

MODULE 1: INTRODUCTION TO THE SECURITY INDUSTRY

- **Preview** The gradual changes in socio-economic global environment have increased the importance of Private Security Professionals for security of people, property and information. Hence, the security professionals should be capable and understand their role and responsibilities to operate successfully in this environment. This Chapter will cover following aspects :
 - **Part I** Aim of the course and conduct methodology
 - **Part II** Role of Private Security and responsibilities of Security Guards
 - **Part III** Professional expectations from Security Guards - What all must he know for efficient conduct of his responsibilities.

Part I: Aim of the Course- Conduct Methodology

- **Aim of the Course**
 - To train students to complete mandatory training and testing requirements formulated by Ministry of Community Safety and Correctional Services.
 - Prepare students to qualify in ministry administered test and achieve security guard license in Ontario.
 - Help students to enhance their employability as security guards by practical knowledge of security duties and be job ready
 - Learn to reduce personal/company liability by conforming to rules and regulations
- **Course Curriculum** The Ministry has directed that anyone seeking a license as Security Guard or Private Investigator must complete the mandatory training and testing requirements as directed under Private Security and Investigative Services Act 2005 (PSISA 2005) with effect from Apr 15, 2010. The curriculum for the Security Guard Training Course involves 40 hours of in-class training and 40 hours of own studies. The class curriculum is:

Ser #	Subject	In –class Hours	Outside class hours
1	Introduction to the Security Industry	2	2
2	The Private Security and Investigative Services Act and Ministry Code of Conduct	2	3
3	Basic Security Procedures	3	5
4	Report Writing	2	2
5	Health and Safety	1	1
6	Emergency Response Preparation	4	4
7	Canadian Legal System	3	6
8	Legal Authorities	7	10
9	Effective Communications	4	3
10	Sensitivity Training	3	2
11	Use of Force Theory	2	2
12	Emergency Level/First Aid Certification	7	-
	Total	40	40

- **Course Delivery** The Course will be conducted as follows:
 - **Class Lectures** covering the complete curriculum
 - **Practical Discussions** based on case studies and exercises
 - **Notes Taking.** The Ministry is in the process of formulating a training Manual. In the interim, students must take notes in class during lectures.
 - **Tests** Practice tests will be conducted to enhance confidence levels of students to qualify in the Ministry administered test.
- **Options to Attend Course** The students have two options to take this course.
 - **In Class Course.** The course is conducted every Monday to Friday/ Saturday from 8.30am to 4.30pm. The registration can be done online (www.mmsecurityinc.com) or by visit to the office. The CPR and First Aid Course is mandatory part of this training.
 - **In Class- Online Combination Course.** For those who can't attend the full in-class course can opt for online course. The course curriculum can be completed online. However, for CPR and First Aid course, the students will have to attend the class on Friday/ Saturday depending on the availability of the Para-medical instructors. In addition, the online students can attend in-class sessions on need basis to clarify doubts or take practice tests to gain confidence to pass Ministry Administered Test.

Part II: Role of Private Security and Responsibilities of the Security Guard

- **Role** The main role of security is protection and prevention by deterrence to safeguard people, property and infrastructure. To achieve this, security guard must :
 - Observe – the surroundings
 - Deter –crime by their presence
 - Record - all incidents and happenings
 - Report – to authorities as specified in site orders
- **Associated Responsibilities of Security**
 - Detect and deter crime
 - Patrol
 - Keep good public relations
 - Control access (entry) and egress (exit) points
 - Use alarm systems
 - Respond to emergencies
 - Find, record and report safety hazards
- **Public and Private Security**
 - **Public Security** Public security agencies are those groups that perform a security function but are funded exclusively by governments in the interest of public service. These agencies include municipal, provincial and federal police forces. Legislation in each jurisdiction initiates and empowers these agencies, mandates specific training, and creates an objective complaint review process. Police forces are granted wide sweeping powers that are generally recognized by the public

- **Public Security : Role and Duties**
 - ✓ Preserving the peace
 - ✓ Preventing crimes and other offences
 - ✓ Assisting victims of crime
 - ✓ Arresting or detaining criminals, or those suspected of criminal involvement
 - ✓ Drafting, and laying criminal charges
 - ✓ Investigating crimes
 - ✓ Seizing evidence
 - ✓ Testifying in court and
 - ✓ Executing search and arrest warrants.
- **Private Security** is different from public security in several significant ways :
 - ✓ Private security is provided to clients for a fee, and except in special circumstances, has its jurisdiction limited to the property owned by the client.
 - ✓ Rather than service provided in the interests of the public, security is provided to protect the interests of the client.
 - ✓ Traditionally, legislation in Canada has recognized these differences and has not extended the same powers of detention, arrest, and search and seizure to security service providers as have been extended to police.
- **Private Security Duties and Responsibilities** Private security includes measures taken by individuals, partnerships and corporations designed to protect their interests.
 - ✓ **Protection of Property.** Premises, production facilities and associated equipment.
 - ✓ **Protection of Personnel.** The people that work on the site and members of the public having access to it.
 - ✓ **Protection of Information.** About the products, property, facilities and processes (Proprietary Information).
- **Types of Private Security**
 - ✓ **Business or In-house Security** Normally, large establishments have in-house security so that security guards can be trained to manage their peculiar business needs.
 - ✓ **Contract Security** The licensed security agencies are part of the contract security. The advantages of contract security are :
 - **Economical** By contracting the services of these agencies, a business saves the costs associated with managing and administering the function.
 - **Convenience and Legal Aspects** Since the business does not have union, employer and administrative responsibilities, its liabilities are limited towards the security guards.,
 - **Specialization and Expertise.** The security agencies can offer wide range of diverse services like loss prevention, event security, concierge security etc.
 - **Independent of Host Company Policies** Since the security guards are not the employees of client business; they can present a neutral image thus enhancing confidence of the staff as well as management of the business.

- **Accountability and Responsibilities of Security** It is the role of a Security Guard to protect people, property and information. They are responsible to Employer, Public, Parent Company and Yourself
 - ✓ **Responsibilities Towards The Employer**
 - The responsibility to make every effort to ensure that premises and property are protected in an appropriate and effective fashion against a variety of natural and man-made threats.
 - Preventing, detecting and reacting appropriately to the commission of criminal and quasi-criminal actions on or against the property of the client.
 - The obligation to perform these duties in a way that enables the client to have confidence that they will not lose business or have to pay a substantial civil claim because of the conduct of security services.
 - ✓ **Responsibilities Towards The Public** Security is normally assigned the duty of protecting the public from loss or injury :
 - **Assist Law Enforcement Agencies** Private security interacts with law enforcement officials and the Justice system, where necessary, such as apprehending and detaining someone who has committed a criminal offence. Security may be able to supplement the efforts of police, performing preliminary investigations or securing crime scenes until the police can arrive. Security personnel may also be a valuable source of information to the police.
 - **Leadership in Emergent Situations** In emergencies, people may look to figures of authority for leadership and guidance. Because of his or her position, a Security Guard is likely to fall into this category
 - **Assist Emergency Services** Security Guards also possess information that would assist emergency personnel in times of crisis. Using that knowledge in an appropriate manner, for example, by directing firefighters to the easiest/best way to get to the scene of the fire or to the scene of the industrial accident that has occurred on a work site more quickly than they could have found it otherwise. Or, security may be able to warn emergency crews about danger zones within the site.
 - **Assist in Court Testimony** Where criminal charges have been laid as the result of information a security guard gave to the Police, and the proper procedures were followed in making the arrest, the security guard will be expected to testify that the evidence was legally acquired, produce and/or identify the exhibits, identify the accused, and present testimony to the court in a professional manner.
 - ✓ **Responsibilities Towards Yourself**
 - A Security Guard should recognize that he or she is a professional and is involved in a position that involves tremendous responsibility. Often security is responsible for protecting hundreds of thousands or even millions of dollars of property and equipment. Consequently, the guard must act in a serious and responsible manner during the performance of his or her duties.

- In emergent situations, always safeguard yourself from danger since an insecure guard can hardly be expected to provide help to others.
- **General Guidelines for Security Guards**
 - **Always remain in the Confines of Law** Although a Security Guard's role may vary, one thing will never change. A security guard's primary responsibility is to "provide protection", to personnel, property and information. It is also important to note that the days of a security guard acting tough or as a bouncer, enforcing the peace on a work site through force and intimidation, is past. While there can be no doubt that some situations will involve physical intervention, the majority of tasks assigned require a Security Guard to observe, deter, record and report only. Police officers may rely on the status of their position, their uniform, extensive specialized training, and weapons to control situations in which there is some risk of being assaulted. Most security guards do not have these advantages and are far better advised to watch what is going on, take notes, and contact the police, if necessary.
 - **Always Follow Client Guidelines within Confines of Law.** Your very presence will deter most criminals from doing something illegal on your site. However, if someone does try to commit a crime, you should respond according to the protocol the Client wishes you to follow. Not all clients want people charged or the Police called. Your response will be predetermined by the client and the security company. Be aware of what your Post Orders require you to do. If you do call the police, be able to give them valuable information. This may help them catch the criminals or stop the crime while it is happening. You should carefully make notes so that you remember as many details of the crime as possible.
- **Scope of Private Security**
 - **Private Investigations** It's a specialized function and requires a Private Investigator's license. It's more covert wherein the private investigator invariably operates in private clothes for collection information within the confines of privacy laws.
 - **Bye-Law Enforcement** The security officers can also be permitted bye-law enforcement on private property after suitable training and permissions from the local municipal authorities. Normally, this aspect is restricted to Parking Enforcement.
 - **Loss Prevention.** This involves performing duties to prevent shop-lifting and inventory shrinkage especially in retail stores. Wearing of Uniform is not mandatory to perform this function
 - **Uniformed Security Services** This involves access control, static and mobile patrols to safeguard people, property and information
 - **Concierge Duties** Such duties are normally in hotels, condominiums and apartment complexes. It involves a mix of customer service and security skills to safeguard property and people by regulating access, responding to administrative and emergency needs of the clients.

Part III: Skills Expected from Security Guards.

- Security is often the First agency contacted during a non-serious emergency situation. More often than not, the ultimate handling of the serious situations is done by the Police; yet, the security guards become a very important link in the chain for situation management. Security officers are expected to have following skills to perform this responsibility:
 - Attention to detail
 - Oral/written communications
 - Observation skills
 - Judgment /decision making
 - Assertiveness
 - Interpersonal skills
 - Non-violent crisis intervention
 - Knowledge of defensive tactics and use of force
 - Legal process, Criminal Code of Canada, Canadian Charter of Rights and Freedom, OHSA, WHIMS and CPR &First aid.
 - Stress management / composure principles despite provocation.
 - Basic computer applications and industry related equipment
 - Company specific policies
- **Job Content and Work Environment** The Security profession is very challenging and exciting. One must carefully assess his temperament and skills before venturing into this profession. The profession commands respect from Public and is fully supported by Police and other law enforcement agencies. However, security officers should be familiar with following peculiarities of the profession.
 - Shift Duties
 - 24x7 availability
 - Risk
 - Liability of actions/non actions/over-actions
 - Travelling
 - Work place hazards-weather, outdoor tasks etc
 - Job satisfaction-no productivity and hence the boredom