Final report European Vocational Training Manual for Basic Guarding

Leonardo NL/96/2/1136/PI/II.1.1.b/FPC

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EUROPEAN PRIVATE SECURITY SERVICES - EDUCATION & TRAINING

LEONARDO DA VINCI

European Vocational Training Manual
For Basic Guarding
December 1999

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In close co-operation with members of CoESS and UNI-Europa
Supported by the European Commission:
DG Education and Culture + DG Employment and Social Affairs

European Vocational Training Manual

For

Basic Guarding

December 1999

Statement of mutual acknoledgement by the social partners,
COESS et UNI-EUROPA.

Project supported by the European Commission DG Education and Culture,
under the Leonardo Program (NL/96 /2/1136/Pl/ll,1.1.b/FPC) and DG Employment
and Social Affairs.

The european Vocational Training Manual for Basic Guarding within the Guarding
Services sector of the Private Security Industry in Europe is the culmination of 3 years
intensive work and extensive cooperation by the Social Partners, COESS and UNI-
EUROPA, supported by DG Education and Culture and DG Employment and Social
Affairs. The successful completion of this project has been acheved through active
paticipation, mutual respect between the Social partners. This cooperation has ensured
the structured, professional and high quality contens contained with the European
Vocational Training Manual for Basic Guarding.

The Social partners feel strongly that it is essential in order to maintain standards and
increase professionalism in the Security Industry, that the european Vocational
training Manual for Basic Guarding and it's contents, which have been agreed by the
Social Partners shall from the minimum basis for the training of security Guards
throughout Europe at national level.

They also feel that delivery of the contents by professional trained Security Industry
Trainers will ensure that the ideology and methodology of lifetime vocational learning
will progress the interests of the Security Guard, the security service providers and the
National Social Partners.

This will ensure that the benefits of Social Dialogue as experienced by the Social
Partners at European Level is transferred to the National Level.

Social Partners, COESS and UNI-EUROPA, acknowledge the work, cooperation and contribution by professionals from both sides within the sector during this project.

Educational statement of introduction to the European Vocational Training Manual for Basic Guarding.

The contents of the «Statement of mutual acknowledgement by the Social Partners COESS an UNI-EUROPA» indicates the process that was undertaken and completed in relation to the production of the European Vocational Training Manual ,for Basic Guarding.

This Educational statement contains an indication of the purpose and use for the Training manual and it's contents.

It is important for Security Industry Trainers, who will deliver and present the material contained within the manual and for the security Guards who will be trainees and who will be expected to achieve the Specific Learnings Outcomes from the educational contents of the manual, that they have an understanding and knowledge of the methodology used in the structuring of the manual and it's contents and how it can be transferred into the security Traing environnement at

National Level.

The generic formating of the manual contents is done in order that the European Security Industry will reconise practices that are identical or similar throughout europe and this will lead to the minimum basic knowledge being standardised throughout Europe.

Those areas that are not generic, such as the national legal Codes and legislation, have been deliberatedly left incomplete of specific details. This will allow each country to insert the legal codes and legislations, as will be required for

minimum basic training of the Security Guard. Althrough the legal aeras are left incomplete of details of the legal codes some guidance has been given for the level of detail that will be required to complete these sections at national level.
The Social Partners feel that these aeras shall be completed in keeping with the National Legal requirements as they pertain to that specific country.

The delivery methodology used by Security Industry Trainers shall ensure that the leaners of basic Security Guard shall acquire the relevent minimum basic knowledge required at National levels for Licensing or National standards, by the achievement of specific Learning outcomes contained whithin Units 1 to 13. Assessment shall be to the Nationally agreed criteria.

A clear understanding of the concept and ideology which has lead to this Educational statement willl be achieved when the readers of the European Vocational training manual for Basic Guarding study it's contents both the generic and nationaly specific areas and ensure that the tutorial methodology is professionally stuctured to enable achievement by the leaners of the Specific Learning Outcomes.

Marc Pissens   *Bernadette Tesch-Segol*
Président   *Secrétaire Régionale*

Contents

Acknowledgements

The result of the EPSS-ET project is created through an intensive collaboration of social partners for Private Security Services:

- CoESS (Conféderation Europeènne des Services de Sécurité / European Confederation of Security Services) is the European employers organisation representing private security companies. The members of CoESS are the national employers association for private security. CoESS represents around 6.000 companies in Europe with altogether 500.000 employees. The main objectives of CoESS are:

  - To defend the interest of the member organisations;
  - To contribute to harmonising national legislation;T
  - To implement economic, commercial, legal and social studies;
  - To collect and distribute information concerning the objectives;
  - To follow the European policy through frequent contacts with the Euroepan Commission;
  - To develop a social dialogue with its counterpart for the private security UNI-Europa.

- Uni-Europa represents around 300,000 employees in the Private Security industry in Europe, through 30 of its affiliated trade unions. The organisation services and coordinates European Works Councils (EWC's) in the major European security companies, including Group 4 Securitas, Securitas AB and Securicor. The major theme of UNI-Europa's activities has concentrated on raising the standards in the industry. This has included jointly developing training programmes and encouraging the licensing of the industry. Regular exchanges take place at conferences of affiliates where the latest developments are studied and discussed.

The project has been supported initially by both DG Education and Culture (former DG22) under the Leonardo program and by DG Employment and Social Affairs (former DG5) through making it a permanent subject on the agenda of the European Social Dialogue for the sector.

The project would not have been possible without the enormous support and contribution given by professionals in the sector, both from CoESS and UNI-Europa. The Training Manual has been approved by CoESS and UNI-Europa and is regarded as an important first step on the road to achieving European wide professionalism in Private Security Services.

The organisations contributing to the project:

CoESS:	*<= Country: =>*	*UNI-Europa*
V.S.O	*Austria*	H.T.V.
A.E.G.S.	*Belgium*	CCAS-CSC / CG-FGTB / SETCa
A.H.T.S.	*Denmark*	DFSF
A.S.S.I.	*Finland*	TEKERI
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B.D.W.S.	*Germany*	Ö.T.V.
Security Federation Ireland	*Ireland*	SIPTU
ASSVIGILANZA	*Italy*	FILCAMS-CGIL / FISASCAT-CISL / UILTuCS
V.P.B.	*Netherlands*	FNV Bondgenoten / CNV Dienstenbond / De Unie
APROSER	*Spain*	FEAD-CC.OO / FeS-UGT / ELA-STV
B.F.R.	*Sweden*	Svenska Transprotarbetareförbundet / H.T.F.
B.S.I.A.	*United Kingdom*	GMB / T&G

Interested co-operating partners:

N.A.	*Luxembourg*	DEP-OGB-L / FEP-FIT / LCGB-CLSC
N.A.	*Norway*	Norsk Arbeidsmandsforbund
A.E.S.S.	*Switzerland*	VHTL/FCTA

The conceptualisation of the Vocational Training standards in terms of structure and contents has been produced by CINOP, Louis Spaninks in close co-operation with Larry Quinn and John Byrne, Federation Training Services (FTS).

1   Introduction

The material presented in this document is the result of a long, intensive co-operation process between representatives from both employees (UNI-Europa) and employers (CoESS) in the private security sector. Information on the activities performed and the processes leading to this vocational training manual may be found in the document *'European Vocational Qualifications for Basic Guarding, Leonardo NL/96/2/1136/PI/II.1.1.b/FPC'.*

This manual is a generic European manual. Some of the units have to be adapted to the specific national situation (e.g. regulations, law, culture and so on). This chapter describes what vocational qualifications are, how they should be applied, which subjects are covered and what has to be developed on national level.

1.1   Vocational qualifications, concept and structure

Vocational qualifications for basic guarding will form the starting point towards the development of professional standards in the private security service sector. There is a huge difference in performance of the private security services and in the way the sector is imbedded in legislation throughout Europe. Concerning education and training the difference varies from countries were vocational training is obligatory for any employee entering the private security sector to countries were there are no regulations at all.
One of the main goals of the Leonardo project is to develop a European wide basic training structure that will affect both the level of professionalism and the image of the sector.
The project does not aim to change any national training system although it surely will have an effect. The primary goal is to supply a basic training structure that can be discussed nationally and is to be set as a minimum standard in the near future according to national law. One of the basic principles is that the minimum training standards will affect people entering the sector (new employees). Recurrent training is being considered as well but needs a different strategy for the future.

1.2   Vocational Qualifications for basic guarding

1.2.1   Use of standards

The fundamental purpose behind the European development of qualifications for private security employees is to improve the performance of people and thus the quality of the service. Private security services employees should meet contemporary standards through a minimum European basic training program. Training providers should be able to use the standards for ensuring the quality and focus of the basic vocational training. The standards and qualifications will be useful for employers as a guide to skill levels in-company and in private security service in general. They can provide a coherent framework for job descriptions across the sector in the future. The training manual for basic guarding is the first step on this path. The standards also could provide a benchmark for the design and delivery of training by employers.

Individuals can have proof of competence and a framework for planning further development, training and progression. This will enhance the opportunities for individuals to gain employment and to possibly move within and outside their present area of work (employability). Individuals will also be able to judge the relevance of different training and education programmes on offer.

Employers may use the basic standards as a starting point in their continues process of quality improvement and professionalization which is the basic principle for improving the image of private security services throughout Europe.

1.2.2   basic training: objective & methodology

The objective of the basic training program is to realise a minimum standard for every security guard in service. The basic training provides the necessary knowledge and skills needed for execution of the job. The training is focussing on easy to measure performance emphasising:

◆   Observation techniques

◆   Written and oral reporting

◆   Social skills and customer approach

◆   Efficient and effective operation

The training can be provided in a very practical way. The classroom training will be restricted to the minimum time necessary and most of the theoretical information will be provided through written materials and instructions on video. New technologies (multimedia, distance learning) can be used as much as possible. All theoretical information will be related to or placed in the context of praxis.

1.2.3   *The units of the basic training program*

The process and contents of the way leading to vocational qualifications is described in the final product of the project named 'European Vocational Training Manual for Basic Guarding'. The text describes the skills trainees should have gained when passing through the assessment that should follow the basic training program. Some of the units have to be modified to meet the specific national situation, for instance when it concerns national legislation or other characteristics of the national context as to where-in private security is embedded. This is something to be judged upon by social partners on national level, whenever necessary in close co-operation with respective national authorities and training providers. The standards as described in the document 'European Vocational Training Manual for Basic Guarding' reflects the minimum level security employees should master.

The units of the European Vocational Training manual for basic guarding:

Unit 1	*The Private Security Industry*
Unit 2	*The Security Guard*
Unit 3	*Security Equipment*
Unit 4	*Practical Security Procedures*
Unit 5	*Emergency Procedures*
Unit 6	*Law and the Basic Guard*
Unit 7	*Fire Precautions*
Unit 8	*Health and Safety*
Unit 9	*First Aid*
Unit 10	*Customer Care & Quality*
Unit 11	*Communications*
Unit 12	*Labour Relations*
Unit 13	*Labour Regulations*
Unit 14	*Assessment Criteria*
Unit 15	*Performance Criteria*
Unit 16	*Grading*

1.2.3   Development on national level

This paragraph describes all units that have to be completed or detailed on national level. Some of the units are finished for 80% with European information but need some adaptation to the national situation. Obviously all information regarding regulation and legislation are very nationally specific.

Unit 1   **The private security industry**

        1.1   Culture and history   *<= (to be detailed)*

        1.2   Sectors and services   *<= (to be detailed)*

        1.3   E.U. consultative process

        1.4   Regulations and standards   *<= (to be detailed)*

        1.5   Legislation for the security industry   *<= (to be detailed)*

        1.5   Definitions and terms   *<= (to be detailed)*

Unit 2   **The security guard**

        2.1   Profile of basic guard

        2.2   Licensing requirements   *<= (to be detailed)*

        2.3   Common duties

        2.4   Beneficial skills

Unit 3   **Security equipment**

        3.1   Personal equipment

        3.2   Duty equipment

        3.3   On-site documentation

        3.4   Electronic systems

Unit 7   **Fire**

          7.1   Effects of fire

          7.2   Principles of fire

          7.3   Fire extinguishers

          7.4   Workplace procedures

Unit 8   **Health and safety**

          8.1   Legislation   *<= (to be detailed)*

          8.2   Role of social partners   *<= (to be detailed)*

          8.3   Terms and definitions   *<= (to be detailed)*

          8.4   Personal protective equipment

Unit 9   **First aid**

          9.1   Emergency First-aid

          9.2   Regulations   *<= (to be detailed)*

          9.3   First-aid kit

          9.4   Common causes of injuries

          9.5   Precautions

Unit 10   **Customer care and quality**

          10.1   Principles of customer care

          10.2   Customer care and security

          10.3   Principles of quality system ISO 9000

          10.4   Quality and security

          10.5   Customer responsibility for quality

Unit 11   **Communications**

     11.1   Communication skills

     11.2   Recording and reporting

     11.3   Conflict defusing

     11.4   Information to the public

     11.5   Following instructions

     11.6   Teamwork

Unit 12   **Labour relations**

     12.1   Historical developments   *<= (to be detailed)*

     12.2   Common terms   *<= (to be detailed)*

     12.3   System structures   *<= (to be detailed)*

     12.4   Social partners impact   *<= (to be detailed)*

Unit 13   **Labour regulations**

     13.1   Labour legislation   *<= (to be detailed)*

     13.2   Collective labour agreements   *<= (to be detailed)*

     13.3   Rules in the company   *<= (to be detailed)*

     13.4   Individual labour contract   *<= (to be detailed)*

     13.5   Employees checklist   *<= (to be detailed)*

Unit 14   **Assessment criteria**

Unit 15   **Performance criteria**

Unit 16   **Grading**

Units 15 and 16 are to be developed completely within the context of the respective national vocational training systems.

Contents

Unit 1   *The Private Security Industry*

1.0   Objectives Stated

1.1   Culture and History

1.2   Sectors and Services

1.3   E.U. Consultative Process

1.4   Regulations and Standards

1.5   Legislation for the Security Industry

1.6   Definitions and Terms

1.0	**Objectives:**
1.1 Culture and History	The objective is to provide a brief summary highlighting:
	a) how private security has become part of the culture and fabric of modern society
	b) the impact of private security services on society
	c) developments that brought about the transition from state to private security
Not Generic	f) the history (20th century) of the guarding services sector of the industry

The objective is to list the:

a) sectors of the private security industry

b) main services within the guarding services sector

1.2 Sectors and Services

Not Generic c) principle representative bodies in the guarding services sector

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1.3 E.U. Consultative Process The objective is to outline the structure of the European Social Partners consultative process

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1.4 Regulations and Standards Not Generic	The objective is to summarise the requirements for licensing and standards in the guarding services sector
	---
1.5 Legislation for the Industry Not Generic	The objective is to summarise the: a) legislative obligations placed on the industry b) state agencies that supervise legislative obligations, licensing and standards within the industry
	---
1.6 Terms and Definitions	The objective is to interpret a range of common terms and definitions used in the industry

1.1 Culture and History

Culture and Fabric

The Private Security Industry has become interwoven into all aspects of modern society.

This has come about due to the advances that have been made by all sections of the industry.

Modern society demands a safe environment. The private security industry has and continues to be a major contributor towards achieving this goal.

The range of services provided:

- Guarding
- Technology
- Event
- Hardware
- Specialist

These are continually being updated to reflect the changing needs and requirements of modern society.

The advancements and professionalism of security companies in "Loss Prevention" continues to enhance the quality of life of modern society.

Impact on Society

Private security services have had and continue to have a major impact on society.

Members of society do not realise how dependant they are on different sectors of the industry until something is prevented from happening to them or their property by a sector of the private security industry.

This could be as a result of their burglar alarm activating or a security guard deterring a shoplifter or pickpocket through the utilisation of a CCTV system.

It is practically impossible to quantify in monetary, emotional or safety terms the real impact that private security services can have on society.

A measure of this can be gauged by how people feel, suffer emotionally or have a financial loss due to a crime or incident that occurs to them that could have been prevented had a security service been in place.

Changing culture
How governments and state agencies utilise taxpayer's monies is constantly being assessed and analysed.

This scrutiny has lead to government agencies having to critically examine the role, involvement and level of expenditure in all areas by the state.

Professionalism, Quality and Training coupled with the huge technological advances have made the industry a cost effective and efficient alternative to direct state employment.

It can further enhance the quality of services provided by state agencies.

Guarding Services History

To be detailed at National Level at National level

1.2 Sectors and Services

Sectors:

- Guarding Services
- Technology
- Security Hardware
- Event Management
- Industry Specialist

The sectors are then broken down into three categories:

- Primary
- Secondary
- Sector Specialist

Each category then lists the relevant services or facilities provided.

The primary categories of each sector are reasonably self evident as follows:

Guarding Services Sector Primary Category:

- Industrial Security Guards
- Retail Security Guards
- Mobile Patrols
- Key holding / Emergency Response
- Cash and Valuables Handling

The secondary category within this sector would include supply of guard dogs with the specialist category including safety or fire related services and provision of control room facilities.

Technology Sector Primary Category:

- Intruder Alarm Systems
- CCTV
- Access Control
- Security Lighting
- Installation of Fire Detection Systems.
- Safety and Emergency System

The secondary category within this sector would include vehicle alarms and electric fencing with the specialist category covering services such as vehicle tracking and monitoring of systems.

Security Hardware Sector Primary Category:

- Locks and Locking Devices
- Fencing and Gates
- Glass, Plastics and Laminates for security and safety
- Crowd or Traffic Control Barriers

This sector includes services such as Barbed Wire and Razor Ribbon, Shutters, Grills and Grids and Cash Cabinets etc.
The secondary category within this sector would include supply of warning notices and signs as well as security seals and tags.
The hardware specialist category would include sale and installation of safes or strong rooms as well as security marking systems for property.

Event Management Primary Category:

- Door Security Personnel
- Sporting and Outdoor Events
- Crowd Control

The primary category within this sector will be entertainment type environments. The secondary and specialist categories will include executive protection and body guarding.

Industry Specialist Sector:

This sector is devoted to those services that do not fall obviously within the first four categories and require a high level of expertise not directly related to the main categories, this sector is broken down into two categories primary and secondary only.

Another consideration when looking at this sector was to incorporate those services that are relative to all sectors such as security consultants.

Industry Specialist Primary Category:

- Fire Suppression Systems
- Supply and Maintenance of Fire Extinguishers
- Security Consultants
- Private Investigation
- Covert Security
- Computer and Information Security

Industry Specialist Secondary Category:

- Identification Card Systems
- Safety Equipment Suppliers
- Equipment Suppliers
- Uniforms Suppliers

Equipment supply is a vast area which includes supplying the technology industry with alarm / technology equipment as well as supplying all sectors with identity cards, uniforms and supporting tools or equipment.

The sector in figures:

Country ⬇		
Number of companies		
Turnover in million Euro (M💼)		
Number of employees		

Austria

70	
130	
6.000	

Belgium

104	
250	
8.500	

Denmark

300	
85	
3.000	

Finland

323	
47	
4.000	

France

1.600	
1.356	
73.000	

Germany

2.000

2.340

120.000

1.3 Social Partners	**Representative Bodies**

To be detailed at National Level

As far as the European security industry representation is concerned European social partners involved are CoESS and UNI-Europa.

CoESS is the employer representative organisation and UNI-Europa represents the interests of the European employees.

They meet within the European social dialogue under the auspices of the European Commissions' Directorate-General Employment and Social Affairs. This manual is the result of the consultation process within the social partnership.

1.4 Regulations and Standards

To be detailed at National Level

1.5 Legislation for the Industry

To be detailed at National Level

1.6 Terms and Definitions

This training manual is part of a European wide initiative of social partners to achieve career opportunities for employees in the private security sector. The start is the basic training program consisting of several subjects like fire, health & safety, Customer care and Communications.

There are various definitions for security dependent upon the context in which the description is used. For the purpose of this document the context in which security is discussed is that of the "private security industry" as opposed to a police force or state security context. Within this context therefore, the most broad ranging or commonly used definition would include the following:

Definition of Security

"Security is the safeguarding of life, the protection of property

of all kinds from loss through accident, theft, fraud, fire, explosion, damage or waste and incorporating all aspects of loss prevention."

Definition of a Security Guard

A security guard or security guard is defined as:

Any person who is paid a fee, wage or salary, to perform one or more of the following functions:

◆ Prevention or detection of intrusion, unauthorised entry or activity, vandalism or trespass on private property.
◆ Prevention or detection of theft, loss, embezzlement, misappropriation or concealment of merchandise, money, bonds, stocks, notes, valuables, documents or papers.
◆ Protection of individuals from bodily harm.
◆ Adherence to, and enforcement of, established company rules, regulations, policies and practices related to crime reduction.
◆ The reporting and apprehension of violators.

Security Terms
The security industry is no different from other industries in that it has its own particular terms or descriptions of its services and functions.

Although there are a vast range of services offered within the industry, we are concentrating on the main areas or terms, which in turn would be sub-divided into other areas or terms.

An example would be a Static Guard who may be in an office block, building site, car park etc. but will still remain within the definition as outlined.

Static Guard:
A security guard based at a fixed location.

Mobile Patrol:
The carrying out of security inspections at agreed or random intervals on a premises by a security guard who is supplied with an equipped mobile patrol vehicle to travel to each site.

Key Holding:
Service whereby the security company holds keys / codes to a

client's premises or equipment, and responds in the event of an emergency, or as agreed with the client.

Contract Security:
Company providing contracted services for the guarding of premises, property and persons.

In House Security:
Non-commercial or own staff security where an organisation directly employs it's own staff to carry out security duties.

Retail Security:
Retail is any outlet, which combines the public with the selling of goods thereby involving the substantial risks of people, cash and valuables on the same premises.

The retail security guard therefore is any security guard employed either directly in-house or by a commercial security company in for example a shop or supermarket. Although the definition is similar, this environment is not entertainment based such as a nightclub or restaurant, which is explained under DSP security.

Control Room:
The location, from which all relevant activities, information, status and reports from guards and sites are supervised, recorded and supported.

This is also known as the operations centre or operations facility.

DSP:
Door Security Personnel are entertainment based security guards working within the nightclub, public house, restaurant or special event environment.

DSP primary functions involve the monitoring and control of access to premises. It also includes the monitoring and control or supervision of patrons within premises.

Contents

Unit 2   *The Security Guard*

2.0	**Objectives:**
2.1 Profile of Basic Guard	The objective is to state the profile of the basic guarding security guard
	--
2.2 Licensing Requirements Not Generic	The objective is to state the licensing requirements for security guards
	--
2.3 Common Duties	The objective is to list the common duties of the security guard
	--
2.4 Beneficial Skills	The objective is to list a range of skills beneficial to the security guard on duty

2.1 Profile of Basic Guard

Basic guarding covers the setting of electronic security and protection systems, verifying the status and reporting malfunctions or breakdowns.

It is investigating indications of fire, raising the alarm on the discovery of a fire, determining the cause of fire, the method of extinguishing fires (taking into consideration the characteristics of the fire) and extinguishing fires.

Keeping onlookers/crowds at a safe distance, recording data of victims and witnesses.

It is maintaining contacts with customs, informing relevant personnel and the managers of the personnel.

Furthermore deactivating the alarm entry system following the prescribed procedure.

It is checking emergency exits and keeping emergency routes/exits clear of obstructions.

Basic guarding is activating the alarm entry system following the prescribed procedure, carrying out first aid and recording discovered hazards to health and safety.

Controlling the issue of entry passes, establishing mistakes in the issue and return of keys/key cards and recording/reporting irregularities in the issue and return of keys.

Maintaining the working room clean and free from clutter, discussing the assignment instructions with colleagues and informing relevant experts about the situation.

Rectifying, within the boundaries of the responsibility, discovered hazards to health and safety, reporting people who fail to comply with the health and safety regulations and reporting discovered hazards to health and safety.

Basic guarding also is rescuing people, maintaining safety equipment as instructed and protecting any evidence relating to the cause of an accident.

2.2 Licensing Requirements	**To be detailed at National Level**

2.3 Common Duties	The precise duties carried out by security can be varied depending on the assignment; the following checklist indicates the more common duties. Unit 4 follows on with procedures for carrying out these duties.

Duties:

- Patrolling for security, safety and fire
- Gate/entry duties
- Control room duties
- House keeping for security, safety and fire
- Emergency duties
- Recording and report procedures

2.4 Beneficial Skills	The skills most beneficial to the security guard depend on the duties and responsibilities in the workplace. This list highlights the more important skills, the practical application and practice of which will benefit the individual as well as the employer and customer.

Verbal communication:
- Use of telephone and two way radio
- Dealing with management, public or customer on one to one basis
- Conflict resolution
- Verbal reporting

Non-verbal communication:
- Use of information and communication equipment
- Conflict resolution
- Written reports

Interpersonal:
- Teamwork
- Working to Instruction

Other units will provide more detail on the above skills as well as indication towards practical development and demonstration of skills acquired.

Contents

Unit 3   *Security Equipment*

3.0   Objectives Stated

3.1   Personal Equipment

3.2   Duty Equipment

3.3   On-Site Documentation

3.4   Electronic Systems

3.0	**Objectives:**
3.1 Personal Equipment	The objective is to list a range of personal equipment required by the security guard on duty
	--
3.2 Duty Equipment	The objective is to list a range of duty equipment required by the security
	--
3.3 On-Site Documentation	The objective is to list a range of documentation required on-site
	--
3.4 Electronic Systems	The objective is to recognise the principle components of electronic security systems

3.1 Personal Equipment	For the effective performance of his duties the security guard should have access to:

Note book and pen for the immediate recording of information relative to an incident so as not to be dependent on memory.

Hand Lamp/Torch for use on patrol in dark or dimly lit areas or during a power cut. Ensure that there is ample supply of spare batteries and bulbs.

Two Way Radios and chargers to maintain contact with patrolling security guards or use by authorised employees in the event of an emergency.

Panic Alarm Button is essential to the safety of the security guard. Should he require immediate assistance or he is being threatened he can summon help by pressing the alarm button.

Protective Clothing consisting of rainwear, Wellingtons and safety helmets should be available to protect the security guard against the bad weather. Protective clothing requirements may vary depending on site requirements.

Duty Clothing consisting of the parts security guards wear as dress code from their company

-- |
| **3.2 Duty Equipment** | There is also a requirement to supply support equipment and clothing to the security guard, which he needs for his duty, and also other special items that must be available to support any emergency plan. This equipment would include (depending on the location):

A Desk or other support on which the security guard could write his reports and carry out normal administration of the security lodge.

Chair for himself and others such as an injured person to whom he is rendering first aid.

Cupboards to store books, documents and equipment.

Clock to record the times of events and incidents. |

Waste Bin to keep the area tidy and clean.

Supply of Pens to ensure that there is writing equipment available.

Telephone to receive incoming calls and to make outgoing calls if necessary to call emergency services.

Emergency Telephone dedicated for the receipt of calls connected with an emergency situation.

Key Boards / Box sufficient in size to house all keys, which are in the custody of the security department.

Computer equipment is fast becoming an integral part of security and can ease the burden on the security guard in making information rapidly available.

Fire Extinguishers are a vital part of the security lodge equipment, not alone in respect of extinguishing an outbreak of fire in the security lodge, but for other emergencies also. If a multi-purpose extinguisher is not part of the equipment then extinguishers of the water and powder type must be available.

No Parking Signs are for traffic control on the premises and bollards and plastic chains to rail off areas where parking is prohibited on a temporary basis complement them.

Alarm Panels often terminate in the security lodge; therefore there should be clear instructions as to the response to be taken on any activation.

Spare Padlocks together with chains should always be available in the security lodge in case of a door or gate requiring to be secured after damage through an accident or an attempted break in.

Hammer & Nails are sometimes required to make a temporary repair.

Rope is often required to secure a pile of materials that might have shifted for one reason or another.

Emergency Warning Lights may be required to warn drivers on the premises of impending danger. As this is a mobile unit spare batteries or charger and bulbs should also be stocked.

Emergency Lighting in the security lodge is an essential part of the equipment, as the main supply cannot be depended on indefinitely.

Emergency Flood Lighting may be required for use at night at the scene of accident or to carry out urgent repairs in dark or dimly lit places.

Smoke Detectors have become an integral part of fire safety and they are as relevant in the security lodge as elsewhere.

First Aid Equipment is for the security guard who is proficient in first aid and expected to render assistance. The equipment should be regularly checked to ensure that there are sufficient supplies available.

Drinking Water and Toilets if located in the security lodge avoids having to arrange a relief for the security guard if he has a call of nature.

Meal Making Facilities such as an electric kettle, teapot, hot plate or microwave oven should be available in the security lodge. In addition a small fridge to keep food fresh would not be extravagant.

Lockers are necessary to store a change of clothing.

3.3 On-Site Documentation

The variety of documents, records etc. will vary according to the size of the company, the type of business involved and the degree of threat, against which protection is required.

The books and records required will also depend on the type of activity carried out on the premises. The range of these documents may be quite extensive and may be held in the security office or lodge.

Changing technology also means that recording and storing of information by use of computers has gathered momentum and over the coming years will no doubt become the norm rather than the exception.

In a number of day-to-day situations you will find that one main incident report book may be used for most incidents on site.

There is no problem with the principle of combining all reports within one main book provided the information is recorded in such a fashion that it can be easily found and understood. The use of a different book for each function although apparently cumbersome, will when used within a large or particularly busy security department, be more beneficial and efficient.

There are occasions when particular site requirements will dictate a specialised system of recording or reporting of certain incidents.

With this exception noted the following list of documentation would be sufficient for most day-to-day security requirements.

Assignment Instructions

Will indicate what the security guard should do on the assignment, where to go, how to respond to different situations, patrol routes and timings, lines of communication, comprehensive details of the assignment, precise instruction in respect of responsibility and accountability, working hours and hand over procedures. Assignment instructions are the duties and responsibilities of the security staff as agreed with assignment management and will also include the following:

- **Standing Orders** include day to day working and procedural requirements.

- **Emergency Plans** dictate action to be taken in the event of a serious incident such as fire or a major disaster, a bomb threat, an evacuation of the buildings, an armed robbery or other serious threats to the assignment.

- **Copies of Evacuation Instructions** that indicate action to be taken in the event of an evacuation. Location of assembly points, names and location of fire wardens, emergency response team, and a list of other persons essential to the incident.

- **Name Address etc. of Key Personnel** including senior personnel so that in the event of an operational incident or a major incident they can be contacted and informed as to the extent of the incident. In such events they may either advise the security guard on what action to take or opt for

attending the incident personally. It is essential that the telephone numbers for these personnel include their home phone number, mobile telephone and where applicable any other number necessary to contact them urgently.

- ◆ **Material Safety Data Sheets**, which indicate where toxic and dangerous materials are used. These documents include information as to fire and personal hazards of materials. They also state the equipment to be worn when in contact with such hazards. They give details as to the action to be taken in the event of anyone being contaminated by the material.

This information should be given to the outside emergency service if called to the premises. An MSDS must be readily available for all chemicals and is supplied on request from manufacturers.

- ◆ **Hot Work Permit** gives authorisation to employees or contractors to carry out work, which generates heat i.e. welding.

- ◆ **Internal Organisation Chart** to give the security guard information as to who is who in the organisation. It also gives information in respect of the location of their offices so when patrolling the premises adequate attention can be paid to them as required. An internal telephone directory should also be included.

- ◆ **Company Safety Statement** ensures security staff is aware of all hazards in respect of Safety, Health and Welfare at work and the management plans for dealing with such hazards. The safety statement is also beneficial to contractors and other persons working on the premises so they are aware of the hazards and the procedures to overcome those hazards on the premises.

Attached to the assignment instructions would be a site plan indicating the location of fire hydrants, fire points, fire exits, assembly points, flammable or toxic substance storage areas, electrical and gas mains and an overall plan of the premises including all buildings.

Other Books

Daily Occurrence/Incident Report/Guard Report Book
dealing with the daily record of events such as the access and
egress of people on the premises, traffic control, deliveries and
collection and any incidents during the course of duty.

Temporary Instruction File dealing with day-to-day changes
or updating of instructions.

Telephone Message Book to record accurately messages and
information received which is of interest to the security
department and the company as a whole.

Search Register to include the date, time, name of the person
searched, address or works no. Where applicable, result of
search and details of any unauthorised property found.
Signature of person searched and the signature of the searcher.
If the searched person refuses to sign the register, record the
fact. The search procedure is used even if bags or vehicles are
searched.

Key Register for recording all keys in the custody of the
security department. This would include the issue and return
of keys to personnel and would include the date, time they
were issued, the signature of the person receiving them, the
initial of the security guard who issued them, the date and time
they are returned and the initial of the security guard to whom
they are returned. Failure by the security department to
correctly control keys in its custody could lead to a major
breakdown in the security of the premises.

Visitors Register to control non-employees entering or
leaving the premises. To record their business on the premises
and the name of the person they are visiting so that they are
controlled at all times and can be accounted for in the event of
an emergency on the premises. This register may also include
the visitor's signature.

Vehicle Register so that all vehicles on the premises can be
accounted for and the owners easily contacted if they are
required i.e. if the vehicle is causing an obstruction.

Lost and Found Register to record details of all reported
property lost or found on the premises.

Alarm Test Register records all incidents where alarms have been tested on the premises. Details must include the reason for the test, the date, time, name of the person carrying out the test and the results including any faults detected.

Register of Personnel Passes are used on many premises to account for employees leaving the premises outside the normal starting or finishing times.

It gives permission to the person to leave the premises for personal reasons e.g. going home sick, attending the hospital for treatment.

The pass will be signed by a senior person and will include the name of the employee, the works number, the time of issue and where applicable the time they are expected to return.

Tool and Equipment Loan Register is used where the company has a policy of lending tools or equipment.

These tools and equipment must be recorded out and back on every occasion and the security guard must physically see the goods when leaving the premises and on their return.

A pass must accompany the goods on every occasion they leave the premises and the authorised lender giving specific details of the goods concerned must sign this pass.

Register for Scrap Passes are used where employees have been given or have purchased materials from the company.

This pass authorises the employee to remove the material from the premises and details on the pass must include the signature of the authorising person together with the type of material and if it has been purchased or given free.

Within a large or busy security department pre-printed forms can be beneficial in particular for high volume regular situations involving, visitors, vehicles, contractors or minor frequent incidents.

3.4 Electronic Systems

The range of electronic security systems covered in this manual fall broadly into five categories:

- Intruder Alarm Systems
- CCTV Systems
- Access Control Systems
- Lighting
- Fire Detection Systems

An insight into the principle components and benefits of each is as follows:

Intruder Alarm Systems
The principle components of an Intruder Alarm System are:

- Control unit (panel, remote keypad)
- Detection devices (heat, motion detection etc.)
- On site sounders (bell, siren)
- Remote signalling (digital, radio communicator)

The control unit of an intruder alarm system is the control panel that is operated by the use of a digital keypad where the system is turned on of off.

To set or un-set the system the user enters a designated series of numbers in a designated sequence i.e. 1,2,3,4, this is known as the set code or user code.

The system will indicate either audibly or visually that the code has been accepted and that the system is set or un-set.

Systems can be set or un-set from the main control panel or from one or more remote keypads (RKP) installed away from the main unit.

The use of RKP's means the system can be set from, for example, the main door of a house or a bedroom. As well as the primary functions of set or un-set, the systems can be partly set or sections left un-set at the user discretion.

Intruder Alarm Systems are used to detect unauthorised intrusion into a protected area.

On detection the alarm system alerts the intrusion locally by way of bell or siren, and remotely by way of communicator using telephone line or radio link to a central station for forwarding to security, key-holder or police.

Some of the benefits are:

◆ The protected premises need not be manned.

◆ System offers protection/warning of forced/violent opening of doors/windows.

◆ Space protection by use of a range of detectors to suit, home, factory and office.

◆ The systems can offer protection by the use of both internal and external detection devices.

◆ Intruder alarms are fixed cost permanent security measures.

CCTV Systems
The principle components of a Closed Circuit Television System are:

◆ Camera/Lens
◆ Monitor
◆ Video Recorder
◆ Cable

CCTV systems are the use of cameras, video recorders and monitors to carry out surveillance on a protected area. Some of the benefits are:
◆ As support to security staff they can monitor a large area such as multi-story office block or shopping centre with limited manpower.

◆ Can be monitored either on site or remotely.

◆ When monitored on site this system allows for immediate action by security on discovery of an incident.

◆ Assists with safety considerations for security staff who can be monitored by colleagues when patrolling in high-risk areas.

- Can be used as a stand alone or independent observation media where the cameras are placed at high-risk areas such as entry points.

- Activity within the area covered can be recorded for future checking/reference.

- CCTV systems are also fixed cost and permanent security measures.

Access Control Systems

The principle components of an Access Control System are:

- Tokens (card, pin code, key fob or bio-metric identifier)

- Inputs (card reader, keypad, code lock)

- Decision making element (processor, computer, door control unit)

- Outputs (power for the lock, signal to alarm system, signal to cameras, barriers or other devices.

On the mechanical side an electrically controlled lock and an automatic door closer is also required. When a token is presented to an input the decision making element determines, based on pre-programmed information, whether or not that token should be allowed access at that particular time. If access should be granted then a signal is sent via an output to open the lock and the event is stored in the system memory for future reference.
Control of access is the most important aspect of security. Electronic access control systems require the use of a form of valid identification such as a card or number to be verified by a reader before entry to the protected area is allowed.
 Some of the benefits are:
- Access control systems can be linked to electronic door locks and deny access to unauthorised persons.

- Systems can record all details of those who have made authorised access, allowing for a record of all those who entered or left a protected area.

- System can be used in conjunction with CCTV to offer a visual recording or verification of those seeking to enter.
- Systems can be connected to an intruder alarm system that would create an alert in the event of unauthorised access being gained or attempted.

- Access can be restricted to specific areas, according to pre-determined time schedules and require certain conditions to be met before access will be granted.

- Access points can be monitored from a central point through a computer, instead of locally at the gate through a security guard.

The security guard will often play a major role in the benefits of these electronic systems. He can be used to monitor or supervise the control equipment from a central secure location for any number of access points.

Security Lighting:

The principle components of lighting are:

Power source:
Normally by direct mains.

Cabling:
To suit the anticipated power load and environment.

Mounting:
Can be mounted on a building or a freestanding pole/mast.

Switch:
Wall switch, timer, light sensor or motion detector.

Lens:
Flood or Spot lenses/glass to dictate the spread of light. Lenses/glass can be toughened or covered with mesh or plastic shield to suit risks.

An illuminant:
Bulb or tube such as tungsten, halogen, fluorescent, mercury or vapour. The higher wattage an illuminant can convert the greater the light, i.e. 400 watts is brighter than 200 watts.

Casing:
To house and protect the illuminant, fixtures and reflector from damage.

Benefits in the use of security lighting

The following offers four examples of the benefits of security lighting:

As a deterrent against intruders:
Lighting can be an effective deterrent particularly in a main street environment where the attention of the passing public can be drawn to premises with adequate lighting.

To assist detection of intruders:
Lighting in place in any environment where there is movement of people or traffic increases the level of observation and detection of intrusion.

For the safety and convenience of patrolling staff:
A large element of security work and problems associated with security happen after business hours at night when the risk of detection is reduced due to the use of the cover of darkness.

The proper use of lighting for security can benefit the patrolling security guard whilst checking premises and also offers a level of safety in respect of obstacles, which can cause slips, trips and falls.

To support CCTV:
CCTV systems require a light source for optimum quality of video, where natural or infra red lighting is not available or of acceptable quality then flood lighting would be an alternative.

Fire Detection Systems

The principle components are of a fire detection system are:

- Control unit
- Detection devices for smoke, heat etc.
- Warning bells or sirens
- Remote signalling equipment to alert a monitoring centre/fire brigade.
- Cabling to suit the environment and risks

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These systems are to alert and warn of a possible outbreak of fire by detecting heat sources or smoke. Some of the benefits in the use of these systems are:

◆   24 hour protection

◆   Fixed cost and permanent

◆   Range of detection devices to suit most conditions

Contents

4.0	**Objectives:**
4.1 Patrolling for Security	The objective is to summarise the objectives for patrolling for security and carry out a workplace security patrol
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4.2 Patrolling for Safety	The objective is to summarise the objectives for patrolling for safety and carry out a workplace safety patrol
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4.3 Patrolling for Fire	The objective is to summarise the objectives for patrolling for fire and carry out a workplace fire patrol
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4.4 Gate Duties	The objective is to demonstrate the ability to carry out workplace gate duties
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4.6 Observation Skills	The objective is to apply observation skills in the workplace

4.1 Patrolling for Security

Good Housekeeping for Security

In the interest of security it is essential that good housekeeping rules be adhered to, security guards should report any example not meeting the following:

- Never stack goods near walls, fences or buildings.

- Ensure that all vehicles are parked in the areas allocated to them.

- Keep all open areas clear of material and goods.

- Ensure that there are no overhanging trees near to the perimeter fence or buildings.

- Vehicles, trucks and trailers should not be parked close to a perimeter fence.

- Make staff and security aware of the consequences of their actions.

- Ensure that grass and bushes are cut regularly to assist with good visibility.

- Ensure regular cleaning and maintenance of buildings, surrounds and perimeter.

Patrolling Procedures for Security

The patrolling of premises is one of the most important duties performed by a security guard.

The security patrol falls into two main groups:

- Mobile Patrol
- Static Assignment Patrol

Mobile Patrol.

Mobile patrol visits are carried out on a client's property at irregular intervals.

The patrol may entail a check of the perimeter of premises or may require a comprehensive internal investigation.

The number of visits per shift will be agreed with the client and can if required be proven by the use of reporting or clocking procedures.

Static Assignment Patrol.

Patrols on a static site are usually undertaken on a constant basis, checking both internally and externally.

Alertness, interest and thoroughness are some of the essential qualities of an effective security guard.

The security guard, on patrol, is one of the most important elements of any security system.

He is the one whom the public sees and who may ultimately deal with emergencies and work on his own initiative.

The security guard should be seen to be a presence and a deterrent.

Patrolling Objectives.

The objectives of patrolling premises are as follows:

- To prevent and detect fire.

- To prevent and detect flooding, fraud and theft.

- To prevent and detect damage of company property or resources from waste and other causes.

- To ensure that company rules are being observed.

- To prevent and detect offences against the company's interest.

- To prevent accidents.

- To prevent all forms of loss.

- To record and report all findings in the appropriate manner.

The security guard carrying out a patrol should not merely be interested in security related aspects. Where these may be his primary concern, depending on his instructions, he has a duty to the company to check and report on matters relating to health, safety, fire and other matters likely to cause loss to the company.

Duties may vary according to the nature of the business involved and the type of premises. The following checklist outlines the main duties of a patrolling guard.

Patrolling procedures for Security

The security guard should:

♦ Check all buildings, offices, workstations and other areas to ensure there is no risk of fire, water damage or other hazards.

♦ Check all buildings, rooms and offices are locked for security reasons to ensure that there is no interference to doors, windows, padlocks, rainwater pipes etc. Padlocks should be carefully inspected for signs of filing or substitution.

♦ Investigate any unusual lights.

♦ Check any rooms or buildings apparently left unlocked inadvertently. If there is no sign of interference and there are no instructions to the contrary, lock these and submit a report on the incident.

♦ Make a note of any defect in buildings, which might result in damage to property or injury to personnel, take preventative action where possible.

♦ Investigate all appliances left running. Unless they create a hazard, do not turn off without checking on the advisability of doing so, i.e. computers.

♦ Check perimeter fences and report where repairs are considered necessary.

♦ A report should also be submitted advising of any defects in lighting, leaking valves or taps etc.

- Note details of any vehicles parked near the perimeter fence and details of any materials or items that are suspiciously placed near the fence, enabling easy access or egress.

- Check for any signs of interference with loaded vehicles, railway vans etc. ensuring that seals is intact where applicable. Check empty containers and vehicles for stolen property.

- Check that commercial vehicles are locked and immobilised and report any failure to do so. Remove any keys, which may have been inadvertently left in the ignition or door of such vehicles, lock the vehicle and submit a report.

- Pay particular attention to loading bays and delivery areas and investigate anything that might appear suspicious. Report on any activity that ceases suddenly on your arrival.

- Note and report on any instances involving materials being left exposed to damage by weather or vandals and remove to a safe area if possible.

- Report any contravention of works rules to the supervisor or the person responsible. Advise your own supervisor and make an entry in the occurrence book.

- Challenge any person that you find on the premises and those present that you regard as suspicious. This should be done in a polite manner to avoid giving offence to a bona fide visitor.

- Note offences observed at clocking stations and act in accordance with instructions. In the absence of instructions report the matter to your supervisor. Do not take immediate action unless your instructions require this.

- Note any hazard observed which might cause injury or damage and take any steps necessary to rectify the situation.

- Pay particular attention to cashiers' offices, safes and any other area where money or valuables might be accessible. The security guard, for safekeeping, must remove any keys found in such areas. This should be recorded in an occurrence or report book and a supervisor informed.

- Be aware of personnel or contractors working outside normal hours. Contractors should be visited to ensure that no untoward activity is taking place.

- Note any suspicion that an employee, visitor, contractors or other person is using or is in possession of controlled drugs. No immediate action, other than reporting to your superiors should be taken unless the condition of the person is such that medical attention is required, or if the person is a danger to himself or others. Never go in a dangerous situation alone (buildings, rooms and so on).

Patrolling Techniques
Where there are especially vulnerable areas, which may be liable to attack by thieves, the guard should vary his approach and try not to give notice by unnecessary noise. He should try to remember that he could gain much by just standing in silence for a few moments. It is obvious that rubber soled shoes or boots will help.
A suspicious mind must be cultivated and anything that appears other than normal must be investigated. If however, the guard believes that intruders are on the premises he should not attempt to tackle them on his own. Security Control and the police should be notified. A security guard should never place himself in a hazardous position.

A security guard should remember that there are occasions when incidents are set up deliberately in one part of the premises so that the thief can operate in another area. If the security guard is required to attend an incident that is out of the ordinary, the control centre should be notified.

Any property that is found on patrol should be seized, properly labelled, put away and a report submitted. If however, the property is found in suspicious circumstances such as to lead the security guard to believe that it is stolen property deliberately hidden, he should notify his supervisor before taking any action.

Inspection during a patrol should not be confined to ground floor window level, ceilings and roofs are equally important as electric cabling and ventilation conduits are sited there.

Computer rooms should be patrolled to ensure that room temperature and ventilation is adequate. Special instructions should be obtained when patrolling laboratory test areas.

While on patrol the security guard should also ensure that stock is not exposed to weather whereby it could be damaged. Unnecessary lights and heating systems should also be switched off to conserve energy. It is important to vary patrol routes and timings and not to develop a regular pattern, which could be observed by anyone who would benefit from knowledge of your movements.

In essence the security guard should look, observe and report. He should display professionalism, thoroughness, interest, alertness and a suspicious mind. It is important that should he have the slightest doubt or suspicion about anything, it should be noted and questioned.

4.2 Patrolling for Safety

Housekeeping for Safety

A place for everything and everything in its place should be the policy. Tidiness is the foundation of safety, whether in the training centre, in the workshop, on site, or in you're own home. A security guard should report any situation not meeting regulations.

The factors that contribute to good housekeeping for safety are as follows:
- If you drop it, pick it up.

- Gangways and floors should be kept clear of obstacles.

- Stack tidily and keep pathways clear.

- Patches of oil, grease and water should be cleared up immediately.

- Remove rubbish and scraps to the containers or places provided.

♦   Prevent objects falling from a height by using containers for hand tools and other loose materials.

Poor Housekeeping

Poor housekeeping is the failure to recognise and attend promptly to the hazards that may result in accidents such as slips, trips and falls. Maintenance includes keeping all areas clean and tidy. A security guard should report any situation not meeting regulations

Patrolling Procedures for Safety

The security guard should be alert for:

♦   Risks associated with slips, trips and falls.

♦   Broken or defective handrails and manhole covers.

♦   Damaged or dangerous ladders.

♦   Dangerous stacking of materials.

♦   Unauthorised riding on forklift trucks or other vehicles.

♦   Leaving unattended loads suspended on overhead cranes.

♦   Leaking valves, joints etc.

♦   Interference with anything provided for first aid, welfare, and fire or safety purposes.

♦   Obstruction of gangways, fire points and exits.

♦   Contravention of "No Smoking" regulations.

♦   Horseplay by employees on the premises but especially amongst machinery.

♦   The illegal parking of vehicles by employees, visitors etc. on the premises.

♦   Preventing Slips, Trips and Falls

Correct housekeeping procedures will assist in reducing some of the more common hazards associated with the risks of slips,

trips and falls, the following checklist details the more precise preventative measures which will further reduce these risks.

Slips:
*   Clean up all spillages immediately.
*   Do not throw rubbish on the ground.
*   Pick up any rubbish left lying around.
*   Watch where you are going.

Trips:
*   Identify any tripping hazard.
*   Remove or make safe that hazard.
*   Be careful of any leads especially extension leads.
*   Watch where you are going.

Falls:
*   Keep one hand free to support yourself when ascending / descending steps and stairs.
*   Use both hands when ascending / descending ladders.
*   Wear a safety harness.
*   Watch where you are going.

4.3 Patrolling for Fire

Good Housekeeping for Fire
Security guards should be alert to:

*   Keep stairs and exits clear.
*   All electric fires or heaters left on, other than those essentially needed, should be switched off.
*   Gas and electric cooking facilities should be checked.
*   Plant running but not in use or required should be switched off, and checked if cooling down.
*   Heaters obstructed by overalls or other flammable materials left on them should be cleared, missing fireguards should be replaced.
*   Doors and windows, internal and external, should be closed, the external locked against intruders and the internal closed to prevent possible fire spread. This will also assist security by giving an indication of the presence of intruders if subsequently found open.
*   Flammable materials left near any source of heat should be moved to a safe position.
*   Any leakage of oil or other possible flammable liquid should be investigated immediately.
*   Check that all fire-fighting equipment is present,

serviceable and unobstructed; that access is available to all hydrants; and that fire alarm points are intact.
- Check that emergency exit signs are lit.
- Be familiar with emergency evacuation procedures.
- Maintain correct recording and reporting systems.

Patrolling Procedures for Fire

The security guard should be alert that:

- Any leakage of oil or other possible flammable liquid should is investigated and remedial action be taken immediately.
- Recognised avenues of access for the fire brigade are unimpeded.
- That sprinkler heads are not obstructed by piled goods.
- All electric fires/heaters left on are essential and if not are switched off.
- Heaters obstructed by overalls or other flammable materials are cleared; missing fireguards should be replaced.
- Fire-fighting equipment and fire alarm points are checked.
- Naked flames are extinguished and soldering irons disconnected and monitored while cooling.
- Internal doors and windows are closed to prevent fire spread.
- Gas and electric cooking appliances are switched off.
- The exteriors of premises are thoroughly checked.
- Fire hydrants and water risers are not obstructed.

4.4 Gate Duties

A security guard on duty at the entrance to premises is the first point of contact for company management, staff and visitors. Security guards used for this function will require a range of skills to perform these duties effectively; these skills will also portray an image of efficient security on a premise and as such are a deterrent in them. The most important skills for this function can be condensed into one sentence:

The security guard should be a good communicator, well presented, assertive while remaining courteous, polite and professional. A checklist of gate duties would include the following:

- Ensure that all equipment is operational at start of duty.

- ◆ Ensure that all documentation is available at start of duty.
- ◆ Stop vehicles entering and exiting.
- ◆ Stop personnel entering and exiting.
- ◆ Search vehicles entering and exiting.
- ◆ Search personnel entering and exiting.
- ◆ Record all incidents of stop and search.
- ◆ Ensure that all documentation is completed as soon as practicable.
- ◆ When conducting searches of vehicles or bags get the driver or owner to conduct the physical aspects of the actual search.
- ◆ Where CCTV systems are in use, ensure the tapes are changed at the correct times and recorded and stored properly.
- ◆ Ensure that patrols of the protected area are made by camera if this is required and that it is recorded.
- ◆ Have a good knowledge of the premises, personnel and assignment instructions.

4.5 Control Room Duties

A definition or description of a control room would be a facility for the provision or procurement of assistance or advice for guarding, mobile patrol and mobile supervisory staff in routine and emergency situations.

The function and duties of a controller therefore would be to provide for the following:

- ◆ Effective monitoring of guards, patrolmen and mobile supervisory staff by strict observance of properly documented established routine telephone, radio or other communication procedures.

- ◆ Recording of all appropriate routine and emergency matters to enable management to deal quickly and efficiently with the company's contractual responsibilities.

- ◆ Maintaining a register of all keys held in the facility.

- ◆ Keeping and recording of the movement of client's keys in connection with a key holding or mobile patrol service.

Manning of the facility shall be consistent with the anticipated workload and the nature of the work.

Further training and instruction for facility staff would include the following:

♦ *Introduction to operations.*
♦ Detailed explanation of duties.
♦ Radio and telephone procedures.
♦ Emergency procedures.
♦ Location of and use of records.
♦ Explanation of rosters.

The equipment, furnishings and layout of the operations centre / facility shall be consistent with the efficient operation of the facility.

Heating, lighting and ventilation shall be provided to ensure a reasonable working environment.

Management of the facility should produce a manual covering all contingencies for the guidance of controllers. This manual should contain instructions for controllers to enable them to deal effectively with all contingencies. It shall clearly indicate the stage at which any incident requires the controller to pass on information to a more senior person and comprehensive instructions outlining action to be taken on receipt of incident reports.

A copy of the manual should be readily available within the facility at all times.

Records of all incidents reported would contain as a minimum the following details:

♦ Date, time and place of the incident.
♦ Date and time of reporting and by whom it was reported.
♦ Nature of the incident.
♦ Action taken, including onward reporting.
♦ Action to be taken.
♦ Names and addresses of all relevant persons present.

The facility shall be a restricted area open only to those authorised to enter.

There shall be clearly defined procedures for management follow-up to incidents, response and support to staff in the event of an incident.
Facilities should exist for the monitoring and recording by

mechanical, electronic or supervisory means of all static and mobile patrol assignments, with the records of the results of such monitoring available for inspection by the client.

Facilities should exist for the monitoring and recording of the quality and effectiveness of all staff employed and services provided.

4.6 Observation Skills

Definition:

Is the act of observing or the state of being observed. It is also the act of carrying out a detailed examination of phenomena prior to analysis, diagnosis or interpretation.

Powers of Observation

One of the basic skills that any security guard should develop is the power of observation.

These powers are developed by practice. However, the following description sheets should be of assistance in describing the make up of a person.

When assessing the person's height, select some object and measure them against it. This will give you some reference for later verification.

Ensure that the person is not wearing platform footwear, which could give misleading information about the person's true height.

Where beard, moustache or sideburns are concerned try and assess if they are real or false.

Notice any peculiarities in respect of walk or behaviour.

Notice colour of cloths such as shirt, tie, jacket and trousers.

Make a note of all details on the description sheet as soon as possible after the event.

Description of persons and bodies

Remember peculiarities and marks are important, the smallest thing could lead to detection or identification.

Height:
Give approx. compare with your own.

Build:
Fat, Heavy, Thick set, Fleshy, Slim, Thin, Military bearing, erect, slouches, stoops, round shouldered.

Complexion:
Ruddy, Pale, Fresh, Sallow, Fat, Thin, High cheekbones.

Face:
Round, Oval, Long, Wrinkled, Fat, Thin, High cheekbones.

Expression:
Vacant, Scowling, Pleasant.

Hair:
Colour, turning Grey, Going Bald, Wavy, Straight, Curly, Frizzy, un-parted, parting what side, brushed back, long, short, how cut, Greasy Unkempt, wears wig, sideburns.

Hair on Face:
Beard (Moustache, Shape, Mexican, Waxed, Straight), Dark chin.

Head:
Large, Small, Narrow, Square

Forehead:
High, Low, Broad, Wrinkled, Bulging, Receding.

Eyebrows:
Colour, Thick, Thin, Bushy, Plucked, Pencilled, Arched, Meet-Centre.

Eyes:
Colour, Cast, Blind, Missing, Glass, Red-Rimmed, Long Lashes, Wears Specks (Horn rimmed, Metal Frame, Shape of Lens, tinted), Eyelids Droop.

Nose:
Large, Small, Long, Short, Hooked, Turned up, Broken, Bulbous, Wide/Narrow Nostrils.

Mouth:
Large, Small, Habitually Open, Close-Shut.

Lips:
Thick, Thin, Loose, Hare lip, well shaped, Upper/Lower
Protrudes.

Chin:
Dimpled, Cleft, Double, Pointed, Round, Protrudes, Recedes,
Square-jaw.

Teeth:
Clean, Discoloured, Decayed, Widely spaced, Dentures,
Fillings, Caps, Gold Crowned, Toothless.

Ears:
Large, Small, Protrude, Cauliflower, Loveless, Large, Lobes,
Pierced.

Hands:
Long/Short Fingers, Well-kept, Rough (Nails, Long-Short,
Bitten, Dirty.

Voice:
Accent, Gruff, High Pitched, Deep, Loud, Soft, Effeminate,
Lisp, Stammer.

Marks:
Scars, Birthmarks, Moles, Freckles, Tattoos, Deformities,
Limp.

Mannerisms:
Nervous Cough, uses same phrase, peculiar walk, smokes pipe,
cigarettes/cigar, chain smokes, makes own cigarettes, holds
Cigarettes in peculiar manner.

Nationality:
Indian, West Indian, Chinese, etc?

**PLEASE TICK ITEM THAT IS APPLICABLE AND REPORT MORE FULLY
ON RETURN TO BASE.**

PHYSICAL DESCRIPTION SHEET

HEIGHT_____

AGE_____

BUILD_____

HAIR: COLOUR_____
        LENGTH_____

EYES: COLOUR_____
         GLASSES_____
BEARD_____

MOUSTACHE_____

SIDEBURNS_____

SCARS, MARKS_____
TATTOOS_____

HAT/CAP_____

SHIRT_____

TIE_____

JACKET/COAT_____

TROUSERS_____

SHOES/BOOTS_____

EAR RINGS_____

RINGS_____

WATCHES_____

LEFT HANDED_____

RIGHT HANDED_____

ACCENT_____

Contents

Unit 5	***Emergency Procedures***

5.0	Objectives:
5.1 What is an Emergency	The objective is to recognise what constitutes an emergency
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5.2 General Response	The objective is to summarise general procedures to be followed in the event of an emergency
	---
5.3 Fire	The objective is to state the action to be taken in the event of a fire
	---
5.4 Alarm Activation	The objective is to state the action to be taken in the event of alarm activation
	---
5.5 Break-in	The objective is to state the action to be taken in the event of a break-in
	---
5.6 Accident or Incident	The objective is to state the action to be taken in the event of an accident or incident
	---
5.7 Major Incident	The objective is to state the action to be taken in the event of a major incident
	---

5.8 Emergency First Aid	The objective is to state the initial action taken on discovery of an injured person
	--
5.9 Conflict	The objective is to state the action to be taken in a conflict situation
	--
5.10 Emergency Services	The objective is to state the information to be given to the emergency services in an emergency

5.1 What is an Emergency

An emergency is a sudden unforeseen occurrence needing immediate action. Within the security industry and for the security guard sample of emergencies that can occur on-site are:

- Accident involving injury
- Fire of any nature
- Fuel, fume or chemical leaks
- Flooding
- Robbery
- Any conflict situation

5.2 General Response

The security guard on duty is expected to act in the event of an emergency, examples of actions taken in the event of precise incidents are outlined in the following section, however this checklist highlights the important initial action:

- Assess the situation
- Report to emergency services and superiors
- Assist distressed or injured
- Memorise information
- Be professional at all times
- Remain calm and appear confident
- Record details when safe to do so
- Be assertive

5.3 Fire

Action on Finding a Fire

On discovering an outbreak of fire or on receiving a report of an outbreak security guards should as a minimum comply with the following procedures.
Raise the alarm to ensure those at risk are warned of the danger.
- Inform the fire brigade.
- Evacuate the area.
- Fight fire if safe to do so.
- Secure the area, to prevent people entering.
- Switch air conditioning off.
- Switch all machinery off but leave lights on.

- Salvage goods if possible.
- Switch off or disconnect gas or fuel risks from mains.
- Assist emergency services with information such as directions, details of risks and people at risk on the premises.
- Assist with follow-up investigation.
- Compile a detailed report of the incident, including details of witness.

Make no effort to tackle a fire without briefly reporting first and requesting assistance.

5.4 Alarm Activation

Comprehensive instructions in respect of alarm activation should be part of assignment instructions. The types of alarms would include fire and intruder systems.

The principle points for both would be:

- Verify type of alarm i.e. fire or intruder etc.
- Verify nature of alarm i.e. smoke alarm, hold-up alarm, burglar etc.
- Investigate without any risk to yourself to ascertain status of premises.
- Check existing assignment instructions for information as to whether alarm alerts the monitoring centre or emergency services automatically, if not inform emergency services and emergency contacts.
- Ensure a verbal report is made by radio or telephone to control facility.
- Record details of action taken and response from emergency services and contacts.
- Make a full written report

5.5 Break In

On discovery of a "break in" security staff should follow the following guidelines:

- Inform police immediately
- Notify police if you have touched anything
- Inform emergency contacts and control facility
- Record details in notebook
- Preserve any evidence

- Keep passers by away from scene
- Secure the premises without interfering with evidence
- Make full written report

Do not attempt to recklessly tackle intruders.

5.6 Accident

When a security guard discovers an accident or when an incident is reported to the guard it is important that the proper action be taken.
The following clear simple directions should be used:

- Ensure the area is free from hazards and danger before approaching; do not put yourself or others at risk.

- Assess the situation and form an opinion as to what initial immediate action is required.

- Take charge of situation until police, fire brigade or superiors arrive.

- Seek assistance if required.

- Report to superiors or control room facility and keep those requiring information updated as to changes in the situation.

- Secure the area by roping or blocking off without hindering access to emergency services.

- Note the names or identification numbers of emergency services personnel directly involved with the incident.

- Preserve any likely evidence for further investigation.

- Identify witnesses and where appropriate take statements.

- Carefully note all the facts - what, where, why, when, who, how and action taken.

- Get name and address of injured parties.

    ◆   Do not do or say anything that admits liability on the part of your employer or client as this may effect insurance contract obligations.

    ◆   Write a detailed report as soon as possible including descriptions of injuries or damage.

    ◆   Assist with follow up investigation.

The security guard should remain calm and professional throughout the incident and offer what assistance he can to all.

5.7 Major Incident

Major incidents would be those incidents that pose a threat of serious or fatal injury to a large group of people or serious damage to property.

These threats would be fire or explosion, and chemical, gas or fuel leak type incidents, all of which would require similar action as follows:

    ◆   Raise the alarm to ensure those at risk are warned of the danger.

    ◆   Inform the emergency services.

    ◆   Evacuate the area, ensure all those at risk are evacuated to a safe area.

    ◆   Initial action, fight fire if safe to do so, secure area to prevent people entering. Where possible and safe switch off/disconnect sources such as power, gas, fuel from mains.

    ◆   Assist emergency services with information, directions, details of risks, people at risk on the premises etc.

    ◆   Assist with follow up investigation; supply information that may prevent similar incident or re-occurrence in the future.

    ◆   Submit a written report.

A checklist of procedures in the event of an accident of this nature would include the following:

- Render assistance and First Aid if qualified to do so.
- Call emergency services.
- Be polite and helpful.
- Inform management.
- Obtain the facts.
- Get names and addresses of injured party and witnesses.
- Preserve the scene of the accident.
- Photograph the scene.
- Retain any relevant CCTV videotapes.
- Assist emergency services.
- Make a full report

5.8 Emergency First Aid

Emergency first aid measures are the initial steps taken on discovery of an injured person. These steps are:

Assess the situation:
If rendering assistance requires that you put yourself at risk you must consider the implications of injury to yourself and the potential further risk to the casualty if your attempt at assistance fails.
It is always better to ensure that assistance is guaranteed by reporting the matter first before jeopardising your own safety to the point where the casualty does not benefit from your presence.

Assess the injuries:
If it is safe to do so, approach the casualty and attempt to assess the level of injury.
This assessment is for obvious injuries such as unconsciousness, bleeding, head injury, broken limbs, breathing difficulties etc.

Identify the cause:
Is the cause of the injury known or obvious i.e. a fall, poisonous fumes, fire or smoke related.
If the cause can be remedied safely by, for example switching off gas mains, then do so first, to reduce the risk of further harm to the casualty, you, or others.

Assess the area:
If there is any risk of further injury to the casualty i.e. by rising water, fire or smoke and the cause cannot be remedied then attempt to move the casualty to a safer area without putting your own safety at risk.

The above information will be of great assistance to the emergency services on reporting to, or arrival at, the incident.

Carrying out these basic measures is not difficult when others are available to assist or call the emergency services.

In the event of a lone security guard situation where a casualty is dependant upon you to assist it is vital that other assistance be sought, or the matter be reported, before you attempt any measures that may effect your safety.
These precautions will reduce the possibility of leaving two casualties with no chance of further assistance.

Remain calm and efficient and project an air of confidence, which will reduce the risk of panic.
It is recommended that all security guards have first aid training.

5.9 Conflict

Definitions:

Conflict:
Struggle between two opposing forces or an opposition between two simultaneous but incompatible wishes or impulses, sometimes leading to emotional tension.

Communications:
Is the imparting or exchanging of ideas or feelings by speech, writing or gestures

Aggression:
Is an attack or harmful action by one person or a group on another person or group. It can be delivered by speech and/or gestures.

Anger:
Is a feeling of great annoyance or antagonism as the result of some real or supposed grievance.

Language:
Is a system for the expression of thoughts or feelings by the use of spoken sounds or conventional symbols. It also includes any other means of communicating such as gestures or animal sounds.

Conflict results from a breakdown in the use of language to communicate an issue or information.

It can result in anger being caused, which is generally expressed through aggression, both verbal and physical.

Security guards are generally involved in this area because they are asking a person to stop doing an act or action, which that person wishes to continue doing, but may endanger others or cause serious damage to property e.g. smoking; shoplifting.

The security guard may also become involved in this area because they are asking a person to do an act or action, which that person does not wish to do. e.g. asking a person to leave a premises or area when they wish to remain there.

This leads to the Violence Continuum that indicates a clear number of steps in a developing situation of conflict and would suggest some methodology to prevent verbal aggression developing into physical aggression and assault.

Generally aggression does not happen instantaneously it develops over a period of time. There are some actions that can cause or trigger this aggression. Some examples of these are: Fear; Ego; Anxiety; Language; Body Language; Culture; Environment.

The security guard has to be aware of the reactions by other persons to the security guard's actions.

The way the security guard portrays himself will in many cases lead to the calming or escalation of a situation and this requires the security guard to ensure his actions are at all times suitable to the environment or situation in which he is working.

A security guard must always be professional.

The following are some examples of areas that the security guard must be aware of:

- The other person's behaviour.
- The security guard's behaviour.
- Both parties breathing.
- Body language.
- Third party intervention.
- Mistakes that may cause escalation.
- Not making continuous eye contact.
- Not showing disinterest.
- Not being aggressive.
- Not raising his voice.
- Not being inattentive.
- Not under or over distancing himself.

Within society the general condition of that society and its people is calm.

The security guard's function is to be aware that his purpose is to ensure calm remains, or if aggression/agitation exists that where possible it returns to calm. He therefore needs to be aware of the stages of the Violence Continuum.

Calm:
Is the normal state of an individual or society in general.

Verbal Agitation:
The person's language indicates a level of upset.

Verbal Hostility:
The person is now becoming angry and is not responding in a rational way to efforts to respond to the problem or to resolve the situation.

Verbal Threats:
This is where the person is now focusing on a targeted individual or group. The expression of anger is now present and rising.

Physical Threats:
This is where the person is now indicating an addition of physical violence if his problem is not resolved. Generally this is accompanied by aggressive language and body language that will often indicate imminent resort to violence.

Critical Moment:
This is the point at which the actions of the security guard may either resolve the incident or may escalate the incident to actual violence. This point requires great personal awareness, assertiveness and professionalism on the part of the security guard. The security guard's objective is to return the situation to calm.

Physical Violence:
This is the point where normal acceptable behaviour has broken down and a person resorts to physical violence to achieve their point of view. This may be a sustained attack or a very short attack. The security guard must remember that this is still a retrievable situation and must not be abandoned. Calm must return, even if it is only because of the physical exhaustion of the combatants. The security guard must take every reasonable opportunity to return the situation to Calm.

Calm:
The normal state of an individual or society in general. Even when this calm has returned the security guard must remain aware in order to prevent the redevelopment of the situation. The situation may re-ignite into violence.

General Awareness:
The security guard must try and avoid giving aggressive/violent persons orders, as they generally do not like being given such orders and will disobey them. If the security guard gives an order and it is not obeyed then he will "lose face" and may see his authority and ego being challenged.

When dealing with aggressive or violent people authority and ego are very poor tools to use to attempt to restore calm.

The security guard must use his powers of observation, training, experience, positive language, body language, assertiveness and professionalism to achieve a positive result and return the situation to calm.

The security guard must "Think Before Acting".

The security guard must, where possible, avoid placing himself in danger.

These are general points relating to aggression and conflict and do generally achieve the required resolution by returning the situation to Calm.

The security guard must be aware that there is some individuals who do not need to become agitated prior to violence and can become extremely violent without any prelude to that violence.

This type of person is very dangerous and great caution must be used when dealing with them. They are unpredictable and may even enjoy the physical infliction of violence or injury.

Great care must be taken in these situations and the security guard must seek immediate assistance from the local law enforcement agency, prior to having any involvement in the situation.

The security guard must record in his guard report book all such incidents and ensure that his company management are made aware of the situation and its result as soon as practicable.

5.10 Emergency Service

When reporting an outbreak of fire to the fire brigade ensure the following information is clearly received and understood:

- Full name and address of location.
- Persons missing, if any.
- Best route or access point to location of fire.
- Location of fire hydrants.
- Any process dangers.
- Any hazardous materials used on site.

This information will speed up the process and provide the fire brigade with essential information before they arrive at the scene.

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Unit 6   *Law and the Basic Guard*

6.0	**Objectives:**
6.1 Legal System Not Generic	The objective is to outline the structure of the legal system
	--
6.2 Overview for Security Not Generic	The objective is to develop an overview of law for security
	--
6.3 Distinction between Criminal and Civil Not Generic	The objective is to explain the difference between criminal and civil law
	--
6.4 Categorise Codes Not Generic	The objective is to state how the legal codes are classified or categorised within the legal system
	--
6.5 Relevant Legal Codes Not Generic	The objective is to summarise the principles of a range of relevant legal codes
	--
6.6 Court System and Procedures Not Generic	The objective is to provide a brief summary of the following:
	a) Procedures from suspicion to court b) The court system c) Court procedures d) Evidence criteria
	--

6.1 Legal System	**To be detailed at National Level**
6.2 Overview for Security	**To be detailed at National Level**
6.3 Distinction between Criminal and Civil	**To be detailed at National Level**
6.4 Categorise Codes	**To be detailed at National Level**
6.5 Relevant Legal Codes	**To be detailed at National Level**
6.6 Court System and Procedures	**To be detailed at National Level**

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7.1 Effects of Fire	**Objectives:** The objective is to describe the effects of fire --
7.2 Principles of Fire	The objective is to summarise the following: • fire sources • common cause of fire • elements of the fire triangle • methods of fire spread • classes of fire --
7.3 Fire Extinguishers	The objective is to: • identify types of extinguisher by colour coding • select the correct extinguisher for classes • use a fire extinguisher --
7.4 Workplace Procedures	The objective is to know workplace fire procedures

7.1 Effects of Fire

Fire is one of the most destructive elements in our modern day society, not alone many lives are lost and people are maimed or disfigured for life but through fires also millions of pounds are lost. Many companies who experience a serious fire are forced to close down as a result.

7.2 Principles of Fire

What is Fire?

There are several definitions or descriptions as to what exactly constitutes a fire, in general terms fire is the result of a chemical reaction between a combustible substance combined with the correct mixture of oxygen and the introduction of a source of heat. This is more clearly explained in the following sections.

Fire Sources

The element or process that introduces the initial heat source that may cause ignition.

These sources can be:

◆ Sparks   e.g. welding, machinery etc.

◆ Flames   e.g. open fires, oxy acetylene torch, heating boilers etc.

◆ Hot Surfaces e.g. cooker rings, machinery overheating, friction etc.

◆ Radiant Heat e.g. electric fire, open fire etc.

Common Causes of Fire

The cause of a fire is that process or element from which the source as indicated above has originated.

An example is an electrical fault, this will not always cause a fire, as a fire will only develop if that electrical fault generates a spark or sufficient heat to ignite a fuel and therefore start a fire.

Among the more common causes of fire are:

Electrical:
e.g. overloading of circuits, faulty old or bad connections causing sparks or generating a heat source, poor maintenance, lack of ventilation and cooling, static electricity etc.

Heating Appliances:
e.g. clothing left on boilers to dry, no sparks guards on open fires or stoves, left unattended while cooling, sited close to combustible materials, faulty temperature control etc.

Process Dangers:
e.g. overheating of machinery, heat generated by friction, uncontrolled sparking, breakdown in cooling process, chemical reaction, poor quality ventilation and temperature control etc.

Flammable Dusts:
e.g. poor extraction, process proximity to heat or spark source, no containment system, no monitoring or measuring system etc.

Carelessness:
e.g. smoking, inadequate precautions while welding, drilling or cutting, horseplay or interference with safety equipment, removal of guards etc.

Bad Housekeeping:
e.g. lack of maintenance of work area and equipment, oil/fuel leaks and spillage's ignored, overflowing bins and waste baskets, no safe procedures for disposing of combustible waste etc.

Spontaneous Combustion:
e.g. chemicals not stored at correct temperature, chemicals mixed incorrectly, combustible materials or waste left unattended etc.

Fire Triangle

In order to understand in greater detail the principles of fire prevention it is important to grasp the basics of the principles of fire or combustion itself. For a fire to start and continue a burning process there must be three elements in place.

The first is a fuel to burn, the second oxygen and thirdly a source of heat, spark or energy to ignite the fuel. These three elements are known as the fire triangle generally described as follows:

Fuel:
Any solid, liquid or gas that burns is a fuel.

Oxygen:
The burning process uses up the oxygen in its proximity to maintain a fire and cannot continue without sufficient levels being available.

Heat:
Fuel and Oxygen will unless in exceptional circumstances such as spontaneous combustion remain stable and safe until the introduction of a source of heat, this heat source may be a flame, spark or energy source generated in proximity to the fuel. This heat source must be of a sufficient temperature to ignite the fuel.

When combined with the correct amount of oxygen this may result in the ignition process and while these elements remain in place in sufficient quantities a fire can start and be maintained until one element if removed.

Fire Spread

Fire can spread in three ways:

- Conduction
- Convection
- Radiation

Conduction:
Where heat is transferred from one body to another by direct contact. Examples would be a metal spoon in hot tea or a poker left in a fire, heat will conduct or travel along the spoon or poker.

Convection:
Where heat is transferred by circulation. Heated air expands and rises, therefore although the flame may be based at floor level; air heated to sufficient temperatures may ignite fuels at higher levels.

Radiation:
Where heat is transferred from one body to another by direct heat rays travelling as light. A two bar electric fire is an example of this, if a piece of newspaper or clothing is placed close enough to the bars (contact is not necessary) the paper or clothing may ignite.

Fire Classes

Fire is broken down into four classes. A previous fifth class, electrical, is no longer known as a class of fire as it is more a cause of fire. The four classes are therefore as follows:

Class A:	Carbonaceous solids such as wood or paper.
Class B:	Liquids or solids which can be liquefied such as petrol or fat.
Class C:	Gases, including those that can or may be liquefied gases such as propane or butane.
Class D:	Burning metals such as aluminium.

7.3 Fire Extinguishers

Colour Coding for Types of Extinguishers

Ranges of hand held or portable fire extinguishing agents are produced to suit the fighting of a variety of fire types or classes. Each extinguisher type is colour coded for ease of identification as follows:

Red:	Water
Cream:	Foam
Blue:	Dry Powder
Black:	CO_2
Green:	Halon

E.U. requirements now state that all extinguisher cylinders will be red in colour. The extinguishing media will be identified by the use of a coloured band, stripe or label e.g. a dry powder extinguisher will be a red cylinder with a blue label, a water extinguisher is indicated by the use of light coloured lettering on a red cylinder.

It is imperative that the cylinder and label be checked and the media identified before the extinguisher is used.

Types of Extinguisher for Classes

Type	*Class*
Water	A
Foam	A B
Dry Powder	A B C and fires where there is a risk from live electrical equipment.
CO2	B C and fires where there is a risk from live electrical equipment.

Principles of Extinguishing and Extinguisher use

As long as there is fuel, oxygen and heat a fire will continue to burn. The principles of extinguishing therefore require the removal of at least one element of the fire triangle to control and ultimately extinguish the fire. There are three means of achieving this:

Starvation:
To starve the fire by removing the fuel or by removing as much of the fuel as possible. An example is in the case of a fire involving a burst gas pipe, switch off at mains source thereby stopping the supply of fuel.

Smothering:
This is to deny or reduce the amount of oxygen available to the fire. Oxygen is essential to sustain any fire and the common example of this is the instruction to close all doors behind you when evacuating, this is to limit the amount of oxygen and slow down to process of fire spread.

Another common example is the use of fire blankets or wet towels to cover a burning container this smothers the fire by eliminating or reducing oxygen.

Smothering is a temporary measure and extreme caution should be taken when removing the cover or re-opening a door where a fire has taken place as this process does not remove heat. It is a matter for professionals such as fire brigade personnel to decide when it is safe to enter a room or uncover a burning container as the introduction of oxygen may re-ignite the fire.

Cooling:
This is the most common form of fire extinguishing and in most cases involves the use of water, being the most cost-effective medium, as a cooling agent. Cooling takes away or reduces the amount of heat available to the fire thereby reducing the risk of fire spread as heat levels must be maintained at a sufficient temperature for a fire to continue.

Fire Extinguisher Functions and Use

Hand held or portable fire extinguishers come in a range of sizes and capacities. The main components of the extinguisher are:

Cylinder:
Due to the high level of stored pressure required to discharge the extinguishing agent (water, foam etc.) the cylinder must be of sturdy construction, they are generally of metal construction but more recent extinguishers are using quality plastic cylinders.

Hose Output:
To feed the extinguishing agent to the discharge nozzle.

Safety Clip/Tag, Ring Pull:
To know if used or prevent accidental discharge.

Trigger Grip or Lever:
To release or control the release of the extinguishing agent.

Discharge Nozzle:
The nozzle may be permanently open or in the case of dry powder will include a squeeze grip handle to control the flow of the agent.

Internally the cylinder contains:

◆ The extinguishing agent, water, foam etc.

◆ Feed to hose output from bottom of cylinder for water/foam extinguishers

To operate:
The use of fire extinguishers requires training and practice. They must only be used on the smallest of fires in emergency situations. The user must always consider ones own safety before attacking a fire and always ensure an exit route away from the fire is available.

Before attacking a fire:
◆ Ensure alarm is raised and outbreak has been reported.
◆ Read or be familiar with the operating instructions on each extinguisher.
◆ Check that it is the correct extinguisher for the class of fire.
◆ Check that safety tag/ring is in place.
◆ Take extinguisher from storage area to location required.
◆ Keep your back towards a safe exit route, never allow yourself to get trapped.
◆ Remove or break safety tag/ring pull.
◆ Take trigger in one hand.
◆ Take hose/nozzle in other hand and aim.

   Caution:
   Where nozzle is fixed such as with carbon dioxide extinguisher ensure nozzle is directed towards the fire before depressing, as this agent has the effect of freezing the nozzle to the extent that contact with bare skin will cause injury.

◆ Keep extinguisher upright.
◆ The extinguishing agent is forced into the hose feed under pressure, hose feed inlet is at the bottom of the extinguisher therefore tilting the extinguisher, particularly when in use, may shift the agent away from the hose feed inlet.

- ◆ Squeeze trigger to release agent. Control flow to nozzle by use of trigger (where available).
- ◆ Aim at base of fire moving nozzle around principle area of heat in a sweeping motion to ensure an even spread of the extinguishing agent.
- ◆ Exercise caution to ensure that pressurised jet or spray does not agitate fuel and spread fire.
- ◆ Watch for smoke dangers
  Smoke will rise up to ceiling level and travel until it meets a wall, then as the area fills with smoke or as the smoke cools it will gradually lower until it reaches a way out, or the floor.
- ◆ Be aware of the dangers of toxic fumes, this will depend upon the fuel source, for example fumes from plastics.
- ◆ Do not attack the flames, flames are a result of burning and will continue until the fuel is shut off, the heat is cooled or the fire is starved of oxygen (aim at the base of the fire).

Limitations of an Extinguisher

By the nature of their size and construction requirements (to support high pressure) fire extinguishers contain small amounts of extinguishing agent.

The larger and more popular water extinguisher for example contains only nine litres of water.
The actual amount of discharge time for extinguishers is impossible to calculate as factors such as size, media used and available pressure all impact on this calculation.
Some extinguishers have a total discharge time of as little as 18 seconds and most will empty within a minute.

Good Housekeeping for Fire

7.4 Workplace Procedures

- ◆ Keep stairs and exits clear.

- ◆ All electric fires or heaters left on, other than those essentially needed, should be switched off.

- ◆ Gas and electric cooking facilities should be checked.

- ◆ Plant running but not in use or required should be switched off, and checked if cooling down.

- ♦ Heaters obstructed by overalls or other flammable materials left on them should be cleared, missing fireguards should be replaced.

- ♦ Doors and windows, internal and external, should be closed, the external locked against intruders and the internal closed to prevent possible fire spread. This will also assist security by giving an indication of the presence of intruders if subsequently found open.

- ♦ Flammable materials left near any source of heat should be moved to a safe position.

- ♦ Any leakage of oil or other possible flammable liquid should be investigated immediately.

- ♦ Check that all fire-fighting equipment is present, serviceable and unobstructed; that access is available to all hydrants; and that fire alarm points are intact.

- ♦ Be familiar with emergency evacuation procedures.

- ♦ Maintain correct recording and reporting systems.

Patrolling Procedures for Fire

The security guard should be alert that:

- ♦ Any leakage of oil or other possible flammable liquid should is investigated and remedial action be taken immediately.

- ♦ Recognised avenues of access for the fire brigade are unimpeded.
- ♦ That sprinkler heads are not obstructed by piled goods.

- ♦ All electric fires / heaters left on are essential, otherwise switch them off.

- ♦ Heaters obstructed by overalls or other flammable materials are cleared; missing fireguards should be replaced.

- ♦ Fire-fighting equipment and fire alarm points are checked.

- Naked flames are extinguished and soldering irons disconnected and monitored while cooling.

- Internal doors and windows are closed to prevent fire spread.

- Gas and electric cooking appliances are switched off.

- The exteriors of premises are thoroughly checked.

- Fire hydrants and water risers are not obstructed.

Action on Finding a Fire

On discovering an outbreak of fire or on receiving a report of an outbreak security guards should as a minimum comply with the following procedures.

Raise the alarm to ensure those at risk are warned of the danger.

- Inform the fire brigade.

- Evacuate the area.

- Fight fire if safe to do so.

- Secure the area to prevent people entering.

- Switch off or disconnect gas or fuel risks from mains.

- Assist emergency services with information such as directions, details of risks and people at risk on the premises.
- Assist with follow-up investigation.

- Compile a detailed record of the incident, including details of witness.

When reporting an outbreak of fire to the fire brigade ensure the following information is clearly received and understood:

- Full name and address of location.

- Persons missing, if any.

- ◆ Best route or access point to location of fire.

- ◆ Location of fire hydrants.

- ◆ Any process dangers.

- ◆ Any hazardous materials used on site.

This information will speed up the process and provide the fire brigade with essential information before they arrive at the scene.

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8.0

8.1 Legislation Not Generic

Objectives:

The objective is to list those aspects of Health and Safety legislation that impact on the duties and responsibilities of the security guard

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8.2 Role of Social Partners

The objective is to discuss the impact the social partners have on Health and Safety legislation

----

8.3 Terms and Definitions

The objective is to explain a range of common terms and definitions used in workplace Health and Safety

----

8.4 Personal Protective Equipment

The objective is to list a range of personal protective equipment and indicate which part of the body each item offers protection from

Introduction

8.1 Legislation

The security guard while on duty is seen as a figure of authority. Even where his duties may not directly include a responsibility for safety or fire, he is, in the event of an incident or accident expected to have a basic understanding of aspects of each. This will enable the guard to act or offer assistance and guidance when required.

Legislation
To be detailed at National Level

To be detailed at National Level

8.2 Role of Social Partners

8.3 Terms and Definitions

Safety has its own range of terms or descriptions, to complete this section this list names some of the more common ones.

An understanding of each will assist the security guard in recognising or identifying problems on site, interpreting safety requirements and compiling incident reports.

Hazard:
The potential of a process, system or article etc. to cause injury, death and or damage.

Risk:
The probability or likelihood of that hazard occurring.

Accident:
An unplanned and undesired occurrence, which may or may not result in injury, or damage to property.

Exposure:
To be vulnerable or unprotected from a potentially harmful substance that may come into contact with or enter the body.

The longer you are exposed to a chemical the more likely you are to be effected by it.

A large dose of a highly toxic chemical may have an immediate effect but a minute dose of a slightly toxic chemical may not be as easy to identify.
Harmful:

A substance which, if inhaled or ingested, or if it penetrates the skin, may involve limited health risks.

Toxic:
A substance which, if inhaled or ingested, or if it penetrates the skin, may involve serious acute or chronic health risks or even death.

The toxicity of a substance is its ability to cause harmful effects, the greater the toxicity of a substance the greater the harmful effects.

Carcinogenic:
A substance that causes cancer such as Asbestos.

Corrosive:
A substance which may, on contact with living tissue, destroy it for example acid.

Dermatitis:
A substance that causes dermatitis (skin rashes).

Irritant:
A non-corrosive substance, which through immediate prolonged or repeated contact with the skin or mucous membranes can cause dermatitis or inflammation.

Acute effect:
A rapidly produced effect following single exposure.

Chronic effect:
An effect produced as a result of prolonged exposure or repeated exposures of long duration.

8.4 Personal Protective Equipment

Common sense and legislation dictate that personal protective equipment must be supplied and worn when working in a risk area.

Accident statistics show that in many cases the injury could have been reduced significantly had the injured party worn personal protective equipment such as:

Hard hat:

The main function of a hard hat is to provide protection to the head mainly from falling items.

Goggles:
Goggles protect the eyes from splashes or splinters etc.

Masks:
Masks properly fitted over the mouth and nose are designed to prevent substances such as dust entering the lungs.

Masks which incorporate the use of a filter can "soak up" the undesired substance / chemical.

Self contained breathing apparatus:
The Breathing Apparatus supplies the wearer with air from a cylinder and isolates the wearer from the surrounding atmosphere.

Ear defenders:
Ear Defenders/muffs/plugs protect the ears from unwanted noise.

Gloves:
Gloves protect the hands. As there is no single type of glove that gives universal protection, it is important to select the correct type for each application.

Safety shoes:
Safety Shoes protect the feet on the underside from sharp protruding objects and with the use of steel toecaps protection from falling objects.

Protective overalls:
To protect the body and clothing from splashes, sparks etc. they must be appropriate to the risk and fit properly.

All of the equipment indicated has a life span and consequently should be inspected regularly and replaced as required.

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	--
9.2 Regulations Not Generic	The objective is to outline the regulations in respect of workplace First Aid
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9.3 First Aid Kit	The objective is to list the contents of a basic First Aid kit
	--
9.4 Common Causes of Injuries	The objective is to list and explain the causes and treatment of a range of workplace injuries
	--
9.5 Precautions	The objective is to indicate the precautions to be taken when assessing or dealing with a casualty
	--

9.1 Emergency First Aid

Introduction

The importance of this part of the training manual can be stated as raising awareness for acting in emergency situations (being able to judge situations). It focuses on taking initiatives instead of passive attitudes.

The role of the security guard is to warn emergency services and to not transfer casualties. Keeping crowds at a distance and remain calm.

Giving medical support to casualties is only allowed after following specific training courses (information and instruction).

The most important duty of the security guard in a first aid situation is to ensure medical help or professional assistance is sent for.

This can be the calling of an ambulance, doctor, qualified first-aider or nurse etc.

Where the casualty is obviously injured or in discomfort and insists on leaving the scene do not physically restrain.

Insist as strongly as possible that they should remain and ensure, if available, that witnesses can confirm your efforts.

Report the matter to your superiors or control immediately.

Call ambulance or doctor/nurse anyway in case casualty collapses or changes their mind on the way out and to show later that action was attempted even if casualty was not willing to take up the offer.

Escort/assist casualty from the premises, offer to arrange a lift or taxi home, get what ever details possible from casualty i.e. name, address etc. continue to offer assistance, give your name and company phone number should the casualty wish to discuss the incident later.
Where the casualty may be a trespasser found injured on the premises (for example falling from a wall or roof) they also are entitled to the same level of attention as a visitor, when injured.

The priorities are that the person is on the premises, and injured, the reason or excuse for being on the premises is secondary and does not mean that they can be denied available aid.

It is recommended that all security guards have first aid training.

The principles of First Aid.

The rendering of treatment as a result of an accident by making use of the skills, facilities and materials available.

First aid is rendered to:

◆ Sustain life.

◆ Prevent deterioration in an existing condition.

◆ Promote recovery.

There are two areas or levels of First Aid:

1. Life saving and injury minimisation which includes:

    ◆ A qualified First Aid person.
    ◆ Use of Cardio-pulmonary resuscitation (CPR).
    ◆ Mouth-to-Mouth resuscitation.

2. First Aid treatment for minor injury which includes:

    ◆ A competent First Aid person using Bandages, Wipes, Eyewash etc.

Emergency First Aid

Emergency first aid measures are the initial steps taken on discovery of an injured person.

These steps are:

Assess the situation:
If rendering assistance requires that you put yourself at risk you must consider the implications of injury to yourself and the potential further risk to the casualty if your attempt at assistance fails.

It is always better to ensure that assistance is guaranteed by reporting the matter first before jeopardising your own safety to the point where the casualty does not benefit from your presence.

Assess the injuries:
If it is safe to do so, approach the casualty and attempt to assess the level of injury.

This assessment is for obvious injuries such as unconsciousness, bleeding, head injury, broken limbs, breathing difficulties etc.

Identify the cause:
Is the cause of the injury known or obvious i.e. a fall, poisonous fumes, fire or smoke related.

If the cause can be remedied safely by, for example switching off gas mains, then do so first, to reduce the risk of further harm to the casualty, you, or others.

Assess the area:
If there is a risk of further injury to the casualty i.e. by rising water, fire or smoke and the cause cannot be remedied then attempt to move the casualty to a safer area without putting your own safety at risk.

The above information will be of great assistance to the emergency services on reporting to, or arrival at, the incident.

Carrying out these basic measures is not difficult when others are available to assist or call the emergency services.

In the event of a lone security guard situation where a casualty is dependant upon you to assist it is vital that other assistance be sought, or the matter be reported, before you attempt any measures that may effect your safety.

These precautions will reduce the possibility of leaving two casualties with no chance of further assistance.

Remain calm and efficient and project an air of confidence, which will reduce the risk of panic.

9.2 Regulations   **To be detailed at National Level (e.g. courses International Red Cross)**

9.3 First Aid Kit   A first aid kit must be available at every workplace.

Excluding additional provisions for special risks the contents of the first aid box will include:

- A range of bandages of varying sizes.
- A range of dressings of varying sizes.
- Adhesive plasters.
- Wipes.
- Eyewash.
- Eye pads.
- Scissors.
- Safety pins to suit.
- Supply of latex gloves.

The quantity of each is dependent upon the amount of staff and anticipated or recommended average use.
It is recommended that no ointments, tablets or pills be kept in first aid boxes unless those responsible are qualified and experienced enough to dispense.

Specialist equipment would include particular washes, sprays and creams to treat chemical splashes or burns, which may occur within that environment.

9.4 Common Causes of Injuries	The areas where security guards may encounter a requirement to carry out first aid or the most common incidences that may result in first aid assistance would be:

Head Injuries:
As a result of a fall or due to falling objects.

Panic or Anxiety Attack:
As a result of witnessing an accident or robbery, becoming disturbed in a crowded or noisy situation.

Breathing Difficulties:
Possible lung damage due to smoke or chemical fume inhalation,

Burns:
Varying degrees as a result of fire, chemical splash or contact with hot items such as pipes/machinery or electric shock.

Electric Shock:
Due to contact with or proximity to live electrical equipment.

Broken Bones:
Due to falling or falling objects.

Back Injuries:
Falling or unsafe lifting practices.

Bruising:
Fall, falling objects or assault.

Bleeding from Cuts etc.:
Contact with sharp objects or assault.

Eye Injury:
Due to sparks or splash.

Fainting:
Overcome by heat or poor personal welfare.

Treatment of Common Injuries
Having formed an opinion as to the status of the casualty the next stage is to consider treatment of injuries. The following represents a list of common injuries and suggested initial treatment:

Head Injuries:
Cover the wound with a clean pad or dressing, if skin is displaced close over before covering, secure the dressing over the wound with a bandage wrapped firmly around the head, this is to reduce or slow down the blood loss.

Lay the casualty down in a comfortable position with the head and shoulders supported slightly higher than the body.

Breathing Difficulties for panic or anxiety:
Put in a recovery position that makes breathing easier. Speak quietly but firmly to the casualty to re-assure, take the casualty to a quiet place to reduce anxiety,

Breathing Difficulties for fume inhalation:
Move the casualty (if no risk to yourself) into fresh air, ensure airways are clear and open, assist casualty in adopting most comfortable breathing position.

Burns:
Cool by pouring cold water over the affected area. Keep cooling for ten minutes (rinse for 20 minutes if due to chemical splash).

Remove clothing and jewellery from around the affected area as injury may cause swelling.

Do not touch the injured area or apply any lotions creams etc.

Do not attempt to remove anything stuck to the affected area.

Cover the injury and surrounding area with clean cloth or sterile dressing.

For facial burns keep cooling with water until medical assistance arrives, do not cover burns to the face.

Electric Shock:
Switch off current or unplug. If this is not possible stand on dry material such as a wooden box, pile of newspapers or rubber mat (car mats).

Use a piece of wood such as brush handle to push cause of shock away from casualty or to push casualty away from live electrical equipment. Dry rope can also be used through looping around the ankle and pulling the casualty free.

Check status of casualty i.e. conscious or unconscious, treat injuries such as burns etc. (wood or wood based products are poor electrical conductors, no form of metal should be used and nothing wet or damp as these can conduct electricity).

Broken Bones:
Do not move the casualty unless he is in danger.

Do not attempt to manoeuvre or move the affected area.

Support the affected part by a sling for the arm or cushions for the leg in a position most comfortable for the casualty.

Do not bandage the affected part unless the skin is broken or there is bleeding (bandaging is to protect the area from infection and slow down or stop blood loss).

Back Injuries:
Keep casualty still, support around the head and body with cushions, towels etc. reassure the casualty and advise or caution against moving without using any contact or force to ensure the casualty remains still.

Bleeding from Cuts etc. (external):
Remove clothing and jewellery from affected area.

Apply dressing firmly over wound.

Secure dressing by holding with hand or tying with a bandage.

Raise the affected area above the casualties' heart level (will slow blood flow).

Have casualty lay down, this is important as casualty may faint or lose consciousness and fall. If blood continues to flow around or through original dressing add more dressing without removing original.

Eye Injury:
Do not touch or rub the injured eye, advise the casualty to keep both eyes closed and still.

Have casualty lay down as the injury or keeping both eyes closed may result in poor balance or falling.

Support the head with your knees or cushions.

Give the casualty a dressing to hold lightly over the injured eye.

Fainting:
Lay casualty on his back.

Raise the legs to improve blood flow to the brain.

Ensure the casualty has plenty of fresh air.

Assist the casualty in sitting or standing as he recovers.

Do not force the casualty to his feet as this will slow down recovery by reducing the blood flow to the brain.

If fainting resulted in the casualty falling, check for any injuries.

Shock:
Make casualty comfortable by placing him on a blanket, raise and support the legs as high as possible.

Undo or loosen any clothing from around the neck, chest and waist.

In all cases ensure the casualty is comfortable, safe, constantly reassured and that medical assistance is sought.

Recovery Position
There are a range of recovery positions depending on the type of injury or further risk, the principle points of a recovery position are:

- To reduce risk of falling.
- To aid breathing.
- To reduce risk of choking.
- To reduce blood loss.
- To ease pain and discomfort.
- To protect the injury.

The most common recovery position involves the casualty lying on his side with one hand under the face to support the head and the other arm outstretched behind the casualty, the uppermost leg would be bent with the knee forward and resting on the ground.

This position will keep the casualty stable and accessible.

9.5 Precautions

General:

- Never put yourself at risk.

- Ensure professional assistance is sent for or arrangements are made to get the casualty to a doctor or a hospital.

- Recognise and remain within your capabilities.

- Secure the personal belongings of the casualty.

- Wear latex gloves when dealing with open wounds to reduce infection risks.

- Do not give any casualty food, drink or medication.

- Complete a written report of all incidents no matter how minor they appear.

- Maintain the dignity of the casualty by the use of screens/sheets and keeping the public away.

◆ Always give way to a more experienced person.

◆ Keep calm and maintain a confident and authoritative demeanour.

◆ Do not discuss the extent of serious injuries with or within the hearing of the casualty as this may cause or add to the distress of the casualty.

◆ Do not leave the casualty unattended unless absolutely necessary.

Conclusion

These actions are as far the security guard should go in assisting a casualty or administering first aid.

Areas such as CPR, mouth on mouth resuscitation or ventilation, abdominal thrusts or the selection of the optimum recovery position to suit the injury are matters that require further training beyond the scope of this book.

The actions indicated and recommended can be carried out by any competent person, however where physical contact is made all security guards must be conscious of the implications of making things worse and or leaving themselves open to claims of assault.

There is no obligation on the part of an injured party to accept assistance or aid.

Where the casualty is conscious ask if help or assistance is wanted, do not force your self on anyone or an assault may be deemed to have taken place.

Where the casualty is unconscious assist as much as your abilities will allow without risking your own life.

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10.0	**Objectives:**
10.1 Principles of Customer Care	The objective is to state the principles of customer care as applied in the workplace ---
10.2 Customer Care and Security	The objective is to describe how the security guard can assist with customer care policies ---
10.3 Principles of ISO 9000	The objective is to summarise the principles of the quality standard ISO 9000 ---
10.4 Quality and Security	The objective is to describe how the security guard can assist with quality of service policies ---
10.5 Customers - responsibility for Quality	The objective is to summarise the criteria related to the quality criteria for guarding personnel ---

10.1 Principles of Customer Care

Who is the Customer

The actual definition of a customer as one who buys goods or services is a very short explanation for a definition that is so important.

Other common descriptions of customers begin to state more clearly the importance of the customer these descriptions such as the customer is king, the customer is always right etc. should re-enforce the importance of the customer in our minds.

The level of this importance depends on where within an organisation the customer is held in the highest regard, or more importantly the perception amongst staff as to where the customer is held in the highest regard.

This is falsely or mistakenly deemed to be laid at the door of owners or managers.

The customer is important to everyone within an organisation, as without the customer there is no organisation.

It is therefore critical that both management and security guards firstly understand this themselves and secondly transmit or re-enforce the principles of the importance of the customer to staff at all levels of responsibilities.

An attitude that everyone is the customer including the employer and colleagues, not just the client, visitors or the general public is one way to view this.

Customer care is not a new skill but a simple matter of dealing with people in a proper manner.

The customer is any one who benefits the company, the potential customer is almost everyone else.

Importance of a Customer Care Policy

Customers when within a premises have a right to expect due care and attention be paid to them.

For management or security of a client's premises the principles are:

* Listening to their needs.

* Projecting a good image of the company.

* Offering comfortable surroundings.

* Dealing with complaints.

* Ensuring customer loyalty.

10.2 Customer Care and Security

For the security guard the important practical aspects of customer care include ensuring a safe environment.

This involves addressing the needs of customers in respect of their security and safety which requires extra vigilance particularly for risks such as:

* Slippery surfaces.

* Obstacles or hazards that may cause slips, trips or falls.

* Keeping fire exits and fire points clear.

* Potential assault or theft by other customers or staff.

* Any form of loss or damage to customer's person or property including vehicles parked on the premises.

Customer care is an understanding that customers, although visitors to a premises, are entitled to be protected from all risks to their health and welfare.

To be effective or to be part of an effective customer care policy the security guard must know the management policy in respect of customers and to fully implement or enforce those areas of the policy that impact on his functions, duties and responsibilities.

Finally, where there are problems highlighted the security guard must be part of a reporting system to ensure that these problems are brought to the attention of management for resolution.

10.3 Principles of ISO 9000 Quality System

The principles of customer care covered in the first section of this unit are a part of an overall quality system.

This section outlines the principle points of the Quality Standard ISO 9000, which has the broadest scope of the standards within the ISO series of standards.

The areas highlighted are designed to indicate the main considerations that must be satisfied by the implementation of an acceptable and assessable management system.

In broad terms the company must do the following:
1. State what its service or product is.
2. Write down what method will be used to deliver that service or product.
3. Provide the stated service or product by the use of the written procedures.

The ISO 9000 standard lays out clearly the areas it covers in order for the company to be compliant.

This outline is to provide an insight into the key points of the standard and what those activities undertaken by the company are. It will also broadly define what the company should achieve when implementing a management system that is to be compliant with the relevant standard selected from the ISO 9000 series. External assessors employed by a certification authority determine compliance with the requirements of the standard.

The outline will indicate under general headings the principle points of procedural compliance and includes areas that will specifically effect the provision of services and in particular the aspects relevant to the basic guard on site.

The main headings or principle points of ISO 9000 are:

1. Management Responsibilities:
- Define policy for provision of service
- Ensure all relevant personnel are aware of policy
- Provide resources
- Review systems
- Ensure implementation

2. Quality Systems:
Devise documented procedures to ensure compliance with the standard.

3. Contract Review:
Review contract to ensure provision of service to agreed quality levels.

4. Design Control:
- Design a service /product suitable to the clients needs
- Have suitably qualified personnel
- Record all stages of the design

5. Document Control:
Method for the control, review and updating of procedures, manuals and work instructions.

6. Purchasing:
A system for ensuring the purchase of equipment and materials suitable to the service being provided to ensure compliance with contractual requirements.

7. Identification and Irascibility:
To ensure documentation is correctly identified to ensure the trace ability of the service or product. Standard Operating Procedures are clearly identified with an assignment number.

8. Purchaser Supplied Quality:
When a customer provides you with materials, services or facilities which are incorporated in the product or service that you will provide to them, you must take all reasonable care to ensure that items are correct and maintained in an acceptable state of repair.

9. Process Control:
The activities undertaken by the company must be planned, carried out and supervised by suitably trained/experienced personnel who have access as required to documentation, which explains the requirements of the job and how to carry it out.

10. Inspection and Testing:
The inspection and testing activities used to establish the acceptability of materials or products upon receipt or incorporation into the product/service shall be defined. Records of such inspections shall be maintained.

11. Inspection, Measuring and Test Equipment:
Equipment selected to establish the conformance of the product or service with the relevant specifications shall have an adequate capability.
Records of calibration shall be maintained.

12. Inspection Status:
The inspection status, i.e. awaiting inspection or passed inspection shall be defined by appropriate methods, i.e. location, tags, labels or other suitable marks.
The identification and authority of persons carrying out inspections shall be defined.

13. Control of Non Conforming Product:
Products or services, which do not comply with the relevant specifications, need to be identified, segregated where possible and remedied in a timely manner.
Corrective actions need to be raised.

14. Corrective / Preventive Action:
Problems arising from the operation of the management system, documented procedures and/or products or services supplied need to be brought to the attention of people who can propose and implement solutions to these problems.

15. Handling:
Materials and products shall be handled using methods that prevent damage, loss or deterioration.

16. Quality Records:
Records confirming the operation of the documented management system and the discharge of contractual obligations are required.

17. Internal Quality Audits:
The internal audits, which are scheduled events, should seek to establish that the procedures are being implemented and if there are opportunities to improve the overall operational efficiency.

18. Training:
Training needs for all personnel who manage, perform or verify work that affects quality shall be identified and satisfied. Records of these activities are required.

It is normal to develop and monitor the implementation of a training plan or equivalent.

19. Servicing:
When a contractual obligation exists to service and/or maintain equipment the servicing must be planned and records of its completion are required.

20. Statistical Techniques:
Statistical techniques should be used where appropriate to develop inspection plans and establish the capability of processes.

The areas mentioned under the general headings are important for the company generally. Some are not totally relevant to the functions of the security guard those areas which are relevant are covered in the next section.

10.4 Quality and Security	The main areas that the security guard would have an input into are:

- Contract review
- Documentation control
- Process control
- Control of non conforming products/services
- Corrective/preventive action
- Quality records
- Training
- Servicing

This input is explained in more detail as follows:

Contract Review:
The security guard assists with this area by ensuring that all relevant information regarding operations on site are forwarded to his management, this provides management with supporting information ensuring the delivery of the agreed contracted quality of service.

Documentation Control:
In this area the security guard will, in particular, have dealings with site assignment instructions. It is extremely important that he ensures that any changes that need to be made to this document are forwarded to his management in order that all information is as up to date as possible.

Process Control:
This effects the security guard because it relates to methods of proof of delivery of service, this includes:

- Guard reports
- Incident reports
- Attendance documents
- Clock tapes
- Computer print outs
- Supervisory systems and procedures

Control of Non Conforming Products/Services:
The information supplied by the security guard to management will indicate the level of provision of service.
Any non-supply of service by the company to the client will also be highlighted and it will allow the company to rectify the problems in a timely manner.

Corrective/Preventive Action:
This is where the company is made aware of a problem in the provision of service to the client, they take action to correct it or prevent it happening again.
The security guard on site would generally implement these actions.

Quality Records:
The security guard when completing his guard report book or other relevant documentation is in fact completing quality records to show the companies fulfilment of the contracted requirements to the client.

Training:
The level of training given to the security guard must be sufficient to enable him to complete his tasks thereby supplying the service the company has agreed to provide to the client.

Servicing:
This ensures that all equipment operated by the security guard is maintained in proper working order to allow for the security guard to provide the contacted service.

All of these areas show the practical role the security guard has in the provision of service on site. They also indicate the importance of simple operating systems to ensure a clearly defined service is provided in a professional and structured way by a motivated and well trained security guard and that the service provided exceeds the expectations of the client and of the contracted agreement.

Conclusion:
In conclusion the security guard's input must also focus on the portrayal of the correct image of him personally and of his employer to re-enforce the principles of both customer care and quality.

The security guard will for a large portion of his career be expected to meet and deal with members of the public as a critical part of his duties.

To present the correct image the security guard should have some understanding of social skills therefore practice of the following will assist in particular with the ability to deal with people re-enforcing the principles of customer care and the provision of a quality service.

The security guard should:

- Be approachable.
- Adhere to dress codes, code of conduct and deportment.
- Not use bad language.
- Always portray a professional image.
- Use positive body language to re-enforce a message.
- Maintain a pleasant and polite attitude.
- Be friendly but not familiar.
- Be efficient but not officious.
- Be assertive but not aggressive.
- Understand that it is not necessary to be rude or abrupt to give the impression of authority or trust.
- Be professional at all times.

Finally, as is obvious in most cases when a customer calls to premises the first person they meet is a member of the security staff.

The impression made on such a visitor will impact on the security guard, his employer and of course the client.

Security staff must always be aware that if the wrong impression is made it will reflect badly on everyone and as such they should endeavour at all times to portray a positive image of the industry.

10.5 Customers - responsibility for Quality

In June 1999 CoESS and UNI-Europa produced a document named "Selecting best value - A manual for public authorities awarding contracts for guarding security services'.

As is the case with most organisations searching for quality to provide a service, the quality of the service provided depends on a number of key factors. Of all these factors, the capabilities, skills and motivation of front line staff is clearly the most important, as they are responsible for the day-to-day performance of the work, as well as the interaction with clients or the public. In addition the operational planning and management of front line staff and services has to be first rate

to ensure that the service is performed to the highest possible quality standard. Of similar importance is the technical, operational and human resource infrastructure available to front line staff and the contract management team. Finally, it is crucial that all operations are backed up by a company infrastructure, which not only has the relevant track record to perform a quality service, but also exposes a service philosophy that meets the requirements of its clients.

The four key areas in which the technical merit of a proposal for the supply of security services should therefore be assessed are as follows:

- Guarding personnel
- Contract management / operations
- Contract infrastructure
- The company

The quality criteria relating to guarding personnel:

Experience:
- Experience in the industry
- Contract specific experience

Skills and capabilities:
- Basic training
- Additional training and qualifications
- Contract specific training
- Recurring training
- Other skills (e.g. language skills)
- Career opportunities

Selection, recruitment and vetting:
- Recruitment and selection methodology
- Vetting

Employment conditions:
- Salary and benefit levels
- Working conditions

Other criteria to be defined by the customer:
- A justification of these criteria must be provided; they must remain within the framework of relevant European and national legislation.

Quality criteria related to contract management / operations, contract infrastructure and the company can be found in the document referred to.

Contents

11.0	**Objectives:**
11.1 Communication Skills	The objective is to list a range of communication skills beneficial to the security guard --
11.2 Recording and Reporting	The objective is to demonstrate workplace recording and reporting procedures --
11.3 Conflict Defusing	The objective is to demonstrate the application of communication skills to defuse potential conflict situations --
11.4 Information to the Public	The objective is to list the precautions necessary when giving information to members of the public --
11.5 Following Instructions	The objective is to demonstrate the ability to interpret and follow instructions --
11.6 Teamwork	The objective is to apply the principles of teamwork in the workplace

11.1 Communication Skills

Communication is the ability to deal with people in an effective way, actually defined as the ability to make known or reveal information.

Besides the contents of this manual it is important that security guards act in accordance with professional ethics as they apply in their professional working environment.

For the purpose of this manual and the functions and duties of the security guard the main communication skills are:
♦ Speaking
♦ Listening
♦ Writing
♦ Reading
♦ Body Language
♦ Visual Observation

The security guard uses all in some form during the normal course of duties and each is initially explained in brief and then applied in more detail as they impact on the functions and duties of the security guard on-site.

Brief description of main communication skills:

Speaking:
Speaking or the use of verbal communication needs to be practised to be effective but some simple rules are:

♦ Think before you speak.
♦ Speak clearly and with confidence.
♦ Avoid slang or bad language.
♦ Use body language to re-enforce a message.
♦ Use words you are comfortable with.

Security guards must always exercise extreme caution in what they say and how they say it. Comments meant as light-hearted remarks amongst colleagues using two radios can be overheard by others and either taken out of context or reflect badly on the security staff.
It is also important that security guards when giving information to anyone give only precise details and avoid the use of exaggeration.
Verbal skills are also relevant when using radio and telephone equipment

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Listening:
This is how we receive most information and a few simple rules for effective listening are:

Be attentive and concentrate on what's being said not what we want to hear.

Be patient if you want all the information.

Do not finish other people's sentences or bring conversation to an abrupt conclusion when you think you have heard it all.

Allow people to finish what they have to say, as they will then feel they have delivered their message.

Wait for a full answer to any questions asked.

Seek clarification if in doubt.

Acknowledge your attention to what's being said by the use of eye contact and general body language.

Writing:
There are various forms of writing such as creative writing for pleasure, correspondence with family or friends, concise short responses in form filling and writing for a specific task or purpose such as reports.

The different forms of writing are distinguished by the use and tone of language.

Writing skills are the ability to deal effectively with the demands of the purpose.

There are very few demands when writing for pleasure and in correspondence with family etc., as the completed written work is not subject to repercussions or serious criticism should the reader not adequately understand it.

Writing as required for forms etc. is generally short, precise and in response to detailed questions leaving little scope for errors and misunderstanding.
For the security guard the demands are always writing for a purpose in the filling out of forms and notebooks or reports, which are all factual documents.

The security guard needs to practice the basic principles for this type of writing the main points for consideration and practice would include:

Be very clear as to the purpose of the writing tasks.

Be sure the information is correct and can be verified.

Write clearly, confidently and expressively.

Use only words you know and understand the meaning of.

Use proper sentence and paragraph structures to support quality of content and show professionalism.

Use correct punctuation and spelling to support quality of content and show professionalism.

Remember and maintain the context of the content in keeping with the purpose through the document.

Proof read before final completion.

Keep notes or copies of all factual or specific purpose tasks.

Use of a word processor makes the task much easier for correction and structure of reports etc. however where handwriting is used the priority is always that the document be legible as it is to be read by others.

Where the security guard lacks confidence in his ability to write, the practice of the use of short sharp comments and keeping to the minimum amount of quality information will generally suffice. The most important factor in writing for a purpose is that the facts are recorded and reported in chronological order. Where further background information or detail is required this can be followed up as requested.

Reading:
Writing as described in the previous section is a form of communication from us to other parties, reading is a form of communication of information to us.

There are different reasons and purposes for reading, as with writing there is reading for pleasure such as books, light reading such as magazines or reading for information such as newspaper articles or textbooks.

Together with this there are also different approaches or ways of reading depending on the reason or purpose, these may be:

- Skimming or Scanning to get an overview or outline of the contents.
- Concentrated Study to extract information or identify key points.

When reading for pleasure or light reading it is not necessary to satisfy anyone but ourselves as to weather we have assessed the contents or need to reproduce any part of the information as such we can skim, scan or browse and pick whatever part or section that interests us.

Reading for a purpose is more serious as we may have to prove that information was received and understood. An example of this for the security guard would be assignment instructions or emergency site procedures.

When reading for a purpose the following guidelines may assist:

- Does it require reading in the place, is it necessary to read.
- Are their priorities to concentrate on sections rather than the entire document.
- Is it necessary to remember all of the contents.
- What level of detail is required.
- How is the information to be applied.

Categorise the document and indicate what parts require in-depth study, what information needs to be extracted, what areas can be skimmed over etc.

Body Language:
Non verbal skills are the use of body language this includes gestures such as:

- Nodding your head.
- Facial expressions, such as smiling or scowling.
- Use of the hands, open outstretched arms would be regarded as friendly, arms folded or remaining stiffly at the sides may indicate a defensive/closed posture.

- Eye contact should be made if the correct impression of openness and friendliness is to be portrayed; the opposite is the case where this impression is not required such as observing a shoplifter in action.
- Adopting a defensive posture or an open posture can also be achieved by your stance, whereby the difference between standing close or remaining at a distance from the subject clearly indicates your feelings.

Visual Observation:
Our ability to see and interpret images communicated to us, some simple everyday examples are directional traffic signs and traffic lights.

These use shapes and colours to send a message without the use of any other form of support.

This is extended to us forming opinions based on visual observation alone such as postcards from a holiday resort which conjures up an image of pleasure, relaxation and a feel good factor based on a small colourful photograph.

Other images such as warning signs using the skull and crossbones image indicate danger or caution again without the use of any other supporting form of communication.

Observing comes naturally to us all but in most cases we do not take full advantage of the power within us to use this skill to its full advantage, the following points will assist:

- Observe rather than look or glance.
- Concentrate on the image and interpret the message.
- Use association with other communication methods to remember the images.

- The use of visual observation when practised increases the amount of information we receive and increases the ability to interpret and retain the information.
- This can be enhanced when supported by other forms of communication, for example dance would not be the same without music, movie producers use the spoken word and music as well as special visual effects to enhance the message to be delivered.

11.2 Recording and Reporting

Communications are not simply a series of skills to be practised and applied in the workplace, effective communication is beneficial to everyone and should be put into practise in everyday situations.

This section is an introduction to communications generally, other sections within the manual will deal in more detail with requirements for reporting, report writing, use of notebooks and powers of observation etc.

Recording and Reporting Methods

Recording and Reporting are critical functions of the security guards, no matter what method or methods are used they must be:

- Concise
- Accurate
- Professional
- Discreet.

Methods of reporting are:

Verbal:
Verbal or direct speech reporting methods are generally the initial way reports are made and passed on.

It is important therefore to ensure the clarity of the message before attempting to forward it to the next person and also to ensure that the main points are emphasised.

Visual:
This would be where there is a distance between members of the security team with no other means of communication available.
It could be by the use of flags, hand signals or body language.

Electronic:
The use of landline telephone, mobile phone, fax, pagers and most commonly by two way radios.
The use of computer equipment, either as e-mailed reports or reports left on the system to be read by anyone having access to the system.

Written:
- The filling in of assignment report or incident book
- Use of a personal notebook
- Filling in forms
- Written incident or accident reports

Report Writing
The importance of reporting has already been stated, rarely will a security guard complete a shift without some occurrence requiring a report or notation of some sort.

The most common reports are those involving loss or injury that ultimately may be part of an investigation or court case, for example a break-in, an arrest, accident, injury or fire. In fact even if nothing happened it is reported that all is in order.

Therefore proper reporting procedures should be in operation so that the appropriate management attention is drawn to potential as well as actual problems.

All key facts relating to an incident worth reporting must be committed to paper at the earliest opportunity to avoid problems for management or colleagues who may be questioned about matters on which they are uninformed.

A brief interim report will suffice if required or where action is incomplete.

The prime objective when writing a report about an incident is to achieve a word picture in the mind of the reader.

This calls for a full, accurate, and unambiguous account of what took place, with sufficient detail and explanation to assist the reader understand the matter being reported on.

Writing a Report.
Thought should first be given to the content of the report. Information can come directly from the memory of the person reporting.

If a lot of time has passed since the time of the occurrence then the information may come from the writer's notebook.

Where a report is complicated it should be written out roughly, read over carefully, corrected as required and then rewritten for presentation.

Report format.
Apart from address groups and the signature group, the body of the report should be divided into three distinct paragraphs:

Paragraph 1:
Circumstances leading up to the discovery, including place, date, time and immediate action taken.

Paragraph 2:
More detailed, but relevant, information about the incident and details of further action taken.

Paragraph 3:
Final assessment of damage or loss and any recommendations that you wish to make.

This format is designed to give the reader an immediate space/time orientation and explain clearly what happened and action taken by the person reporting.

Rules to Follow.
- Make the report as soon as possible. Amplification can follow later if necessary.
- Indicate clearly for whom the report is intended.
- Give the report a brief explanatory heading.
- The report should have a beginning, middle and an ending.
- Be clear, brief and to the point.

- Use plain English, big words impress no one and may frequently be wrongly spelt.
- Limit technical phrases to those who will understand them and if in doubt give an explanation in brackets of the term used.
- Do not use slang, unless quoting what was actually said.
- Avoid abbreviations e.g. dept., w/shop, lab and so on. This can suggest laziness on the part of the writer.
- Avoid recording opinions without evidence.
- Always use the 24-hour clock when referring to times.
- Do not be sarcastic or rude.

For minor incidents or regular occurrences it is practical to have prepared a pro-forma type of report that saves time in preparing and reading.

Circulation.
The name(s) of the person(s) for whom a report is intended should be clearly shown on the first sheet, preferably on the left side at the top.

Where individuals are expected to take some action in respect of the report, they should agree the circulation with their supervisor or the person commissioning the report.

If the report is of a confidential nature do not leave spare copies lying around. Clearly mark the report confidential prominently at the top and treat the envelope, which must be sealed, likewise.

If the report must be circulated by post, place the sealed envelope marked confidential inside a plain addressed envelope, so that it is indistinguishable from other mail.

Conclusion.
Being good at report writing is largely a matter of practice, together with following a few simple rules.
Above all check your facts. Important decisions may well rest on what you state and you are likely to be closely questioned on what you have written.

All reports must clearly and concisely answer the following questions:

- What happened.
- Who was involved.
- When did it occur day/date/time (use 24-hour clock).
- Where did the incident happen.
- Why, an outline of possible causes.
- How was the matter initially discovered.
- Action taken.

A detailed report as outlined above may initially start with the security guards notebook as a main reference, it is therefore equally important that the taking of such notes be carried out correctly.

Notebooks

A notebook is one of the most important items in a security guard's equipment, but it can easily become useless if not maintained in a proper manner. The purpose of keeping a notebook can be summarised as follows:

- To provide a permanent personal record of hours of duty and work done.
- For convenient and efficient recording of instructions, messages, and incidents during duty.
- As a source of reference to the details of an incident when subsequently making a report.
- To record matters which cannot be entrusted to memory.
- As a source of confirmation for evidence given in Court, particularly in respect of conversations, complicated details of property etc. material to the proceedings.

Rules for Keeping Notebooks

In keeping a notebook it must be borne in mind that a notebook must always be acceptable as a correct record. This can be achieved by observing the following:

- Enter date of issue and name of owner inside the front cover before taking it into use.
- All entries to be in proper sequence.
- Make an entry for each working day, showing starting and finishing times, even if nothing of note occurs.

- Make the entries at the time or as soon as possible after the incident to which they refer.
- Do not erase anything.
- Do not tear pages out.
- Avoid blank spaces.
- If alterations are necessary, cross out without obliterating.
- Do not write between lines.
- Initial any alteration relating to matters likely to be connected with Court proceedings or disciplinary hearings.
- Do not make jottings.
- Do not sacrifice accuracy for neatness.
- Number each page.

Essential Matters for Inclusion

It is difficult to define what is essential to cover. The needs differ with each employer, each site and each duty; but one unchanging rule is that every entry should be fully written up with all relevant details.

The following are examples of essential information required:

Instructions given at time of commencing duty,

- Details of any report of crime, incidents, complaint etc. e.g. name and address and works number of complainant, particulars of complaint, date and time of incident, full description of property missing, if applicable time report was made and any subsequent action taken.
- In the case of an arrest, the time and place, name, age, address of offender, works number if employee, reason for arrest, offender's reply when challenged, record both question and answer, the latter exactly as given.
- Reports of lost and found property if other than at security lodge.
- Notes of accidents reported or seen.
- Details of fires located or reported and any contravention of fire, safety or security rules and procedures either brought to your notice or discovered whilst on patrol.

Use in Court Proceedings.

Notebooks should not be produced when giving evidence unless it is in the interest of accuracy. If produced the Court and the Defence have the right to inspect it, hence the reason for ensuring the rules above are complied with.

Two guards who have acted together can compose joint notes, but they must record in accordance with their own individual recollections if there is any divergence between them.

When a notebook is produced it should be taken out quite openly so that all in Court can see it. Permission to refer to your notebook should be sought from the Court.

It is useful to have the page marked so that no time is lost in finding the entry. Here again, this emphasises the need to conform to the rules.

If evidence is given with the benefit of a notebook the court will almost certainly insist on an opportunity to inspect it and it will not be judged to be a reliable record if the notebook shows to be badly kept.

The witness box is a cold and friendless place if sloppy methods on your part give the defence an opportunity to discredit you as a witness.

Guidelines for use of telephone:

- Always identify yourself as security when answering and satisfy yourself as to the identity of all callers.
- Speak clearly.
- Get the name and reason for call from caller.
- Record relevant details of call.
- Do not use bad language.
- Turn off or isolate any background noise, which may impair your understanding of a message.
- Assist in any way possible within the scope of your duties, offer no information of a security nature.

The correct image presented on the telephone is important both for security and client.

Radio Functions
To communicate effectively security guards must have an understanding of radio equipment together with rules and recommendations governing the correct use of radio equipment to maintain maximum benefits from it.

Two-way radio has been the foremost safety aid to the security guard since coming into popular use in the 1970s.

Its greatest asset is that it enables security staff speaks directly to a control room and other security personnel, giving precise details of a situation or emergency at a location.

Its greatest drawback is that many people do not know or fail to follow correct procedures for the use of radio equipment.

A two-way radio is an apparatus for sending and receiving information by means of electromagnetic waves.

Each unit has:
* An on/off switch which would normally incorporate the volume control button
* A squelch button which is used to fine tune and block out back ground noise
* A channel select button (range of channels vary)
* A push to talk button which can be attached by a coiled lead to a mouthpiece / microphone or in the case of hand held units can be part of the body of the unit.

To transmit a message you depress and hold the push to talk button while talking and release to receive a reply. It is not possible to receive a message while the push to talk button is depressed.
A dedicated call sign (identification name or number e.g. alpha control or alpha base) is allocated to the control room unit.

A dedicated call sign (identification name or number e.g. alpha one) is allocated to each unit outside of the control room.

There are three main types of two-way radio units:

Desk top unit or base station:
This unit would be located in the control room and powered from the mains.

Fixed unit:
This unit would be mounted in the patrol vehicle, and powered from the vehicle 12-volt battery.

The Hand Held Unit (walkie-talkie):
This is the personal radio carried by most security personnel, it has its own battery which can be recharged, although not as powerful as the desktop or fixed unit it is the one you are most likely to see in use, particularly within the retail / shopping centre environment.

The range or distance between which two units can communicate messages is limited and can be reduced further by local conditions such as concrete buildings.

Radio Procedures.
The following is a checklist of radio procedures:
- Listen on the air before you transmit so that you do not interrupt or cut out messages from other units.
- Use the correct call sign when establishing contact at the beginning of each transmission. It is not necessary to use the call sign again until the end of your transmission.
- Wait for control to acknowledge your call before you proceed with your message.
- Be brief and use the standard **Pro-Words** (one word or short phrase used to reduce transmission time).
- Use the phonetic and numeric alphabet (single word used to identify a letter or number e.g. Alpha = A) when spelling long or difficult words or any words which present difficulty in clarity.
- Have numbers and letters read back to verify accuracy.
- Avoid chitchat or banter.
- Maintain a natural voice flow and emphasis.
- Replace the mouthpiece / microphone when not in use.
- Terminate each transmission with the word **"over"**. Control will only use the word **"out"** at the end of the final transmission.

Priority Transmissions
There are two classifications of priority calls, Top and Medium.

Top Priority
This classification takes precedence over all other transmissions and the normal routine in not followed, instead a Priority Prefix is used, followed immediately by your call sign, location and message e.g.

Where a security guard discovers a fire a sample transmission would be:
" Emergency, Emergency", "Alpha One, fire at Lawlors warehouse, Fore Main Street, fire brigade required, over."

Control will reply:

"Alpha one, message received, will inform fire brigade, please standby, over"

Plain language is to be used when giving locations during attack or emergency calls.

It will be assumed that if such call is made immediate help is required, control will acknowledge and take appropriate action.

Medium Priority
This classification includes incident or urgent calls and can cover a wide range of subjects based primarily on suspicion or important but non-critical calls e.g.

Where a security guard suspects an intruder is on a premises and requires assistance or police a sample transmission would be:

"Incident, Incident", "Alpha control, this is Alpha one."

Control will acknowledge call promptly and ask for your message.

If such calls are made and not acknowledged by control, it must be assumed the call was not received and should be repeated.

Pro-Words.
These are short phrases, which describe standard or regular messages used in radio communication to reduce transmission time.

The following are the most commonly used Pro-Words:

Example in the English language

Pro-Word.	Meaning.
Stand-By:	Remain in position to receive further or follow-up information.
Correction:	An error has been made in this transmission, the correct version is-.
Disregard:	The last transmission is in error, disregard it-.
Figures:	Numbers to follow-.
From:	The originator of this message is-.
I say again:	I am repeating my transmission-.
I spell:	I will spell the word phonetically-.
I Verify / Please verify:	To be used when requested to confirm the truth or correctness of a transmission.
Out:	This is the end of my transmission, no answer is required (only used by control).
Over:	This is the end of my transmission, go ahead and reply.
Pass your message:	I am ready and waiting to receive your message.

Read back:	Repeat this transmission back to me-.
Relay to:	Pass this message to-.
Roger:	I have received your transmission satisfactorily.
Say again:	Repeat your last transmission (or part of it).
Maintain silence:	Do not make further transmissions until the silence is lifted, or called by control.
Silence lifted:	Normal transmissions can now be resumed, I am ready to receive your calls.
Speak slower:	Your speech is too fast or garbled for me to understand.
That is correct:	You are correct, you have transmitted correctly.
Time:	The time is- (twenty four-hour clock to be used).
Unknown station:	The call sign of a station trying to establish contact is not known (to be used when the calling station has not identified itself).
Wait:	I must pause for a short time, or, I cannot reply to your transmission immediately.
Wilco:	I have received your transmission, understand it and will comply.
Word/before after:	Repeat part of your last transmission- (can be used with Say Again, e.g. Say Again words after-).
Location please:	Where are you-, (to be coded whenever possible so as not to identify a premises precisely).

Destination please:	Where are you bound for-(to be coded whenever possible so as not to identify a premises precisely).
E.T.A. Please:	What is your estimated time of arrival-.
T.A:	Actual time of arrival at destination.
Phone In:	Telephone control as soon as possible.
R.T.B:	Return to base or returning to divisional office.
Check-in:	To be used by control only. Normally used when a special radio check on mobiles/sites is to be made.

Phonetic and Numeric Description

An important element of the effective use of radio equipment is the phonetic and numeric alphabet.
Knowledge of this combined with the correct use of radio procedures will with practice benefit all security guards.

Phonetic Alphabet   *Numeric*

A	Alpha	N	November	1	Wun
B	Bravo	O	Oscar	2	Too
C	Charlie	P	Papa	3	Three
D	Delta	Q	Quebec	4	Fore
E	Echo	R	Romeo	5	Fife
F	Fox-trot	S	Sierra	6	Six
G	Golf	T	Tango	7	Sev-en
H	Hotel	U	Uniform	8	Ate
I	India	V	Victor	9	Nine-er
J	Juliet	W	Whiskey	0	Zero
K	Kilo	X	X-ray		
L	Lima	Y	Yankee		
M	Mike	Z	Zulu		

It is illegal to use bad language over the airwaves or to repeat / pass-on any information overheard and not intended for you.

Use of a two-way radio frequency is subject to the holding of a licence issued by the Department of Communications.

11.3 Conflict Defusing

Introduction
It should be bared in mind that in situations were people from other cultures are involved the communication activities as described in this training manual might not be appropriate.

Conflict is defined as a disagreement, struggle or fight.

Section 5.9 outlines the action to be taken when a conflict has developed to the point where the security guard cannot for his own safety or should not due to the circumstances of the conflict become involved or take any action to resolve the situation.

In all cases the security guard must be satisfied that the conflict has the potential to develop into anger, aggression and ultimately violence. His early intervention for example into a verbal disagreement where there is no threat of harm or danger can have the effect of escalating the conflict.

Early intervention can also, as explained in section 5.9, have the effect of turning the conflict on him.

The critical decisions for the security guard therefore are:
- The decision to intervene.
- When to intervene.
- How on intervention to handle the matter.

The first point or decision, to intervene, is based on circumstances at the time and on the people involved.
It is impossible to identify all circumstances and provide guidelines for each situation. Conflict defusing by the use of communication skills is where the guard can, should or needs to become involved in an attempt to resolve the matter, examples of this type of conflict are:
- Disagreement amongst fellow team members.
- Disagreement amongst the guard and members of the public i.e. insisting that a trespasser leaves a premises or apprehending a shoplifter.
- Disagreement between the guard and members of site or client staff i.e. while enforcing rules such as contravention of no smoking regulations.

- When confronted with a situation where threats lead the guard to think he may be in danger of harm and cannot escape or avoid the situation.
- Where there is a risk of harm to others who are the responsibility of the security guard i.e. a visitor to the premises or a customer in a shop.

The second point, when to intervene, is the more important and the area where the guard must use his knowledge and understanding of all forms of communication to assess the situation. The following should be considered in assessing:

- What is the cause, if this is not obvious or apparent by listening and observation attempt to find out before intervening.
- Listen to the language used, insulting or abusive etc.
- Listen to the level of voice, loud, fast angry or aggressive tones.
- Observe if all parties are aggressive or are some reasonable and passive.
- Observe what type of body language is being demonstrated i.e. threatening by waving closed fist, physical contact by pushing/shoving
- Observe how many are involved i.e. one to one, group to group or one to group etc.

Groups are the most difficult to assess as there can be more than one aggressor or the main body of the group can be on lookers rather than participants.

The initial assessment should highlight the main party or parties involved, these are people the security needs to focus on.

On assessment the security guard should be clear as to who or how many are actually involved, what is the cause of the conflict and will it develop or is it developing into a situation where there is a risk of harm or danger to anyone.

The decision to intervene is then taken and an approach is made.

The security guard should ensure the matter is reported and that assistance is available before entering into any situation that may present a danger to him.

The third point, how to handle, is twofold combining the use of guidelines on intervention with the use of communication skills to support or re-enforce the guidelines.

Guidelines on intervention:

Do not make continuous eye contact:
Occasional eye contact should be maintained, but not unduly as staring can have the effect of un-nerving people. Attention must also be paid to the surrounding area and to the aggressor's body, hands or feet movement etc.

Do not be aggressive:
Showing signs of aggression will counteract all other attempts to defuse the situation, these signs such as raised voice, finger pointing or raising the arms must be avoided.

Do not raise the voice:
This forces the aggressor to match the voice thus increasing the level of aggression unnecessarily.

Do not under or over distance from the situation:
Stand one arm's length away so as not to be to close and appear intimidating, while not being too far away to demonstrate interest and involvement.

Do not take sides:
The cause of the conflict may be a genuine grievance or disagreement. Taking the wrong side or appearing to un-duly support one view may increase the level of aggression or turn the aggression towards the security guard.

Do not make physical contact:
With the exception of gestures of openness such as a handshake, physical contact must be avoided as the aggressor may feel restrained or threatened and resort to violence as a natural defence.

Do not give orders:
Security guards particularly in uniform give the impression of authority. This can be resisted by some people and when orders are given only add to the resistance.

Do not approach as if prepared for a confrontation:
Rushing in or striding purposely towards the aggressor will put him immediately on his guard and will make reasoned discussion more difficult to begin.

Do not hold any objects that may be or could appear to be a weapon:
Where the security guard may have a torch or radio in his hand it may appear to be a weapon to be used against the aggressor. These items should be returned to their holders or put into the pocket particularly when approaching.

Do not turn away:
It is important to gain the respect of the aggressor. To do this respect must also be shown. Turning away or engaging in conversation with on-lookers will show lack of interest or attention to the problem.

Do remain assertive:
An important aspect of diffusion is the transferring of control of the situation away from the aggressor to the security guard.

This control is transferred when the guard gains the respect, trust and confidence of the aggressor.

The security guard must be able to take this control and demonstrate to the aggressor that he is no longer in charge by being assertive and confident.

Always show respect:
Swapping insults, making derogatory remarks, dismissing or ignoring the views of the aggressor will all increase the potential of anger or violence.

Attempt to deflate or deflect the situation:
By making comments for example, "do you want the police called " or "this should be taken up with management" will show an interest in the problem.

Further similar comments will focus the attention of the aggressor to other points or aspects he perhaps has not considered thereby deflecting his thoughts and possible deflating his arguments.

Use of appeal:
During a conversation comments such as "is this worth the trouble" or "why bother" can have the effect of implying to the aggressor that he is above this behaviour.

Most of these points involve receiving or delivering a message is the use of a range of communication methods.

The next few points will detail more precisely how communications are used combined with the checklist.

The communication skills used are:
♦ Visual Observation
♦ Listening
♦ Body Language
♦ Speaking

Use of visual observation:
Initial assessment involves interpreting the images and body language used. On intervention the use of body language gives the aggressor the image of calm and openness as opposed to feeling threatened or restricted.

Listening:
Paying attention and concentrating on what's being said and how its being said demonstrates an interest and provides some of the information required dealing with the situation.

Use of body language:
An open friendly stance, extending arms out from the side and facing (not staring) towards the most upset or aggressive party. Move the body in response to movement.

Use of verbal communication:
Speaking in a calming voice offers a positive contribution to points raised.

Wording is equally important and diffusion will require careful selection of the type of comments used.

In general the tone should be matched with an appealing conciliatory wording without losing the element of assertiveness and lying or misleading the aggressor.

If there are serious consequences to the actions of the aggressor these may be stated provided the tone and wording remains conciliatory.

The more important aspects in the use of communication skills are not simply the reaction or use of skills acquired to diffuse, but equally importantly the use of these skills in assessing the situation and gaining the confidence to intervene.

The security guard must not place himself unnecessarily in danger.

11.4 Information to the Public

Information to Members of the Public
Security guards must exercise caution when giving information to members of the public for the following reasons:
- Misinterpretation by the public of the comments made by the security guard may cause panic.
- Potential litigation against client or employer may arise as a result of the information given.
- Any ill informed or casual comments may result in adverse publicity.

- Comments made or information given may breech clients or employers insurance contract.
- Security guard may not be aware of all the facts / background information.
- Security guard would rarely be authorised to speak on behalf of client or employer.
- Security guard may give out valuable or confidential information, which could cause or contribute to a breach of security at some future date.

Associated problems can be reduced where the security guard has access to some form of communication with his superiors or where his instructions clearly indicate at what stage and to whom he refers matters.

11.5 Following Instructions

Following Instructions

For the effective security of any premises security guards must be disciplined and be able to accept, interpret and act on instructions from their superiors, this is particularly important in emergency situations.

These instructions can be in writing, as part of operating procedures or assignment instructions.

For day-to-day changes or in the event of an incident, instructions may be by direct verbal, telephone or radio messages.

The security guard must understand, accept and respect an established chain of authority or command both for the security of the protected premises and for his own safety and well-being.

When instructions are given the security guard must interpret them and when in doubt as to the clarity should not hesitate to question it.

There is no place in this industry for those who feel they know it all or have difficulty accepting authority as this attitude not only affects or endangers themselves but also those around them.

All security guards must be left in no doubt as to whom they accept instructions from. Having in place a management structure or chain of command and clear reporting procedures do this.

11.6 Teamwork

Work as a Team Member

The nature of security work involves working within groups or teams and as such the industry has been built around semi military lines.

This is necessary to maintain control and supervision of a large number of people spread throughout a city or country.

Each team must develop into an efficient independent working unit who will work together and co-operate with each other for their own sake and for the benefit of the assignment they are responsible for.

Bad teamwork will impact on the quality of service and reduce team morale.
Outlined below are the more important aspects of teamwork:

- Have consideration for others in respect of time keeping and absenteeism.
- Always be prepared to listen to others.
- Discuss problems or complaints openly to prevent barriers or conflicts developing.
- Remember your behaviour affects those around you.
- Do not take out personal problems on others.
- Cooperate in respect of changes on site or roster to assist others.
- Recognise the strengths and weaknesses of others and assist where you can.

- Take your share of duties and responsibilities do not leave it to others to do so.
- Be honest with your fellow team members.
- Assist in times of danger no matter what personal differences there may be.
- Do not pass on problems to others that are your responsibility to deal with.
- Understand what your job is and what is expected of you.
- Teamwork involves compromise and co-operation.
- Do not hesitate to observe or question others.
- Behave professionally at all times.

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12.1	Historical Developments
12.2	Common Terms
12.3	System Structures
12.4	Impact of Social Partners

12.0	**Objectives:**
12.1 **Historical** **developments** **Not Generic**	The objective is to outline the historical developments of employee and employer representation --
12.2 **Common terms**	The objective is to understand a range of common terms used within the labour relations structure --
12.3 **System structures** **Not Generic**	The objective is to summarise the structure of the labour relations system --
12.4 **Impact of Social** **Partners** **Not Generic**	The objective is to state the impact of employee and employer associations on labour law and conditions --

12.1 Historical Developments

Historical developments on European level

Labour relations have a long history. Since the Middle Ages professional associations existed know as guilds uniting mainly craftsmen. As industrialisation grew, and the first examples of factory work appeared, trade unions were formed to struggle against the exploitation of workers and to develop a voice for the new working class. A growing social awareness led to the introduction of laws governing the world of work. Socialist parties had been formed by trade unions themselves in may cases and they increasingly gained parliamentary power. After 1945, two distinct trade union models developed. The mainly British system had little or no legislative base and was mainly build on local collective agreements and the systems of elected shop stewards carrying out many functions for industrial relations and the establishment of collective agreements. Many other European countries adopted detailed workplace legislation including the creation of works councils along with a system of centralised bargaining for all industrial sectors. Trade unions strengthened their international co-operation in Europe as their countries started the first forms of European co-operation, through the restructuring of the steel industry (Paris treaty 1951) leading to the European Economic Union (Rome treaties 1957). The European institutions began introducing proposals mainly focussing on economic rules. There are now social rules as well (European laws) concerning aspects of social protection. The establishment of the European Union and the Maastricht treaty (1992) made the social debate a permanent element of European politics.
The European Commission guides the social dialogue in sectors. Within the scope of the social dialogue projects are being developed and problems discussed which interest both employers and trade unions in major industrial sectors.

This European Training manual for basic guarding is one of those projects, developed through social dialogue between trade unions and employers' organisations in the sector.
In Berlin June 11th 1999 employers (CoESS) and trade unions (UNI-Europa, former Euro-FIET) agreed to mutual recognition at European, national and local level.

Historical developments on national level

To be detailed

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The European Social Dialogue started in 1995 co-ordinated by the European Commission. Partners were unfamiliar with each other and the start was sometimes slow. The workers and their organisations were represented by EURO-FIET (UNI-Europa from 01-01-2000). The employers were represented by CoESS. They decided to put professional education and training on the agenda.
Besides mutual recognition the common agenda included:
◆ Joint European training program;
◆ Awarding of contracts by the public sector;
◆ EU expansion to include Central and Eastern Europe.

12.2 Common Terms

Labour relations has a range of terms or phrases, a brief explanation of some of the more common terms is as follows:

Arbitration / conciliation:
The process of seeking a decision or solution from a third party.

Centralised Collective Bargaining:
A framework for national negotiation involving the main union and employer representative associations.

Collective Bargaining:
A framework for national negotiation between unions and employers.

Conference:
The main meeting of union delegates.

Dispute:
Grievance involving a group or individual.

Delegate:
A union member eligible to attend and vote at conference / congress.

Demarcation:
The distinction between the various skills, crafts or types of employment.

Grievance:
Failure of employer to adhere to collective agreement or legislation.

Shop Steward:
A company employee who is the union representative in the workplace and acts on behalf of union members on industrial relations matters.

Strike:
Withdrawal of labour as a result of an unsolved grievance or dispute.

Works Committee/Council:
A body of elected employees for consultation with management.

Union Official:
A full time employee of a union who co-ordinates with shop stewards and represents the union in negotiations..

To be detailed at National Level

12.3 System Structure

The European Social Dialogue (system)
Directorate General Employment and Social Affairs of the European Commission guided the European Social Dialogue. The European Commissioner for Employment controls this DG. A representative of the Commission chairs the meetings of social partners (CoESS and UNI-Europa). The meetings are sponsored and chaired by the European Commission.
Social Dialogue meetings take place in the buildings of the European Commission in Brussels. Interpretation services are made available. This situation creates a good basis for the representatives of employers and employees to discuss and negotiate European matters related to the private security sector. The employees are represented by UNI-Europa, a European part of UNI (Union Network International which represents 900 trade unions form 130 countries worldwide). UNI-Europa represents trade unions form all European countries. In the private security industry UNI-Europa represents around 300.000 employees.
The employers are represented by CoESS. CoESS has members in all European countries and represents nearly

10.000 companies employing 500.000 employees. The total turnover if around 8.500 million Euro (8.500 M💼).

To be detailed at National Level

12.4 Social Partners Impact

The European Commission sets its own social policy. The Amsterdam treaty (1997) demands the consultancy of social partners before deciding and implementing social and labour market policy in Europe. If social partner reach agreement on policy directions the Commission will enforce those. This framework of proposals is known as a green paper.
Social partners in the private security sector have a common interest in analyses and joint agreements on the development of the sector. In this manner regulation and legislation can be influenced and adapted to the need and demands of the sector. Social partners can also use their joint opinions to gain support from the European Commission. The Commission has more power and influence towards the member states than the individual partners.

The labour market organisations in the countries of the EU have a significant influence within the European society. They reach collective agreements at confederation level, also participating in the drawing up of legislation affecting the labour market. Agreements at national level generally concern the framework for wages, salaries, social costs, pensions, training, working time and working conditions in addition to the general rules of the labour market.
The main lines of the system are:

Employers' central organisation &   *Centralised agreement*
Employees central organisation

Employers' Union &   *Collective Agreement*
Trade union

Enterprise &   *Locally settled agreements*
Employee shop steward

Enterprise &   *Contract of employment*
Employee

Once the central organisations have reached a centralised incomes agreement, the trade unions and employer associations negotiate the finer details to suit the needs of the individual sectors, such as the private security. In those cases where the central organisations do not negotiate or reach any agreement or recommendations, the employer associations and trade unions negotiate collective agreements for each sector. These agreements cover pay and working conditions. Once the negotiations are concluded at confederation and sector level, the agreements are adapted to the demands of enterprises, municipal authorities and institutions. Experience in the past have demonstrated that the collective agreements provide still further opportunities for solutions on working hours, pay and other working conditions to be settled locally.

Like the right of all employers to organise in central and in branch organisations, employees will also have the right to belong to trade unions.
In fact, trade union membership and organisations means better agreements and working conditions.

Description of the actual labour relations in the firm you are working for.
To be detailed at National Level

Contents

13.0	**Objectives Stated**
	--
13.1 **Labour** **Legislation**	The objective is to list the main labour related legislation that may impact on industry
	--
13.2 **Collective** **Agreements**	The objective is to describe the principle points of labour agreements
	--
13.3 **Company Rules**	The objective is to summarise general rules for professional employment
	--
13.4 **Individual** **Employment** **Contract**	The objective is to summarise the principals of individual labour contracts
	--
13.5 **Employees** **Checklist**	The objective is to give an instrument for employees information needs
	--

13.0 General Objectives

Objectives stated

The social partners agree that the provision of good working conditions is major factor in determining the quality of service offered to all clients. A healthy industrial relations climate between employers' organisations and trade unions and good working conditions increase the job satisfaction of employees and enable them to improve the service they provide. Such items as the provision of an agreed and acceptable level of remuneration, health and safety systems and procedures, systematic vocational training, possibilities of career progression and personal advancement, employee organisation and involvement all constitute benefits in service quality for clients, employers and employees are all an integral part of these.

The student learns in the vocational program that there is:
- Labour law
- Collective agreements
- Company rules
- Contract of employment

The students should know (not detailed) how the laws and collective labour agreements arise.

They should also know who are the partners involved in the field of labour relations.

They should know the relative shop stewards and how to contact them

They should also know what a works council is, who the members are and how to contact them. At national level, get to know who is who in relation to the company he or she is going to work for.

13.1 Legislation

Labour law:
- working time
- minimum wage
- working conditions
- social security
- health and safety
- workings council
- etc.

To be detailed at National Level

13.2 Collective Agreements

Collective labour agreements:
- wages
- working time and scheduling of shifts
- holidays
- pension
- sickness benefits
- criteria for the employment contract
- payment of costs
- health and safety
- travelling costs and benefits
- education
- function and job descriptions
- provision of equipment / uniform etc.
- etc.

To be detailed at National Level

13.3 Company Rules

Rules in the company:
- behaviour criteria
- dress codes
- legislation codes
- performance appraisal
- equipment (torches, mobile communications app.)
- what to do in case of illness
- etc.

To be detailed at National Level

13.4 Individual Employment Contract	The individual employment contract. ♦ partners (employee and employer) ♦ starting date ♦ full-time/part-time and amount of hours ♦ wage and perspective ♦ etc. **To be detailed at National Level** --
13.5 Employees Checklist	Practice in a service company. The student should fill in this personal checklist. They have also to thick the items that they have learned. This checklist represents a tool for employees in order to complete their knowledge on their working conditions. Name: _____ ***Starting date of employment: _____/_____*** Working area: _____ Closest supervisor: ____ ♦ Background has been checked (police notice) yes/no ♦ Health control has been made __/__ _____ ♦ Written contract has been provided __/__ _____ ***Working conditions*** ♦ Probationary period ♦ Working hours and roster ♦ Breaks ♦ Sickness entitlement and reporting procedure ♦ Injury on duty scheme ♦ Clothing and identity card ♦ Salary and the day of payment ♦ Annual leave ♦ Tax certificate and bank contact ♦ Changes in personal information ♦ Shop steward **Health care in a company** ♦ Health centre to be used

Health, safety and welfare
- ◆ *General health and safety instructions*
- ◆ Risks at work
- ◆ *Health and safety organisation*
- ◆ Safety representative
- ◆ Safety statement

Working community
Information about the company:
- ◆ Function and values
- ◆ My working unit:
- ◆ Rules, responsibility and supporting colleague
- ◆ Recruiting and vocational education

Additional material given:
- ◆ Company leaflet
- ◆ Company rules
- ◆ Collective agreement
- ◆ Grievance and disciplinary procedures
- ◆ Harassment policy and procedure
- ◆ …….

Knowledge of the workplace
- ◆ Risks with the work and workplace
- ◆ Use of personal protection items
- ◆ First aid instructions
- ◆ Emergency numbers and instructions
- ◆ Safe working methods
- ◆ Client specific instructions

Client
- ◆ Have the knowledge about the agreement between company and client
- ◆ The qualities and characteristics in client company
- ◆ Client and their clients
- ◆ Co-operation with the clients (reports, meetings …)
- ◆ Contact persons in a company
- ◆ Special health and safety matters in a client company
- ◆ Giving feedback to your company and/or client

To be detailed at National Level

Unit 14   *Assessment Criteria*

Summary:

Portfolio of Course work	**100%**

Technique:

On-site Familiarisation and Development	**50%**
Report on Workplace Systems	**25%**
Written Examination	**25%**

Performance Criteria:

Performance criteria will be detailed on marking sheets.

Grading:

Pass	**50% - 64%**
Merit	**65% - 79%**
Distinction	**80% - 100%**