

IN PURSUIT OF EXCELLENCE



WE PROTECT VALUES AND VALUABLES

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INTRODUCTION TO THE SECURITY INDUSTRY

S E C U R I T Y I N D U S T R Y

AIM OF THE COURSE

- **TRAIN STUDENTS TO COMPLETE MANADATORY 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.**

SECURITY

AIM OF THE COURSE

- **HELP STUDENTS TO ENHANCE THEIR EMPLOYABILITY AS SECURITY GUARDS BY :**
 - **PRACTICAL KNOWLEDGE OF SECURITY DUTIES**
 - **BE JOB READY**

- **LEARN TO REDUCE PERSONAL/COMPANY LIABILITY BY CONFORMING TO RULES AND REGULATIONS**

SECURITY

COURSE CONDUCT
METHODOLOGY

COURSE DELIVERY

- **CLASS LECTURE**
- **PRACTICAL/DISCUSSION**
- **NOTES TAKING**
- **TEST/EXERCISES**

SECURITY

COURSE CURRICULLUM

Subject

Inside class hours

1. Introduction to the
Security Industry

2

2. The Private Security and
Investigative Services Act

and Ministry Code of Conduct

2

3. Basic Security Procedures

3

4. Report Writing

2

5. Health and Safety

1

COURSE CURRICULLUM

Subject	Inside class hours
6. Emergency Response Preparation	4
7. Canadian Legal System	3
8. Legal Authorities	7
9. Effective Communications	4
10. Sensitivity Training	3
11. Use of Force Theory	2
12. Emergency Level First Aid Certification	7
Total	40

ROLE OF SECURITY
AND
DUTIES OF SECURITY
OFFICERS

ROLE OF SECURITY

THE MAIN ROLE OF SECURITY IS TO :

- ❑ **OBSERVE**
- ❑ **DETER**
- ❑ **RECORD**
- ❑ **REPORT**

**“ FOR PROTECTION AND PREVENTION BY
DETERRENCE TO PROTECT PEOPLE, PROPERTY
AND INFORMATION”**

SECURITY

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

SECURITY

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 :

(CONTD)

PUBLIC AND PRIVATE SECURITY

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.

PUBLIC AND PRIVATE SECURITY

Private Security

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.

PUBLIC AND PRIVATE SECURITY

Private Security : Duties

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).

PUBLIC AND PRIVATE SECURITY

Private Security : Types

- ❑ Business or In-house Security
- ❑ Contract Security
 - **Economical** By contracting the services of these agencies, a business saves the costs associated with managing and administering the function.
 - **Convenience and Legal Aspects** Union liabilities
 - **Specialization and Expertise.**
 - **Independent of Host Company Policies**

ROLE AND RESPONSIBILITIES OF SECURITY GUARD

It is the role of a Security Guard to protect people, property and information. They are responsible to

- ❖ **Employer**
- ❖ **Public**
- ❖ **Parent Company**
- ❖ **Yourself**

SECURITY

ROLE AND RESPONSIBILITIES OF SECURITY GUARD

Responsibilities Towards The Employer

- The responsibility to make every effort to ensure 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 . and
- 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.

ROLE AND RESPONSIBILITIES OF SECURITY GUARD

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.

ROLE AND RESPONSIBILITIES OF SECURITY GUARD

Responsibilities Towards The Public

Security is normally assigned the duty of protecting the public from **loss or injury** :

- **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.

ROLE AND RESPONSIBILITIES OF SECURITY GUARD

Responsibilities Towards The Public

Security is normally assigned the duty of protecting the public from **loss or injury** :

- **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.

ROLE AND RESPONSIBILITIES OF SECURITY GUARD

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.
- ❑ Always safeguard yourself from danger ?

SECURITY

OBSERVE, DETER, RECORD AND REPORT ?

- 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, are 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.**

OBSERVE, DETER, RECORD AND REPORT ?

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OBSERVE, DETER, RECORD AND REPORT ?

- 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.

SECURITY

OBSERVE, DETER, RECORD AND REPORT ?

- It is important at all times to work to build good relations with the police. Together with your local police force, you form a security team. It is also important that you know exactly what you are allowed to do and what you are not allowed to do under the law. During the course of your career as a security guard, you will be responsible for a variety of duties. However, your main duty in all situations are **to observe, deter, record and report.**

SECURITY

ALWAYS REMEMBER

- ❑ **SECURITY OFFICER IS NOT POLICE**
- ❑ **NEVER TAKE LAW IN YOUR HAND**
- ❑ **INITIATE EMERGENCY RESPONSE ,CALL FOR HELP/EXPERTS TO SITUATION AND PRESERVE EVIDENCE/GUIDE EXPERTS TO INCIDENT SITE.**

SECURITY

SCOPE OF PRIVATE SECURITY

- ❑ PRIVATE INVESTIGATION
- ❑ LAW ENFORCEMENT
- ❑ SECURITY SERVICES
- ❑ LOSS PREVENTION
- ❑ SURVEILLANCE AND PATROL DUTIES

SECURITY

WHAT ALL A SO MUST KNOW ?

TRAINING

- **NATURE AND ROLE OF PRIVATE SO**
 - **SECURITY AWARENESS**
 - **CRIME AND LOSS PREVENTION**
 - **CRIMINAL JUSTICE SYSTEM**
 - **INFORMATION SHARING**
 - **LEGAL ASPECTS OF PRIVATE SECURITY**
 - **INCIDENT SCENE PRESERVATION**
 - **EVIDENCE AND EVIDENCE HANDLING**
 - **USE OF FORCE**
 - **COURT TESTIMONY**
 - **STATE OF LOCAL LAWS**

WHAT ALL A SO MUST KNOW ?

TRAINING

- **NATURE AND ROLE OF PRIVATE SO**
- ❖ **SECURITY OFFICER'S CONDUCT**
 - **ETHICS**
 - **HONESTY**
 - **PROFESSIONAL IMAGE**

SECURITY

WHAT ALL A SO MUST KNOW ?

TRAINING

□ NATURE AND ROLE OF PRIVATE SO

❖ SECURITY OFFICER'S CONDUCT

- **ETHICS**

Meaning: the code of good conduct for an individual or group

Synonyms : morality, morals, principles, standards

- **HONESTY**

- **PROFESSIONAL IMAGE**

SECURITY

WHAT ALL A SO MUST KNOW ?

TRAINING

- **OBSERVATION AND INCIDENT REPORTING**
 - **OBSERVATION TECHNIQUES**
 - **NOTES TAKING**
 - **REPORT WRITING**
 - **PATROL TECHNIQUES**
- **PRINCIPLES OF COMMUNICATION**
 - **INTERPERSONAL SKILLS**
 - **VERBAL COMMUNICATION SKILLS**
 - **CUSTOMER SERVICE AND PUBLIC RELATIONS**

WHAT ALL A SO MUST KNOW ?

TRAINING

- **PRINCIPLES OF ACCESS CONTROL**
 - **INGRESS AND EGRESS CONTROL PROCEDURES**
 - **ELECTRONIC SECURITY SYSTEMS**
- **PRINCIPLE OF SAFEGUARDING INFORMATION**
 - **PROPRIETARY**
 - **CONFIDENTIAL**

SECURITY

WHAT ALL A SO MUST KNOW ?

TRAINING

- **EMERGENCY REPOSE PROCEDURES**
 - **CRITICAL INCIDENT RESPONSE**
 - **NATURAL DISASTERS**
 - **ACCIDENTS**
 - **HUMAN CAUSED INCIDENTS**
 - **EVACUATION PROCESS**

SECURITY

WHAT ALL A SO MUST KNOW ?

TRAINING

- **LIFE SAFETY AWARENESS**
 - **SAFETY HAZARDS IN WORKPLACE / SURROUNDINGS**
 - **EMERGENCY EQUIPMENT PLACEMENT**
 - **FIRE PREVENTION SKILLS**
 - **HAZARDOUS MATERIALS**
 - **OCCUPATIONAL SAFETY AND HEALTH REQUIREMENTS**

SECURITY

WHAT ALL A SO MUST KNOW ?

TRAINING

- **JOB ASSIGNMENT AND POST ORDERS**
 - **EMPLOYER ORIENTATION POLICIES**
 - **JOB ASSIGNMENT**
 - **JOB CONTENT**
 - **COMMUNICATION MODES**
- **WORKPLACE ENVIRONMENT e.g VIOLENCE AND SUBSTANCE ABUSE**
- **CONFLICT RESOLUTION AWARENESS**
- **TRAFFIC CONTROL AND PARKING LOT SECURITY**

WHAT ALL A SO MUST KNOW ?

TRAINING

- ❑ **CROWD CONTROL**
- ❑ **PROCEDURES FOR FIRST AID,CARDIO-PULMONARY RESUSCITATION(CPR) AND AUTOMATIC EXTERNAL DEFIBRILLATORS**
- ❑ **CRISIS MANGEMENT**
- ❑ **LABOUR RELATIONS**

SECURITY

SKILLS EXPECTED
FROM SO

SKILLS EXPECTED FROM SO

- **ATTENTION TO DETAIL**
- **ORAL/WRITTEN COMMUNICATIONS**
- **OBSERVATION SKILLS**
- **JUDGEMENT/DECISION MAKING**
- **ASSERTIVENESS**
- **INTERPERSONAL SKILLS**
- **NON-VIOLENT CRISIS INTERVENTION**
- **KNOWLEDGE OF DEFENSIVE TACTICS AND USE OF FORCE**

(contd)

SKILLS EXPECTED FROM SO

- ❑ **LEGAL PROCESS, CRIMINAL CODE OF CANADA, CANADIAN CHARTER OF RIGHTS AND FREEDOM, OHSA, WHIMS AND CPR**
- ❑ **STRESS MANAGEMENT / COMPOSURE**
- ❑ **BASIC COMPUTER APPLICATIONS AND INDUSTRY RELATED EQUIPMENT**
- ❑ **COMPANY SPECIFIC POLICIES**

SECURITY

JOB HAZARDS-MUST KNOW

- ❑ **SHIFT DUTIES**
- ❑ **24X7 AVAILABILITY**
- ❑ **RISK**
- ❑ **LIABILITY OF ACTIONS/NON ACTIONS**
- ❑ **TRAVELLING**
- ❑ **WORK PLACE HAZARDS-WEATHER, OUTDOOR TASKS ETC**
- ❑ **JOB SATISFACTION-NO PRODUCTIVITY-BOREDOM**
- ❑ **PAY /RENUMERATION**



THANK YOU

SECURITY