visible as a point object.

Let us now discuss these factors briefly:

- (a) **Distance from the observer:** During daylight a person's impressionable features will be recognised by friends or relatives up to 80-90 metres, while an unknown person can be recognised in daylight up to 25-27 metres. In contrast, a person can rarely be recognised beyond 9-11 metres under a full moon.
- (b) **Size of the object:** Large objects because of their non-distinctive features can be recognised at a greater distance, than the small objects.
- (c) **Illumination of the object:** An observer can recognize an object easily by sunlight than by street lights.

Our visibility, however, reduces with age, eye defects and fatigue.



(ii) **Hearing:** Hearing or audition is the sense of sound perception. This is an important aid in identifying persons, places of events, and things, especially at night when visibility is limited. Security personnel must be aware of different sounds which are normally heard at the workplace. These noises can be categorized as follows:

- a) Activity noises - e.g., animal calls, footsteps, glass breaking, etc.
- b) Noise from motors - mechanical tools, automobiles, backfires, etc.
- c) Noise from firearms - pistols, rifles, machine gun, etc.



**(iii) Smell:** Security personnel must be able to distinguish between potentially dangerous odour to detect any leakage of gas, illegal drugs or flammable products. They may be required to distinguish between the various substances of the following nomenclature:

- (a) Petroleum products including petrol and diesel.
- (b) Cooking gas and Compressed Natural Gas (CNG).
- (c) Smoke emitted by electrical short circuit.
- (d) Burning of rubber, wood, etc.

A dog has about 200 million sensitive cells in its nose, compared to about 5 million or so in a human being, and therefore, a dog's olfactory system is around 40 times more sensitive than that of a human. A detection dog or sniffer dog is trained at using its sense of smell to detect substances such as explosives, illegal drugs or blood. Dogs can be trained to detect the odours of heroin, marijuana and cocaine hidden in suitcases even in the presence of strong smelling perfumes. Some dogs deployed for explosive detection are specially trained to detect the acidic smell of nitroglycerin and the sulphur used in gunpowder. A prolonged exposure to a particular smell may, however, diminish the ability of dogs to detect it readily and also certain substances may temporarily incapacitate the sense of smell.

**Taste:** Taste refers to the capability to detect the taste of substances such as food, minerals, drugs, etc. Our taste buds allow us to experience substances that are sweet, sour, salty, or bitter. Therefore, the four basic tastes are sour, sweet, salty, and bitter.

Different substances affect the membrane in different ways.



- (a) *Bitter* and sweet substances bind into receptor sites which release other substances into the cell.
- (b) *Salty* substances break up into  $\text{Na}^+$  ions which flow through the membrane directly into the cell.
- (c) *Sour* substances contain  $\text{H}^+$  ions that block channels in the membrane.

**Touch:** Our body has about twenty different types of nerve endings that all send messages to our brain. The sense of touch is found all over the body. There are about 100 touch receptors in each of our fingertips. The sense of touch can be used for



- (a) Detecting heat from an unnoticed fire by feeling walls or glass.
- (b) Vibrations created by sound.
- (c) To check the pulse of a person.
- (d) To check the warmth of the engine of a vehicle at the crime scene.

Security personnel should know the feel of different materials and how to use it for detecting the materials.

**Improving Senses:** Let us now discuss some of the methods that security personnel can adopt to improve their senses and memory.

**(a) Sight:** Eyes should be tested for vision. If there is a requirement for wearing glasses or contact lenses, then it should be regularly worn. Eye exercises to improve visual skills include, concentration on the things you do not normally notice, relaxing your eyes by taking breaks during work and paying attention to peripheral vision. For example, holding attention on more and more objects will enhance vision.



**(b) Hearing:** Security personnel should enhance their skills by hearing and distinguishing between various sounds associated with crime, and also those sounds which are normally heard at the workplace.

**(c) Touch:** Skills of touching and identifying the objects can be enhanced through various exercises. For example, you can take a bag and put similar objects with different texture. Now you can put your hands in the bag and touch and feel the texture of the materials. Try to identify the things without actually seeing them. You can practice this with different objects.



**Memory:** Security personnel should maintain sharp memory in order to remember what they see and to provide evidence as witness to the crime. They should be able to narrate the exact sequence of events that they observed during an incident. Memory is the processes by which information is encoded, stored, and retrieved. Encoding allows information from the outside world to reach our senses in the forms of chemical

and physical stimuli. Storage maintains information over period of time. In the process of retrieval, the information is located in the storage area and returned to our consciousness.

There are two types of memory: recognition and recall, (i) Recognition memory tasks require individuals to indicate whether they have encountered a stimulus (such as a picture or a word) before, and (ii) Recall memory tasks require participants to retrieve previously learned information. For security personnel memorization is perhaps the most vital skill to excel in their job. Failure to recall critical information for taking notes and later for reports amounts to a responsibility failure.

Memory skills need to be honed regularly through meditation, yoga exercises, memory games, etc. which should be practiced continuously. There are memory games available on the internet for enhancing memory skills.

**Being a Good Observant:** To be a good observant, you have to improve your ability to recognise and report suspicious people and activities and gain necessary information by following the tips given below:

- (a) Focus on what people around you are doing and not who the people are.
- (b) Watch for people or groups who keep to themselves and may be involved in suspicious activities.
- (c) Watch for people who are avoiding contact with others.
- (d) Someone who is just loitering around without any specific reason.



## EXERCISE

### Assignment

1. Get up early in the morning. Pick a sound that is fairly consistent, the sound of a river, a passing car, the hum of a refrigerator, animal calls (e.g. chirping birds, barking dogs, etc.) and identify it. Write your experience and share with your friends.

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

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

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Answer the following questions

(Use additional sheets of paper if necessary)

**A. Fill in the blanks**

- (i) The act of directing the eyes towards something or perceiving it visually is known as \_\_\_\_\_.
- (ii) Observation is a process that includes \_\_\_\_\_ interpreting and \_\_\_\_\_
- (iii) \_\_\_\_\_ is the process of retrieving information.
- (iv) Sight, hearing, taste, smell, and \_\_\_\_\_ are the five recognised senses.
- (v) Visibility depends on the \_\_\_\_\_, size, position and illumination of the object.
- (vi) Sound from footsteps is an example of \_\_\_\_\_ noise.
- (vii) Name the structure of the camera which is similar to the parts of our eye:

Eye	Traditional Camera (with film)
Iris	
Lens	
Retina	

**B. Short Answer Questions**

1. State two importance of observation in preventing security breach.

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2. Describe three important aspects of observation

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## CHECKLIST FOR ASSESSMENT ACTIVITY

Use the following checklist to see if you have met all the requirements for assessment activity.

### Part A

- (a) Differentiated between uses of different human senses in observation.
- (b) Differentiated between desirable and undesirable activities.

### Part B

Discussed in class the following:

- (a) What are those senses which are involved in observation?
- (b) How senses can be improved for enhancing observation skills?

### Part C

#### Performance standards

The performance standards may includes, but not limited to:

Performance standards	Yes	No
Perform the process of observation.		
Enlist 3 senses involved in making observation.		
Enlist 2 factors that affect observation.		
Determine the role of sense(s) in a given activity task.		
Recognize suspicious and undesirable activities.		

## SESSION 2: MAINTAINING A SECURE ENVIRONMENT

### RELEVANT KNOWLEDGE



A residential place and a public or a commercial complex would always be frequented by a sizeable strength of casual and regular visitors. Implementation, execution and follow up of security procedures by means of observation is a round the clock obligation. Security measures must be driven by a commitment towards a particular security objective. Therefore, the first step in ensuring a secure environment is to spell out clearly the organisation's security goals and then translating them into concrete security objectives. For example, the security goal for a factory would be to ensure the safety of lives of its executives and workers, and the safety of property and equipment within the factory premises at all times. The security objective will be to allow only authorised access to workers and visitors.



**Use of technology in surveillance:** The word surveillance is derived from the French word meaning "watching over". This term is generally applied for observation from a distance by means of electronic equipment, such as closed circuit television (CCTV) cameras or interception of electronically transmitted information, such as internet traffic (for monitoring of data) or phone calls. CCTV cameras are used to improve the security in public and private places such as airports, railway terminals, banks, government buildings, hotels, shopping malls, etc. These cameras can transmit video signals to a specific location and show the recorded data on one or more than one monitors. The signals are

transmitted using point to point wireless links, quite unlike that of broadcast television where the signals are transmitted openly.



**Fingerprint Scanner**



**Iris scanner**



**Face scanner**

Today, many home owners also have CCTV cameras installed for surveillance of their home and properties. Security and protection systems, such as intruder alarms, CCTV, security video recorders, and electronic and / or manual tagging devices are installed and maintained to keep a record of things and in instances when there is a crime, the sequence of events can be studied later on. Now-a-days **biometric surveillance**, which refers to technologies that measure and analyze human physical and/or behavioural characteristics for authentication, identification, or screening purposes is becoming more popular.

The biometric technologies include (i) **Fingerprint scanner**, an electronic device used to capture a digital image of the fingerprint pattern. The scan is digitally processed to create a biometric template which is stored and used for matching fingerprints, (ii) **Iris scanner** perform recognition detection of a person's identity by take a digital photo of the iris pattern and recreating an encrypted digital template of that pattern, and (iii) **Face scanner** webcam with 2 mega pixel or above which can take a clear photograph of the face.

**Use of Good Judgment in Monitoring People:** Communicating effectively with a group of people is vital towards enforcing the security procedures and guidelines and initiating the correct course of action in case of any violation. Security personnel must acquire proficiency in spoken English, Hindi

or relevant vernacular language. All security personnel should also show good judgment and common sense, follow directions and directives

### **Aadhar Card: A card based on biometric information**

The Unique Identification Authority of India (UIDAI) has been created, with the mandate of providing a unique identity Aadhaar number to all residents of India and also defining usages and applicability of Aadhaar for delivery of various services.

Aadhaar is a unique 12 digit number issued by the Government of India to individual, including infant as proof of identity and residence in India. An Aadhaar card is issued after collecting demographic and **biometric information** to establish uniqueness of individual. The card with the 12 digit number will serve as a proof of identity and address, anywhere in India and it will remain valid for life. Each individual needs to enroll only once which is free of cost. Aadhaar number will help to provide access to services like banking, mobile phone connections and other Government and Non-government services in due course.

from supervisors, accurately testify in court, and follow company policy and guidelines.

Alert security personnel must observe that the people are complying with the norms of behaviour and mandatory security instructions. He/she must take note of violations promptly and enforce security obligations swiftly, ensuring that his actions flow from established procedures and guidelines. At the same time, he/she must acknowledge graciously the positive contribution by people to cooperate readily with security procedures and guidelines and extend all possible assistance to encourage uninterrupted and unquestioned compliance. He/she must assume responsibility to maintain proper entry and exit records of people and vehicles. He should progressively improve upon his senses and



competency to detect signs of physical trespassing, intrusions within the premises, any damage to property, and suspicious looking objects or people. He/she must maintain high standards of personal discipline, turnout and conduct. A security officer's observation skills would, therefore, determine the accomplishment of providing security to people and property. He/She must always remain mentally prepared and alert to confront novel and unheard challenges which must be overcome by a fusion of professional competence, self confidence, positive attitude and an optimistic outlook.



**Safeguarding People and Property:** Security personnel must always detect, observe and study patterns pointing towards a security threat from the activities of suspicious persons, vehicles and objects. To prevent a security lapse, integrating counter measures like patrolling, surprise security and verification checks, establishing cordons, and rehearsing contingency drills are critical requirements.

Prevention of incidents, threatening the safety of property and people remains the main stay of the security. To achieve this aim access to the people, visitors, vehicles should be strictly authorized as per established procedures and guidelines.

**Access Control of People, Material and Vehicle:** Access control refers to exerting control involving an authority, who does the controlling. Access control is executed by authorized people who exercise physical control over access. The control can be on a given building, group of buildings or a computer-based information system.

Access control is, in reality, an everyday occurrence. For example, a lock on a car door is essentially a form of access control. A Personal Identification Number (PIN) on an Automated Teller Machine (ATM) system at a bank is another means of access control. The possession of access control is of prime importance when persons seek to secure important, confidential, or sensitive information and equipment.

Personnel who control physical access to the premises allow access only to authorized people after verification. When access control is automated, security personnel are trained to acquire complete operating knowledge of access control systems to include monitoring, recording, storing, retrieving and transferring. They should possess an understanding of the complete layout of the premises, layout of access and communication control infrastructure, location of intruder and fire alarms, early warning procedures and security measures to counter and neutralize a security threat. The persons handling access control are also trained to operate efficiently a wide range of communication devices to streamline movement and deal effectively with any contingency or emergency.

An access control system is established and maintained to prevent unauthorized entry, introduction of people, harmful devices, materials, and components. They minimize the misappropriation, pilferage, and safeguard people and property. Access control system can be 'stand-alone,' that is, designed to control entry to a single door, or they can be linked electronically to an unlimited number of entrances, often with a computer interface to enable central programming and record details of usage.

## PHYSICAL SECURITY

**Physical security:** The first requirement of good security system is to consider a physical means to keep criminals out. Physical security include measures that are designed to deny access to unauthorized personnel (including attackers or even accidental intruders) from physically accessing a building, facility, resource, or stored information through the use of physical barriers. There are at least four layers of physical security:

1. Environmental design.
2. Mechanical, electronic and procedural access control.
3. Intrusion detection.
4. Personnel Identification.

Examples of physical controls are:

- Security guards
- Closed-circuit surveillance cameras, also known as CCTV
- Motion or thermal alarm systems
- Picture identity cards
- Locked and dead-bolted steel doors

Biometrics, which includes fingerprint, and voice, face, iris, handwriting detectors used to recognize individuals)

**Physical barriers:** Physical barriers could be of two types: natural and structural (man made).

(i) **Natural protective** barriers include mountains, cliffs and ditches, water obstacles, or other terrain features that are difficult to traverse.



(ii) **Structural protective** barriers are man-made devices such as walls, fences, gates, grills, bars, roadblocks, or other construction used to restrict, channel, or impede access. Security rated locks and strong fences helps to deter and delay intrusions. For fencing, three types of fences i.e. chain link, **barbed wire**, and barbed tape or concertina are generally used in restricted areas.

Let us now try to understand the uses of common structural barriers and procedures used for physical security.

(a) **Locks:** Locks are the most acceptable and widely used security devices for protecting facilities, classified materials, and property. Security rated locks and strong fences helps to deter and delay intrusions. Thus, locks are considered as delay devices. Some locks require considerable time and expert manipulation to open, but all locks can be defeated by force and with the proper tools.

(b) **Identity system:** Identity cards, recognition devices, badge-exchange procedures, and personnel escorts, all contribute to an effective access control system. The ID (identity) system provides for personal recognition and the use of security ID cards or badges to aid in the control and movement of personnel activities. Checking of ID includes, checking the name and photograph of the person, signature and seal of the issuing authority and serial number.

(c) **Security Searches:** Security search is carried out on people and baggage at public places like railway stations and airports before they are allowed to board the train or aircraft.



Frisking, which means checking the person physically from head to foot using hands and metal detectors is done by the security personnel at various public places to prevent crime. There are certain norms and regulations that the security personnel need to follow while searching people and baggage.

**(d) Patrolling:** A patrol is a group of personnel who are assigned to monitor a specific geographic area and to look out for any signs of security breach of any kind. Duties of patrol personnel include responding to calls for service, resolving disputes, taking incident reports, and implementing security enforcement guidelines, and crime prevention measures. A patrol In-charge is often the first to arrive on the scene of any breach. The patrol In-charge is the person who is responsible for security of the external periphery of the property and is often closest to a breach. What such an In-charge does or fails to do at the scene can greatly influence the outcome of any subsequent investigation.

**Reporting Exceptional and Suspicious Situation:** Reporting of incidents is a highly effective means of accident prevention because an incident is a prelude to an accident. It is very important that all deficiencies within a system are identified and reported so that appropriate corrective actions can be taken to resolve the associated problems. An exceptional situation is a public emergency posing imminent danger to the people and property and threatening the life of the organisation which imperils or might imperil the normal operation of public policy.

## REPORTING

A suspicious situation arises out of an incident that is something out of the ordinary or unexpected. Examples of exceptional situations include the following:

- (i) Natural catastrophes, like earthquake, tsunami, flood, etc.
- (ii) Internal security threats, like bomb blasts, terrorist attack, militant attack, etc.
- (iii) External threats like enemy artillery bombardment, air raids, missile attacks, etc.

A suspicious situation may lead to an incident or a series of incidents that, if left unattended, may pose a risk to the physical well being and safety of people. Timely identification and reporting of security incidents can aid in protecting people and property. A well-maintained incident report system can help security personnel identify, analyse and react to changes in the security situation. Incidents should be reported to the appropriate senior staff through telephone or radio, with a written report provided as soon as possible.

## EXERCISE

### Case Based Problem

#### Scenario



Hotels have hundreds and thousands of employees and guests, depending on the size of the hotel. Most hotels take security very seriously and look for ways to efficiently run a security operation. The major risk that they perceive is accident risk for the guests and the staff. Many hotels rely on individuals who have had experience in implement security systems at other hotels or retired police or army officers.

Separate emergency response protocols are developed for different circumstances and are strictly followed in the event of the incident. These protocols include Standard Operating Procedures (SOPs) for accidents, illnesses, crime, and disaster. Consultants are hired to advise the security department on the use of new technologies and skills for preparedness to meet any eventuality. Security personnel are regularly trained with the help of various government departments and institutions such as Health, Fire, Policing, Forensic, Information and Communication Technology, etc. and the areas of training include health, occupational safety, powers of observation, questioning and detention, disaster response, crime scene preservation, proper equipment utilisation, laws related to crime, handling database, preventing pilferage of objects and information, etc.

Checking for past criminal activity and regular monitoring of the staff activities through customer feedback is done regularly by the security department to check any untoward incident. When it comes to building and maintaining a secure environment at a hotel, the owners of the hotels never compromise on man and materials.

**Answer the following questions based on the above Scenario**

1. What is the major risk that the hotels perceive?

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2. On whom do the hotels rely for their security?

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3. Enlist the areas in which security personnel are trained.

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4. What are the steps that a hotel takes to secure itself from any hazard or accident?

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5. How does a hotel protect itself against employees who may be more interested in criminal activity than their work duties?

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**A. Fill in the Blanks**

- (i) \_\_\_\_\_ cameras are used to improve the security of certain important areas such as airports, railway terminals, banks, government buildings, hotels and other public places.
- (ii) A \_\_\_\_\_ is commonly a group of personnel who are assigned to monitor a specific geographic area.
- (iii) The natural catastrophes like earthquakes, tsunami, flood, etc. are examples of \_\_\_\_\_ situations.
- (iv) Frisking means checking the person from \_\_\_\_\_ to \_\_\_\_\_ using hands and metal detectors by the security personnel at public places to prevent crime.
- (v) A \_\_\_\_\_ situation may lead to an incident or a series of incidents that, if left unattended, may pose a risk to the physical well being and safety of people.
- (vi) Checking of Identify Card includes checking. He name and photograph of the person, signature and \_\_\_\_\_ of the issuing authority and the serial number.

**B. Write short note on the following:**

(i) Identity System

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(ii) Patrolling

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(iii) Physical Security

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## CHECKLIST FOR ASSESSMENT ACTIVITY

Use the following checklist to see if you have met all the requirements for assessment activity.

### Part A

- (a) Differentiated between observation and search.
- (b) Differentiated between surveillance and monitoring.

### Part B

Discussed in class the following:

- (a) What is surveillance?
- (b) How is technology being used in surveillance?
- (c) What are the physical control measures adopted in security for safeguarding people and property?
- (d) Why are people and baggage searched for security?

### Part C

#### Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
Identify factors that influence the security of people and property at a given public place.		
Enlist 4 equipment used for surveillance, identification and authentication purpose.		

## SESSION 3: PREVENTING AND REPORTING SECURITY BREACH

### RELEVANT KNOWLEDGE

A security breach is an illegal violation in respect to property and premises. These incidents happen when a poor security enforcement environment encourages people to start misusing their privileges and they willfully violate the security instructions.

### REASONS FOR SECURITY BREACH

**Reasons for security breach:** Lack of boundary walls, improper screening of visitors, unauthorized access, failure to demarcate the premises as common and closed, negligence on the part of security personnel, etc. are some of the common reasons for security breaches. Lack of sufficient detection and delaying controls, poor video surveillance, insufficient warning alarms, irregular patrolling and unchallenged access can lead to a major security breach. Long work hours, repetitive tasks and an uncertain security environment are drains on security personnel's mental energies and at times leave him mentally and physically exhausted. This could also prove to be a ground for a security breach.

### REPORTING SECURITY BREACH

**Reporting breach incident:** Occurrence of a breach must invite immediate remedial action in the form of immediate sealing of the site, reporting of the incident to the appropriate authorities and preliminary interaction with the people closest in its vicinity. The size and the complexity of the breach is likely to point towards the *modus operandi* of the culprits.

## MODUS OPERANDI OF CRIMINALS

**Modus operandi of criminals:** Modus operandi is a Latin word meaning “method of working”. It is a term used by law enforcement authorities to describe the particular manner in which a crime is committed. Let us now look at some of the *modus operandi* of criminals.

**(i) Robbery:** Robbery is the crime of taking or attempting to take something of value by force or threat of force or by putting the victim in fear. Among the various types of robbery, armed robbery involves use of a weapon and aggravated robbery involves use of a deadly weapon or something that appears to be a deadly weapon. Highway robbery or "mugging" takes place outside and in a public place such as a sidewalk, street, or parking lot.

**(ii) Theft:** In common usage, theft is the taking of another person's property without that person's permission or consent with the intent to deprive the rightful owner of it. Theft is the name of a statutory offense in most countries. The word is also used as an informal shorthand term for some crimes against property, such as burglary, embezzlement, larceny, looting, robbery, shoplifting and fraud. Someone who carries out an act of or makes a career of theft is known as a thief. The act of theft is known by terms such as stealing, thieving, and filching.



**(iii) Looting:** Looting, also referred to as sacking, plundering, despoiling, despoliation, and pillaging is the indiscriminate taking of goods by force as part of a military or political victory, or during a catastrophe, such as during war, natural disaster or rioting. The term is also used in a broader sense to describe instances of theft and embezzlement, such as the "plundering" of private or public assets by corrupt or greedy authorities. Looting is loosely distinguished from scavenging by the objects taken; scavenging implies taking of essential items such as food, water, shelter, or other material needed for survival while looting implies items of luxury or not necessary for survival such as art work, precious metals or other valuables. The proceeds of all these activities can be described as loot, plunder, or pillage.

**(iv) Arson:** Arson is the crime of intentionally or maliciously setting fire to structures, wild land areas, cars or other property. It may be distinguished from other causes such as spontaneous combustion and natural wildfires. Arson often involves fires deliberately set to the property of another or to one's own property as to collect insurance compensation.

**(v) Vandalism:** Vandalism is the malicious destruction or defamation of public or private property.

### **Reporting Breach or Illegal Activities**

Recording must be carried out of illegal activities, which result because of a security oversight and their impact on security measures assessed continuously. Any illegal or a series of such activities renders shape to a credible pattern,

indicating likely involvement of persons, probable causes, potential timing of the incident and prospective areas likely to be targeted for a security breach.

A pattern usually emerges prior to a breach indicating its design. A well trained, motivated and a proficient security person will utilize his competencies in identifying, analyzing and reporting such patterns to determine the nature of security breach.

Continuous recording of circumstances pointing to a breach is vital to ensure uniformity, continuity and accountability in the process. Besides, it instills a strong sense of responsibility amongst the handlers of the security. The daily activity log books pertaining to movement of people, vehicles and visitors must be maintained meticulously.

**Incidents to Report:** The following security-related incidents may indicate mounting tension or possible threat:

- Thefts of funds, goods, or other assets
- Physical attack or assault
- Vehicle accidents that result in injury or death
- Arrest of a person
- Kidnapping or attempted kidnapping
- Extortion attempts
- Bombing
- Ambush



**Cordons:** Cordoning of an area is done so as to prevent movement in or out of the cordoned area. When cordoning an area, certain points to be kept in mind are as follows:

- (i) Close off the entry and exit to isolate the area as a precautionary measure and wait for investigation party to arrive
- (ii) Take photographs
- (iii) Look for anything suspicious
- (iv) Ask for specialists, if required
- (v) Minimise disruption
- (vi) Ensure that the public safety is not compromised
- (vii) Carry out evacuation if required

**Collecting Information from Witnesses and Victims of Crime:** People who have information about the crime are sometimes hesitant to disclose or share it. Often, a person does not want to “bother” the dealing security staff and the police. Or may be a person is not quite sure if what he saw constitutes a crime and is embarrassed that when the security personnel show up, he will be mocked or ridiculed for calling them. Every bit of information that is obtained from witnesses facilitates an early solution to the crime and makes property and premises a safer place to work, live and play. Interaction with the witness must include the following information for taking appropriate and timely action:

- What happened (specifics - keep it brief)
- Time of occurrence and location of the crime (when and where)
- Is anyone hurt (ambulance needed or not).

## Format for Reporting Incident

<b>Serious Incidents must be Reported Immediately on Phone to the concerned Authority (e.g. telephone no. 108 in some cities of India)</b>		
<b>Subject</b> (name or brief description of incident): e.g. collision between bus and car, violence, hazard, etc.		
<b>Time and Date:</b> e.g. 10:30 AM on 12.12.2012		
<b>Details of Persons Involved</b>		
First Name:	Position Title:	
Middle Name:	Contact details:	
Surname:		
Address:		
Date of Birth (DOB)		
Gender (M/F)		
<b>Summary of Incident</b>		
What happened unexpectedly		
What were you doing at that time?		
Describe the incident/hazard that took place.		
What did you do?		
What factors do you feel caused the incident/hazard?		
<b>Details of Witness</b>		
Name:	Phone No.	
Name:	Phone No.	
<b>Signature of Person Reporting the Incident</b>		
<b>Full Name</b>		
Date:		
Place:		

- How many suspects are there? (give full description)
- Suspect(s): (gender/ approximate age/ clothing/ weapons)
- Vehicle(s): (license plate/colour/year/ make/ model/direction of travel)

If the witness chooses to share information, the dealing security personnel should include his/her name, phone number, and current location.

## TYPES OF EVIDENCE

**Types of Evidence:** Evidence is the data presented to an authority, court or jury in proof of the facts in issue and which may include the testimony of witnesses, records, documents or objects. It is helpful in forming a conclusion or judgment and to prove or disprove something. There are two main types of evidence: direct and indirect. Direct evidence is evidence that proves a fact or proposition directly, rather than by secondary deduction or inference. Eyewitness testimony and a defendant's confession are direct evidence. Indirect evidence, also known as circumstantial evidence is a fact that can be used to infer another fact. Such evidence includes body fluids, fibres, and witnesses.

The various types of evidence that could be collected from the crime scene can be classified as follows:

1. **Testimonial evidence:** It is the oral or written assertion offered in a court as a proof of the truth of what is being stated. It is the most basic form of evidence.
2. **Real evidence:** It includes thing, the existence or characteristics of which are relevant and material.

It is usually a thing that was directly involved in some event in the case.

3. **Demonstrative evidence:** It demonstrates or illustrates the testimony of a witness.
4. **Documentary evidence:** It is a type of written proof or document that is offered at a trial to establish the existence or non-existence of a fact that is in dispute.

## **PRESERVING INTEGRITY OF EVIDENCE**

**Preserving integrity of evidence:** The original evidence from a breach location should be preserved and archived for future reference and to maintain integrity of organization. This includes all original notes, reports, dates, pictures, data collection, charts, etc. All hard copy evidence should be in its original form. This could include printed emails, charts, pictures and their negatives, reference material, etc.

Digital images and their recordings should be copied in their entirety to a Writable Compact Disc (CD) and not Rewritable CDs as the latter can be altered at a future date.

All original data collection media should be labeled with date, investigation, site and other pertinent data and stamped "Original". Back up copies should be labeled so to avoid confusion with the original. All completely compiled files should be stored in a safe place. Backup copies should be stored in another location.

**Scenario**

There was a security breach at the Cross Road by a motorcyclist who suddenly entered the barrier placed on the road for a VIP (Very Important Person) travelling in public vehicle with his security convoy which started from the Airport. At around 9:00 AM, when the VIP was moving in his vehicle, escorted by pilot vehicle, a motorcyclist suddenly crossed the barricade and came in front of the vehicle of the VIP and the entire convoy following the VIP vehicle had to take a U-turn. The Police have initiated a probe into the security breach and an inquiry is being carried out to investigate the reasons of the security breach. Initial investigations have, however, revealed that the security officer at the barricade was using the mobile phone and the intruder got an opportunity to enter the barricade.

**Answer the following questions based on the above scenario.**

1. How did the intruder attempt to breach the barrier?

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2. At what time did the incident happen?

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3. Who was travelling in the public vehicle?

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4. Who is being held responsible for the security breach?

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5. What was the Security Officer doing when breach of security took place?

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6. Prepare the report of the incident in the format given below:

<b>Serious Incidents must be Reported Immediately on Phone to the concerned Authority (e.g. telephone no. 108 in some cities of India)</b>		
<b>Subject</b> (name or brief description of incident):		
<b>Time and Date:</b>		
<b>Details of Persons Involved</b>		
<b>First Name:</b>	<b>Position Title:</b>	
<b>Middle Name:</b>	<b>Contact details:</b>	
<b>Surname:</b>		
<b>Address:</b>		
<b>Date of Birth (DOB)</b>		
<b>Gender (M/F)</b>		
<b>Summary of Incident</b>		
What happened unexpectedly		
What were you doing at that time?		
Describe the incident/hazard that took place.		
What did you do?		
What factors do you feel caused the incident/hazard?		
<b>Details of Witness</b>		
<b>Name:</b>	<b>Phone No.</b>	
<b>Signature of Person Reporting the Incident</b>		
<b>Full Name</b>		
<b>Date:</b>		
<b>Place:</b>		

**Fill in the blanks**

- (i) A security breach is an \_\_\_\_\_ violation in respect to property and premises.
- (ii) The term used by the law enforcement authorities to describe the particular manner in which crime is committed is known as \_\_\_\_\_ operandi.
- (iii) \_\_\_\_\_ is the malicious destruction or defamation of public or private property.
- (iv) \_\_\_\_\_ is the data presented to an authority, court or jury in proof of the facts in issue which may include the testimony of witnesses, records, documents or objects.
- (v) A Personal Identification Number (PIN) for the Automated Teller Machine (ATM) system at a bank is an example of \_\_\_\_\_ control.
- (vi) \_\_\_\_\_ is the crime of taking or attempting to take something of value by force or threat of force or by putting the victim in fear.

## CHECKLIST FOR ASSESSMENT ACTIVITY

Use the following checklist to see if you've met all the requirements for assessment activity.

### Part A

- (a) Differentiated between modus operandi of different types of criminal.
- (b) Differentiated between direct and indirect evidence.
- (c) Differentiated between testimonial and real evidence.
- (d) Differentiated between demonstrative and documentary evidence.

### Part B

Discussed in class the following:

- (a) What is security breach?
- (b) What are the reasons of security breach?
- (c) What is modus operandi?
- (d) What are the different types of evidence?
- (e) How to maintain the integrity of evidence?

### Part C

#### Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
Enlist 3 types of evidence.		
Prepare a report of an incidence.		
Enlist 3 modus operandi of criminals.		
Enlist 2 things that could be produced as real evidence.		



## SUGGESTED READING

### BOOKS

- Effective Physical Security by Lawrence Fennelly, Butterworth-Heinemann
- Critical Infrastructure Security: Assessment, Prevention, Detection, Respons by Francesco Flammini (ed.), Wit Press
- Electronic Access Control by Gerard Honey

### WEBSITES

- [http://en.wikipedia.org/wiki/Physical\\_security](http://en.wikipedia.org/wiki/Physical_security)
- [http://en.wikipedia.org/wiki/National\\_Security\\_Council\\_\(India\)](http://en.wikipedia.org/wiki/National_Security_Council_(India))
- <http://searchsecurity.techtarget.com/definition/physical-security>