



**CPP20218**

**CERTIFICATE II IN**

**SECURITY OPERATIONS**

**TRAINING MANUAL**

## Introduction

To be issued CPP20218, Certificate II in Security Operations, the following units of competency must be completed by each student:

## CPP20218 Certificate II in Security Operations

### General Units of Competency

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### Separate Training Day

HLTAID003 Provide First Aid

NA

**CPP20218 CERTIFICATE II SECURITY OPERATIONS** is a nationally recognised training programme conducted by Five Star Security Training Pty. Ltd., one of Queensland's largest provider of professional security and private investigations training ([www.fivestarsecuritytraining.com.au](http://www.fivestarsecuritytraining.com.au)). This training is recognised within the Australian Qualifications Framework.

Security Licenses in Queensland are issued by the Queensland Government through the Office of Fair Trading. Under the Queensland Security Providers Act, 1993, persons wishing to become Security Officers in Queensland must undertake an approved training course prior to the Department issuing a license. As an RTO we do not issue security licences.

There are four types of licenses issued by the Queensland Office of Fair Trading.

- Security Officer
- Crowd Controller
- Bodyguard
- Private Investigator

The role of Security Officer is further subdivided into four roles, each requiring a separate license;

- Security Officer (Unarmed)
- Security Officer (Cash in Transit)
- Security Officer (Dog Patrol)
- Security Officer (Monitoring)

This Training Manual covers the Queensland licensing requirements for:

- Security Officer (Unarmed)
- Crowd Controller
- Monitoring

You will require a Crowd Controller's license if you intend to work in nightclubs, hotels or anywhere you are employed principally for the purpose of keeping order. Please discuss with your Trainer if you are unsure.

## **Course Content**

The course content meets the Australian Qualifications Framework and the Queensland Office of Fair Trading licensing requirements for a Security Officer (Unarmed) and Crowd Controller.

## **Course Assessment**

For each unit of competency, you are required to achieve a level of competency that allows your Trainer/Assessor to grade you as “competent”. Your assessment is conducted through a variety of methods and this includes your completion of the Student Workbook which accompanies this Training Manual. Each unit of competency has a number of questions accompanying it and these must be answered correctly.

Other ways in which we will assess your competency to become a Security Officer is through your interaction with other students at tutorials, questions and answers, scenarios, role plays and through the completion of critical incident reports which are designed to simulate workplace conditions, for example, correctly completing workplace logs and incident reports.

If for some reason you are unable to complete your workbook or have difficulty with some of the questions so that you are assessed as not competent in any specific area, then additional training will be provided for you. You are encouraged to speak to your Trainer if you are having trouble with your student workbook.

If a student is deemed to be not competent in specific areas of assessment, then the area of concern will be discussed individually with the student. Opportunities will be provided for the student to undergo the assessment again or for another type of assessment to be tried. For example, where difficulty has been experienced writing down an answer then the student might be asked to verbally explain to their Assessor what action they might take. However, a certain level of Literacy and Numeracy is required as the use of hand written reports and computers is common in the security industry.

## **HLTAID003 Provide First Aid**

A First Aid Certificate is a requirement for licensing purposes. If you are the holder of a current valid certificate in HLTAID Provide First Aid, then you will not need to complete this particular unit. We will however need to see a certified copy of your certificate. This means that you will need to get it photocopied and take the original and your copy to the local Court or a Justice of the Peace to get your certificate certified or bring it in to us to copy. We need to keep the copy on file as proof that you have your First Aid qualification. This is for audit purposes. This must be shown to your trainer early in the course.

If you do not have a valid First Aid Certificate, then training will be organised for you.

## DEGREE OF DIFFICULTY

This course is not a difficult course to complete. There is however a responsibility on you to attend the tutorials when they are scheduled and to read the notes and answer the questions contained in the student workbook.

It is also important that you attend your First Aid training when it is scheduled. If you choose not to attend the First Aid Training when it is scheduled then you will be required to either wait for the next First Aid Training program which might not be for another 4 - 6 weeks or to obtain a First Aid Certificate from another organisation.

## INTRODUCTION TO SECURITY WORK

A career in the security industry now encompasses a wide range of alternative career choices.

Within the overall security umbrella, the following pathways are available:

- Mobile Patrols
- Static Guarding
  - ❖ Mine Sites
  - ❖ Industrial Sites
  - ❖ Airports
  - ❖ Shopping Centres
- Crowd Control
- Loss prevention

By completing this security training programme you will obtain the right qualification required for your security license and once licensed you will be able to enter this exciting industry.

## BEFORE YOU START

Your Trainer is always available to help you so if you are having any difficulties with any area feel free to contact your trainer. We wish you every success in your training and your security career.

The Director and Training Staff  
Five Star Security Training Pty Ltd  
**RTO Number 31996**



**CPPSEC2101**

**APPLY EFFECTIVE COMMUNICATION SKILLS TO  
MAINTAIN SECURITY**

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**CPPSEC2101 Apply effective communication skills to maintain security**

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**Elements**

1. Gather, convey and receive information for security work.
2. Request behaviour modification to maintain security.
3. Report security risks using telephone and radio systems.
4. Complete and store security records.

**Introduction to Communication**

Communication is the key to the security industry. There are several different ways that humans communicate these include written communication (policies and procedures, legal requirements, signs, work instructions, reports and other documentation), visual communication (including CCTV footage, signs and pictures), verbal communication (what you actually say), non-verbal communication (this includes the tone of voice and other vocal cues used to deliver the message), facial expression (the expression on your face will impact the message received) and body language (this can be open, forceful, aggressive, passive and defensive, amongst others).

**Element 3 Report security risks using telephone and radio systems****3.1 Check radio or phone features and control function to confirm sufficient battery and signal levels and that system is fully operational.**

The best way to communicate with your team at a distance, on the same site is via two-way radio. Radios allow you to communicate with the whole team at the same time which is especially useful in an emergency.

In order to ensure that your radio will be operational when required it is important that the batteries are charged fully on a regular basis. This is best done when you are preparing to leave the site following your shift so that the battery has sufficient time to charge.

Regular maintenance is required for all of your work equipment and your radio is no exception. You should conduct daily checks of your radio including looking for any signs of physical damage, cleaning and tightening of loose screws. In order to check that the battery is fully charged and has sufficient signal levels it is recommended that you conduct a test call with your control room or another member of your team prior to beginning your shift and before leaving your control room. To conduct a test call simply ask the person you are calling if they copy, or if they can hear you. If they can hear you, they will reply that they can hear you, loud and clear.

This is the perfect time to adjust your radio volume to an appropriate level for you and to check for a backup channel if necessary.

Below is a diagram of a basic Motorola radio and the functions of the control features. Please note that the Side Buttons (1, 2, 3) are programmable to act as duress buttons, volume and channel control. The instructions for how to set them can be found on the user manual for each individual radio make and model.



Mobile phones are also commonly used to communicate in the workplace. If you are issued a mobile phone to conduct your duties ensure you check your battery level, ensure you have the relevant phone numbers saved to the phone and conduct a test call to the control room prior to starting your shift. Workplace mobile phones will also need to be charged when your shift ends to ensure that you have appropriate levels of battery charge for your following shift.



### **3.2 Select radio channel appropriate for the location and type of communication.**

In order to communicate with another person or people on the radio you must be on the same channel as them. The radio channel or channels you use will depend upon your employer. Many security companies choose to use the CB (citizen's band) radio channels which are open for all members of the public to use. There is a total of 80 free for use radio channels for the public to use, though your radio will usually limit the number of channels that can be used. Your employer will tell you what channel you should set your radio to and a back up channel if needed.

Two channels, channel 5 and channel 35, are reserved for emergency calls only and it is illegal to use either of these channels for any other purpose than an emergency situation.

If your employer so chooses, they may purchase a licence to operate under a private channel of communication. To do so they must employ a person authorised by the Australian Communications and Media Authority (ACMA) to carry out the application. If this is the case, you will use this channel.

### **3.3 Convey security risk information using appropriate language, protocols and codes and following standard operating procedures.**

### **3.4 Receive and answer incoming communications promptly using clear and concise language and following standard operating procedures.**

When using the radio to call for assistance in a security risk situation there are some protocols that you should be aware of and comfortable using.

In order to communicate on the two-way radio, you must first push the Push to Talk (PTT) button, hold the radio in front of your mouth (about 10 -15 cm away) and delivery your message. If more than one person pushes the PTT, the radio communication is lost to all radios and no one will receive any messages. For this reason, there is a standardly accepted radio procedure for professional radio communications. This consists of the three (3) steps listed below;

1. *Identification (Say who you wish to speak to and then say who you are)*  
"Control, this is Delta 5."
2. *Message (Say what you wish to tell the listener)*  
"Do you copy?"
3. *Over OR out. (Say "Over." if you would like the listener to respond or say "Out." if you do not need a reply.*

Most people have a basic knowledge of two way radio use and we find that a surprisingly large number of people have used two way radios as part of their everyday work. If you have never used two way radios before you need to be aware of the phonetic alphabet.

Radio reception can be interfered with on occasions and transmissions can tend to hiss and scratch. This interference is known as static. Static can happen for a variety of reasons including, atmospheric conditions, limited radio range or interference from other electronic equipment. The phonetic alphabet is an internationally used system which matches a specific word with a specific letter of the alphabet.

Should reception be poor you can use words instead of letters in order to spell something.

### The Phonetic Alphabet

<b>A</b>	<b>Alpha</b>	<b>J</b>	<b>Juliet</b>	<b>S</b>	<b>Sierra</b>
<b>B</b>	<b>Bravo</b>	<b>K</b>	<b>Kilo</b>	<b>T</b>	<b>Tango</b>
<b>C</b>	<b>Charlie</b>	<b>L</b>	<b>Lima</b>	<b>U</b>	<b>Uniform</b>
<b>D</b>	<b>Delta</b>	<b>M</b>	<b>Mike</b>	<b>V</b>	<b>Victor</b>
<b>E</b>	<b>Echo</b>	<b>N</b>	<b>November</b>	<b>W</b>	<b>Whiskey</b>
<b>F</b>	<b>Foxtrot</b>	<b>O</b>	<b>Oscar</b>	<b>X</b>	<b>X-Ray</b>
<b>G</b>	<b>Golf</b>	<b>P</b>	<b>Papa</b>	<b>Y</b>	<b>Yankee</b>
<b>H</b>	<b>Hotel</b>	<b>Q</b>	<b>Quebec</b>	<b>Z</b>	<b>Zulu</b>
<b>I</b>	<b>India</b>	<b>R</b>	<b>Romeo</b>		

The use of the phonetic alphabet is not confined to occasions when atmospheric conditions cause static on the radio. It is ideal to use this alphabet when trying to spell street names in order to avoid confusion. Confusion can also arise when dealing with someone who has a strong accent as quite often a foreign accent can cause difficulties in understanding pronunciation of certain names.

When using a two way radio there are other accepted abbreviations which stand for a full sentence:

<b>Over</b>	My transmission is finished, over to you
<b>Out</b>	Both my message and transmission are finished
<b>Roger</b>	Message received and understood
<b>Wilco</b>	Will comply

Radio transmissions should be kept brief and to the point. Think about what you are going to say before you say it. A radio should not be used like a mobile phone. If you have to have a conversation, then call in and use a phone somewhere. It is not only more secure it also ensures

the radio channels are kept free for use if something important happens. When using the radio don't use the surnames of staff or the names of client's premises. It is common for security company's radio channels to be monitored. Client's premises should always be referred to in code. You will find that when you start work the codes will already be in existence. This is for obvious reasons so that if an alarm has to be turned off until morning the criminal fraternity listening in are not told.

### **24 hour timings**

24 x hour time use is used in the security industry. This is simple to learn. Instead of using the term 1pm, 2pm etc. we simply add an hour to 1200 so the times become 1300, 1400, 1500 etc.

### **General issues with Communication**

Universities run courses on communication, it is a subject that gets a great number of people extremely excited. In this part of the unit we will briefly examine verbal communication. Depending on the situation we are faced with we all communicate in a different manner. Our response to someone of slight build who is threatening us but is so drunk they can hardly stand up would be quite a different response to someone who is angry, aggressive and threatening us with a shotgun. In the first case we would probably laugh at the persons threats to assault us but in the second situation it is quite clear the threats are real and we would react accordingly. So, it is with your directions to people as a security guard. If you are hesitant and unsure of yourself this will come across to people you are dealing with and they may choose to ignore you. If you are positive, sure of yourself and display self-confidence people are more likely to react positively to what you say.

You can influence how people react to you through your actions. If you are aggressive and overbearing in your verbal communication with other people this can and will get peoples backs up. If you are timid and quiet people may tend to ignore you. There is a strong body of opinion that suggests the style of communication we should be looking for in security, business and a host of other areas where communication skills are important is an assertive style. This simply means we say what we mean up front and truthfully and we address the issues not the individual. If someone is causing trouble in a night club you should address the issue of their behaviour, not the fact they have been drinking or they are of a certain ethnic group or other fact which has nothing to do with the situation.

Likewise, in the workplace situation, if you are having difficulties address the issues causing those difficulties. If your supervisor seems to pick you out for the worst jobs don't let it fester. Ask for time for a chat and then be assertive. Don't whine about getting the worst jobs. Be assertive and address the issues. Don't say "Why are you always picking on me I'm always getting the worst

static guard job”. Instead say something along the lines of “John, I’ve noticed lately that I always seem to be getting Smith’s factory static guard site. I checked the roster and found I’ve done it five times in the last two weeks and we normally only do it once a week. Is there a reason for this? If not, can I suggest we go back to sharing this site amongst all of us.”

Your supervisor may not realise you have been getting this many shifts and may be quite happy to change it. On the other hand, you may be going through a period in your work when you are not performing well. It is now the supervisors turn to be assertive. He or she can mumble something about the roster and checking it out or they can be assertive and say to you:

“Thanks for raising this Bill I’ve been meaning to have a chat with you about this. Frankly your work hasn’t been too good over the past few weeks. You spent five hours on a static guard site last week and didn’t notice the back gate was wide open. You backed the patrol car into a brick wall because you said you were half asleep. Your paperwork is poor and you will be aware I returned several incident reports to you for amendments. Also, your uniform is sloppy and your personal grooming is not good. Until you decide to improve your act, I’m going to have to keep you on that site.”

You in turn can ramble on about things not being well at home or not getting enough sleep or you can be assertive and honest. You may agree or you may disagree. Assertiveness is about stating your point of view honestly and without hiding behind excuses or other issues. Hopefully between the two of you a plan of action can be developed to overcome this situation.

Communication is just another aspect of your professionalism.

- Speak clearly
- Be assertive
- Make good eye contact
- Smile
- Be open and friendly
- Use the right tone of voice
- Be helpful

### **Communicate with Clients**

The skills and attitudes valued in communication equally apply to your role in interacting with clients, customers and the public.

As a security guard you are in the public eye. Why? Because you are wearing a security uniform. When you first put it on and go on a foot patrol through a shopping mall or hotel you will think that everyone is looking at you and that you stick out like a sore thumb. You don’t, but that is not to say

you won't feel like that. People will however still notice you about and approach you for help in a variety of situations. After a while you won't even notice you are in uniform as it becomes part of your daily routine.

Because the police are no longer found in large numbers on the beat you may be the first point of call for someone who has been assaulted, had their bag stolen or whose child is missing. You need to ask yourself if you will know what to do. Don't walk round the shopping mall with your brain turned off. Keep yourself thinking. What will I do if someone comes up and tells me their car is stolen? How can I contact the police? Who do I notify? Work out little scenarios in your head and work out how you would respond to them. After a while it all becomes second nature to you. But until that time, it is worthwhile testing yourself with these exercises to make sure you have the knowledge at your fingertips to provide the professional service that people expect of you

When you are dealing with a client just remember it is they that are helping pay your wages. They will expect a professional approach from you not some sloppy slap happy approach. Also, if you are working on their premises you represent their company as well as the security organisation you work for. A poor work ethic and unprofessional approach to your work lets down your employer and your client as well as reflecting badly on you. The final word on communication must go to attitude. Have the right attitude and a professional approach and you can't go wrong.

A sample incident report is contained on the next page. Part of your assessment will be writing a sample incident report so give the report some attention.

#### **Element 4 Complete and store security records.**

##### **Recording security information**

Whether communication is computerised or done manually there are good reasons why security companies seem to have a log for every occasion. For example, sign on and sign off logs provide an easily accessible method of finding out who was working on a particular time and date. Sometimes this can be a little difficult when the office is closed and someone has an enquiry.

Similarly, Incident Logs, also known as Occurrence Logs, provide immediate information as to what has been happening at a particular site over a specific period of time. The logbook however is only as good as the information that is put in it. If you fail to record the times of your patrols and details of incidents that have occurred, you are lowering the standard of information that is available to your colleagues. A minor example might be that the maintenance crew is failing to lock their gate each night. If you don't record that then your work colleagues may not know to look for this problem

when they commence their patrol each evening. A worse example might be that the police call by and advise you that there have been a number of burglaries in the area and a white Holden Van has been seen. They may request you to phone them if you see the van in the area. If you do not record that in the log book then it is possible your colleague could see the van while on night shift but not having been alerted to the fact it is wanted they could fail to do anything about it. A similar situation exists in night clubs and hotels when security staff fail to write up the log advising that an individual has been banned. If a different team is working the individual could simply walk back into the hotel.

The examples show the importance of regularly completing reporting requirements.

You must also ensure that you regularly complete incident reports where necessary. If an incident is not documented, it can lead to problems in the future. As an example, if you and two other Security Officers had to remove an abusive patron from a night club and necessary force was used to remove the patron then you should write up the Crowd Controller's log as well as an incident report. If the person who was evicted subsequently laid a complaint of assault with the police, it makes it a difficult and time consuming job to get everyone who was involved together to summarise what happened if no report has been made.

Most employees have to complete some form of documentation during their work shifts. For some employees this may be no more than completing a simple time sheet while for others their whole shift is spent in front of a computer inputting data. Security firms are no different. Some firms, particularly smaller companies seem to rely on manual forms as the basis of their workplace information flow while others seem to place everything on computers. It is also quite common for forms that you complete while on patrol to be summarised and placed on the computer. This is done for a variety of reasons but mainly it allows for easy retrieval of information and for planning purposes. Most organisations have a clearly defined paper flow and you will become familiar with that. Your reports should go one way and that is up through the chain of command, from you to your supervisor and then on up to the manager. The type of forms and documents you will be required to complete in the workplace as a security guard will change from firm to firm but some of the more common documents are listed and discussed on the next few pages.

- Security guard's notebook
- Incident log
- Sign on sign off log
- Crowd Control Register
- Gatehouse log

- Patrol running sheet
- Alarm attendance notebook
- Incident reports

### **Security Guard's Notebook**

The notebook is an important part of your equipment and should be completed every day. If you are not supplied with one by your company, you can buy a numbered notebook from most good stationery stores. It is important that the notebook has the pages numbered so it can be seen you are not pulling pages out to rewrite entries.

There are a number of good rules for the use of a notebook.

- Use numbered page notebooks
- Always record the time and date of starting, finishing and of any incident attended by you
- Write in pen as pencil can be erased
- Make your writing legible
- Don't make erasures. If you must cross work out, put a line through the page and start again
- Make sure your notebook entries are accurate
- Try and write your notebook up as close to an incident as possible. This is to ensure that your memory is fresh at the time you make your entry
- Remember you may be ordered to produce your notebook in court so keep entries professional

### **Incident Log**

An incident log is very common in a static guard site and if there is not one on site when you start work then you should commence one. The incident log records the start/finish times and names of security personnel working on site as well as details of all incidents that happen during a shift. If you have not worked for a number of days the first thing you would check on recommencing work is the incident log as this will allow you to catch up on all the important activities that occurred while you were away from the site. This type of log relies on good information to be effective and all staff need to share in using the log to its best potential.

### **Sign in sign off log**

The sign in and sign off log is simply that. It records what time you commence and finish duty. If you don't complete it properly, don't expect to get paid what you thought you were going to get paid.

### **Crowd Controller's log**

Places that employ crowd controllers such as night clubs and hotels are required to keep a crowd controllers log. This book records start and finish times and your crowd controllers license number. It is also used to record incidents that happen during the shift such as when persons are evicted. It

is very useful to refer to if there is an enquiry some weeks down the track as to what happened on a certain time and date. You are required to keep this log under the Security Providers Regulations.

### **Gatehouse log**

The gatehouse log is used to record the entry and exits of vehicles and or persons in and out of a worksite. Normally vehicle registration and driver/passenger details are recorded. Some sensitive sites such as oil refineries may also require vehicle passes to be shown and recorded in the log book. If you are working at the gatehouse at high security establishments such as prisons, you will also conduct vehicle searches and record the results in the log.

### **Patrol running sheet**

If you are a mobile patrol guard your employer requires information on your activities during your shift. This is provided by a running sheet or log, which you complete progressively during your shift. Some employers will want you to list the time of each visit to each client while others may want entries made every fifteen minutes. The idea behind the patrol sheet is to be able to provide an accurate record of your shift activities.

### **Alarm attendance notebook**

Due to the high number of alarms attended by security staff most companies have an alarm attendance notebook. This is completed to allow the office to bill the client for your attendance. So, if you forget to put one in at the end of shift you can understand why your supervisor may give you a rev up on your next shift.

### **Incident reports**

Completing an incident report is an important part of a Security Officers role. Whenever you come across an incident that is a little out of the ordinary you will need to put in an incident report. If you are a static guard working out of a guard house, you may have a computer with which to write up your report. Most mobile guards however will have a preformatted report form which they can fill out at the scene. These can be carbonated so that you give your supervisor the original and keep the duplicate for your own records.

It is important that your report is professional and accurate as it could be later viewed by the police as part of their enquiries and may even be produced in court.

There are no hard and fast rules in respect of writing reports, but it is important the following points are covered. The report should be:

- Brief, clear and concise
- Easily read



- Contain the time, date and place of the incident
- Be addressed to your supervisor
- Contain no factual errors
- Contain no spelling errors
- Contain your name and position
- Be signed by you
- Be truthful

If we can give you any advice in respect of writing reports, the main comment we would make is that in all official correspondence ensure you are telling the truth. If you tell lies in a report to cover up a shortfall by yourself or by someone else, you will be seriously compromised when this is found out. Remember reports may end up in court and police may interview you and even prepare a brief of evidence for you based on your report. If you lie in court to cover your initial mistake in the incident report, you will be committing perjury. If you commit perjury you will not need to worry about incident reports after that, as you will in all likelihood be serving a term of imprisonment.

### **Control Room Security Equipment**

This unit of competency deals with communication in the workplace. Communication takes many forms and may be:

- Verbal
- Nonverbal, i.e. facial expressions
- Hard copy as in this manual
- Electronic such as emails
- Written
- Signs and pictures

This unit of competency is in written form as are your answers in the student workbook. It makes sense therefore to say that when we assess your workbook, we are only assessing your written form of communication. For that reason, during your tutorials, and during one on one discussion your trainer will be assessing you on your personal interaction with other students and your ability to communicate.

It is important that Security Officers have the ability to be assertive and issue instructions in a clear and loud voice when necessary. For example, if you were at a concert and had to ask some of the concert goers to move back from the stage you would get a pretty poor response if your request was mumbled and you made no eye contact with the people you were asking to move. This would be an occasion when an assertive loud voice with good eye contact would be more likely to bring results than a quiet request. On the other hand, if you had a loud boisterous patron in a hotel or

nightclub then taking them to one side and quietly asking them to behave themselves is likely to be more effective than the loud assertive approach which could be interpreted as being aggressive. The circumstances of each occasion will dictate to you what tone of communication you should be using.

**Complete and store security records.**

Breakdowns in communication occur when people think they understand instructions or information given to them whereas in fact what they understand is not what the person passing the instructions to them intended them to understand. This is particularly so when a message is given to one person to pass on to another person. As we all know truth deteriorates in the process of repetition.

As a Security Guard you need to ensure the message or instruction you receive is accurate. It may be that one of your Company Managers has asked your Supervisor to arrange for a guard to be at Woolworth's Supermarket front doors between 0800 and 1000 on Saturday. If the supervisor doesn't record this request accurately, he or she may verbally request you to be at the front door of Woolworth's Supermarket between 0830 and 1030. Who is to blame for this mix up and the guard being half an hour late? Now as we all know people don't like to admit they are wrong and as we also know there will be supervisors, rightly or wrongly who, because they are not sure, will argue they gave you the right instructions but that you got it wrong. What protection do you have? The short answer is that unless you get the instruction in writing or unless you record the request in your notebook you will have no protection. The lesson is fairly clear. If you receive instructions from anyone, record them in your notebook. That way if there was any dispute later on as to what you were told you would be able to refer to your notebook as evidence of what you were actually instructed. This is made all the more powerful if the supervisor has made no record of their instructions to you and is relying on their memory as to what was said and by whom.

Special instructions from supervising staff are generally given out at the beginning of a shift. The shift changeover is when last minute changes to rosters are made and when other instructions are given to staff. It is important, for the reasons given above, that when you receive instructions at the start of shift you record them in your notebook. That way there can be no dispute as to what your duties for the day will be.

Your supervisor is the lawful representative of your employer. Instructions given to you by your supervisor generally should be complied with. However, there are occasions when instructions given to you by your supervisor should not be complied with. The first is when you are asked to do something that is clearly against the law. For example, if you and your supervisor were on patrol and caught a burglar at one of your client buildings the right thing to do is to immediately call the

police. If your supervisor tells you to belt the burglar with a nearby lump of wood because he is a "bloody thief" is that lawful? The answer is clearly no, as you would be committing an offence by assaulting the person you caught. The second area when you should exercise your own judgment is when your supervisor orders you to do something which is outside your contract or unsafe or illegal. An example of this type of instruction might be a request to you to carry a firearm on a cash escort when you do not have a firearms license. Other examples include such things as being requested to conduct minor electrical repairs on the cafeteria stove when you are unskilled and don't know what you are doing or not to use and wear safety equipment where the use of safety equipment is clearly called for.

Sometimes you might be asked to do something outside your contract, i.e. to work fourteen hours when your contract says you should work no more than 12 hours on any one shift. This is an industrial issue and refusing point blank could land you in trouble with your employer. With this type of issue, it is sometimes better to work the overtime and then sort it out after the shift has been worked. If you are a member of a union, you might be able to seek advice from the union representative before agreeing to work the extra time. If not, then this might be one of those situations where it is better to comply with your supervisor's request. Other requests which place your safety at risk, or which are clearly illegal should be firmly declined and a notebook entry made of the request. Illegal activity should always be reported to your company manager or the police.

<p style="text-align: center;"><b>SMITH'S SECURITY COMPANY</b> <b>INCIDENT REPORT</b></p>
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Date: 18.12.2003.

To: Shift Supervisor John Patrick.

From: Security Guard Philip O'Connor

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At 9 pm on Wednesday the 18th of December I was conducting a foot patrol of Johnson's Warehouse at 59 Jefferson Street, in North Rockhampton.

While checking the back security fence I noticed a hole had been cut in the wire. The hole was about three feet high by two feet wide similar to the letter "L". I immediately commenced a full security sweep of the rear of the warehouse and the rest of the grounds but found nothing further.

At 9.30 pm I contacted the maintenance supervisor Geoff Jones who stated he would come in and fix the fence in the morning. In the interim I have used steel ties from the maintenance department to tie the fence together.

Extra security patrols have been scheduled for the remainder of the night.

A check of the log book shows this area was last checked at 7 pm tonight by security guard Patrick Hoffman. All was secure at that time.

For your information.

Philip O'Connor

**Static Guard. Johnson's Warehouse.**

**Verbal Communication**

**Element 1 Gather, convey and receive information for security work.****1.1 Locate, read and apply standard operating procedures, workplace policies and other written information required to complete work instructions to ensure compliance with legal rights and responsibilities.**

Security officers are required to locate, read and apply standard operating procedures, workplace policies and other written information required to complete work instructions to ensure compliance with legal rights and responsibilities.

Standard operating procedures workplace policies and other written information are vital to any person endeavouring to undertake a security role. These procedures and policies will help security staff to not only understand the role that they are to undertake and the responsibilities they are required to carry out but also to comply with the law and organisational requirements. It is important for you to locate this documentation, read it and apply the steps when required.

The individual procedures will give detailed steps that security staff are required to do in order to best carry out their responsibilities in specific situations, they may also outline expected and accepted behaviour.

These include Standard Operating Procedures (SOPs), emergency procedures, entry and exit procedures, evacuation procedures, responsible service of alcohol, how to deal with difficult people, workplace health and safety, lock up and unlock procedures and other site relevant procedures. Site or workplace policies are more related to standards of acceptable behaviour and legal requirements and may include documents such as the workplace health and safety policy, use of force policy, responsible service of alcohol policy, anti-discrimination and diversity policy etc. The workplace should have hard copies of these documents available to security staff and these may be found in the security lunchroom, on the security desk or in nearby bookshelves or filing cabinets if you are working in an office. Many workplaces are going paperless to reduce their impact on the environment, in these workplaces your policies and procedures will be available online or saved in a file on your computer.

It is important that if no procedures are readily available that you ask your supervisor, or manager for these documents so that you can perform your job requirements properly.

## 1.2 Use listening and observation skills to receive and interpret spoken and non-verbal information.

When working in the security industry it is important that you can effectively use listening and observation skills to receive and interpret spoken and non-verbal information.

This may be as simple as listening to what someone is saying to you before you respond, however, it is very important that security staff gain skills in recognising the non-verbal cues that indicate that a person is becoming agitated so that they are able to respond before the situation becomes physical. It is also important that security staff develop the ability to use active listening to defuse potentially violent situations.

## 8 Steps in the Communication process

The communication process refers to the steps through which communication takes place between the sender and the receiver. This process starts with conceptualising an idea or message by the sender and ends with the feedback from the receiver. In details, communication process consists of the following eight steps:

1. **Developing idea by the sender:** In the first step, the communicator develops or conceptualises an idea to be sent. It is also known as the planning stage since in this stage the communicator plans the subject matter of communication.
2. **Encoding:** Encoding means converting or translation the idea into a perceivable form that can be communicated to others.
3. **Developing the message:** After encoding the sender gets a message that can be transmitted to the receiver. The message can be oral, written, symbolic or nonverbal. For example, when people talk, speech is the message; when people write a letter, the words and sentences are the message; when people cries, the crying is the message.
4. **Selecting the medium:** Medium is the channel or means of transmitting the message to the receiver. Once the sender has encoded his into a message, the next step is to select a suitable medium for transmitting it to the receiver. The medium of communication can be speaking, writing, signaling, gesturing etc.
5. **Transmission of message:** In this step, the sender actually transmits the message through chosen medium. In the communication cycle, the tasks of the sender end with the transmission of the message.
6. **Receiving the message by receiver:** This stage simply involves the reception of sender's message by the receiver. The message can be received in the form of hearing, seeing, feeling and so on.
7. **Decoding:** Decoding is the receiver's interpretation of the sender's message. Here the receiver converts the message into thoughts and tries to analyze and understand it. Effective

communication can occur only when both the sender and the receiver assign the same or similar meanings to the message.

8. **Feedback:** The final step of communication process is feedback. Feedback means receiver's response to sender's message. It increases the effectiveness of communication. It ensures that the receiver has correctly understood the message. Feedback is the essence of two-way communication.

### **Barriers to effective communication**

1. The use of jargon. Over-complicated, unfamiliar and/or technical terms.
2. Emotional barriers and taboos. Some people may find it difficult to express their emotions and some topics may be completely 'off-limits' or taboo. Taboo or difficult topics may include, but are not limited to, politics, religion, disabilities (mental and physical), sexuality and sex, racism and any opinion that may be seen as unpopular.
3. Lack of attention, interest, distractions, or irrelevance to the receiver.
4. Differences in perception and viewpoint.
5. Physical disabilities such as hearing problems or speech difficulties.
6. Physical barriers to non-verbal communication. Not being able to see the non-verbal cues, gestures, posture and general body language can make communication less effective. Phone calls, text messages and other communication methods that rely on technology are often less effective than face-to-face communication.
7. Language differences and the difficulty in understanding unfamiliar accents.
8. Expectations and prejudices which may lead to false assumptions or stereotyping. **People** often hear what they expect to hear rather than what is actually said and jump to incorrect conclusions.
9. Cultural differences. The norms of social interaction vary greatly in different cultures, as do the way in which emotions are expressed. For example, the concept of personal space varies between cultures and between different social settings.
10. A skilled communicator must be aware of these barriers and try to reduce their impact by continually checking understanding and by offering appropriate feedback.

**Interpersonal Techniques may involve:**

- active listening
  - being non-judgmental
  - being respectful and non-discriminatory
  - constructive feedback
  - control of tone of voice, facial expression and body language
  - culturally aware and sensitive use of language and concepts which engage minority groups
  - demonstrating flexibility and willingness to negotiate
  - effective verbal and non-verbal communication
  - maintaining professionalism
  - providing sufficient time for questions and responses
- 
- reflection, summarising and paraphrasing
  - two-way interaction
  - use of plain English
  - use of positive, confident and cooperative language.

**Active listening**

Security officers are required to use listening and observation skills to receive and interpret spoken and non-verbal information. While you might think listening is not something that you need training in, the fact is that many people do not “actively” listen.

Active listening is a skill which can be taught and with practice it can become second nature.

The first stage of active listening is to assume the role of a listener. Be prepared to let the person do the majority of the talking and to absorb what they are trying to tell you.

The second stage is to listen carefully to what the speaker is saying. Try to really understand their message. There are some actions you can take during this stage to let the speaker know you are focused on them and their message.

- Make good eye contact.
- Nod when you understand what they are saying.
- Don't interrupt the flow of the conversation and use silences to allow the speaker to continue.
- Show empathy when required.
- Ask them to clarify if you are not sure what they mean.



- Make encouraging sounds such as “Ah huh.”, “Ok.”, “Mm.” etc. to let the speaker know that you are still listening and haven’t zoned out.
- Don’t be judgemental.

The final stage is to recap your understanding of the issue with the speaker and offer support. When active listening it is not always necessary to offer a solution, most of the time listening to the speaker is the solution to the problem. Having a sounding board (you) allows the person to vent their frustration, calm down and very often gives them a clearer perspective on their situation.

### **Non-verbal communication.**

When people are communicating with us and us with others, we have to focus not only on what they/we say but also how they/we say it and what is said with the face and body. If we do not focus on our non-verbal communication we may, unwittingly increase fear, aggression or hostility in others. It has been shown that up to 93% of how humans communicate their feelings is non-verbal, this includes the tone and intonation of the voice, facial expressions and body language.

Imagine someone asking the question, “What’s that?”, this question could mean, ‘I wonder what that thing is.’, it could mean, ‘I am sorry I didn’t hear you properly.’, or it could mean, ‘I heard what you said, I didn’t like it and I dare you to say it again’. The way that we understand that question will heavily depend on the speakers’ tone, facial expressions and body language. This is why a persons’ intended meaning can be difficult to understand in written communication.

Security staff need to be able to understand non-verbal signs that a person is upset or angry about something, and the earlier they can recognise anger or aggression the earlier they can respond to it and rectify it. It is also important for you to avoid those non-verbal signs of aggression that you are able to control in your own body language.

### **Body Language**

Some early signs of aggression include;

- Dilated pupils- this may be difficult to spot, especially in dark places, but if you see the pupils of the eyes grow large suddenly it could be that something you or another person has said or done has upset the person.
- Tilting the jaw/jutting of the jaw- if the person is holding their jaw tilted upwards, pointed at you or another person, and looking down their nose it is an indication that they are angry.
- Nostril flaring- it is not known why the nostrils flare when people feel angry, but it may be to increase the oxygen intake or to subconsciously smell for aggression or fear hormones in their opponent.

- Knitting of the brows- when people are angry their eyebrows are drawn together and lowered in the middle and raised on the upper outer edge of the brow and gives them an aggressive appearance.
- Ocular orbital tension- the ocular orbital are the muscles surrounding the eyes. When these muscles are tense it gives humans the appearance of narrowed eyes or glaring. Pared with knitted brows this is one of the most commonly recognised early signs of aggression.
- Puffing up of the chest- Just like animals, humans will subconsciously attempt to make themselves appear as large as possible when threatened.
- Clenched jaw, fists and general muscle tightening- These are signs that an attack is imminent the person is tensing their muscles in preparation for a potential impact from a punch or kick from their opponent or to deliver a punch or kick to their opponent.
- Bladed stance- when a persons' stance is bladed, they stand with their dominant foot behind the other foot and their body tilted on an angle to their opponent. This narrows the body area open to receive an assault, puts the shoulder and arm toward the opponent instead of their chest and abdomen and therefore reduces potential damage from an impact to the vital organs. This stance will also increase the potential damage that this person can do as when they attack the whole force and weight of the body is used.
- Pointing, hands on hips or folded in front of you, wildly gesturing and rattling (touching the other person or their belongings, this is basically telling the other person that you do not respect their boundaries).

**Social and Cultural differences may relate to:**

- dress and personal presentation
- food
- language
- religion
- social conventions
- traditional practices
- values and beliefs

Remember our client's reputation and standing may be harmed or even damaged if we ignore our professional obligations on this issue.

### **1.3 Use oral and non-verbal communication to develop and maintain positive relationships, mutual trust and confidence.**

Being able to listen and understand verbal language and read and understand facial expressions and body language is very important in your role as a security officer, so too is being able to use

effective oral and non-verbal communication to develop and maintain positive relationships, mutual trust and confidence. Below are some ways for you to use effective communication;

- You should always ensure that your communication is clear and concise. Be confident when speaking and speak loudly enough so that the person you are speaking to can hear you properly. Think about what you would like to communicate before you say it.
- Be assertive but not aggressive. This means that you are confident.
- Make good eye contact with the person you are communicating with.
- Say what you mean and mean what you say. Don't say things just to hear your own voice.
- Smile and be friendly when speaking to people if they are not rude, aggressive or acting in any other negative manner toward you.
- Use the right tone of voice. If the person is rude or aggressive use assertive communication to request behaviour modification
- Be helpful, if people need assistance do the best you can to help them within the limits of your rights and responsibility.
- Use expressive hand signals and try to subtly mirror the body language of the person you are communicating with.

#### **1.4 Clarify understanding of received information with relevant persons using clear and concise language, questioning and summarising.**

Sometimes the person's meaning is not clear, if this is the case you will have to clarify your understanding of the information received with relevant persons (in this case it is generally the person who is communicating with you). The best way to clarify your understanding is to use clear and concise language to ask questions until you do understand clearly and then to summarise the information and check that your understanding is correct.

### **Request Behaviour modification to maintain security**

#### **2.1 Observe the work area and identify person demonstrating disruptive or inappropriate behaviour.**

When working as a security officer a large part of your role is to observe the work area and identify hazards including people demonstrating disruptive or inappropriate behaviour.

Just watching from your static location may not be enough to monitor the work area properly, so it is a good idea to be proactive to potential threats. To do this some of the suggestions listed below may be useful.

- Conduct regular patrols of your work area and the premises.

- Interact positively with clients, patrons, customers and colleagues. You can do this by smiling, asking about their day, joking in an appropriate manner with them. This will get people on your side.
- Identify noisy people and monitor their behaviour to assess if it is disruptive or inappropriate.
- Identify troublemakers and deal with them quickly.
- Identify potential problem areas and monitor them for any escalating tensions.
- Watch for aggressive body language and facial expressions

## **2.2 Exchange information with person using non-verbal and oral communication that takes account of social and cultural differences, and uses basic strategies to overcome language barriers.**

When working in a security role our ability to communicate effectively can mean the difference in whether we are able to achieve our required goal or not, whether we are required to use force or not and our ability to gain the confidence of others.

Some common barriers to effective communication include;

- Physical barriers such as walls and doors, noise (your ability to hear each other),
- Perceptual barriers are usually self-imposed and come from your preconceived ideas about people, for example if a person is from a non-English speaking background you may think they do not have the ability to understand you anyway so you may speak in a flippant way, speed through what you have to tell the person and skip out important details. In this case even if the person has excellent English, they will not understand your message due to issues with the delivery.
- Emotional barriers are a result, generally, of a lack of faith in your own knowledge, skills and abilities. Even if you have expert knowledge of a topic your confidence can be affected by a person very confidently stating their opinion even if they have no knowledge on the topic, and their opinion is unsubstantiated.
- Cultural barriers can be represented in many ways and are usually represented by the things that make us different, including food, values or beliefs, dress, religion and language.

Thankfully there are some things we can all do to overcome barriers to communication and ensure that you can both effectively deliver and receive the correct message.

- Remove physical barriers, open doors, or invite the person to speak somewhere else if it is noisy where you are.
- Trust your expertise, people will often try to tell you what you can and cannot do as a security officer or what they would do in your situation. The fact is that you are the one who has conducted the training and you have a good basis for your knowledge of issues affecting your decisions on how you handle given situations.

- Your communication is required to be respectful and non-discriminatory. Be conscious that the what you are saying is not offensive to anyone.
- If you are communicating with people who have English as a second language and may have trouble understanding you, you should slow your speech down, speak clearly and concisely. Pronounce each word clearly and do not use slang. Do not use big words. There is no need to yell or speak loudly.
- You may be required to use basic hand signals for things like directing people where to go by pointing with an open hand and waving in that direction with the other hand, signing for people to stop by holding up one hand with the palm facing the person and shaking your head “No.”

### **2.3 Explain required behaviour and request modification a manner that avoids an aggressive or hostile response.**

The first step that should be taken in the case that you identify someone demonstrating suspicious, disruptive or inappropriate behaviour is to call for back up or assistance. This is usually another security officer or crowd controller, but in the case that you are the only security guard or crowd controller you may be required to call upon the manager or another staff member.

The second step is to inform the person that the behaviour is unacceptable and ask them to refrain from doing it again. Your tone should be neutral and non-threatening. Inform the person that a repeat of the behaviour will result in them being asked to leave.

Your body language should appear non-threatening to avoid an aggressive response from the person but should also ensure your safety should they respond in an aggressive manner. A defensive stance is your best option. Stand in a bladed / scissored stance with your hands held one in the other in front of you without locking the fingers so that you can respond quickly if needed. If the person displays any aggression raise your hands up and open in front of you with the palms facing the aggressor so that you are able to defend yourself if an assault occurs.



**CPPSEC2102**

**APPLY LEGAL AND PROCEDURAL  
REQUIREMENTS TO WORK EFFECTIVLY WITHIN A  
SECURITY TEAM**

## **CPPSEC2102 Apply legal and procedural requirements to work effectively within a security team**

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### **Elements**

1. Confirm and comply with legal and procedural requirements and professional standards
2. Plan, organise and complete daily work tasks
3. Participate in team assignments
4. Identify and access opportunities for learning and improvement

### **Independent research**

In order to achieve competency in this Unit of Competency you are required to undertake independent research to assist you gain the required knowledge and understanding. For this unit the independent research includes:

- Queensland Court System
- Queensland Office of Fair Trading Licensing
- Security Providers Act

### **SECURITY PROVIDERS ACT 1993**

The legislation that regulates the security and investigation industry is the Security Providers Act 1993. Some of the more important definitions and sections are outlined on the following pages.

#### **Definitions: Security Provider's Amendment Act 2007**

A **Security Provider** is any of the following—

- a bodyguard;
- a crowd controller;
- a private investigator;
- a security adviser;
- a security equipment installer;
- a security officer;
- a security firm.

### **Who is a Security Officer?**

1. A security officer is a person who, for reward, guards, patrols or watches another person's property, with or without a guard dog, including by—
  - 1) personally patrolling the property; or
  - 2) personally monitoring the property by operating an audio visual or visual recording system, a radio or other electronic monitoring device.

### Who is a crowd controller?

A **crowd controller** is a person who, for reward, is at a public place principally for keeping order in or about the public place, including, for example, by doing any of the following—

- screening the entry of persons into the place;
- monitoring or controlling the behaviour of persons in the place;
- removing persons from the place.

Example— a Crowd Controller at a hotel, night club or rock concert

2. Despite subsection (1), a person is not a crowd controller merely because the person checks that a person allowed admission to the public place has paid for the admission or has an invitation or pass allowing the admission.’.

### Who is a Private Investigator?

A private investigator is a person who, for reward—

- obtains and gives private information about another person, without the other person’s express consent;
- or
- carries out surveillance for obtaining private information about another person, without the other person’s express consent; or
- investigates the disappearance of a missing person.

### Applicants for Security Licenses

- Must be over 18 years of age
- Have completed an approved training course
- Be an appropriate person to hold a license

### Offences

#### Requirement to be licensed

Unless a person holds the appropriate licence, the person must not—

1. carry out the functions of a security provider; or
2. advertise, or in any way hold out, that the person carries out or is willing to carry out, the functions of a security provider.

Maximum penalty—

- for a first offence—500 penalty units; or
- for a second offence—700 penalty units or 6 months imprisonment; or
- for a third or later offence—1000 penalty units or 18 months imprisonment.
- A person must not, directly or indirectly, engage another person to carry out for reward the functions of a security provider unless the other person holds the appropriate licence.

Maximum penalty—

- for a first offence—500 penalty units; or



- for a second offence—700 penalty units or 6 months imprisonment; or
- for a third or later offence—1000 penalty units or 18 months imprisonment.

Unless a person holds the appropriate licence, the person is not entitled to any reward for carrying out the functions of a security provider.

The message is clear; do not work as a Crowd Controller or Security Officer unless you have a license issued by the Office of Fair Trading.

## **Queensland Criminal Code**

### **Trespass**

#### **S 277 Defence of premises against trespassers—removal of disorderly persons**

3. It is lawful for a person who is in peaceable possession of any land, structure, vessel, or place, or who is entitled to the control or management of any land, structure, vessel, or place and for any person lawfully assisting him or her or acting by his or her authority, to use such force as is reasonably necessary in order to prevent any person from wrongfully entering upon such land, structure, vessel, or place, or in order to remove therefrom a person who wrongfully remains therein, provided that he or she does not do grievous bodily harm to such person.
4. It is lawful for a person who is in peaceable possession of any land, structure, vessel, or place, or who is entitled to the control or management of any land, structure, vessel, or place, and for any person acting by his or her authority, to use the force that is reasonably necessary in order to remove therefrom any person who conducts himself or herself in a disorderly manner therein, provided that he or she does not do the person grievous bodily harm.

## **Queensland Criminal Code**

#### **S 271 Self defence against unprovoked assault**

5. When a person is unlawfully assaulted, and has not provoked the assault, it is lawful for the person to use such force to the assailant as is reasonably necessary to make effectual defence against the assault, if the force used is not intended, and is not such as is likely, to cause death or grievous bodily harm.
6. If the nature of the assault is such as to cause reasonable apprehension of death or grievous bodily harm, and the person using force by way of defence believes, on reasonable grounds, that the person cannot otherwise preserve the person defended from death or grievous bodily harm, it is lawful for the person to use any such force to the assailant as is necessary for defence, even though such force may cause death or grievous bodily harm.

### **273 Aiding in self-defence**

In any case in which it is lawful for any person to use force of any degree for the purpose of defending himself or herself against an assault, it is lawful for any other person acting in good faith in the first person's aid to use a like degree of force for the purpose of defending the first person.

#### **Commentary**

This legislation sets out your rights to defend yourself or another person. If you are unlawfully assaulted and you have not provoked the assault you are entitled to use such force as is necessary to defend yourself PROVIDING, that the force used by you is not intended nor likely to cause death or grievous bodily harm. Let us look at some examples.

#### **Example One**

If you are working in a car yard at night and a drunk came onto the yard and after abusing you, took a swing at you then you can use force to defend yourself. In this situation your force would probably consist of a block to his punch and then any necessary force used to remove the person from the premises. You do not have the right to punch the subject in the face in retaliation. You certainly do not have the right to use something like a baton on the subject. If, however, the subject came at you with a broken bottle and the only way for you to defend yourself was to use a baton then you may well be justified in that defence.

While you may feel that the force used by you was justifiable in all the circumstances it is entirely possible that you could have to defend your actions in a court of law.

#### **Example Two**

You are on an unarmed mobile patrol and you stop to conduct a foot patrol of one of your client factories. While in the rear yard you are attacked by an offender with a baseball bat. How much force can you use to defend yourself? In this situation you would probably be justified in defending yourself using a baton or other implement such as a Maglite torch to disarm the offender. I say probably because if the offender died as a result of your actions then you would have to defend your actions in a court of law. The reason for that is that it could be argued you used excessive force.

If you genuinely fear on reasonable grounds that you could not defend yourself in any other way and that the assault on you would cause death or grievous bodily harm you could argue your actions were justifiable. The most important point to remember is that your actions are always open to enquiry after the event and you must be in a position to defend them.

## **283 Excessive force**

In any case in which the use of force by one person to another is lawful the use of more force than is justified by law under the circumstances is unlawful.

## **POWERS OF ARREST**

### **SECURITY OFFICERS HAVE NO SPECIAL POWERS OF ARREST!!!!**

A security guard has no more power than that provided to every other citizen. Your security license does not give you any powers, it merely provides you with an identify card to show you are a licensed security guard.

You could face serious criminal charges for arresting someone when you have no authority to do so.

## **COURT AND COURT PROCEDURE**

Evidence is the testimony of witnesses and exhibits presented to the court for the inspection of the Court. However, before evidence can be admitted to the Court it must be relevant and it must be admissible. This is one of the major rules in relation to evidence.

The sole arbitrator on deciding whether or not evidence is admissible and relevant is the presiding Judge. Judge's generally follow well established rules of precedence. These rules are established in appeal cases heard by Higher Courts and are known as Case Law. Cases decided at the Court of Appeal are binding on lower courts. Through this Case Law procedure and over the history of English and Australian Law sufficient guiding precedents have been established so that there are now clear guidelines as to what is or is not admissible in court.

In Queensland the four levels of courts are:

- The Magistrate's Court
- The District Court
- The Supreme Court
- The Court of Appeal

As examples of what is or is not admissible consider the following:

- Evidence located in the course of an illegal search is generally inadmissible.
- Evidence of what someone heard someone else say is generally inadmissible because it is hearsay.
- Statements obtained by force or under duress are generally inadmissible.

You will note that these comments are all prefixed by the word generally. This is because the Judge has discretion in these matters and in relation to hearsay evidence there are exceptions to the rule. We will talk about hearsay evidence later.

### **Illegal Search**

As a Security Officer you will not generally be involved in any form of action other than the initial action involved in apprehending an offender. For example, you will not go and search a shoplifter's house or catch a burglar and go and search their house before handing them over to the police. We have stressed continually in all our training programmes that if you happen to stumble over a burglar you must immediately call the police. You should always try and place yourself in the position where you can observe and wait for the police to arrive.

An illegal search situation would arise if the police then went and kicked in the burglar's door to search their address without any form of consent or warrant. To prevent police abuse of process it is generally accepted by the courts that any form of evidence located through illegal means is not admissible.

### **Hearsay Evidence**

Hearsay evidence is the evidence of a witness of what someone else told them. It is inadmissible because the original witness is not available to give the evidence and is not available for cross examination. If someone saw a person they know as Joe Bloggs break into a warehouse and they told you about it, you could not give evidence that Joe Bloggs broke in to the warehouse because you did not see it. The actual witness who saw Joe Bloggs breaking in to the warehouse would have to give that evidence. There are some exceptions to the hearsay rule. One of them is that evidence of what the offender said is admissible. For example, if you caught someone smashing up a car yard and they said to you "Sorry mate, I was annoyed because my girlfriend shot through", you would be able to give that evidence because it is an admission from the offender as to why they committed the offence.

**Force or Duress**

Force and duress will always render a statement made by an offender inadmissible. Police cannot beat an admission out of a suspect and then hand a blood-stained statement up to the judge. The general rule is that statements must be made voluntarily by the offender. Again, this is not an area that you will be likely to be involved in as a Security Officer.

As a general rule try and record any statement made by an offender in your notebook as soon as you are able to so that you can later give the evidence in court.

**Identifying evidence**

A Security Officer is like any other person. They can be summonsed to give evidence on any action they have carried out and, on any interview, they have had with an accused person before the court. For example, let us look at a situation where you are a Security Officer in uniform who has apprehended a male person at the back of a supermarket at 9 pm at night. This person threw a bag away as soon as he saw you drive into the loading bay area. The person is not one of the regular employees and a loading dock assistant nearby informs you he is not one of their staff. He quickly makes enquires with people who are working and one of the shelf stackers comes out and tells you that she has had her bag stolen. The bag is located nearby and is obviously what the suspect threw away.

What sort of evidence would you be likely to give in this case?

You cannot give evidence of what other people did or said. They have to do that for themselves. You can only give evidence of what you did or said. For example, you cannot give evidence of the fact the shelf stacker had her bag stolen. That person has to go to court and give that evidence herself. You can however give evidence of seeing the person coming out of the store and of throwing the bag away.

You could also give evidence of any conversations you had with the suspect.

If you interviewed any witnesses on behalf of the supermarket, such as supermarket staff, you cannot give their evidence. Those people would have to be summonsed to appear as witnesses and give their own evidence. You could say in evidence that you had conversations with a number of people and as a result of those conversations you put a number of questions to the accused, and then give evidence of what you asked the offender.

If someone told you that the person you caught was seen hanging around the back of the supermarket you could not give that evidence either. That is because for you to give someone else's evidence amounts to hearsay evidence. As we have discussed hearsay evidence is not acceptable in Court. The person who gave you the information must give the evidence to the Court and be available to be cross examined as to the truthfulness or otherwise of their statement.

Briefs of evidence which are statements in evidential form are prepared by the police in criminal cases. In civil cases, where civil action was being taken against someone by another party the briefs of evidence would be prepared by solicitors acting for the various parties concerned following interviews. That is why it is so important that your statements are accurate and truthful.

### **Other Evidence Matters:**

#### **Video Evidence**

If you use a video for any reason, be it to conduct surveillance or perhaps to video a crime scene, and you later want to produce that video into evidence the video film must show the time and date that the video is being recorded. While you will have to give evidence of the time and date you took the video the court will also want to see your evidence corroborated through the time and date being shown on the video itself.

#### **The Best Evidence Rule**

The best evidence rule is that in any given court case the evidence that should be produced should be the best evidence available. For example, the best evidence rule states that in a stabbing incident the actual knife used in the attack should be produced to the court, not a photocopy and not a photo. The best evidence rule also states that original documents should be produced for the Court's inspection, not photocopies or documents.

### **Types of Evidence**

The following lists illustrate the types of evidence that are admissible in court.

#### **Original or Primary Evidence**

Original or primary evidence refers to the best evidence available. A knife found at a crime scene is primary evidence and it is also real evidence as set out below. A photograph of the knife is secondary evidence.

**Real Evidence**

Real evidence is simply evidence which is presented to the Court for the Courts inspection. For example, a bullet presented to the court would be real evidence. Anything which is real and can be viewed and touched is real evidence.

**Documentary Evidence**

Documentary evidence is any document presented to the Court for the Court's Inspection. Good examples are original copies of certificates, bank statements and other documents.

**Secondary Evidence**

Secondary evidence is the type of evidence that is produced to the Court in the absence of primary evidence. Photocopied documents are good examples of secondary evidence.

**Comment**

When identifying and selecting evidence for use in Court remember the best evidence rule and the hearsay evidence rule. While you will be guided in giving and even preparing your evidential brief a knowledge of the basic rules of evidence as outlined will assist you in your security officer role.

**Continuity of Evidence**

Once an exhibit is located, the Police or Prosecution must be able to show where that exhibit has been at all times up until it is presented in Court. This is known as the Chain of Custody or Continuity of Evidence. For example, if a knife is found at the scene of a stabbing and is produced in court, the prosecution must be able to prove where that knife has been between when it was found by the Security Officer who found the stabbing victim and the knife up until it is produced in Court. If the prosecution cannot do that then the knife may not be allowed to be produced in Court. This becomes highly important if the knife has blood or fingerprints linked to the offender.

The way this is done is by completing an exhibit form. In a major trial such as a homicide there may be hundreds of exhibits and each exhibit is recorded on a computer and tracked in and out of police custody. The bottom line for security staff is you must not touch exhibits if you locate one, instead bring it to the attention of the police attending the scene for them to safeguard.

The following is a simple example of an exhibit sheet to show how an exhibit is signed in and out of custody.

### Example of Exhibit Sheet

Exhibit Number	55
Description of Exhibit	250 mm fish filleting knife with bone handle and narrow blade
Where Located	In drain near entrance to Bert's Alley off 56 Willow Street, South Brisbane
By Whom	Senior Constable Jones 9988
Time and Date Located	0340 23.3.2020
Time & Date placed in exhibit room	0600 23.1.2020
Date Out	0900 5.2.2020
Name	Exhibits Officer O'Connor
Reason	Forensic examination
Time & Date returned to exhibit room	1624 6.2.2020
By Whom	Exhibits Officer O'Connor
Date Out	0930 25 March 2020
Name	Senior Constable Jones 9988
Reason	Taken to court as exhibit

## CRIME SCENE

### Preserving a Crime Scene

Managing Emergency Situations includes managing crime scenes. Security Officers, particularly mobile Security Officers are sometimes likely to come across what is known as a crime scene during the course of their patrol. Thanks to the popularity of police programs on television most people now have a clear idea of what a crime scene is and the need to protect a crime scene from contamination. Loosely speaking a crime scene is any scene where a crime has been committed and which may contain evidence.

The role of a security guard is to protect the scene until the police arrive and take over. Sometimes security staff will be directly employed to protect a crime scene after the initial police attendance until the police forensic examination group can conduct an examination. Your role as a security guard in coming across a crime scene while on patrol is to carry out the following:

1. Freeze, control and preserve the scene
2. Call police or other assistance
3. Carry out the duties of a scene guard



If you come across a crime scene, such as a shop front where the front door has been smashed in, your role is to maintain observations outside the shop until the police or owner can arrive on the scene.

The general rule is that you do not enter a crime scene. However, as with all rules there are exceptions and there will be occasions when a security officer on discovering a crime scene must break the rule and go into the scene. There are only three reasons why you would enter a crime scene and they are as follows:

1. To protect life
2. To prevent further damage to property
3. To apprehend an offender

### **Protect Life**

As part of your patrol duties it is possible that you could find someone who has been badly injured. Sometimes the cause will be unclear. The person may have been hit by a motor vehicle, they could have been badly assaulted or they may have been drunk and collapsed injuring themselves. In situations where you find an injured person you have a clear duty to render first aid. As part of your training course you will be trained to assess a person's condition and render immediate first aid. In any event you will need to immediately call emergency services such as the police and ambulance service to ensure the injured person receives medical attention.

### **Prevent further damage to property**

Preventing further damage to property might involve you entering a crime scene to extinguish a fire or to prevent someone from continuing to damage property. However, when considering whether or not to enter a crime scene to prevent further damage from occurring you need to consider safety issues. Someone going berserk with a baseball bat will break windows and damage walls. If you go in to apprehend such a person without assistance that baseball bat could just as easily break your skull. Make sure you have assistance before dealing with this type of person. Better to keep the person under observation and call the police. Similarly, if there is a small fire burning call for back up from the Fire and Rescue Service before going in to try and extinguish the fire.

### **Apprehend an offender**

Apprehension of offenders is not a core role of security staff. If at all possible, keep offenders under observation until the police arrive. If you apprehend someone in the act of committing a burglary or perhaps in a nightclub situation where someone has seriously assaulted another patron, you must call the police immediately. If at all possible, make sure you have another security guard or a witness to assist you. This is so that unfounded allegations of assault cannot be made against you

but also to protect you if the person turns violent toward you. As a security guard your role is not to investigate offences and you do not have special powers of arrest. However, if you find someone in the act of committing a serious offence such as burglary you may detain them and hand them over to the police as soon as possible.

### **The role of the Scene Guard**

The role of a scene guard is fairly clearly defined. Their role is to protect a crime scene for a specified period of time or until the police scientific team or crime scene team arrives. During your time as a scene guard you will undertake the following duties:

- Keep a notebook or clipboard log recording all relevant details
- Record the time you start and finish duty
- Not allow any person into the crime scene unless they have been authorised to enter the scene
- Record the names of all persons who enter and leave the scene
- Record the times that such persons enter and leave the scene
- Keep members of the public away from the scene
- Ensure that nothing is disturbed
- Ensure that nothing is taken out of the scene without authority
- Call your supervisor if you require assistance
- Make sure you have the contact names and phone numbers of the police officers dealing with the case
- Record the name of the person who relieved you or authorised you to stand down

## **TEAMWORK**

### **How to Establish & Maintain Good Relationships in the Workplace**

Establishing and maintaining good work relationships is the key to a positive workplace. Effective businesses encourage the development of positive relationships between managers and employees as well as amongst coworkers. All businesses can foster positive workplace relationships by creating a strong mission statement and an upbeat team-based environment. Strengthen workplace relationships by setting clear expectations, practicing constant communication and offering timely responses to both positive workplace behavior and employee issues or concerns.

#### **Step 1**

Create a clear and concise company mission statement and distribute a copy of the statement to each employee. The mission statement should outline the purpose of the business. Discuss how the mission statement fits with employees' personal values and roles in the company. Hold regular staff meetings to highlight recent company activities as well as discuss how employees are working toward or upholding the business's mission.

**Step 2**

Encourage teamwork through formal and informal team-building activities. Arrange a company-oriented outing, such as a BBQ or mini-golf, or involve the office in a team-based charitable activity. Good relationships in the workplace thrive when individuals feel part of a team and comfortable with their teammates. Respect and trust amongst co-workers and between supervisors and staff leads to greater collaboration, innovation and efficiency in the workplace.

**Step 3**

Communicate group expectations immediately and regularly. Set high performance expectations and emphasize the importance of each employee's role to the success of the business. Coach Managers on maintaining good relationships with their staff. Emphasize the need for two-way communication, clear and precise instructions, and the need for individuals to feel respected as both individuals and crucial contributors to the final service or product of the company.

**Step 4**

Set clear and measurable goals for your individual staff members. Employees must know what to do, how to do it, how well the task must be done and where to turn for help. To that end, provide detailed job descriptions and offer training with feedback from supervisors. Additionally, employees must clearly understand what constitutes satisfactory work and exactly how their performance will be measured.

**Step 5**

Reward great work as quickly as possible, and address problems or concerns immediately. Acknowledge staff members publicly with written or verbal commendations when they exceed performance expectations and provide assistance to those who are failing. Model the behaviour of creating good workplace relationships by actively seeking opportunities to offer assistance that will help co-workers or support staff do their jobs better.

**Managing work relationships****Queensland Government Website**

The way that you interact with others in the workplace is important. Good working relationships, where everyone feels respected and supported, help promote a positive work culture.

You need to actively work at building and maintaining relationships in the workplace and be aware and open to others' situations. Do your part by cultivating:

Trust—that others can complete their job to a high standard

Respect—always be considerate, honest and value others' opinions

Openness—be aware of the different backgrounds and perspectives of your colleagues

Effective communication—know when to use different methods of communication (e.g. private meeting, group discussion, email, letter etc.).

Work on your own communication skills and when you interact with others be aware of how they might interpret your -

- Body language
- Listening skills
- Eye contact and attentiveness
- Assertiveness or timidity.

### **Workplace conflict**

Sometimes good working relationships can break down and cause conflict or awkwardness.

These situations can arise when there is:

- A lack of information
- Miscommunication
- A difference in interests and values
- Discrimination or workplace harassment  
(<http://www.deir.qld.gov.au/workplace/hazards/harassment-bullying/index.htm> )
- A stressful working situation (e.g. resourcing or staffing issues).

You can help to prevent this kind of breakdown by being aware of your interactions with others.

### **Resolving conflict**

Help to resolve conflict by:

- Understanding your own reactions
- Being aware of your communication style and actively using reflective listening skills
- Working with others to come to an agreed resolution.

If you feel a conflict is too hard to handle yourself, you may be able to seek support and advice from your human resources department.

The kinds of things they may be able to help you with include:

- Formalising a resolution process
- Breaking the issues down into smaller parts
- Identifying the cause of the conflict and offering ideas on how to avoid it in future
- Discussing the risks if the conflict continues.

The Queensland Government has dispute resolution centres (<http://www.justice.qld.gov.au/justice-services/dispute-resolution/dispute-resolution-centres>) that have trained mediators to help you and others involved in workplace conflict to reach a satisfactory outcome.

## Comments

The point of maintaining positive and effective relationships in the workplace is to enhance the delivery of service to clients. Service delivery is paramount to any organisation. Think for a minute of the difficulties of running a team if the individual members of the team do not get on personally or professionally and further, are constantly criticising other team members to other staff and worse still to clients and customers.

Maintaining effective relationships can be achieved through a variety of methods including:

- Communication techniques
- Compliance with workplace standards and SOPs
- Development of professional networks
- Trust and confidence of colleagues

We will examine a couple of these issues in turn.

## Communication Techniques

You can influence how your staff act through your verbal interaction with them. If you are aggressive and over bearing in your verbal communication this can and will get your staff's backs up. If you are timid and quiet your staff may tend to ignore you. Refer back to the section on assertiveness and assess how this could work for you.

Communication is just another aspect of your professionalism. Remember.

Speak clearly	Be open and friendly
Be assertive	Use the right tone of voice
Make good eye contact	Be helpful
Smile	

## Compliance with workplace standards and SOPs

The Company you work for should have its own Standard Operating Procedures (SOPs). Well written SOPs can ensure harmony in the workplace as everyone knows what their role in the workplace is. Many small businesses find that once they start to expand then their professionalism and ability to

deliver a professional service can suffer. This is because while the owner of the business has hands on control of service delivery there is a consistent standard across the business. The owner trains all the new staff, works with them and ensures the job is done well. Once he or she moves to a position where they are no longer on the front line then the delivery of service can suffer because each individual working for the firm has a different idea on what constitutes good service delivery and so inconsistencies in service delivery can arise.

One way of overcoming those issues is the development of Standard Operating Procedures which clearly illustrate the role each person is required to undertake and also the activity required to deliver a good service.

The role of the Supervisor becomes important in terms of consistent delivery of service. It is the supervisor's role to ensure that the standards required under the SOPs are in fact delivered and that all staff strives to achieve a level of professionalism that is consistent with what the company is trying to achieve.

### **Development of professional networks**

Professional networks may relate to:

Internal and external groups

Peers

Industry associations and organisations

Industry teams and committees

Professional Associations exist for most professions and are useful to belong to. Associations provide a number of benefits for the members, from representing an industry point of view to Government or assisting individuals expand their personal knowledge and professional competence. In addition, through belonging to a professional association, individuals are able to build and develop relationships within the industry and benchmark their skill level and knowledge against established norms.

### **Trust and confidence of colleagues**

Trust and confidence are intangibles that you must earn. Trust and confidence in you does not automatically come to you just because your boss decides to make you a supervisor or temporary supervisor. How your team react to you depends on a number of issues. Your knowledge of the industry, your ability to lead staff, to make competent and fair decisions, even your personal appearance all play a part.

## Cultural Awareness

Good communicators are aware of the cultural issues that might be involved in communication. Australia is a multicultural society and it is incumbent on all of us to respect other person's cultures and values. Misunderstanding between different cultures can and does cause issues in the workplace. For example, a Supervisor seen by one group as assertive, focused and direct may be seen in another cultural context as aggressive, rude and ignorant.

The same is true of how physically close you get to someone in a conversation. There is a point when you get too close to someone that you begin to invade their personal space. If you are unaware of another person's reactions, you may inadvertently spark hostility by getting too close to someone. In addition, having chewed garlic to ward off a cold will not assist your case either. We make unconscious decisions about how close people can get to us. In a hotel or nightclub or in contact sport such as rugby we allow people to stand much closer to us than we would normally allow. We would not accept the closeness of a nightclub to be repeated in everyday situations and would react by backing away from someone who got too close or perhaps even putting our hand out to signal they are too close. One person's interpretation of being friendly and close may be misinterpreted by another as aggressive.

Prisoners who have spent lengthy sentences in confinement often have a far bigger personal space than other people due to the fact they measure their personal space as their cell area. You can trigger hostility merely by getting into their perceived space which to you was quite normal. People with good interpersonal skills will identify the fact a person is uncomfortable with their closeness and back off to a more comfortable position.

Swearing is another issue which can cause problems in the workplace. Some people may take offence at crude language and sexual banter and your continuing with such conversation after being asked by them to desist can be viewed as hostility toward them.

Don't expect everyone to communicate with you the way you communicate with them. In Australia we appreciate someone that looks us in the eye. However, in some Pacific Islands direct eye contact can be viewed as a form of aggression. Someone from the Islands who does not look you in the eye is not being shifty and evasive they may be showing you respect. Similarly, a good firm handshake is viewed positively in Australian Culture. Pacific Islanders will not normally give a firm handshake and are more like to give you a warm non-aggressive hand shake which is quite light. Pacific Island cultures will often avoid conflict in conversation preferring to conciliate issues and avoid hard confrontation. Respect for other persons cultures means learning a little bit about those cultures and beliefs and at least learning enough so that you do not read the wrong signals when dealing with people of a different culture.

Social and Cultural differences can also be expressed in:

- Language (verbal, non-verbal, English)
- Traditional practices and observations
- Beliefs, values and practices
- Food and diet
- Dress
- Religious and spiritual observances
- Social conventions
- Cultural stereotypes
- Conventions of gender/sexuality

As an example of cultural differences let us examine the following situation. You are a new Supervisor and you throw a Barbeque to get to know your team. However, on their arrival some of the guests don't eat or drink anything and one or two of them get quite angry and storm out.

How would you feel about this? Would you get angry or annoyed? Would you be confused as to why they left?

If we were to include the fact that some of the guests were Muslim and you had cooked up roast pork and expected everyone to drink alcohol this might explain their behaviour. Eating pork is not only forbidden by their religion it is offensive to be offered such food. Because of your lack of knowledge, you have actually insulted the very people you wished to get to know better.

Social differences are also an issue. You might have a couple of beers and launch into your favourite gay jokes without realising that two of your team are in a gay relationship. Two more off side!!

Maintaining social awareness in a multicultural society is merely a matter of respecting other people's values. A few simple questions round the workplace would alert you to the social fabric of the team. Roast lamb from the Halal butcher cooked separately from the pork and served with soft drinks for the Muslim guests would go a considerable way to their acceptance of you as the new supervisor. Canning the off-colour jokes would also not do you any harm. There is nothing wrong with serving alcohol, you just need to make sure that non-alcoholic drinks are available for non-drinking guests.

## **SEARCH PROCEDURES**

### **Inspect baggage and or vehicles**

There are occasions when Security Officers may be called on to search persons or bags and other property in their possession. As normal citizens we now allow ourselves to be searched far more often than we realise. Places where security staff may now search us include:

- Entrances or exits to large department stores
- In the workplace



- At the entry to night clubs
- At sports stadiums
- At major concerts

It is important to know that Security Officers have no statutory powers to conduct searches. These searches must always be carried out with the consent of the person being searched. If you are on duty at a Night Club or other venue and a person declines to be searched, you are within your rights to decline them entry. That is because the person being searched is entering private property so it can be a condition of that entry that they allow themselves to be searched. Most people going in to a one day cricket match know they cannot take alcohol in and expect to have their bags checked. Teenagers going to a large concert also expect to have their bags checked and on occasions frisked for weapons. It is also quite common for us all to show our bags as we enter or leave department stores.

Many workplaces, particularly those of large industrial sites, have a search regime and this is often backed up by OH&S workplace requirements that may require individual workers not only to allow their bags to be searched but to supply a specimen of urine for drug or alcohol analysis when requested.

Again, the search is by consent. The failure of an employee to submit to a search when required under workplace regulations is merely a breach of workplace discipline. As such your role is simply to submit an incident report to your supervisor to allow disciplinary action to be taken. Under no circumstances are you allowed to detain the worker for the purposes of search or use any force in order to ensure compliance.

When conducting searches there are a few essential points that we must remember:

#### **Action points when conducting searches**

- Search only with consent
- Decline entry if search refused
- Ensure witnesses are present
- Don't physically frisk persons unless it is part of the entry requirements, i.e. rock concert
- Males to search males
- Females to search females
- Don't lift or feel under clothing
- Have person being searched voluntarily remove bulky overcoats or jackets if necessary
- Wear surgical protective gloves or something similar to protect yourself

- Where illicit alcohol found have the person dump it in the confiscation bin or leave the premises
- Advise supervisor if weapons found

On occasions where contraband is found or on other occasions which warrant ensure you complete an incident report. In the workplace if anything untoward was located you will also need to complete the workplace log.

### **Vehicle Searches**

In some situations, such as when you are working security at a warehouse or other secure site you may need to search a vehicle on its way in or on its way out.

Vehicles taking goods off site should always have a manifest or other document to enable you to check the goods being removed from site against the manifest. Sometimes a site manager may have given written authority to a contractor to remove property. In those situations, you will need to check that the property being removed is in fact the property mentioned on the manifest. If in doubt politely tell the driver to wait while you telephone for verification that the property is allowed to be removed from the site.

In situations where property is being removed without authorisation be very careful you do not accuse the driver or contractors of theft as the matter could be a simple mix up. If you have to report the matter report the facts only and leave your opinions out of it.

A Mt. Isa man was recently awarded \$50,000 in damages for defamation when he took a case against a Security Site Manager and a security company after his name had been circulated to a large mining company's site entry/exit points with the threat of police involvement.

The incident the letter related to was simply one of wiring belonging to the mining company being found on the man's truck. He had no idea how it got there and police were not called at the time the property was found. It was only later the Security Supervisor wrote to the mining company concerned and the man's employer. The lesson is clear. Don't immediately jump to conclusions when you find something in a vehicle leaving site. Always question the person concerned and report the incident. If necessary, seek advice from your supervisor.

Remember that as a Security Guard you have no statutory powers of search. Refusal by employees to submit to searches is only a workplace disciplinary matter and should be reported through an incident report to your supervisor or the Human Resource Department.

Remember also that you have no authority to detain someone if they refuse to allow you to search them. Detaining someone by force may amount to an illegal detention and you and the company may be liable civilly and criminally.

### **Procedures for using a search wand**

The following instructions are an example of how to utilize a search wand on persons when warranted.

1. Subject greeted in a polite and friendly manner using pleasant tone of voice.
2. Male on male and female on female rules to be adhered to wherever possible.
3. Metal detector correctly turned on.
4. Metal detector tested against metal.
5. Scanning procedures explained to the person being scanned.
6. Verbal assent for undergoing search obtained from subject.
7. Subject politely requested to lift arms to allow search.
8. Scan back of head, top of outspread arms and under outspread arms, inside and outside of legs.
9. Ask subject to show items that may be picked up in scan.
10. Items placed on table and subject rescanned until scan is clear.
11. If unable to clear patron, then refuse entry.
12. Seize contraband items and retain where appropriate.
13. Dangerous items, such as penknife etc can be collected next day from venue
14. Patron thanked for cooperation



**CPPSEC2103**

**APPLY WHS, EMERGENCY RESPONSE AND  
EVACUATION PROCEDURES TO MAINTAIN  
SECURITY**

## CPPSEC2103 Apply WHS, emergency response and evacuation procedures to maintain security

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### Elements

1. Follow WHS procedures and prepare for emergency response
2. Identify, assess and control security hazards and risks.
3. Identify and respond to emergency situation.
4. Complete documentation and assist review of emergency response.

### Independent research

In order to achieve competency in this Unit of Competency you are required to undertake independent research to assist you gain the required knowledge and understanding. For this unit the independent research includes:

- Worksafe Queensland – Powers of Inspectors
- Worksafe Queensland – Codes of practise
  - ❖ Managing Work health and safety risks
  - ❖ Cash in Transit
- Duties of workers
- Hierarchy of control
- Duty of Care

Purpose of Australia's *Strategy for Protecting Crowded Places from Terrorism* and understanding of:

- definition of crowded places
- key security issues for crowded places
- objectives, characteristics and identification of active armed offenders
- definition of hostile vehicles and methods of attack
- signs of chemical weapons attack and recommended response
- general features of improvised explosive devices and recommended incident response

### Introduction

Despite the national harmonisation of Work Place Health and Safety Legislation which came in to effect in January 2012, legislation referred to in this Training Manual refers to Queensland State Legislation.

## **Introduction to the Work Health and Safety Act, 2011**

A Guide to the Work Health and Safety Act (Qld) can be downloaded from

**[www.worksafe.qld.gov.au](http://www.worksafe.qld.gov.au)**

The legislation consists of:

### **Work Health and Safety Act 2011**

### **Work Health and Safety Regulations 2011**

## **Codes of Practice**

A code of practice provides practical advice about ways to manage exposure to workplace risks in certain industries. The advice must be followed or another way adopted that identifies and manages the exposure.

Codes of practice can be found under publications on the work safe website.

## **Work Health and Safety Act 2011**

### **Division 2 Object**

#### **3 Object**

(1) The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces by—

- (a) protecting workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant; and
- (b) providing for fair and effective workplace representation, consultation, cooperation and issue resolution in relation to work health and safety; and
- (c) encouraging unions and employer organisations to take a constructive role in promoting improvements in work health and safety practices, and assisting persons conducting businesses or undertakings and workers to achieve a healthier and safer working environment; and
- (d) promoting the provision of advice, information, education and training in relation to work health and safety; and
- (e) securing compliance with this Act through effective and appropriate compliance and enforcement measures; and
- (f) ensuring appropriate scrutiny and review of actions by persons exercising powers and performing functions under this Act; and
- (g) providing a framework for continuous improvement and progressively higher standards of work health and safety; and

(h) maintaining and strengthening the national harmonisation of laws relating to work health and safety and to facilitate a consistent national approach to work health and safety in Queensland.

(2) In furthering subsection (1)(a), regard must be had to the principle that workers and other persons should be given the highest level of protection against harm to their health, safety and welfare from hazards and risks arising from work or from particular types of substances or plant as is reasonably practicable.

## **Division 2 Primary duty of care**

### **19 Primary duty of care**

(1) A person conducting a business or undertaking must ensure, so far as is reasonably practicable, the health and safety of—

- (a) workers engaged, or caused to be engaged by the person; and
- (b) workers whose activities in carrying out work are influenced or directed by the person; while the workers are at work in the business or undertaking.

(2) A person conducting a business or undertaking must ensure, so far as is reasonably practicable, that the health and safety of other persons is not put at risk from work carried out as part of the conduct of the business or undertaking.

(3) Without limiting subsections (1) and (2), a person conducting a business or undertaking must ensure, so far as is reasonably practicable—

- (a) the provision and maintenance of a work environment without risks to health and safety; and
- (b) the provision and maintenance of safe plant and structures; and
- (c) the provision and maintenance of safe systems of work; and
- (d) the safe use, handling and storage of plant, structures and substances; and
- (e) the provision of adequate facilities for the welfare at work of workers in carrying out work for the business or undertaking, including ensuring access to those facilities; and
- (f) the provision of any information, training, instruction or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out as part of the conduct of the business or undertaking; and
- (g) that the health of workers and the conditions at the workplace are monitored for the purpose of preventing illness or injury of workers arising from the conduct of the business or undertaking.

(4) If—

- (a) a worker occupies accommodation that is owned by or under the management or control of the person conducting the business or undertaking; and
- (b) the occupancy is necessary for the purposes of the worker's engagement because other accommodation is not reasonably available; the person conducting the business or

undertaking must, so far as is reasonably practicable, maintain the premises so that the worker occupying the premises is not exposed to risks to health and safety.

(5) A self-employed person must ensure, so far as is reasonably practicable, his or her own health and safety while at work.

## **28 Duties of workers**

While at work, a worker must—

- (a) take reasonable care for his or her own health and safety; and
- (b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and
- (c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act; and
- (d) co-operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

## **29 Duties of other persons at the workplace**

A person at a workplace, whether or not the person has another duty under this part, must—

- (a) take reasonable care for his or her own health and safety; and
- (b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and
- (c) comply, so far as the person is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person conducting the business or undertaking to comply with this Act.

## **Division 5 Offences and penalties**

### **30 Health and safety duty**

**Health and safety duty means a duty imposed under division 2, 3 or 4.**

### **31 Reckless conduct—category 1**

(1) A person commits a category 1 offence if—

- (a) the person has a health and safety duty; and
- (b) the person, without reasonable excuse, engages in conduct that exposes an individual to whom that duty is owed to a risk of death or serious injury or illness; and
- (c) the person is reckless as to the risk to an individual of death or serious injury or illness.



Maximum penalty—

- (a) for an offence committed by an individual, other than as a person conducting a business or undertaking or as an officer of a person conducting a business or undertaking—3000 penalty units or 5 years imprisonment; or
- (b) for an offence committed by an individual as a person conducting a business or undertaking or as an officer of a person conducting a business or undertaking—6000 penalty units or 5 years imprisonment; or
- (c) for an offence committed by a body corporate—30000 penalty units.

Note—

In this division, the penalty applicable to a body corporate is separately expressed. Otherwise the Penalties and Sentences Act 1992, section 181B applies for this Act.

- (2) The prosecution bears the burden of proving that the conduct was engaged in without reasonable excuse.
- (3) A category 1 offence is a crime.

### **32 Failure to comply with health and safety duty—category 2**

A person commits a **category 2 offence** if—

- (a) the person has a health and safety duty; and
- (b) the person fails to comply with that duty; and
- (c) the failure exposes an individual to a risk of death or serious injury or illness.

Maximum penalty—

- (a) for an offence committed by an individual, other than as a person conducting a business or undertaking or as an officer of a person conducting a business or undertaking—1500 penalty units; or
- (b) for an offence committed by an individual as a person conducting a business or undertaking or as an officer of a person conducting a business or undertaking—3000 penalty units; or
- (c) for an offence committed by a body corporate—15000 penalty units.

### **33 Failure to comply with health and safety duty—category 3**

A person commits a **category 3 offence** if—

- (a) the person has a health and safety duty; and
- (b) the person fails to comply with that duty.

Maximum penalty—

- (a) for an offence committed by an individual, other than as a person conducting a business or undertaking or as an officer of a person conducting a business or undertaking—500 penalty units; or
- (b) for an offence committed by an individual as a person conducting a business or undertaking or as an officer of a person conducting a business or undertaking—1000 penalty units; or
- (c) for an offence committed by a body corporate—5000 penalty units.

Note—

See also the note to section 31(1).

### **33A Duty prevails over particular excuses**

For an offence against section 32 or 33, the Criminal Code sections 23(1) and 24 are subject to divisions 1-4

### **34 Exceptions**

- (1) A volunteer does not commit an offence under this division for a failure to comply with a health and safety duty, except a duty under section 28 or 29.
- (2) An unincorporated association does not commit an offence under this Act, and is not liable for a civil penalty under this [s 35] Work Health and Safety Act 2011
- (3) However—
  - (a) an officer of an unincorporated association (other than a volunteer) may be liable for a failure to comply with a duty under section 27; and
  - (b) a member of an unincorporated association may be liable for failure to comply with a duty under section 28 or 29.

## **DEAL WITH EMERGENCY SITUATIONS**

### **Basic emergency procedures**

Emergencies on site can include:

- Fires
- Chemical burns
- Hazardous chemical spills
- Toxic fumes
- Medical injuries
- Other emergency assistance

### **Upon discovery of Fire or Smoke – RACE**

1. **Remove** persons from immediate danger!
2. **Alert** others in near vicinity and Administration

3. **Contain Fire and Smoke** (close doors)
4. **Evacuate and/or Extinguish**

### WHAT IS FIRE?

Fire is a chemical reaction in which oxygen is combined with a gaseous or vaporous fuel. Even if the fuel is a solid (e.g. wood) or a liquid (e.g. petrol) it is the vapours given off when the fuel is heated that burn. This rapid oxidation produces heat and light (flames). Fire can usually take place only when three elements are present:

- **Oxygen**
- **Fuel**
- **Heat (energy)**

These 3 elements make up what is commonly called the '**Fire Triangle**'.

### Classes of Fires

Fires are generally divided into six separate areas or categories. The following chart may help to explain the types of fires. On the top line we have listed the type of fire and on the bottom line we have listed the type of fire extinguisher that would be suitable for use on the fire.

<b>Class A</b>	<b>Class B</b>	<b>Class C</b>	<b>Class D</b>	<b>Class E</b>	<b>Class F</b>
Ordinary Combustibles Wood Paper Cardboard	Flammable and combustible liquids Petrol Kerosene etc.	Flammable Gases LPG CNG	Combustible Metals Includes potassium, sodium, & magnesium. Specialist advice should be sought	Electrically energized equipment Power boards Electrical Equipment	Cooking Oils and Fats
<b>Extinguisher</b>	<b>Extinguisher</b>	<b>Extinguisher</b>	<b>Extinguisher</b>	<b>Extinguisher</b>	<b>Extinguisher</b>
Water Foam Powder Vaporising Liquid Wet Chemical	Foam Powder	Powder	See Above Call Fire Service	Carbon Dioxide Vaporising Liquid Powder	Wet Chemical

### **Extinguisher Descriptions**

#### **Water                      Solid Red**

Class A fires. Effective against wood, paper and other ordinary combustible fires.

#### **Foam                      Red with a blue band**

Class A and B fires. Effective against wood, paper and other ordinary combustible fires and also flammable and combustible liquids such as oils and petrol.

#### **Powder                      Red with a white band**

Depending on rating. Effective against ABE or just BE fires.

#### **Carbon Dioxide      Red with black Band**

Effective against electrical fires.

#### **Vapourising Liquid   Red with yellow band**

Effective against Class A, ordinary combustibles and Class E, electrically energized equipment fires.

#### **Wet Chemical          Red with oatmeal Band**

Class F and Class A fires. Cooking Oils and Fats and ordinary Combustibles.

### **Using Extinguishers**

In general, extinguishers are simple to use. You'll have to remove a locking mechanism of some kind (usually a pin), aim at the base of the fire, and activate (usually by squeezing a lever/handle). When you are finished with the extinguisher, do not place it back in its holder - lie it down - this is recognized as a sign the extinguisher is "dead". The Chief Warden must be notified of any use of an extinguisher (so it can get refilled). Even if you use one and the gauge still shows "green", the extinguisher is dead, is to be laid down and needs re-charging.

Note that one extinguisher does not put out much fire. If the fire is large, you will place yourself in great danger in attempting to deal with it - extinguishers are suitable for small fires only. It is probably a good plan to carry two extinguishers to the fire - one as a backup. Even better is to have a "buddy" with an extinguisher behind you. Extinguishers sometimes don't work!

Note that extinguishers operate only at short distances. This means you need to get close to the fire. This should ring warning bells! If you are going to try to deal with a fire personally, make sure someone else has gone to raise the alarm - you may need rescuing in the very near future. When in doubt GET OUT (but close the door when leaving, to help contain the fire).

**To actually use an extinguisher - remember "PASS"**

- Pull the pin (and give it a "squirt" to make sure it's going to actually work)
- Aim the extinguisher at the base of the fire
- Squeeze the handle
- Sweep back and forth, extinguishing as you go

**Working with Hazards**

The legislation is fairly clear in respect of Workplace Health and Safety and spells out how all workers have obligations to comply with under this act. As a security guard you will be in a primary position to identify Workplace Hazards and in many companies the security guard is an integral part of the Workplace Health and Safety Committee. Many people get focused on their own little area and don't worry about other people's workplaces. The security guard however is a person who patrols the whole of the worksite and will often spot hazards or have them brought to his or her attention by other workers. The responsibility for reporting workplace Health and Safety does not rest with anyone else. You are responsible for reporting Workplace Hazards that you identify.

The following are examples of the types of hazards you can expect to find when you are conducting security patrols at workplaces, particularly at night when the main workforce has gone home for the day:

- Electrical equipment such as heaters left on
- Unsafe power leads/ Poor electrical fittings
- Tools and equipment carelessly left lying around
- Broken security and safety lights
- Uneven concrete footpaths
- Broken wooden stairs
- Machinery left running
- Oil and other substance spills
- Unlabelled containers of chemicals or toxic substances
- Gas leaks

On a construction site you might find the following hazards:

- |  |                        |
|--|------------------------|
| ▪ AC Sheeting                            | ▪ falling objects      |
| ▪ asbestos                               | ▪ work at heights      |
| ▪ confined spaces                        | ▪ hazardous substances |
| ▪ electrical equipment and installations | ▪ in ground services   |
| ▪ excavations and trenches               | ▪ lead                 |

- manual tasks
- noise
- plant and vehicles
- specified dangerous goods
- underwater diving
- long work hours
- protruding objects e.g. exposed nails, reinforcing rods
- ultra violet radiation
- wearing jewellery
- waste materials
- leads and ropes lying on the ground
- unguarded machinery and equipment
- working in unfamiliar workplaces
- working under the influence of drugs or alcohol
- heat
- defective tools and plant

### Reporting Hazards

Review the list of hazards and ask yourself if you would know what to do if you came across the hazard in the workplace. For example, what would you do if you came across a large pool of oil on a polished concrete floor during a security patrol through the site?

Common sense would tell you to make it safe. A combination of the following would be suitable.

- Notify supervisor
- Tape the area off to prevent entry
- Use a spill kit to clean the spill up
- Advise other workers nearby
- When safe complete hazard report

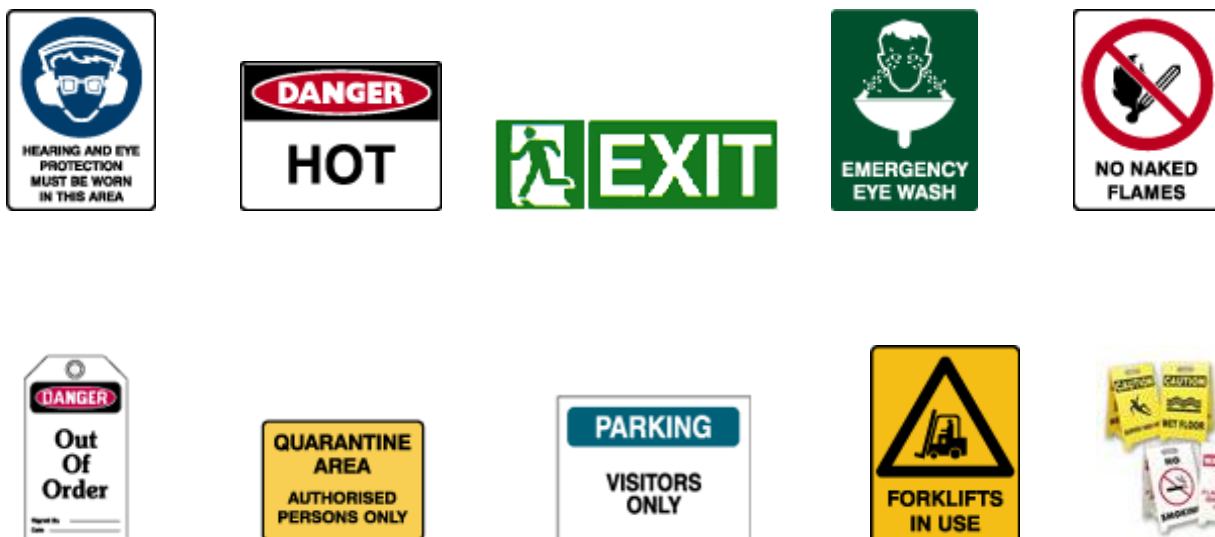
The major point to remember is to, "make safe" for other workers and yourself. You might also come across something which you were unable to handle by yourself such as a major gas leak. In this situation you should immediately notify your supervisor or emergency services and evacuate the area.

## Hazardous Chemicals & Safety Signs

The following are examples of hazardous chemical and safety signs commonly found in the workplace.



Example of safety signs:



## Risk Management – Hierarchy of Control

### ESIEAP (Every Sunday I eat a pie)

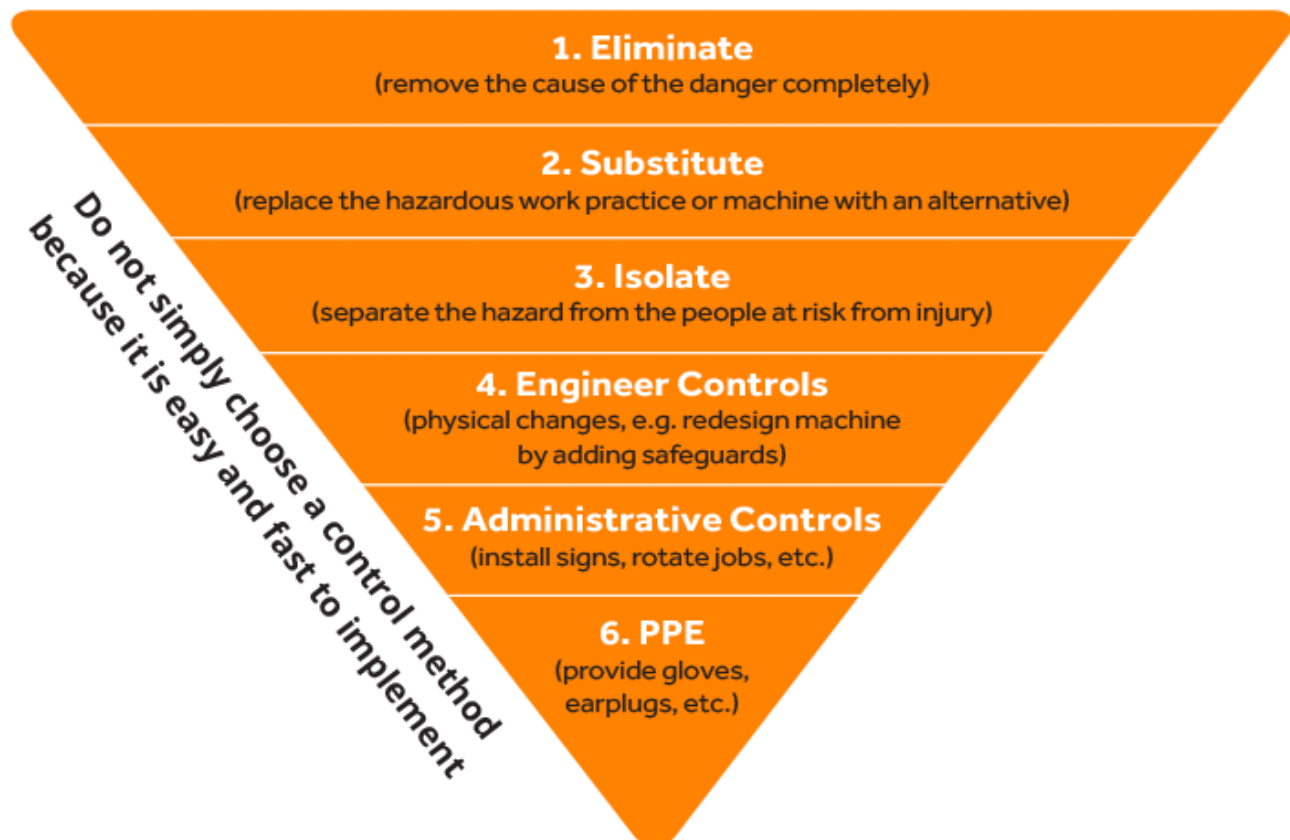
In order to manage a risk, it is necessary to work through what is known as a hierarchy of control with a view to eliminating or minimizing the risk.

The steps in the Hierarchy of Control are set out below:

1. **Eliminate**
2. **Substitute**
3. **Isolate**
4. **Engineer Controls**
5. **Administrative Controls**
6. **PPE**

The control measures selected should:

1. Adequately control exposure to the risk;
2. Not create another hazard; and
3. Allow workers to do their work without undue discomfort or distress



## Risk Assessment



Hazards are present at most workplaces. The risk from the hazards however will depend on the nature of work undertaken in the workplace and the work environment. All hazards are managed through basic risk assessment and risk management processes.

Under Australian and New Zealand Standards there are five steps to workplace risk assessment:

1. Identify the hazard
2. Assess the risks associated with these hazards
3. Decide on control measures
4. Implement control measures which reduce or eliminate risks
5. Monitor and review the control measures to ensure they are effective

The reason why we monitor our control measures are to:

1. Ensure the control measures have been implemented as planned
2. Make sure they are working
3. Make sure there are no new problems

### **What do you do?**

How does all this information and responsibilities affect you the worker? You are just turning up for a day's work. While you may not be responsible for the workplace you are responsible for bringing to the attention of your Safety Officer or Safety Representative any Hazards.

What can you do to make sure your workplace is safe?

#### **1. Walk through inspection (Part of Security Patrol)**

Carry out a walkthrough of your workplace. Examine what is there. Ask yourself the "What if" questions:

- What if those wires are live?
- What if that ditch collapses?
- What if that ladder is not secure?

#### **2. Discuss with other workers**

Talk to other workers on the site. Bounce your concerns off them. Ask them if they have any concerns. Use the team approach.

#### **3. What to do if a hazard is identified**

If we identify a hazard how do we know if it is serious or not? The use of a risk matrix or Risk Priority Chart is commonly used.

A Risk Priority Chart is based on the Likelihood of something happening and the Potential Consequences if it does.

The likelihood of something happen is based on the probability and frequency of exposure to a hazard. For example, working outside every day in Northern Queensland with no protection means there is a high likelihood of a worker suffering some sort of sun burn damage.

The consequences of an event is determined by a number of factors such as:

- How much harm the hazard could do
- How many people it could affect
- Whether the harm is short term or long term.

The following commentary is provided by the Risk Management Code of Practice 2007 Risk Assessment Supplement

Likelihood	Potential Consequences
<ul style="list-style-type: none"> <li>▪ <b>Almost Certain</b> expected in most circumstances</li> <li>▪ <b>Likely</b> will probably occur in most circumstances</li> <li>▪ <b>Possible</b> might occur at some time</li> <li>▪ <b>Unlikely</b> could occur at some time</li> <li>▪ <b>Rare</b> may occur in exceptional circumstances</li> </ul>	<ul style="list-style-type: none"> <li>▪ Not significant</li> <li>▪ Minor</li> <li>▪ Moderate</li> <li>▪ Major</li> <li>▪ Severe</li> </ul>

			Potential Consequences				
			L6	L5	L4	L3	L2
			Minor injuries or discomfort. No medical treatment or measureable physical effects.	Injuries or illness requiring medical treatment. Temporary impairment.	Injuries or illness requiring hospital admission.	Injury or illness resulting in permanent impairment.	Fatality
			Not Significant	Minor	Moderate	Major	Severe
Likelihood	Expected to occur regularly under normal circumstances	Almost Certain	Medium	High	Very High	Very High	Very High
	Expected to occur at some time	Likely	Medium	High	High	Very High	Very High
	May occur at some time	Possible	Low	Medium	High	High	Very High
	Not likely to occur in normal circumstances	Unlikely	Low	Low	Medium	Medium	High
	Could happen, but probably never will	Rare	Low	Low	Low	Low	Medium

### Risk Category

**VH** Very High

**H** High

**M** Medium

**L** Low

### Queensland Work Health Safety Act 2011

#### 38 Duty to notify of notifiable incidents

**(1)** A person who conducts a business or undertaking must ensure that the regulator is notified immediately after becoming aware that a notifiable incident arising out of the conduct of the business or undertaking has occurred.

*Maximum penalty—100 penalty units.*

**(2)** The notice must be given as required under this section and by the fastest possible means.

**(3)** The notice must be given—

(a) by telephone; or

(b) in writing.

Example—

The written notice can be given by facsimile, email or other electronic means.

**(4)** A person giving notice by telephone must—

- (a) give the details of the incident requested by the regulator; and
- (b) if required by the regulator, give a written notice of the incident within 48 hours of that requirement being made.

**(5)** A written notice must be in a form, or contain the details, approved by the regulator.

**(6)** If the regulator receives a notice by telephone and a written notice is not required, the regulator must give the person conducting the business or undertaking—

- (a) details of the information received; or
- (b) an acknowledgement of receiving the notice.

**(7)** A person conducting a business or undertaking must keep a record of each notifiable incident for at least 5 years from the day that notice of the incident is given to the regulator under this section.

*Maximum penalty—50 penalty units.*

### **39 Duty to preserve incident sites**

**(1)** The person with management or control of a workplace at which a notifiable incident has occurred must ensure so far as is reasonably practicable, that the site where the incident occurred is not disturbed until an inspector arrives at the site or any earlier time that an inspector directs.

*Maximum penalty—100 penalty units.*

**(2)** In subsection (1) a reference to a site includes any plant, substance, structure or thing associated with the notifiable incident.

**(3)** Subsection (1) does not prevent any action—

- (a) to assist an injured person; or
- (b) to remove a deceased person; or
- (c) that is essential to make the site safe or to minimise the risk of a further notifiable incident; or
- (d) that is associated with a police investigation; or
- (e) for which an inspector or the regulator has given permission.

**(4) A record under subsection (2) or (3) must be—**

- (a) made in the approved form within 3 days after the person required to make the record becomes aware of the workplace incident happening; and
- (b) kept by the person required to make the record for 1 year after it was made.

- (5) **If the workplace incident involves a relevant person, or a worker of a relevant person** who is an employer, at a workplace where construction work is being performed and a principal contractor has been appointed for the work, the relevant person must give the principal contractor for the construction work any help the principal contractor may reasonably require to complete a record under subsection (2) or (3) for the workplace incident.

Maximum penalty—20 penalty units.

## **DUTY OF CARE**

Whether you know it or not you have a “Duty of Care” to other workers, visitors to the worksite and to members of the public when you work on site and or operate dangerous machinery. You can be held liable for a breach of that duty of care. For Example: Playing round with a chain saw and seriously injuring a fellow employee.

### **What is a Duty of Care?**

A duty of care is a duty to take reasonable care to avoid acts or omissions which you can reasonably foresee would be likely to injure persons who are so closely and directly affected by your act or omission that you ought reasonably to have them in contemplation as being so affected when directing your mind to the act or omission in question.

### **Negligence Claim**

When an injury occurs, a claim may be brought by that injured person against you or your company on the grounds of negligence. Negligence is a common law action, that is, it is a type of claim which has been developed by the courts on a case-by-case basis.

By virtue of the principle of vicarious liability, any negligent act or omission committed by an employee will become the negligence of the employer, provided the employee is acting within the course of his/her employment when committing the act or omission.

What this means is that the injured person will usually sue your employer because your company is vicariously liable for the conduct of the employee whose act/omission is alleged to have caused the injury. However, if you are acting outside the scope of your employment, then you may find yourself personally liable and be sued by the injured party.

In order for a plaintiff to be successful in his/her claim of negligence and be awarded damages, he/she must establish:

- a) That the defendant owed the plaintiff a duty of care;
- b) That the duty of care was breached,
- c) That the breach has been the cause of the injury sustained by the plaintiff.
- d) Damage or loss was suffered by the plaintiff.

**NOTES:**



**CPPSEC2104**

**APPLY RISK ASSESSMENT TO SELECT AND  
CARRY OUT RESPONSE TO SECURITY RISK  
SITUATIONS**



**CPPSEC2104****Apply risk assessment to select and carry out response to security risk situations**

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**Elements**

1. Confirm work procedures and legal requirements for responding to security risk situations.
2. Monitor environment and identify security risks.
3. Assess risks and select security responses.
4. Respond to security risk situations and record details.
5. Assist in review of security responses.

**Independent research**

In order to achieve competency in this Unit of Competency you are required to undertake independent research to assist you gain the required knowledge and understanding. For this unit the independent research includes:

- Improvised Explosive Devices (IED) Guidelines for public places
- Purpose of Australia's *Strategy for Protecting Crowded Places from Terrorism* and understanding of:
  - definition of crowded places
  - key security issues for crowded places
  - objectives, characteristics and identification of active armed offenders
  - definition of hostile vehicles and methods of attack
  - signs of chemical weapons attack and recommended response
  - general features of improvised explosive devices and recommended incident response

**Crime Scenes**

As a refresher reread Crime Scenes starting at page 41.

## SECURITY RISKS

It is constantly stressed in the workplace the importance and the requirement for security personnel to be alert. The role of the modern security officer is not just to conduct security patrols. Your role includes the maintenance of safety at your workplace. To maintain safety, you need to be constantly alert. We have spoken elsewhere about the need for focus while on foot patrols at static guard sites. You should constantly be alert for anything out of the ordinary. For example, open gates that should be shut, suspicious activities by persons visiting the site, containers or crates that appear to have been tampered with. Observation is a key skill in the security officer and he or she should be constantly scanning their environment to identify anything that might indicate unusual or suspicious behaviour.

When you attend a silent alarm, this company teaches that a quiet approach with your car lights off and if possible a slow quiet drive around the building where the alarm has gone off allows you to complete an environmental scan before you get out of your car. Your car is your safety zone and you should use it to your advantage. Why walk around a potentially hostile area when you can assess the area by car without alerting potential offenders? If you spot something out of the ordinary such as a suspicious car you are able to leave the scene and take up an observation post while you wait for back up to arrive either from other security staff or the police.

Being aware of your environment is a critical factor in maintaining the security of premises under your care and control. This involves constant monitoring of your environmental factors. So, what do we mean by environmental factors?

### **Environmental factors may include;**

- The time of day
- Different degrees of light including low light/darkness
- Weather
- Crowds
- Vehicles
- Availability of exits and opportunities for escape
- Presence of several sources of threat
- Access to assistance and resources

### **Risk situations may include;**

- Situations affecting the security of self, others or property
- Theft, fire
- Persons under the influence of drugs or alcohol
- Violence and physical threats

- Bomb threats
- Flammable materials
- Explosives
- Industrial gases
- Chemicals
- Industrial gases
- Chemicals
- Electrical faults
- Biological hazards
- Armed/unarmed hold ups
- Suspicious package

**The risk identification process may include the following:**

- Known information about the circumstances of the incident
- Known information about the people involved in the incident
- Observation of the environment and physical conditions
- The nature of the incident
- Level of intoxication
- Available resources and team backup
- Communication channels
- Range of response options available
- Potential triggers for escalation or defusing

**Security risk responses may include:**

- Defusing the situation
- Isolating the risk
- Evacuating the premises
- Providing access for emergency services
- Notifying emergency services
- Notifying mental health crisis teams
- Notifying bomb disposal units
- Marking area or potential risk
- Sending alarms
- Tactical withdrawal
- Request for assistance
- Use of negotiation techniques
- Restraint of person
- Use of empty hand techniques

Part of a Security Officer's role when conducting a patrol of a workplace is to identify and deal with workplace and security risks.

All Security Officers should be thinking about security risk issues while on patrol. While there are obvious points of reference to check security against, such as good security lights, other security protection devices may not be as clearly identifiable and often it is the Security Officer patrolling on their own who can identify a security risk and recommend remedial action. With this in mind the following list contains some of the security protection procedures that organisations should be considering as part of their asset protection plan:

**Exterior Environment**

- |                             |  |
|-----------------------------|--|
| ▪ Perimeter fences          | ▪ Closed Circuit Television Cameras (CCTV) |
| ▪ Secure security gates     | ▪ External security lighting systems       |
| ▪ Electronic intruder beams |  |

**Building Security**

- |                                 |                              |
|---------------------------------|------------------------------|
| ▪ Locking systems               | ▪ Internal alarm systems     |
| ▪ Secure windows                | ▪ Internal security lighting |
| ▪ Internal lock down procedures | ▪ CCTV                       |

**Firefighting equipment**

- |                          |                                 |
|--------------------------|---------------------------------|
| ▪ Fire detection systems | ▪ Maintained fire extinguishers |
| ▪ Accessible fire hoses  |                                 |

## Building Security

- Well documented Emergency Procedures
- Policy and procedure manuals
- Security operating procedures
- Post orders or position descriptions

## Commentary

The above list can be used as a reference against which a Security Officer can assess security when on a worksite. It is not intended to be a comprehensive list of all security programmes available but should allow you to make recommendations to management if you feel security is inadequate at your worksite.

## RESPOND TO SECURITY RISK

The type of emergency situation that a Security Officer might come across during the course of their duties can range from motor accidents through to fires and persons injured in assaults. No one expects the Security Officer to handle situations such as these by themselves. Remember that you are only one person in a team situation that responds to major incidents.

The Police, Ambulance and Fire and Rescue Service form a cohesive emergency group who are there to back you up. Security Officers may work by themselves but as soon as an incident occurs that requires additional assistance Security Officers will find themselves one of a group of professional people all working toward a common end. This is particularly evident in smaller regional centres where the security staff after some time on the job will develop a good personal relationship with emergency service staff.

## Security presence

A security presence is provided by the very presence of Security Officers. Think about when you last went into a hotel or night club. If there was a team of smart looking Crowd Controllers on the door checking the patron's IDs and dress as they arrived, you might have thought that the place looked professional and well run. Contrast this with walking into a venue where there were no door checks and the first thing you saw was a drunk asleep at a table and no sign of any member of staff showing any interest.

Sometimes all that is required is the Security Officer to be conspicuous so that people can see them and know that there is a security presence. Guard against becoming a toothless tiger. If you are there to do a job and if there are problems, part of that security presence is responding appropriately so the club gets the reputation for having a good security team who will take action if it is required.

When you are on duty as a Security Officer at a hotel or a concert make sure you are able to provide your Manager with information as to what is happening in your area. If your Manager calls you up or comes over to see you during their patrol, make sure you can point out the problem areas or persons.

When taking up a guarding position choose a place where you have a good view of the crowd and where people can see you. Don't get lost in the crowd or lose sight of your fellow security staff. Because of the noise in clubs and concerts you may find you cannot hear your radios. Security staff working in such clubs normally have developed a series of hand signals to advise if they want assistance.

### **Monitor environment/crowd size**

One way of mitigating the risk in nightclubs and concert venues is to ensure there is no overcrowding. In the case of a concert where all the tickets are presold it is pretty easy to estimate the number of people at the venue. Similarly, with some clubs electronic ticketing may record the number of people who enter and leave the premises.

It can be important to know the number of people in a club at any one time not only from a security point of view but because overcrowding may expose the manager or owner to legal problems. Most clubs will only be licensed to hold a certain number of persons and it is important that the numbers do not exceed that figure.

From a security point of view, we all know that overcrowding cause's problems with people pushing and shoving at the bar, people getting hot and bothered and other small issues which can lead to overreactions.

There are a number of ways in which you can estimate the number of people in a crowded venue:

- Mentally divide the venue area into grids and then calculate the number of persons in any one grid. Multiply that number by the number of grids and that should give you a reasonable estimate of the number of persons present.
- Count the number of persons seated at tables in a certain area and then multiply that number by the number of groups of tables of similar size.
- After a while it should not be hard for you to work out the number of people in a venue. Experience will tell you how many are on the dance floor and how many can be seated in comfort around the bars and tables.

### **Self Defence Legislation**

Refer to S 271 Crimes Act in legal section.

## **Stress**

The following article on copied from the website of the National Institute of Mental Health a component of the United States Department of Health.

### **Stress for Adults: How it affects your health and what you can do about it**

Stress — just the word may be enough to set your nerves on edge. Everyone feels stressed from time to time. Some people may cope with stress more effectively or recover from stressful events quicker than others. It's important to know your limits when it comes to stress to avoid more serious health effects.

#### **What is stress?**

Stress can be defined as the brain's response to any demand. Many things can trigger this response, including change. Changes can be positive or negative, as well as real or perceived. They may be recurring, short-term, or long-term and may include things like commuting to and from school or work every day, traveling for a yearly vacation, or moving to another home. Changes can be mild and relatively harmless, such as winning a race, watching a scary movie, or riding a rollercoaster. Some changes are major, such as marriage or divorce, serious illness, or a car accident. Other changes are extreme, such as exposure to violence, and can lead to traumatic stress reactions.

#### **How does stress affect the body?**

Not all stress is bad. All animals have a stress response, which can be life-saving in some situations. The nerve chemicals and hormones released during such stressful times, prepares the animal to face a threat or flee to safety. When you face a dangerous situation, your pulse quickens, you breathe faster, your muscles tense, your brain uses more oxygen and increases activity—all functions aimed at survival. In the short term, it can even boost the immune system.

However, with chronic stress, those same nerve chemicals that are life-saving in short bursts can suppress functions that aren't needed for immediate survival. Your immunity is lowered and your digestive, excretory, and reproductive systems stop working normally. Once the threat has passed, other body systems act to restore normal functioning. Problems occur if the stress response goes on too long, such as when the source of stress is constant, or if the response continues after the danger has subsided.

#### *How does stress affect your overall health?*

There are at least three different types of stress, all of which carry physical and mental health risks:

- Routine stress related to the pressures of work, family and other daily responsibilities.
- Stress brought about by a sudden negative change, such as losing a job, divorce, or illness.
- Traumatic stress, experienced in an event like a major accident, war, assault, or a natural disaster where one may be seriously hurt or in danger of being killed.

The body responds to each type of stress in similar ways. Different people may feel it in different ways. For example, some people experience mainly digestive symptoms, while others may have headaches, sleeplessness, depressed mood, anger and irritability. People under chronic stress are prone to more frequent and severe viral infections, such as the flu or common cold, and vaccines, such as the flu shot, are less effective for them.

Of all the types of stress, changes in health from routine stress may be hardest to notice at first. Because the source of stress tends to be more constant than in cases of acute or traumatic stress, the body gets no clear signal to return to normal functioning. Over time, continued strain on your body from routine stress may lead to serious health problems, such as heart disease, high blood pressure, diabetes, depression, anxiety disorder, and other illnesses.

### **How can I cope with stress?**

The effects of stress tend to build up over time. Taking practical steps to maintain your health and outlook can reduce or prevent these effects. The following are some tips that may help you to cope with stress:

- Seek help from a qualified mental health care provider if you are overwhelmed, feel you cannot cope, have suicidal thoughts, or are using drugs or alcohol to cope.
- Get proper health care for existing or new health problems.
- Stay in touch with people who can provide emotional and other support. Ask for help from friends, family, and community or religious organizations to reduce stress due to work burdens or family issues, such as caring for a loved one.
- Recognize signs of your body's response to stress, such as difficulty sleeping, increased alcohol and other substance use, being easily angered, feeling depressed, and having low energy.
- Set priorities-decide what must get done and what can wait and learn to say no to new tasks if they are putting you into overload.



- Note what you have accomplished at the end of the day, not what you have been unable to do.
- Avoid dwelling on problems. If you can't do this on your own, seek help from a qualified mental health professional who can guide you.
- Exercise regularly-just 30 minutes per day of gentle walking can help boost mood and reduce stress.
- Schedule regular times for healthy and relaxing activities.
- Explore stress coping programs, which may incorporate meditation, yoga, tai chi, or other gentle exercises.



**CPPSEC2105**

**PROVIDE QUALITY SERVICES TO A RANGE OF  
SECURITY CLIENTS**

**CPPSEC2105****Provide quality services to a range of security clients**

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**Elements**

1. Identify clients and establish positive relationships.
2. Provide services to meet client needs and maintain client satisfaction.
3. Respond to client complaints and special requirements to improve service provision.

**Interpersonal techniques**

Refer back to page 25.

**Identify clients and establish positive relationships**

Firstly, as always, the customer or client expects a professional approach and a professional image from the security staff employed to work on their work site. Unprofessional attitudes and poor work habits will be noticed.

It is also important for Security Officers to identify who pays the bills. The person ultimately responsible for your employment is not your employer it is the client. A security company is only as good as the staff it employs and your position with a client firm is often determined by the service that you provide.

Part of that service is regular interaction with your client. It may well be that you are employed as a security guard on a gatehouse. You might just be one of two staff who works there all day. Your reporting lines will no doubt go back to your supervisor at the security office but you should also ensure that you regularly report back to your site or workplace manager. Normally one of the managers of a plant is tasked with managing the security staff. Sometimes this can be additional to their normal duties and there can be an “out of sight, out of mind” attitude on their part. In other words, because this manager does not see you all that often he or she is quite happy to let you get on with the job. This is good as it displays some degree of confidence in your ability as a security guard and allows you some autonomy in the workplace. It is important however that you make a time for a regular briefing session with this manager so you and your colleague can bring the manager up to date on security issues and so that you can obtain information of what is happening in the workplace from the company point of view. This is a great opportunity to put rumours to rest and clarify any outstanding issues. It is also important to let this manager know when something happens that impacts on security in the workplace. It may be that a theft has occurred or some of the security lights have been smashed overnight. You have a responsibility to let the manager know what has happened.

There are a couple of good reasons for this. Firstly, it lets the manager know that you are doing your job and secondly, it provides him or her with the information they require so that if their manager requests an update they have it at their fingertips and do not have to come to you seeking a report.

The other important aspect of dealing with an on site manager is to ensure that when you are given special instructions you clarify them. We have discussed the issue of clarifying instructions elsewhere in this training manual. If you are unsure of your instructions, ask for clarification and ensure you are comfortable with your instructions before proceeding to carry out the task. As always if the instructions are not in writing write them down in your notebook so that you have documentary evidence of what was requested of you. Once the instructions have been carried out report the result back to your on site manager. It may not be a major issue, yet it shows the manager that you can be relied on to carry out the job and report back when you have completed the task. Managers can get irritated if they have to come looking for you to find out if something has been done.

### **Key Points in Meeting Client/Customer Expectations**

- Display a professional appearance
- Display a professional attitude
- Keep your client advised of security incidents in the workplace
- Try and meet regularly with your on site supervisor or manager
- Clarify any direction given to you
- Report back when a job has been completed
- Use your notebook

If you are a brand new security guard, you will not build credibility overnight. You can expect to build up credibility between yourself and your client firm and your company and the client firm by following these simple directions.

- |   |   |
|---|---|
| ▪ Know your work role   | ▪ Advise your manager of security incidents in the workplace                  |
| ▪ Read and know your post orders and other instructions found at your workplace | ▪ Deal with any problems the client has                                       |
| ▪ Know your emergency procedures  | ▪ If you cannot fix the problem report the matter to your security supervisor |
| ▪ Be on time to start work  | ▪ Advise the client when the matter has been resolved                         |
| ▪ Make sure you are well turned out   | ▪ Be friendly   |
| ▪ Be pleasant and helpful in the workplace                                      | ▪ Be helpful  |
| ▪ Display the "Can Do" attitude   |   |
| ▪ Be professional   |   |
| ▪ Communicate regularly with your manager                                       |   |

There is nothing in the above list which is specific to security. The list applies to any job you have held in the past and any job you are likely to have in the future. If we had to pick a key term it might be communication. Communicate regularly and professionally.

### Identifying client needs

Before identifying what, your client needs might be, it is helpful to identify just who the clients of security staff might be. In the range of variables developed for this unit of competency customers are defined as:

- Corporations
- General public
- Government agencies

It doesn't take much to work out that essentially anyone you deal with might be a customer or client of your firm either now or in the future. That is the same for most organisations so rather than endeavouring to develop behaviour for specific customers most corporations develop a code of practise which ensures they are able to provide a professional service across the board to all customers.

The question then arises as to what types of services do security firms actually provide to clients. When we think about that we realise that the service provided by security firms is extensive: It includes:

- |                                  |                       |
|----------------------------------|-----------------------|
| ▪ Mobile patrols                 | ▪ Business card ups   |
| ▪ Foot patrols                   | ▪ Crowd control       |
| ▪ Alarm monitoring               | ▪ Property protection |
| ▪ Alarm response                 | ▪ Property screening  |
| ▪ Personal escorts               | ▪ Access control      |
| ▪ Business open ups and lock ups | ▪ Security advice     |

The list is extensive and no doubt you will have additional activities undertaken by security staff that you might want to add to this list.

A professional service to customers involves various elements of knowledge and professionalism including:

- Knowledge of the product you are dealing with
- Good communication skills
- Honesty and integrity in dealing with the client
- Accurate quotation in terms of price and installation
- Description of warranty if any

- Client education
- Provision of appropriate pamphlets and manufacturers information
- Advice on product limitations if any

The skills and attitudes valued in communication, as discussed elsewhere apply to your role in interacting with clients, customers and the public.

As a Security Officer you are in the public eye. Why? Because you are wearing a security uniform. When you first put it on and go on a foot patrol through a shopping mall or hotel you will think that everyone is looking at you and that you stick out like a sore thumb. You don't, but that is not to say you won't feel like that. People will however still notice you about and approach you for help in a variety of situations. After a while you won't even notice you are in uniform as it becomes part of your daily routine.

Because the police are no longer found in large numbers on the beat you may be the first point of call for someone who has been assaulted, had their bag stolen or whose child is missing. You need to ask yourself if you will know what to do. Don't walk round the shopping mall with your brain turned off. Keep yourself thinking. What will I do if someone comes up and tells me their car is stolen? How can I contact the police? Who do I notify? Work out little scenarios in your head and work out how you would respond to them. After a while it all becomes second nature to you. But until that time, it is worthwhile testing yourself with these exercises to make sure you have the knowledge at your fingertips to provide the professional service that people expect of you

When you are dealing with a client just remember it is, they that are helping pay your wages. They will expect a professional approach from you not some sloppy slap happy approach. Also, if you are working on their premises you represent their company as well as the security organisation you work for. A poor work ethic and unprofessional approach to your work lets down your employer and your client as well as reflecting badly on you.

The final word on communication must go to attitude. Have the right attitude and a professional approach and you can't go wrong.

## **The Process**

The process of identifying client needs can be as simple as talking with the client to assess their needs. Some companies will develop a sales process and train their sales staff in these techniques in order to increase their sales. Real estate agents in particular spend a great deal of time studying sales techniques and customer service in order to be able to provide as professional a service as possible. At the extreme end, unfortunately this can involve high pressure sales techniques which in the past has resulted in legal action in parts of Queensland where some sales agents have been

involved in questionable sales techniques selling property at inflated prices too unwary out of state investors.

However, legal action is not confined to the real estate industry. The Australian Competition and Consumer Commission has a number of news releases on their web site relating to security companies who have been convicted on criminal charges relating to not providing security services to clients who have paid for security services.

Most security companies, like most small organisations will however endeavour to operate a professional service in order to develop a quality reputation in their region. The reason for this is simple. A good reputation will result in increased sales. There is no amount of advertising that will make up for a reputation for poor service and ripping clients off.

### **So how do we identify client needs?**

7. Client preferences, needs and expectations are clarified using appropriate interpersonal skills.
  - ❖ Active listening
  - ❖ Probing questions
  - ❖ Question and answer
  - ❖ Budget considerations
8. Clients are provided with information about available security services and/or security systems to meet their needs and assisted in their selection of preferred options.
  - ❖ Educate the client
  - ❖ Provide accurate and truthful information
  - ❖ Don't oversell the benefits because of price or profit margin considerations
9. The rights and responsibilities of clients and the organisation are identified and effectively communicated to the client as appropriate.
  - ❖ Warranties
  - ❖ Refunds
  - ❖ Industry requirements
  - ❖ Ensure client receives the right information relating to the above
  - ❖ Document advice when it is given
  - ❖ Keep copies of warranties or refund policies
  - ❖ Have the customer sign off on warranty requirements
10. Personal limitations in assessing client needs are identified and assistance is sought when required from appropriate persons.
  - ❖ Don't offer advice on issues you are not qualified to comment on
  - ❖ Seek advice from your supervisor or the alarm technician
  - ❖ Offer to get back to the client with answers to questions you don't know

- ❖ Don't make bland promises you cannot keep

### **Provide services to meet client needs and maintain client satisfaction**

The following Press Release relating to an incident where a security company failed to provide a service to clients and was lifted direct from the web site of the ACCC (Australian Competition and Consumer Commission). The Company name has been changed.

PRESS RELEASE (24th June 2004)

ACCC institutes criminal proceedings against XXXX Security Australia for failing to provide mobile patrol services.

XXXX Security Australia appeared before Justice Annabelle Bennett of the Federal Court, Sydney today charged with 12 charges of contravening s 58(b) and 14 charges of contravening s 75AZL(3) of the Trade Practices Act 1974 brought by the Australian Competition and Consumer Commission.

XXXX informed the court today that it proposes to plead guilty to the charges and Justice Bennett listed the matter for one day's hearing at 10.15 a.m. on 15 October 2004 to determine the appropriate penalty.

The charges relate to XXXX entering into agreements with clients to provide security services when at the time of entering into the agreements there were reasonable grounds of which XXXX was aware for believing that it would be unable to supply all contracted services within the period agreed. The contracts were entered into between 5 June 2001 and 4 November 2002.

Clients affected were located in Sydney, the Gosford region, Canberra and Tasmania.

Release # *MR 101/04*

Issued: 24<sup>th</sup> June 2004

This issue may never have arisen had front line supervisors taken appropriate action to resolve the situation as soon as they became aware that there was a discrepancy in service delivery.

Noncompliance with contract provision can have serious implications as the press release shows. It is not a simple matter of non-delivery of service. Non-delivery of service can result in criminal or civil court proceedings. For that reason, some security companies now require their patrol officers to sign off that they have conducted all of their patrols according to their run sheet and confirm their run sheet is a true and accurate record of their patrol.

On a mobile patrol your firm undertakes to visit a certain number of clients a certain number of times each night. Mobile patrols are normally conducted in a circular manner so that the patrol officer works



his or her way round the patrol and then commences the patrol a second time and so on. A tired or lazy security officer may choose to sleep for an hour or so and then write up the run sheet as having visited the client when in fact they have not. Unless the client has some sort of system to record the visit then they rely on the professionalism of your company to provide the service. Your role is clear and that is to ensure that the run is completed and that the clients who pay for three visits a night get three visits a night. You need to monitor the activity of your staff. If one officer starts to get behind due to attending alarm calls or other activity, then you need to step in and arrange for the alarms to be covered and for that officer to finish their run. If a situation develops where because of other competing duties, you find that the run was not completed then you need to bring that matter to the attention of your Manager as a matter of urgency so that remedial action and/or a refund for the missed visits can be made. It is critical for your firm to resolve the issue of the missed visits.

### **Handling Complaints**

Against the background relating to the potential litigation arising from failing to provide a service there are also the everyday issues that arise from poor service. An example might be where one of the mobile patrol officers fails to find a burglary and the client rings up at 0830 on starting work roundly abusing your firm over their poor service.

Your company should have a standard procedure developed to deal with complaints from clients.

#### **An example of a complaint procedure developed for a company is set out below:**

1. Check if the matter is something you can resolve
2. If so, do your best to resolve the issue there and then
3. If you cannot resolve the issue to the satisfaction of the client, or, the matter is something that needs to be referred to your supervisor make a notebook entry of your discussion
4. Advise the client you will contact your Supervisor
5. Advise your supervisor of the situation either verbally or in writing
6. Record the time and date you referred the matter to your supervisor in case the matter later is subject to any form of enquiry. If you completed a report keep a copy
7. If the matter involves criminal activity on no account take part in any form of cover up
8. Criminal matters should be referred to the police so advise the client to contact the police directly
9. On no account take part in any form of cover up where criminal activity is involved
10. Check back with the client in due course to ensure the matter was resolved. You do not need to know the details you are just making sure their issue has been resolved.

**COMPLAINT/GREIVANCE RESOLUTION PROCESS:**

*Central Security Services operates a Complaint/Grievance Resolution process:*

**Stage I**

*11. Client complains in writing or verbally regarding any aspect of service delivery.*

*12. On receiving a complaint Central Security Services shall arrange a meeting between a representative appointed by Central Security Services and the customer. A resolution will be sought at that stage.*

*13. If the matter is resolved at this early stage details of the complaint shall be recorded in the Company Complaint Register. The Complaint Register should contain the following details:*

*Name of customer*

*Complaint details*

*Resolution*

**Stage II**

*14. If the matter is not resolved in stage I to the satisfaction of the client, the client is to be encouraged to submit a written complaint containing full details of their complaint and the resolution they seek.*

*15. The complaint shall be acknowledged in writing within 7 days.*

*16. Central Security Services shall cause an investigation to be made into the complaint within 14 days and the outcome of that investigation shall be communicated in writing to the client as soon as possible.*

*17. If the matter is resolved at this second stage details shall be recorded in the Company Complaint Register.*

**Stage III**

*18. If the matter cannot be amicable resolved the customer will be given the opportunity to formally present his or her case to an independent person or party (arbitrator).*

*19. The arbitrator shall enquire into the complaint and make an independent decision as to the merits or otherwise of the student's case.*

*20. The arbitrator shall give a written statement of the appeal outcome including reasons for the decision. The written decisions shall be communicated to both the client and the company*

*21. Central Security Services shall be bound by the arbitrator's decision.*

**Comment**

The company will endeavour to resolve all complaints in Stage I.

**NOTES:**



**CPPSEC2107**

**PATROL PREMISES TO MONITOR AND MAINTAIN  
SECURITY**

**CPPSEC2107****Patrol premises to monitor and maintain security**

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1. Confirm and comply with work procedures and legal requirements for security patrol.
2. Prepare for security patrol.
3. Carry out patrol sequence and monitoring.
4. Identify, report and respond to security risks.
5. Finalise patrol and complete documentation.

**Prepare for Security patrol****Mobile Patrols**

Like the static guard role, the mobile security role is one of the more common security roles and therefore one that a lot of Security Officers can expect to undertake at some stage in their career.

The role of the mobile security officer is very similar to the role of the static guard, except the mobile security officer has a bigger number of clients and a wider area to cover. The area a security patrolman covers is known as a security run. A run is simply a number of buildings or premises in a certain area that when linked together make up a security run. You will find that runs are normally geographically located so that the security guard works in the one area. Two of the advantages of this are that the guard will develop a good working knowledge of the area he or she works in and secondly, if an alarm is activated in their run area they are never very far away.

The mobile patrolman's duties may involve:

- Checking buildings are secure
- Conducting building lock ups at prearranged times
- Opening up buildings at pre-arranged times
- Responding to alarms
- Responding to clients calls for assistance i.e. takeaway bars
- Meeting and escorting staff working late at night
- Escorting persons to banks
- Meeting cash deliveries to provide additional security

Mobile security staff are more mobile than static guards and as a result most companies will request the guard keep a running log of their activities. As well as the company's log it is also important that you record activities, such as attending alarms, in your notebook to enable you to refer to the details at a later date should the need arise. The use of notebooks is covered elsewhere in this training course.

## Use of Mobile Security Vehicles

It doesn't really matter what sort of job you have the role of checking your vehicle before you head out on the road is important across all industries. However, maintaining and checking the vehicle becomes more important when you are out on patrol by yourself at night in the middle of an industrial area. If the car runs out of petrol or breaks down because of poor maintenance, you not only lose time you can become a liability to your mates who either have to come and get you or organise a tow truck for you.

Security vehicles are on the road for long periods of time. Some companies use security vehicles pretty well continuously from shift to shift and therefore the vehicles are running 24 hours a day. Even if you are subcontracting using your own vehicle you will be using it for 10 – 14 hours a day and it needs to be in top order. Daily maintenance is important. While many of you may be quite competent in vehicle checks and maintenance issues the check sheet on the following page should be followed before you head out at the beginning of a shift.

## Vehicle Check Sheet

What to check	Comments
<b>Petrol</b>	Gas up before you start your security run. That way if anything happens during your shift you know you have sufficient fuel in reserve.
<b>Oil</b>	Check your oil. If the car is using oil it could be a sign of pending engine problems or broken seals. In any event oil lubricates the engine and if the level is low it could lead to major engine problems.
<b>Water</b>	A simple check which is also one of the most important pre duty car checks. Engine overheating is also a major cause of serious engine damage. If you are losing water from shift to shift you need to get the vehicle checked out.
<b>Battery</b>	Battery maintenance is an important part of routine maintenance and is sometimes overlooked in pre shift checks. First of all, terminals should be kept clean of any build up and if the battery is not a maintenance free model you should also check the cells to ensure they are topped up. Lack of water in the cells could indicate a faulty battery cell which will eventually cause the battery to fail.
<b>Registration</b>	You are in charge of the vehicle. You do not want to be receiving a ticket for driving an unregistered vehicle. Keep an eye on the registration date.
<b>Tyres</b>	Soft and worn tyres can be dangerous. Keep the tyres pumped up to their recommended pressure level and make sure the tyres are changed when they become worn.

<b>Brakes</b>	After conducting the above vehicle checks test your brakes gently after leaving the service station or depot. Later in a quiet spot during your security run give them a solid test stop to make sure everything is working OK.
<b>Lights/Indicators</b>	Turn your lights on and walk around the vehicle making sure everything is working as it should. Test your indicators the same way. Get one of your mates to confirm that your brake lights are working as well. Don't forget to check your internal light as you will use it to write up your run sheet.
<b>Communications</b>	Test your cars communication gear to make sure your radio and mobile connections are working.

The checks are routine and should not take long. However, they are important checks to carry out before each shift and will ensure you can start work confident that your vehicle is up to the task expected of it for the remainder of your shift.

### **Longer Term Maintenance**

Vehicle maintenance is important from a long term point of view. Missed service schedules may save you a few dollars in the short term but you may be cheating yourself in the longer term. Minor problems can easily turn into major problems if left uncorrected.

If you use the same garage or service centre for servicing let the service staff know what you use the car for. They may be able to suggest different tyres or roof mounted spotlights that could assist you during your run.

Building up a good relationship with the service staff also means they might be able to fit you in when you have an urgent repair. If you are using your own car you cannot afford to have it off the road while you wait for a service two days away.

### **Static Guarding and foot patrols**

One of the most common roles performed by security staff is that of the static guard. Static Guards can be found in factories and warehouses, at on site guard houses, in shopping malls, building sites and just about anywhere else that requires a person to make regular security foot patrols to enhance the safety and security of the public.

### **Static Guarding**

To start you thinking about security work the following list of duties is something you would undertake if you were commencing a shift as a static guard. Place yourself in the position of arriving

at a large warehouse where you and one other guard will work for the night. As with any other job there are a number of activities you must work through when commencing your shift.

### **Shift Changeover Procedures**

- With a larger security team there is often a formal briefing session where the outgoing or incoming supervisor will brief the incoming staff on events of the day.
- If you are not part of a formal briefing session make sure you speak to the staff going off duty in order to make yourself aware of incidents and events that occurred during the previous shifts.
- Most security posts will have a duty log. The duty log is where you record all incidents and other matters of importance. Make sure you read this as it will bring you up to date with what has been happening while you have been away.
- Sign the on duty log with your arrival time.
- Check your gear. Security staff need to carry a number of items of equipment. Included amongst this equipment are torches, phones and radios. Always check this gear while you are at base. It is no good having your radio fail with a flat battery when you are out in the field.
- Test your radio by making a test call to your control room.

### **Static Guard Initial Patrol**

The first patrol of the night is probably the most important for a static guard as this is the patrol where you make sure that everything is ship shape for the rest of the night. If you conduct your first patrol in a methodical and systematic manner you can be sure that your work site is secure at the time you conducted your patrol. There is no correct list or order of what to do, or not to do, but as an example here are the sorts of things you should be checking:

#### **External Checks:**

- |                                    |   |
|------------------------------------|---|
| ▪ Doors, locks and padlocks        | ▪ Security lights   |
| ▪ External perimeter fence         | ▪ External security doors   |
| ▪ External locked gates            | ▪ Windows   |
| ▪ Company car park/Parked vehicles | ▪ Suspicious activity such as persons hanging around the fence line |
| ▪ Fire fighting equipment          |   |

#### **Internal Security Checks:**

- |   |                               |
|---|-------------------------------|
| ▪ Internal doors and windows.                   | ▪ Any employees still on site |
| ▪ Check locks on locked doors                   | ▪ Contractors still on site   |
| ▪ Fire doors                                    | ▪ Alarm systems               |
| ▪ Fire fighting equipment                       | ▪ Workplace hazards           |
| ▪ Electrical equipment left on, such as heaters | ▪ First Aid kits              |
|   | ▪ Internal security lights.   |



- If security lights are off turn some on for your safety when making patrols

### **Conducting Static Observations**

Undertaking specific site observation is a role for both static and mobile Security Officers. Many mobile Security Officers now have routine observations built into their security run. For example, you may have a large oil refinery or car yard on your run. Your run instructions may call for you to conduct three half hour observation sessions during the night. Static guards likewise may have to conduct observations for a specific time during the night. In any event static guards looking after large industrial sites will develop their own observation points.

Site observation can be overt or covert. If you are conducting overt observations, you are there to be seen. Your employer wants you in uniform creating a security presence. This is in order to deter persons who may be wishing to commit offences such as breaking into cars or spraying graffiti over a feature wall. Your role in this situation is to get out and be seen. Plant yourself and your uniform in front of people, talk to passing pedestrians, wave to the taxis and police cars, question and talk to the kids out late at night. Before long, you will create that security presence and word will get around that a security guard is working the area. This in itself may help to deter offences. If it does, then you will notice a drop in offences and you will be earning your money.

Covert site observation on the other hand is like covert surveillance. Your role is quite different to the overt site observations and you will be there to detect offences and hopefully catch persons in the act of committing offences. There are several considerations to take into account when conducting covert observations. Firstly, you need to be in a position where you can see the entire area under surveillance but from which you can easily walk away to a place of safety if things were to go wrong. You do not want to place yourself in the position of spotting four offender(s) breaking into cars and then having nowhere to run when they spot you and decide to assault you. As with all security work you need to keep yourself safe and preoperational planning for any job involves the consideration of safety requirements. The best place to conduct surveillance from is inside the client's building.

The second point to consider when conducting covert observations is communications. Make sure you have your radio and or mobile phone in good working order. Test call your radio. You do not want to have to use it in an emergency and then find that you are in a black spot and the radio will not work.

A third point you may wish to consider is the use of a log to record incidents. This can be done at your control room by you calling through important events such as suspicious cars cruising by or by the simple use of a log on site. We will talk about keeping a log later in the training but some of the basic points to include in a log are:

- Time of your arrival and departure
- Important messages from your control room
- Times of supervisor's visit
- Names of staff in or out of the site
- Hourly radio checks to control room
- Car numbers of suspicious cars
- Descriptions of suspicious events

Your role when conducting covert site observation is essentially a surveillance one. You are there to observe and should any incident occur that necessitates action call the police.

### **Identify, report and respond to security risks.**

Very early in your security training you will have learned from us that when you get your security license it does not give you a power of arrest or any other special powers. Similarly, just because you happen to be driving a security van or car you do not have any special rights which allow you to break the speed limit or go through red lights.

When driving to and from assignments you must obey the traffic rules and regulations at all times. There is always a simple test to apply when thinking about speeding. Just ask yourself who will pay your speeding fine. Will the client pay a \$300 fine just because you got to the alarm 30 seconds earlier? The answer is no. Will your boss pay the speeding fine because you ignored company policy and broke the speed limit in order to get to the alarm? Again, the answer is no. Think ahead and think of the consequences. You will be paying the fine and wearing the demerit points.

There are specific exemptions for emergency vehicles that have to break the speed limit or to go through red lights. Legislation is quite clear in respect of the use of sirens, warning devices and the speed at which emergency vehicles are able to go through lights and exceed the speed limit. Unfortunately, none of that legislation refers to security officers wanting to speed to an alarm or other security incident.

The message is quite clear. **Obey the Road Rules at all times.**

As there are different types of alarms so there are different methods of responding to them. The various responses to alarms are something that has been worked out by security staff over time and using common sense. The recommended response is illustrated below:

### **Responding to audible alarms**

Due to the fact that an audible alarm has been sounding for some time before a security officer attends it is generally assumed the offender(s) will have left the scene, scared off by the alarm. Most audible alarms are attended by the patrol officer driving to the scene and observing the shop or store as they approach it in case anyone runs from the scene. A quick examination of the front and back of the shop without getting out of the vehicle will tell you whether or not a burglary has occurred. By staying in your vehicle, you are keeping yourself safe.

If a burglary is obvious you will need to contact your control room to request another security guard and/or the key holder be brought to the scene to allow a check of the building to occur.

If there is the slightest doubt that offender(s) are still on the scene call the police immediately.

A key holder is a person nominated by the shop or store to attend the store with the key to open up in the event of emergencies such as burglaries or fire. In small shops the owner will often be the key holder. Unless the security guard is tasked with making internal inspections it will be unlikely that they will have the key. If you do have the key always make sure you have another guard or the owner or representative with you when you check out a shop. This is to make sure that no one is hiding in the shop and secondly, to make sure that you cannot be accused of having stolen anything while you were in the premises.

While you should always proceed directly to an audible alarm once you have received notification that an alarm has been activated always bear in mind that the alarm has been sounding for some time and the matter is not as important as a silent alarm or duress alarm.

### **Responding to Silent alarms**

The response to a silent alarm is somewhat different as there is a high likelihood that the offender or offenders may still be on the premises. This is particularly so when the alarm bureau reports multiple activations within the site. Multiple activations occur when an offender walks through a well alarmed building. For example, when smashing down the front door or going in through a window the first silent alarm might activate. As the offender then walks through the building, they may activate other alarms as they go from room to room or section to section within the building. It is possible for the alarm monitoring company to advise the security officer where in the building the offender(s) are merely by monitoring the activations that are going on.

The police will generally attend a silent alarm, particularly in smaller centres. You will need to check with your control room whether or not the police have been notified and what time they will be attending the scene.

Never go in to a building by yourself. When you have confirmed that there has been a break always wait for back up whether or not it is the police or another security officer. Just remember you carry keys to other buildings and premises, and it is not unknown for security officers to be targeted for the access they could provide to other buildings.

When you arrive at a site where a silent alarm is sounding make sure you stay in your vehicle and that your doors are locked and secure. Cruise past the front of the building visually inspecting the front door and windows. If you are able to access the rear of the building do so with your lights on high beam. This will ensure that you can see people at the rear of the building but that if they are up to no good your lights will temporarily blind them. If you find a car with several persons obviously committing a burglary don't confront them. Immediately move to a place of safety and call for back up and await the arrival of police and back up staff.

If you are called to back someone up at a silent alarm because it is suspected burglar(s) are inside the building, go directly to the safe meeting point nominated by your fellow security guard. Again, you do not have the authority to speed or break road rules. Plan the route you will take to minimize the time it will take you to get there and go directly to where you have been asked to report to.

### **Responding to Duress Alarms**

The police will always attend duress alarms, also known as hold up alarms, and you must make sure that your role does not interfere with the police role.

Generally speaking, the role of the security guard during a duress alarm or actual hold up is to maintain surveillance from a safe distance and report back to your control room. They in turn will advise the police on what you can see.

Armed hold ups are timed to occur in a very short time and often methodical planning has gone into the robbery. The worst thing a security guard can do is to place themselves in the way of the offender and interfere with his means of escape. To do so places you in danger and could lead to you being shot or seriously injured.

When proceeding to the scene travel as you would for a silent alarm. Do not break the road rules but pre plan in your head the most direct route and go directly to the scene. On arrival do not under any circumstances go directly into the client's property. At night, park down the road with your lights off and observe what is happening. Report what you can see to your control room.

Sometimes it is obvious that there is no problem such as when you can see a large number of customers walking round. In cases such as this your control room will often ring the client and ask the person to come and wave to you to make sure everything is OK. You are then safe to approach the client and confirm that the alarm activation was accidental.

If you are uneasy about what is happening immediately advise your control room. Brief them on the situation.

### **Action at a Duress Alarm**

- On receipt of a duress alarm notification proceed directly to the scene
- Keep within the road rules
- Keep the radio channel clear by requesting other units to stay off the air
- Park where you can see what is happening but try and conceal yourself or your vehicle
- Turn off the car lights
- Do not approach the scene
- Do not try and apprehend any offenders
- Notify your control room when you have arrived
- Give your control room an immediate Sit Rep (Situation Report)
- Maintain a running commentary
- Describe any vehicle you can see
- Be aware of other vehicles nearby which may be an escape vehicle or back up car for the offender(s)
- Ensure the police have been alerted
- Find out their ETA (Estimated Time of Arrival)
- Do not approach the police unless requested to
- Complete an incident report at the completion of the incident



## **CPPSEC2108**

**SCREEN PEOPLE, PERSONAL EFFECTS AND  
ITEMS TO MAINTAIN SECURITY**

## **CPPSEC2109**

**MONITOR AND CONTROL ACCESS AND EXIT OF  
PERSONS AND VEHICLES FROM PREMISES**

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**CPPSEC2108      Screen people, personal effects and items to maintain security**

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**Elements**

1. Confirm and comply with work procedures and legal requirements for security screening.
2. Prepare screening equipment.
3. Monitor and screen people and personal effects.
4. Monitor and screen items.
5. Report and respond to prohibited or dangerous items and alarm activations.

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**CPPSEC2109      Monitor and control access and exit of persons and vehicles from premises**

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**Elements**

1. Confirm and comply with work procedures and legal requirements for controlling access to and exit from premises.
1. Monitor people entering premises.
2. Inspect baggage and vehicles entering or exiting premises.
3. Monitor vehicular traffic entering and exiting premises.
4. Operate and monitor access control systems.

**Introduction**

These two Units of Competency are being taught together as they are so closely aligned in the security Industry.

**Independent research**

In order to achieve competency in this Unit of Competency you are required to undertake independent research to assist you gain the required knowledge and understanding. For this unit the independent research includes:

In your own time download and read the ***Patron Screening Best Practices Guide*** by Department of Homeland Security (USA). You will find this at:

<https://www.dhs.gov/sites/default/files/publications/patron-screening-guide-03-16-508.pdf>

or just google ***Patron Screening Best Practices Guide*** and it will be one of the headings that comes up in your search engine

**Monitor people and premises**

The standard of security that you as a Security Guard are responsible for in any particular place is dependent on the standard of security that has been established for that site by the owners or managers of that site.

The standard of security required at a car yard is quite different to the standard of security required for a large industrial site such as a large Aluminum Smelter or mine site.

Industrial complexes often employ their own security staff to monitor visitors in and out of sites. Static Guard work on large industrial sites is a big source of employment for security staff.

Security of sites can be increased through various levels from virtually nothing to highly complex. For example, a situation where there is no security and people are free to come and go and wonder round a site at will would not be considered to have any level of security. Generally, this is only found in public places.

At the other end of the security scale however a person might have to produce formal identification and record details of who they wish to see before being allowed entry. Some organisations insist that visits are arranged in advance so that security staff can be advised. Where security is strong a Visitor's Card may only be issued once identification such as a Driver's License has been sighted and details of who the person wishes to see is entered into the visitors' book. Many industrial sites also insist that all visitors undergo a site induction before being allowed to enter the site and this induction is often carried out by the Security Officer.

**Identification documentation may include:**

- ID cards or paperwork
- letters of authority
- temporary passes
- work permits.

**Persons monitored may include:**

- contractors
- delivery persons
- demonstrators
- employees
- repair persons
- sales representatives
- visitors.

Often the reception or "meet and greet" routine in large industrial sites is carried out by security staff because they are the first persons that a visitor will come across at the gate house.



Different sites will have differing routines, these are generally set out in the site operating procedures also known as Standard Operating Procedures. If you are working in an industrial complex it is important you are familiar with the contents of such procedures as they provide a guide for your actions:

The following section is typical of many Standard Operating Procedures in relation to visitors to large industrial complexes:

### **Site Visitors**

1. All visitors to the site must report to the Security Office when they first arrive on site.
2. Security staff will ask whom the visitor wishes to see, whether they have an appointment and the time of the appointment.
3. Security will then contact the employee and confirm that the appointment as stated by the visitor is valid.
4. If the appointment is confirmed Security is to request the employee to collect the visitor from the Security Office.
5. Should Security have prior advice of the impending arrival of a visitor then on their arrival Security is to contact the employee and advise of the visitor's arrival.
6. If the employee who has advised of the impending arrival of a visitor cannot be contacted the visitor is to be directed to the waiting area.
7. If persons without appointments arrive on site Security is to make every effort to determine the appropriate person they wish to see and contact that person directly.
8. All visitors must comply with the Visitor Card system and complete an application for a visitor's pass.
9. Visitor's must produce identification to the standard of a Driving License prior to being issued with a Visitor's pass
10. On confirming identification and a valid reason for entering the site Security will issue a Visitor's Pass to the visitor which must be worn by the visitor at all times while they remain on site.
11. All visitors must be accompanied by an employee while on site.
12. No visitor is allowed on site unless they are wearing their visitor's pass and are accompanied by an employee in whose care they must remain.
13. Security will remove any person on site not wearing a valid visitor or employee card.
14. Visitor cards must be returned to the Security Office at the completion of the visit and the log book endorsed with the fact the visitor has left the site.

Similar operating procedures can be developed for contractors and for vehicles.

Many sites have a search regime in place which means that any employee or visitor can be searched as they enter or leave the premises to prevent unauthorised property being brought in or taken out of a work site. The following section looks at the inspection of baggage and vehicles.

## **Search procedures and authority**

### **Inspect baggage and or vehicles**

There are occasions when Security Officers may be called on to search persons or bags and other property in their possession. In fact, as normal citizens we now allow ourselves to be searched far more often than we realise. Places where security staff may now search us include:

- Entrances or exits to large department stores
- In the workplace
- At the entry to night clubs
- At sports stadiums
- At major concerts

It is important to realise that Security Officers have no statutory powers to conduct searches. These searches must always be carried out with the consent of the person being searched. If you are on duty at a Night Club or other venue and a person declines to be searched, you are within your rights to decline them entry. That is because the person being searched is entering private property so it can be a condition of that entry that they allow themselves to be searched. Most people going in to a one day cricket match know they cannot take alcohol in and expect to have their bags checked. Teenagers going to a large concert also expect to have their bags checked and on occasions frisked for weapons. Also, it is now quite common for us all to show our bags as we enter or leave department stores.

Many workplaces, particularly those of large industrial sites, have a search regime and this is often backed up by OH&S workplace requirements that may require individual workers not only to allow their bags to be searched but to supply a specimen of urine for drug or alcohol analysis when requested.

Again, the search is by consent. The failure of an employee to submit to a search when required under workplace regulations is merely a breach of workplace discipline. As such your role is simply to submit an incident report to your supervisor to allow disciplinary action to be taken. Under no circumstances are you allowed to detain the worker for the purposes of search or use any force in order to ensure compliance.

When conducting searches there are a few essential points that we must remember:

### **Action points when conducting searches**

- Search only with consent
- Decline entry if search refused
- Ensure witnesses are present
- Don't physically frisk persons unless it is part of the entry requirements, i.e. rock concert

- Males to search males
- Females to search females
- Don't lift or feel under clothing
- Have person being searched voluntarily remove bulky overcoats or jackets if necessary
- Wear surgical protective gloves or something similar to protect yourself
- Where illicit alcohol found have the person dump it in the confiscation bin or leave the premises
- Advise supervisor if weapons found

On occasions where contraband is found or on other occasions which warrant ensure you complete an incident report. In the workplace if anything untoward was located you will also need to complete the workplace log.

### **Vehicle Searches**

In some situations, such as when you are working security at a warehouse or other secure site you may need to search a vehicle on its way in or on its way out.

Vehicles taking goods off site should always have a manifest or other document to enable you to check the goods being removed from site against the manifest. Sometimes a site manager may have given written authority to a contractor to remove property. In those situations, you will need to check that the property being removed is in fact the property mentioned on the manifest. If in doubt politely tell the driver to wait while you telephone for verification that the property is allowed to be removed from the site.

In situations where property is being removed without authorisation be very careful you do not accuse the driver or contractors of theft as the matter could be a simple mix up. If you have to report the matter report the facts only and leave your opinions out of it.

There is a Court Case on record where a Mt. Isa man was awarded \$50,000 in damages for defamation when he took a case against a Security Site Manager and a security company after his name had been circulated to a large mining company's site entry/exit points with the threat of police involvement.

The incident the letter related to was simply one of wiring belonging to the mining company being found on the man's truck. He had no idea how it got there and police were not called at the time the property was found. It was only later the Security Supervisor wrote to the mining company concerned and the man's employer. The lesson is clear. Don't immediately jump to conclusions when you find something in a vehicle leaving site. Always question the person concerned and report the incident. If necessary, seek advice from your supervisor.

Remember that as a Security Guard you have no statutory powers of search. Refusal by employees to submit to searches is only a workplace disciplinary matter and should be reported through an incident report to your supervisor or the Human Resource Department.

Remember also that you have no authority to detain someone if they refuse to allow you to search them. Detaining someone by force may amount to an illegal detention and you and the company may be liable civilly and criminally.

### **Manage Vehicles**

Part of your role in large industrial sites and in some shopping malls, is the management of traffic in and around the site.

Some controlled sites do not allow access to the site by vehicles other than workplace vehicles and your role in that situation is simply to ensure the visitor's vehicle is parked in the visitor's car park.

Other sites may allow vehicle traffic entry to the site and if site specific traffic regulations are in force, such as one way roads or speed limits then you may be required to warn drivers of their obligations under the site traffic regulations as they enter the site.

In other situations, vehicles may need a pass to enter the site and it is the role of security to check the pass and authenticate the pass issued. Contractors may be in possession of multiple entry passes while one off visitors, may have an entry pass for a specific time and date. When checking passes make sure of the following:

- The Vehicle Registration Number on the Vehicle Pass matches the actual vehicle registration number that is entering the site
- The name of the person to whom the pass has been issued matches the identity of the person who is entering the site
- If necessary, request Driver's License identity check
- Record the name of the driver and the vehicle details into the log. Vehicle details should include - the type of vehicle, colour, rego

A well run security office will record the details of all vehicles that enter or leave a site and also confirm the details of all drivers bringing vehicles on to the site.

## Manage Access Control Systems

### Access control systems may include:

- card entry systems
- computerised entry systems
- keypads and key tag systems
- photo-ID cards
- proximity card readers
- security turnstiles
- swipe cards
- traffic barriers e.g. boom gates.

### Documentation may include:

- ID cards or paperwork
- letters of authority
- temporary passes
- work permits.

### Persons may include:

- contractors
- delivery persons
- demonstrators
- employees
- repair persons
- sales representatives
- visitors.

### Incidents may include:

- aggressive or abusive behaviour by visitors
- complaints
- forced entry
- mislaid or forgotten pass
- non-compliance with entry requirements
- refusal to show pass
- unauthorised entry or exit of persons
- using a pass belonging to someone else.

## Internal Alarm Systems

If you obtain employment as a security guard, you can expect to be given training on the type of access control system that you might have to deal with. This is necessary because there are so many different types of systems in operation. Part of the system you will be dealing with include alarms.

Generally speaking, alarms can be broken down into four categories. These are:

- Audible alarms
- Silent alarms
- Duress alarms
- Fire alarms

Alarms can be activated by a number of different triggers or causes. The triggers which might activate an alarm include

- Breaking an electrical circuit, i.e. opening a window
- Body heat
- Movement
- Sounds, such as breaking glass

- Pressure pads
- Breaking beams

Most alarms now days are activated or deactivated by a numerical sequence on an electrical panel. To set the alarm you simply push an activation button on the alarm panel. To deactivate the alarm, either to enter the building or to turn the alarm off after it has sounded, you will need to enter a sequence of numbers. Generally, the sequence of numbers is entered and the deactivate button is pushed and the alarm will cease sounding. There are variances to this. Cleaners who enter factories after hours may activate a silent alarm on entry and then have to respond to a telephone call. The call will be from the security control room and the cleaner may be asked to quote a code number. If the phone is not answered or the wrong code given by the cleaner, then a patrol is sent to investigate.

Other methods for setting and resetting alarms range from simple on/off key switches at the alarm panel right through to electronic alarm systems activated electronically in remote control rooms which may also have closed circuit television coverage of the premises concerned.

## **Types of alarms**

### **Audible**

Designed to immediately alert neighbours and to scare offenders away

### **Silent Alarms**

A silent alarm is one that activates elsewhere than at the scene of the incident. While it does not provide the benefit of scaring the offender(s) away it does provide the benefit of instantly alerting security and police to the fact a burglary is occurring.

### **Duress alarms**

A duress alarm is an alarm which is activated by a person when they are under some type of duress. Normally such alarms are activated during hold-up situations.

### **Fire alarms**

From time to time security officers will be asked to attend a fire alarm. Your role is not to put out the fire. That is always the role of the Fire and Rescue Service. However, some clients will ask for security to attend so that they can provide a briefing to the client if that is required or assist the Fire and Rescue Service on site.

## **National counter terrorism alert system**

In the security industry you will be working with differing security levels. Some organisations set their own levels of security depending on what can be happening on any particular day. For example, at a mine site you might expect to be on a higher level of security if a major coal blast was expected or, if you were working in Port Security you would have a higher security level if a cruise boat was visiting.

Australia has a National Counter Terrorism Alert System and you should be familiar with it.

The following information was taken from the Queensland Government web site explaining how alert level changes will be considered when security intelligence or a local or international incident shows the need for greater vigilance and preparedness.

### **Alert Levels**

The Australian Government Counter-Terrorism Committee reviews the alert level in close consultation with the Queensland Government and the Governments of other States and Territories.

### **Who communicates changes in alert levels?**

The Prime Minister or representative will announce any changes to the alert level nationally. In Queensland, the Premier or the Queensland Police Service will provide information specific to our state.

Queensland has moved to a more flexible National Counter-Terrorism Alert System. The new system can be tailored to the varying risks of terrorism that face governments, industry sectors or geographic locations.

The alert system is made up of five levels:

- Terrorist attack is certain
- Terrorist attack is expected
- Terrorist attack is probable
- Terrorist attack is possible
- Terrorist attack is not possible

These five levels are designed to:

- identify the risk of terrorism and signal the level of preparation and planning to counter terrorism
- indicate the level of vigilance and awareness that community, industry and government need to minimise the risk of a terrorist incident.

The previous alert level approach was 'one in, all in' with all states, industry sectors and geographic locations being at the same level. This new alert system allows for the alert level to be raised or lowered for individual states and territories, different industry or business sectors, or geographic locations. Depending on where you are working in Queensland and the type of industry or site you are in your security level will differ from day to day.



**NOTES:**



**CPPSEC2113**

**ESCORT AND PROTECT PERSONS AND  
VALUABLES**

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**CPPSEC2113      Escort and protect persons and valuables**

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**Elements**

1. Confirm and comply with work procedures and legal requirements for escorting and protecting persons and valuables.
2. Prepare to escort person and valuables.
3. Protect person and valuables during escort.
4. Finalise and review escort procedures and maintain equipment and documentation.

**Prepare to escort person and valuables**

Whenever we deal with the safety of others it is vital that we do not take chances or have the attitude “Near enough is good enough”. The client is paying good money for us to handle his or her Security arrangements so that they don’t have to and so they can concentrate their energies on their work.

We should always familiarize ourselves with the assignment Instructions issued by our Supervisor and confirm them by questions or in writing if necessary.

**Resources**

Resources for the assignment must be checked for operational use prior to commencing the job and that may mean pre-booking equipment and travelling the route to be taken prior to the assignment. Faulty equipment should be replaced and reported to ensure others do not use it.

Resources may include:

- Communication equipment including
  - ❖ Radios
  - ❖ Earpieces
  - ❖ Pages mobile phones
  - ❖ Notebooks/Pens
- Assignment Instructions
- Vehicles
- Maps/GPS
- Emergency contact numbers
- Extra clothing, batteries and grooming items for long term assignments

**Legislation compliance**

Ensure compliance with relevant legislation wherever Batons, Handcuffs or Firearms are called for by the client or the assignment. Legislation in the form of the Qld Criminal Code and the Weapons Act and Regulations should be checked as part of your assignment plan preparation.

If your client is meeting in public areas or buildings, then you should familiarize yourself with these locations to identify potential problems as they might present such as restricted access or means of escape, disrupted communications or potential hazards posed by the environment. Google Earth is a good means of viewing the locality prior to assignment and although that and Street view may not always be current, they still can assist in pre-planning.

However, nothing can beat a personal, physical check of the route and venue to be used.

Your pre-operational plan and security checks may raise some issues that should be brought to the attention of the client. Either way once a plan is established, the client should be briefed and asked for their input to assist in providing for their safety. For instance, it may be that they have knowledge of, or a relationship with, potentially problematic people which they may feel confident enough to handle without our intervention.

As part of our briefing with the client, we should also be asking how they prefer our staff to be dressed. Some clients will insist in a low-key approach and ask that staff are dressed neatly in a suit and tie, or they may be comfortable with uniformed security personnel. At all times the staff member should be well presented, with clean shoes, pressed uniform or clothes and be well groomed. Remember you are representing your company and the client, as well as demonstrating a level of professionalism when on any Security Assignment.

Once you have finalised your Security assessment, you should advise your Supervisor of any changes or alterations to the original plan so alternative Back up staffing arrangements can be implemented if required. It is then a matter of maintaining communications with your supervisor to ensure they can provide any such back up as and when required. Any situation is fluid and dynamic and changes made during the assignment should be relayed to your Operations base or Supervisor.

**Escort person**

Your role during an escort is simply to protect your client. In the event of an incident occurring your client will rely on you for advice. Sometimes however, your client may make the decision themselves as to what they will do, and this does not always comply with your advice. For example, if there were a number of protesters at the client's place of business, because perhaps the client's company polluted a local river your advice might be to stay away from them as you would not want to see an altercation develop. The client, however, may see it as a photo opportunity where they can be seen trying to convince the protesters that they personally are genuinely concerned about the pollution and

therefore the company is a good corporate citizen. During occasions such as this all you can do is work closely with your client and watch to make sure things don't get out of hand.

Should a situation develop where a verbal argument began to escalate out of control or where your client is attacked your role is to place yourself between the person causing the trouble and the client. Don't get into a fight with the person doing the attacking unless it is unavoidable. Try and move you client away from the area to a place of safety. With noisy abusive persons getting too close to your client make sure your arms are spread out presenting a physical barrier and your hands are open so that you are not presenting a physical threat to anyone. Don't immediately drop into a karate stance ready to hit the first person that comes forward. This is a threatening stance and will only exacerbate the situation. In addition, such a stance presents a minimal target while what you are trying to do is create a barrier between your client and the demonstrators.

### **Professional Image**

In all escort situations you will need to present a professional image, be guided for this by your client or the client's representative. Make sure you know what you have to wear. Are you in suit, uniform or casual clothes? There is a big difference so make sure you get this right.

Present yourself professionally. People expect to see well groomed people working as part of their team. You will not last long if you turn up rough and ready.

### **Interpersonal Techniques**

Interpersonal techniques are the way in which we relate to each other. It is important that Security staff and those working as Bodyguards are aware of the potential for conflict if interpersonal techniques are ignored.

#### **Interpersonal Techniques may relate to:**

- active listening
- being non-judgemental
- being respectful and non-discriminatory
- constructive feedback
- control of tone of voice and body language
- culturally aware and sensitive use of language and concepts
- demonstrating flexibility and willingness to negotiate
- effective verbal and non-verbal communication
- maintaining professionalism

- providing sufficient time for questions and responses
- reflection and summarising
- two-way interaction
- use of plain English
- use of positive, confident and cooperative language.

### **Assess Conflict**

What is a conflict situation?

Conflicts are not just any situation where physical pushing, shoving or arguing takes place. There are any number of scenarios that conflict situations relate to and these can include the following:

- Accidents resulting in injury
- Conflict between members of the public
- Cultural differences
- Destruction of property
- Ideological differences
- Persons carrying weapons
- Persons suffering from emotional distress or mental illness
- Persons with criminal intent
- Persons who are drunk and disorderly in public places

You are tasked with protecting the safety of your Client and a thorough knowledge of the relevant Legislation with regard to Assault, Self Defence and the carriage and use of weapons is required.

In Queensland this legislation can be found in the Queensland Criminal Code, the Weapons Act and Regulations copies of which should be available at your workplace or on the internet or Library.

### **Post Assignment**

A post assignment de-brief should always be held with your Supervisor and if necessary, the client to assist in clarifying any issues that may have arisen. It also assists with streamlining company procedures and ensures all documentation is completed to the required standard. These documents may be a report of the assignment, Incident reports, photographs and notebook details.

The final report should be completed before signing off shift to allow your company to prepare an invoice for the client.

### **Escorting valuables**

The escort of clients is not an everyday occurrence for most security guards. There will be occasions, however, when you will be tasked with escorting valuables. The reality is however that you are escorting the person carrying those valuables. The most common escort situation is when a Security

Officer is called on to escort a client to or from a bank. This is more likely to happen at Christmas and at other busy times of the year than on a weekly basis. There will be occasions however when because of some special circumstance or the nature of the valuables a security guard will be required to conduct an escort.

We will work through the plan for an escort as if you were going to undertake an actual escort yourself and start each section with a question you might ask yourself.

- What goods am I going to escort?
- How many persons will I be escorting?
- What are my instructions?
- What is my destination?
- How will I get there?
- What transport will I have?
- What time is the escort?
- Where is the escort going to be?
- Will I need weapons?
- What communications will I have?
- What threats are there likely to be?

### **What goods am I going to escort?**

Part of your planning knows what it is you are going to escort. Escorting cash and cheques to the bank is quite normal but there are a number of other occasions when you might be required to provide an escort. Other goods you might be required to escort would include any of the listed goods below:

- Firearms or ammunition
- Precious stones
- Gold ingots
- High profile sports awards such as the America's Cup
- Art work or sculpture pieces
- Important business documents
- Other goods as directed by an insurance company
- Important medical deliveries
- Locked mail satchels

Some of these may involve you escorting an individual while others might involve you undertaking the escort yourself. In most areas' security companies provide a courier service and in the middle of the night it is quite possible you could find yourself picking up an important parcel, such as blood plasm, at one hospital and rushing it across town to another hospital.

If you can, it is worthwhile from a planning point of view to find out just what it is you are escorting. After all, it is you putting your health and safety on the line. You would feel quite different about escorting a million dollars in cash to the bank than you would escorting the weekly takings from the pie cart. Thrash this one out with your supervisor if you have to. There may be security reasons why you cannot be told what you are escorting but in fairness to your planning process you should be able to identify the risk level.

### **How many persons will I be escorting?**

As part of the briefing process make sure you find out how many people you will be escorting. Companies are continually told not to send the junior office girl out with the business takings but every week they continue to do it. If the company sends out a couple of front row forwards to help you on the escort, it will certainly make your job easier.

There is also the question of escort. If you turn up in the company Ute and there are three people waiting to go to the bank you will need to do some quick thinking.

### **What are my instructions?**

In any escort situation get a clear briefing from your supervisor. Use your notebook to record the details. Make sure you have clearly identified the following points:

- The names of the persons you have to meet
- The number of persons to be escorted
- Goods to be escorted if known
- Value if known
- Departure point
- Meeting point
- Destinations
- Other relevant points

### **Important Point:**

Clarify with your manager before undertaking any escort whether or not you have the authority to carry the goods being escorted. It may be your company does not have the necessary insurance to cover the goods if they were taken from you whereas if they were taken from the client then the client's insurance company is liable.

### **What is my destination?**



Make sure you know where you are going to. If it is to the local branch of the Westpac Bank that is fine, but the client may want an escort to the Westpac Bank in the next town 30 minutes' drive away. It is no good finding this out on the day of the escort. Your planning must include precise destinations

### **How will I get there?**

Using the example of the bank again if you are going to the local bank you may want to walk. You need to consider however that when you are on foot you are increasing your risk. Even if the journey is 300 – 400 yards consider picking the client up at the door of their premises and driving them directly to the door of the bank. By doing this you have removed all risk of a bag snatch or assault while you are walking from the office to the bank.

If the escort is for a longer journey make sure the vehicle you are going to use is booked out in your name, fuelled and in good condition. Don't embarrass yourself by having to call in to get petrol halfway through the escort. This adds time to the trip and unnecessarily exposes the client to a stop en-route.

### **What time is the escort?**

Timing plays an important part in your planning. Night trips increase the risk exposure while trips around a city during rush hour increases time to the escort and frustration.

Give yourself plenty of time. Don't let the client talk you in to a rushed trip just on closing time unless it is absolutely necessary. As with any other form of planning make sure you give yourself plenty of time in case there are time delays along the way.

Once you have established your time frames then develop your work plan within those time frames to ensure that you are comfortable with the times allowed.

If you are planning for a new escort or an escort involving a number of personnel and high value goods have a dummy run through. Record the times it took you on the dummy run and then develop your plan allowing yourself additional time.

### **Where is the escort going to be?**

Knowing your destination and the route you are going to take is critical. This is another reason why you might want to have a dummy run through an escort. Can you think of anything more embarrassing than being caught out not knowing where you are going and having to look up the map book mid escort?

You find that for important escort jobs, the military and the police practice these escort jobs before they undertake the actual escort. You are going to be in charge of the escort, so you will need to be comfortable with the route to be taken and the destination.

**Will I need weapons?**

Under no circumstances carry a firearm unless you are licensed to do so. Always be aware that if you carry a firearm it could be taken from you and used against you or your client by an offender. There is always a danger in carrying a firearm by yourself and you will notice that many cash escort companies have two to three armed guards so that one guard is able to provide protection for the others.

**What communications will I have?**

Your communications are critical. Make sure you have checked your portable radio and mobile phone. Once you get some experience under your belt you get used to working in the area and you will soon identify where the reception dead spots are for both of them.

Test the radios on the dummy run to check coverage. Make sure the batteries on both pieces of equipment are charged up on the day of the escort. Much of this will become second nature to you in the field and will become part of your everyday checks prior to commencing duty. While on the test run identify alternative methods of communication such as pay for service phones at service stations etc. You might want to use them in an emergency.

Make sure your control room operator knows what is going on. In major escorts a copy of your plan would normally be left with the control room operator, so they are aware of your timings and communications.

That way if there is any emergency your control room operator is right up with the play and will not waste valuable time asking you to explain what is going on.

**What threats are there likely to be?**

Identify the likely threats to your escort. Apart from the inherent risk in escorting cash, what other risks can you identify?

- Think about where you will park the car
- What part of town are you in?
- Have there been previous robberies?
- Has the client received any threats?
- What are the threats if you walk, hotels etc?

If you have completed your planning well, you should have little difficulty in conducting the actual escort. There are only two ways in which you will escort a client. By foot or in a motor vehicle.

If you are escorting someone on foot, try and walk on their outside and slightly behind them. As they walk down the street have them carry the bag on their street side. As you are slightly behind them and to one side you can keep a clear view of the bag. If you are with a group of security guards work

out on paper what sort of escort you think is best. You may decide on two in front and two in the back or place the person in the middle of a circle.

Whatever you decide, understand your role is to protect the client. Money is generally insured.

### **Threats to client safety**

Escorting individuals is not a major part of most security guard's role. The type of work is known as close personal protection and as a rule is generally carried out by security companies that specialise in this type of security work. Having said that, it is entirely likely that at some stage of your security career you could be called on to carry out a close personal protection role.

Don't flatter yourself that if you are called on to conduct close personal protection you are being hired because of your protection skills. Often the role of the security staff is to enhance the "image" of the person being protected particularly in the entertainment industry. That is why you will often see on television the movie star being escorted by four cool big guys in black suits and dark sunglasses.

There is no fixed rule as to who requires close personal protection. One day it might be a visiting business person while the next it might be some minor dignitary or visiting foreign government official. Bear in mind that normally, important visitors from foreign governments or royal families will have the escort provided by the host government and the escort will be staffed by federal or state police officers.

The places you might escort an individual to are numerous and diverse. Visiting business people might want to attend a local hotel for a meeting or tour a local manufacturing plant. Film stars might be flown in to attend film premiers and thereby generate publicity about it. Other VIPs and persons who consider themselves VIPs, and who have the money to pay, may just want someone to help them get around the city and who can provide a level of local knowledge and protection if it is required.

### **Identifying the threat level**

On any escort situation it is important that you are able to identify the threat level to your client. If your client is well known there may be people who will want to rush up, shake hands, get autographs and start major conversations. For the client, this can all get a bit bothersome especially after the 12<sup>th</sup> 13<sup>th</sup> and 14<sup>th</sup> person in an hour. Your client will provide you with guidance. They may advise you that for the afternoon there is to be no autographs. Your role is then to act as the mouthpiece for the client telling such persons that unfortunately there is no autographs this afternoon and protecting your client's privacy, and sanity, by moving such persons along as soon as possible.

There will be other occasions when because of the high profile of the individual people will try and physically harm them. For example, a legal firm may hire a security guard for a client who has been charged with a particularly serious crime, or the person may be a top business person who has ripped off client's money in the process of their business going under.

Each client will have differing threat levels and as part of your pre planning process you need to work through a system of identifying the likely threat level to your client

### Levels of threat

As part of your planning process physically write down the possible threats to your client, then work out the likelihood of that happening and then the consequences. You are now developing a risk analysis for your client. Developing a risk analysis has three elements. Those elements include identifying the following:

The perception that something could happen

The likelihood that something could happen

The consequences if it does happen

If you develop a risk analysis along these lines you can't go too far wrong. Luckily, in security developing a risk analysis is pretty straight forward. Let us take the example of a simple escort of a VIP around the Town Centre on a sight-seeing tour.

<b>Perception</b>	Client gets run over by bus
<b>Likelihood</b>	Doesn't know the city but has an escort therefore low.
<b>Consequences</b>	Potentially fatal.

<b>Perception</b>	Client gets hit by a thrown egg or tomato
<b>Likelihood</b>	Highly controversial politician. Very likely.
<b>Consequences</b>	Embarrassing only

Concentrate on the threats with the most serious outcomes. You are unlikely to be able to stop someone in a crowd throwing an egg, but you can stop someone stepping out in front of a bus.

When you are doing your planning try and brain storm the threat possibilities. Brain storming means getting together with your team and throwing all the possible scenarios up on the white board. Hopefully, you will end up covering most of the likely threats to your client. After you have identified the various threats you can work through them in order, examining the likelihood of the threat occurring and the possible consequences. If something has a low likelihood of occurring and a low consequence it is probably not worth worrying about too much. If something has a high likelihood of occurring and a serious consequence you need to cover it thoroughly. An example of this might be where a threat has been received from an escaped psychiatric patient that they are going to stab your film star client to death because God has told them to do it. If the patient was considered very dangerous and was known to have a fixation of your client, you must make appropriate plans to deal with any potential issues.

### Information regarding threat

Prior to conducting your escort and again as part of the planning process you will need to identify potential threats to your client. Part of the planning process has already been carried out in the risk analysis discussed above. If the client is very well known, you should have no difficulty identifying the threat level. If the client is not well known, it might be harder to identify what the issues are. Your manager or supervisor should normally check to identify any threat level that exists against the client to be escorted at the time they contract to undertake the job. However, if it is left up to you the easiest way to check is to ask the person organising the contract. Normally this person will work for the client's company or a company organising the client's trip or visit. There are some very simple questions that will identify any known threat level:

Why does this person require an escort?

Is there any known threat against this person?

Is there any known threat against the firm this person works for or represents?

If the planning for the escort has been left up to you make sure you get hold of the right people and ask these questions yourself.

### **Other Matters**

As stated elsewhere in this course never carry a firearm on an escort unless you have a license to carry one in the course of your duties and the license permits carriage of the firearm in close personal protection situations.

Keep aware for illegal activity. Make sure you are not just being hired to provide protection during a drug deal or to provide protection to a courier carrying illegal goods to a delivery point. If you suspect something illegal is going on contact your supervisor immediately. If you know something illegal is going on bail out and report to the police. Don't get caught up in illegal activity for the sake of a few hours pay and maybe a tip.



## **CPPSEC2110**

**MONITOR AND CONTROL INDIVIDUAL AND CROWD BEHAVIOUR TO MAINTAIN SECURITY**

## **CPPSEC2111**

**APPLY SECURITY PROCEDURES TO MANAGE INTOXICATED PERSONS**

## **CPPSEC2112**

**APPLY SECURITY PROCEDURES TO REMOVE PERSONS FROM PREMISES**

## **CPPSEC2106**

**PROTECT SELF AND OTHERS USING BASIC DEFENSIVE TECHNIQUES**

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## Crowd Controller Training

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### **CPPSEC2110 Monitor and control individual and crowd behaviour to maintain security**

#### **Elements**

1. Confirm and comply with work procedures and legal requirements for monitoring and controlling individual and crowd behaviour.
2. Prepare for monitoring activities.
3. Monitor individual and crowd behaviour.
4. Control and report individual and crowd behaviour.

### **CPPSEC2111 Apply security procedures to manage intoxicated persons**

#### **Elements**

1. Confirm and comply with work procedures and legal requirements for managing intoxicated persons.
2. Prepare for work at venue.
3. Monitor the work area and identify and assist intoxicated persons.
4. Report security risk and complete incident documentation.

### **CPPSEC2112 Apply security procedures to remove persons from premises**

#### **Elements**

1. Confirm and comply with work procedures and legal requirements for removing persons from premises
2. Monitor the work area and identify person requiring removal from premises.
3. Assess risk, select response options and seek support.
4. Apply interventions and remove person from premises.
5. Complete incident report.

### Excerpt from Office of Fair Trading website Queensland

A crowd controller keeps order at a public place. They can:

- screen the entry of people into a place
- monitor or control their behaviour while inside
- remove people for bad behaviour.

You need to hold a current licence to do this job. To become licensed, you must:

- meet the eligibility criteria
- complete your training and attach proof of qualifications
- fill out and lodge the application form.

You will need a crowd controller licence if you work:

- as security at a licensed premise such as a hotel or club
- as security staff at public sporting events, a restaurant, or a shopping centre.

The training package for crowd controllers under the *Security Providers Act 1993*, has been updated and replaces the CPP07 training package.

From 21 January 2020, your training must include all 14 modules from the CPP20218 Certificate II in Security Operations.

### Training Methodology

There are three Units of Competency that cover the Crowd Control training component, and these are assessed holistically meaning we assess all three units together. The three units are:

**CPPSEC2110** Monitor and control individual and crowd behaviour to maintain security

**CPPSEC2111** Apply security procedures to manage intoxicated persons

**CPPSEC2112** Apply security procedures to remove persons from premises



## Self Directed Research

### Research Task 1 Crowd Controller Code of Practice

Download and read the Crowd Controller Code of Practice from the Office of Fair Trading (Queensland) website

1. In the OFT Website Open Security Industry
2. Open legal requirements for security industry
3. Tap on more information
4. The Code is on the right hand margin

This can also be found under [legislation.qld.gov.au](http://legislation.qld.gov.au)

There are a number of questions that relate to the Crowd Controller Code of Practice

### Research Task 2 National Alcohol Guidelines

<https://www.qld.gov.au/health/staying-healthy/atods/alcohol/standard-drinks>

## Legislation

### Liquor Act 1992

#### S 9A When a person may be taken to be unduly intoxicated

For this Act, a person may be taken to be unduly intoxicated if— (a) the person's speech, balance, coordination or behaviour is noticeably affected; and (b) there are reasonable grounds for believing the affected speech, balance, coordination or behaviour is the result of the consumption of liquor, drugs or another intoxicating substance.

#### 165A Refusing entry to premises

- 1) An authorised person for premises to which a licence or permit relates may refuse to allow a person to enter the premises if—
  - a) the person is unduly intoxicated; or
  - b) the person is disorderly; or
  - c) the person is a minor, other than an exempt minor; or
  - d) the authorised person suspects on reasonable grounds the person is a minor and the person fails to produce acceptable evidence that the person is not a minor; or
  - e) show that, if admitted to the premises, the person will be an exempt minor;
- 2) A person must not enter, or attempt to enter, premises to which the person is refused entry under subsection (1).  
Maximum penalty—25 penalty units.

- 3) If a person attempts to enter premises despite being refused entry to the premises under subsection (1), an authorized person may use necessary and reasonable force to prevent the person from entering the premises.
- 4) A person must not resist an authorised person who is preventing the person from entering premises under subsection (3).  
Maximum penalty—25 penalty units.
- 5) In this section—  
Authorised person, for premises to which a licence or permit relates, means—  
the licensee or permittee; or  
an employee or agent of the licensee or permittee.

### **165B Preservation of other rights to prevent entry to premises or remove persons from premises**

Sections 165 and 165A do not limit any rights a person has under another law to prevent entry to premises to anyone or remove anyone from premises.

*Example —*

A licensee decides on a dress standard for persons in the licensed premises. The licensee may exercise the licensee's rights apart from this Act to stop anyone who does not comply with the standard from entering the premises.

#### **Comment:**

Note that the use of force must be necessary and reasonable. It is good practice to ensure there are at least two of you conducting the eviction. Some licensed premises have the bar manager request the person to leave. This is also good practice as it takes the security guard out of the confrontation. Your role is then merely to back up the manager. It is not good practice for Security Officers to make decisions about evicting people and then carrying out the eviction before they have referred the matter either to the bar manager or the security supervisor. Having another person there to assist you with evicting someone not only provides you with physical support it also ensures you have someone there who can corroborate your version of events if the matter later became subject to any sort of complaint or enquiry.

While the act gives you the power to remove persons, we are also aware that some licensed premises will not remove persons. If someone who should be removed is asked to leave and they refuse to go, then management will call the police and request the police remove the person concerned. This is a direct result of public liability concerns that many in the entertainment industry

have about being sued for the actions of their staff should an injury occur in the act of removing someone from licensed premises.

### **S 165. Removal of persons from premises**

#### **Removal of persons from premises:**

Your power to remove persons from licensed premises is contained in the Liquor Act 1962 as set out below:

1. An authorised person for premises to which a license or permit relates may require a person to leave the premises if
  - a) the person is unduly intoxicated; or
  - b) the person is disorderly; or
  - c) the person is creating a disturbance; or
  - d) the person is a minor, other than an exempt minor; or
  - e) the person has entered the premises despite being refused entry under section 165A; or
  - f) the person refuses to state particulars, or to produce evidence, as to age when required to do so under section 167
2. A person must immediately leave premises when required to do so under subsection (1).  
Maximum penalty—25 penalty units.  
If a person fails to leave when required under subsection (1), the authorised person may use necessary and reasonable force to remove the person.
3. A person must not resist an authorised person who is removing the person under subsection (3).  
Maximum penalty—25 penalty units.
4. In this section—  
Authorised person, for premises to which a licence or permit relates, means—
  - a) the licensee or permittee; or
  - b) an employee or agent of the licensee or permittee.

An authorised person means the licensee or permittee or an employee or agent of the licensee or permittee. *This includes a security guard/crowd controller*

### **Underage Drinkers**

#### **Liquor Act 1992. Section 167. Ascertainment of Age.**

- 1) For the purposes of this Act, an authorised person, may require another person whom the authorised persons suspects on reasonable grounds to be a minor and to be contravening a provision of the Act
  - a). to state all relevant particulars concerning the other person's age; and
  - b) to produce evidence of the other person's age

This particular section gives you the authority to ask for identification from a person whom you suspect on reasonable grounds is a minor. Note the words “reasonable grounds”. The best way of forming a reasonable belief is to get another security officer or employee to look at the person concerned and then together you can form the belief the person is under 18 years of age.

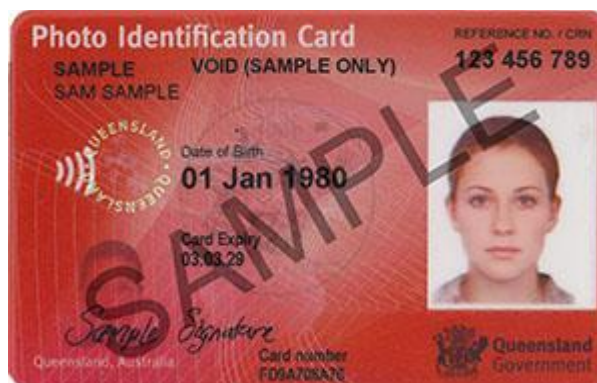
If you have another look at Section 165 you can see that if you suspect a person is under 18 years of age and they fail to produce identification you can refuse them entry to the premises or ask them to leave. It doesn't matter if they are over the age of 18. Unless they can prove it then you are within your rights to request they leave the premises or decline them entry. However, remember that in order to ask someone for their identification you must form a belief on reasonable grounds they are under 18.

### ***Acceptable forms of ID***

Five forms of ID are acceptable in licensed venues, some of these are also available as digital ID:

- a photo identification card (for example, a Proof of Age card or Australia Post Keypass identity card)
- Australian driver licence or learner permit
- foreign driver licence
- passport (from any country)
- other recognised proof of age cards.

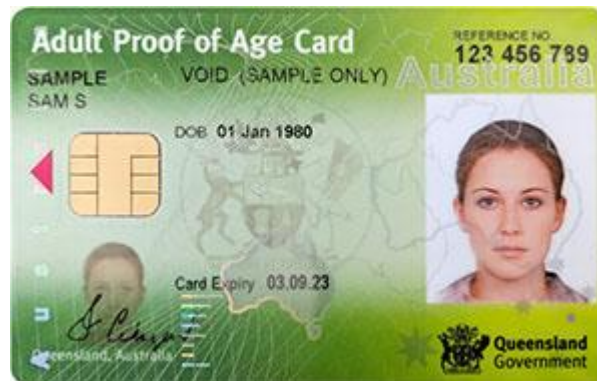
### **Photo Identification Card**



The photo identification card:

- provides proof of age for Queenslanders aged 15 years or older
- is an ideal form of photo identification for people who are not old enough to get a driver licence or don't hold a driver licence or passport.

- The photo identification card replaces the adult proof of age card. From April 2019, adult proof of age cards will no longer be issued.
- If you hold a photo identification card and are applying for a car (class C) learner licence for the first time, you may be eligible to receive a [reduced learner licence fee](#).
- Adult proof of age cards issued prior to April 2019 are still valid and should be recognised until the card expiry date shown on the front of the card.



Adult proof of age cards replaced the 18+ card. If you hold an 18+ card, it is still valid.

### Exempt Minors

#### Queensland Government Business and Industry Portal

It is illegal for minors to be on licensed premises. However, the following are exemptions to this requirement:

- the premises has a current community club licence, community other licence or restricted liquor permit, and the minor's presence does not contravene the club's rules or a condition of the licence or permit
- the minor is on the premises for a purpose, and in circumstances, approved by the Commissioner for Liquor and Gaming or stated in a condition of the licence or permit
- the premises has a current community club licence, community other licence or restricted liquor permit, and the minor's presence does not contravene the club's rules or a condition of the licence or permit
- the minor is on the premises for a purpose, and in circumstances, approved by the Commissioner for Liquor and Gaming or stated in a condition of the licence or permit
- the minor is eating a meal on the premises or is accompanied by a responsible adult who is responsibly supervising the minor.
- the minor is a resident on the premises
- the minor is working on the premises to perform duties as an employee of the owner, or occupier, in the conduct of a lawful business or while receiving training for employment or work experience (see below)
- the minor is attending a function being held on the premises

But, if the minor is on the premises after 5pm, and the licence for the premises is a nightclub licence, then the exemption does not apply. In this case, the minor is not exempt even if eating a meal on the premises or in the company of a responsible adult.

It is important to note that all staff of licensed premises (including bar staff, contracted security, bottle shop attendants and restaurant staff) are responsible under the *Liquor Act 1992* for ensuring minors (except exempted minors) do not enter or remain on licensed premises. Licensees must ensure their staff are aware of their obligations and the potential fines that may apply.

### **Minors working on licensed premises**

Under the *Liquor Act 1992*, children under the age of 18 may work in licensed premises; but they must not work in licensed premises that operate under an adult entertainment permit.

If your liquor licence does not include an adult entertainment permit, provisions of the Child Employment Regulation 2006 may also affect you. Specifically, minors are prohibited from: being employed in licensed premises that feature activities such as topless waitressing working while nude or partially nude, being exposed to inappropriate roles and situations, including being present while another person is nude or partially nude in the workplace.

**158 False representation of age**

- 1) A person must not falsely represent himself or herself to have attained 18 years for a wrongful purpose.

Maximum penalty—25 penalty units.

- a) A person must not—make a false document that could reasonably be taken to be genuine acceptable evidence of age for the purposes of this Act; or
- b) give such a false document to another person; knowing the document to be false and with intent that the document be used as acceptable evidence of age for the purposes of this Act.

Maximum penalty—

in the case of a minor—25 penalty units; or

in the case of an adult—40 penalty units.

- 2) A person must not falsely represent to an entity that the person has reached 18 years to obtain a proof of age card mentioned in section 6(a)(i) knowing the representation to be false.

Maximum penalty—25 penalty units.

- 3) In subsection (1)—

*Wrongful purpose*, of a minor, means— intending to be supplied with liquor; or entering into premises to which a licence or permit relates.

**160 Seizure of document wrongly used as evidence of age**

- (1) If a contravention of section 158 consists in production of—

(a) a genuine document that is acceptable evidence of age for the purposes of this Act of the person specified in the document; or

(b) a false document that could reasonably be taken to be genuine acceptable evidence of age for the purposes of this Act;

the person to whom the document is produced must seize and confiscate the document and give it to an investigator.

Maximum penalty—25 penalty units. (2) A person does not commit an offence by contravening subsection (1) if the person is not aware of the falsity of it

**DUTY OF CARE**

Duty of care was covered in Work Health and Safety. To review:

**What is a Duty of Care?**

A duty of care is a duty to take reasonable care to avoid acts or omissions which you can reasonably foresee would be likely to injure persons who are so closely and directly affected by your act or omission that you ought reasonably to have them in contemplation as being so affected when directing your mind to the act or omission in question.

## **Negligence Claim**

When an injury occurs, a claim may be brought by that injured person against you or your company on the grounds of negligence. Negligence is a common law action, that is, it is a type of claim which has been developed by the courts on a case-by-case basis.

By virtue of the principle of vicarious liability, any negligent act or omission committed by an employee will become the negligence of the employer, provided the employee is acting within the course of his/her employment when committing the act or omission.

What this means is that the injured person will usually sue your employer because your company is vicariously liable for the conduct of the employee whose act/omission is alleged to have caused the injury. However, if you are acting outside the scope of your employment, then you may find yourself personally liable and be sued by the injured party.

In order for a plaintiff to be successful in his/her claim of negligence and be awarded damages, he/she must establish:

- a) That the defendant owed the plaintiff a duty of care;
- b) That the duty of care was breached,
- c) That the breach has been the cause of the injury sustained by the plaintiff.
- d) Damage or loss was suffered by the plaintiff.

**Duty of care** in licensed premises means using minimal force, treating people with respect, always warning before taking action, making sure patrons leave safely and ensuring medical attention is provided to anyone who has become injured for whatever reason. You are criminally liable for injuries involving use of excessive force.

## **MONITORING ENVIRONMENT**

### **Venue Checking prior to opening**

Part of a Security Officers role at any place where they are employed as Crowd Controllers or to provide general security is to make a thorough check of the venue on commencing work and prior to the venue opening for the guests.

The types of venues include:



- Hotel function rooms
- Nightclubs
- Hotels
- RSL's and other Community Clubs
- Private homes
- Halls hired for venues etc.

The Crowd Controller must check these venues to firstly, make themselves familiar with the layout and secondly, to ensure that they are happy with the Workplace Health and Safety issues.

Place yourself in the position of a security guard hired as one of three guards to provide security at a private function being run in a function room of the local RSL. Before the guests arrive you and your team arrive and together have a walk round the room conducting a venue check. You are checking on the following safety requirement:

- Emergency exit doors. Check and ensure they are clear and are not blocked with old chairs and tables.
  - Check emergency stairways to make sure the door at the bottom is unlocked
    - ❖ Firefighting equipment
    - ❖ Fire hoses
    - ❖ Fire extinguishers
    - ❖ Fire alarm systems
  - Emergency power. Find out if the building has an emergency generator. If not make sure there are some torches to hand.
  - Toilets. Open and working. If not get the building management straight on to it.
  - Power leads and speaker leads. Make sure there are no leads trailing round the floor which guests might trip over and potentially injure themselves
- 
- Communication. Test your communications. Make sure the radios don't cut over the speaker system, check your mobile phones.
  - Look for fire hazards. Are there exposed ashtrays or rubbish bins full of paper? If so, get the building management onto it
  - Clarify whether or not the room has a sprinkler system
  - Your client is paying you to make sure these things are done.

With equipment make sure that it is in working order. It is no good having fire hoses that are not connected or doors that are padlocked. If equipment is not working, get the building manager or host over to sort it out.

As Security Officers sometimes our focus is too much on security and not enough on the safety of patrons. Bars on windows are very good for security as they keep out burglars. But those same bars can turn a room in to a death trap if they block peoples exit from a building during a fire. We constantly see situations overseas where people have died in nightclub fires because of overcrowding or locked exit doors. However, we don't have to look overseas for this type of thing as the Childers Hostel fire provides ample evidence of how things can go wrong in a fire with barred windows blocking escapes. One of the most important aspects of any pre-function venue check is the check that you carry out on firefighting equipment and emergency exits.

### **Work Tasks**

On commencing work in any environment, the first thing to do is to report to your supervisor, team leader or even the Licensee who is in charge of the venue.

It is at this stage you confirm your role for the night and clarify any questions you might have regarding your assignment. Research any documents that describe your role such as Post Orders or Position Descriptions which outline your role at the venue.

You will already know your dress/uniform requirements and as always, your dress should be neat and tidy and meet the requirements of the company or venue you are working at. Remember that you represent your company and or the venue and often you are the first-person people see on arriving and therefore their opinion of the venue could be formed by how you are turned out.

### **Site Layout and Communication Channels**

If you are unsure or don't know now is the time to check the layout of the venue. As described above have a walk round, check the fire escapes and other important points of interest test your radio and or mobile phone reception.

### **Monitor individual and crowd behaviour**

A security presence is provided by the very presence of the Security Officers concerned. Think about when you last went into a hotel or night club. If there was a team of smart looking Crowd Controllers on the door checking people's IDs and dress as they arrived, you might have thought that the place looked professional and well run. Contrast this with walking into a venue where there were no door

checks and the first thing you saw was a drunk asleep at a table and no sign of any member of staff showing any interest.

Sometimes all that is required is the security officer to be conspicuous so that people can see them and know that there is a security presence. Guard against becoming a toothless tiger. If you are there to do a job and if there are problems, part of that security presence is responding appropriately so the club gets the reputation for having a good security team who will take action if it is required.

When you are on duty as a security guard at a hotel or a concert make sure you are able to provide your supervisor with information as to what is happening in your area. If your supervisor calls you up or comes over to see you during their patrol, make sure you can point out the problem areas or persons.

When taking up a guarding position choose a place where you have a good view of the crowd and where people can see you. Don't get lost in the crowd or lose sight of your fellow security staff. Because of the noise in clubs and concerts you may find you cannot hear your radios. Security staff working in such clubs normally have developed a series of hand signals to advise if they want assistance.

### **Monitor Crowd Size**

In the case of a concert where all the tickets are presold it is pretty easy to estimate the number of people at the venue. Similarly, with some clubs electronic ticketing may record the number of people who enter and leave the premises.

It can be important to know the number of people in a club at any one time not only from a security point of view but because overcrowding may expose the manager or owner to legal problems. Most clubs will only be licensed to hold a certain number of persons and it is important that the numbers do not exceed that figure.

From a security point of view, we all know that overcrowding causes problems with people pushing and shoving at the bar, people getting hot and bothered and little issues leading to overreactions.

There are a number of ways in which you can estimate the number of people in a crowded venue:

- Use an electronic counter
- Mentally divide the venue area into grids and then calculate the number of persons in any one grid. Multiply that number by the number of grids and that should give you a reasonable estimate of the number of persons present.

- Count the number of persons seated at tables in a certain area and then multiply that number by the number of groups of tables of similar size.
- After a while it should not be hard for you to work out the number of people in a venue. Experience will tell you how many are on the dance floor and how many can be seated in comfort around the bars and tables.

Part of the security team's role at a club is to monitor the crowd size to ensure it doesn't get out of hand. That is why you will see queues outside night clubs as the security staff monitor entry and exit and maintain a reasonable crowd size.

Once the concert or entertainment is underway your job will be confined to monitoring the crowd. This is the busy time of the night. People may become progressively more drunk or under the influence of drugs. The crowd mood can swing depending on what's happening on stage or how you the security staff interact with them. An act of aggression by security staff such as excessive force in removing someone from the venue can cause tension between parts of the crowd and the security staff. This must be avoided at all costs as it can rapidly lead to an escalation in crowd disorder. An experienced security supervisor will quickly pull an overzealous security officer off the line and send them somewhere to cool down.

During this period your role in monitoring the crowd will include:

#### **Monitor crowd behaviour and safety – Actions**

- Regularly patrol your area of the venue
- Keep good humour
- Interact positively with the patrons. Keep them, on your side
- Monitor the fire hazards identified earlier
- Regularly check the emergency exits and keep them clear
- People will often sit in the aisles thereby blocking emergency exit for the rest of the crowd. Keep the aisles clear as best you can
- Identify the noisy and intoxicated groups and monitor their behaviour over the course of the night
- Do not tolerate violence toward other patrons
- Quickly remove trouble makers as per the instructions in dealing with conflict situations
- Monitor the wellbeing of other officers and get feedback from them, from time to time
- Identify potential problems areas and monitor
- Make sure you provide feedback to your supervisor
- Enjoy the show. Everyone else will be

## Directing Crowds

This is probably one of the easiest tasks in crowd control. You have carried out your venue inspection, so you will be well aware of environment. In addition, there may be documented instructions for all security staff advising them where they are to direct people arriving at the venue. In dealing with members of the public the rules are universal across all businesses

- Display good humour.
- Be polite
- Be firm
- Use nonverbal language, i.e. your hands and arms to move people along or to specified areas.  
People may not be able to hear you
- Tolerate displays of rudeness and abuse when necessary
- Warn patrons when you feel a warning is necessary
- Don't tolerate violence on other patrons or yourself
- Identify trouble makers early
- Monitor the traffic flow. Don't allow people to rush or too many to go to one area all at once
- Bring to your supervisors' attention where overcrowding or other crowd activity is likely to cause problems
- Remember your duty of care

Security Risk has been dealt with extensively in previous units including Crowd Control Training and by now you have a good knowledge of what constitutes a security risk and how to deal with it.

## Security Providers Act

### Section 47

#### Identification to be worn by crowd controller

When acting as a crowd controller, a licensed crowd controller must wear the prescribed identification, so the identification is clearly visible.

Maximum penalty—20 penalty units.

## Security Regulations

### 25 Crowd controller's identification—Act, s 47

The prescribed identification for section 47 of the Act is identification that complies with subsections (2) to (5).

- The identification must be worn on a licensed crowd controller's clothing at the chest.
- The identification must consist of—
- a number at least 3cm in height and 4mm in thickness; and

- the word 'security' in capital letters at least 1cm in height and 2mm in thickness.
- The numbers and letters must be black on a white background.

Each crowd controller at a public place must wear a different number.

## SECURITY PROVIDERS REGULATIONS

### Regulation 18

#### Liquor licensee to keep register of crowd controllers

- 1) The liquor licensee must keep a register of persons engaged by the liquor licensee to carry out the functions of a crowd controller for reward at the public place.

Maximum penalty—20 penalty units.

The register must be kept in a secure place at the public place.

The register must state the following in relation to each crowd controller—

- the crowd controller's full name and licence number, written in ink and so that they are easily legible
- if the services of the crowd controller are supplied by a security firm—the security firm's name and address
- the number of the identification that must be worn by the crowd controller under section 25;
- the date and time when the crowd controller starts each period of duty at the public place; and
- the date and time when the crowd controller finishes each period of duty at the public place;
- if the crowd controller is a restricted licensee and is to carry out the functions of a crowd controller under appropriate direct supervision—the name of the crowd controller who—
  - i. holds an unrestricted licence for carrying out crowd controller functions; and
  - ii. is to directly supervise the crowd controller for the purpose of giving the appropriate direct supervision;
- a. the information mentioned in subsection (4) about each incident at the public place—
  - i. involving the crowd controller and in which a person is injured; or
  - ii. requiring a person to be removed from the public place by the crowd controller.

For subsection (3)(g) the information is as follows—

- a) the date and time the incident happened;
- b) a description of the location at the public place where the incident happened;
- c) a description of each person involved in the incident and, if known, the person's name;
- d) details of the incident, including, for example, information about whether a person was removed from the premises because of the incident;
- e) details of injuries suffered by persons involved in the incident;

- f) details of action taken by the crowd controller or member of staff of the public place in response to the incident.

## Part II

### **CPPSEC2111 Apply security procedures to manage intoxicated persons**

#### **Elements**

1. Confirm and comply with work procedures and legal requirements for managing intoxicated persons.
2. Prepare for work at venue.
3. Monitor the work area, and identify and assist intoxicated persons.
4. Report security risk and complete incident documentation.

#### **Assess conflict situations**

Identifying conflict situations is more often the role of the crowd controller although that is not to say that a mobile or static security officer will not come across a conflict situation in the course of their patrol.

The Security Officer/Crowd Controller working in a night club or hotel environment is more likely to become involved in a conflict situation due to the fact they are dealing with a large number of persons, some of whom may be affected by alcohol to a greater or lesser extent and some of whom may be affected by drugs.

However, all security officers must be ready to negotiate when faced with a conflict situation. Negotiation techniques cannot be taught from a book they are honed through numerous interaction and review situations. Security officers with a continuous learning focus should conduct an interview debrief after every such contact. What did I do right? What set this person off? What seemed to calm them down? Trial and retrial your communication techniques. Every conflict situation is different. Time, experience and constant evaluation of your skill set will improve your ability and skills in this area.

Listed on the next couple of pages are examples of what causes conflict. These examples are taken from seminars we have run in the past for crowd controllers working in the nightclub and hotel scene. Although we have listed drunkenness and drug taking amongst the cause of conflict situations it is important to realise that normally there is a trigger or other event which causes the conflict to escalate. Alcohol and drugs will generally exacerbate an individual's reaction, that is, make it worse. Where normally an individual would be prepared to let a remark or behaviour go without comment, too much alcohol may cause a response which is excessive. For example, you may get away with ribbing someone about their favourite sports team at work but get a completely different result when they have a dozen beers on board and have been brooding about the team's

loss most of the afternoon. Unfortunately, as we all know, many people reactive quite differently when they have been drinking heavily.

### **Examples of conflict situations in Hotels/Nightclubs**

- Drunkenness
- Drug Consumption
- Males propositioning other male's girlfriends
- Girls winding up guys to "have a go" at someone else
- Drug deals
- Money debts
- Arguments (any cause)
- Spilt drinks
- Cigarette burns on clothes
- Crowded situations causing jostling and pushing
- Insulting remarks
- Comments over another person's behaviour or dress

### **Other conflict situations may relate to:**

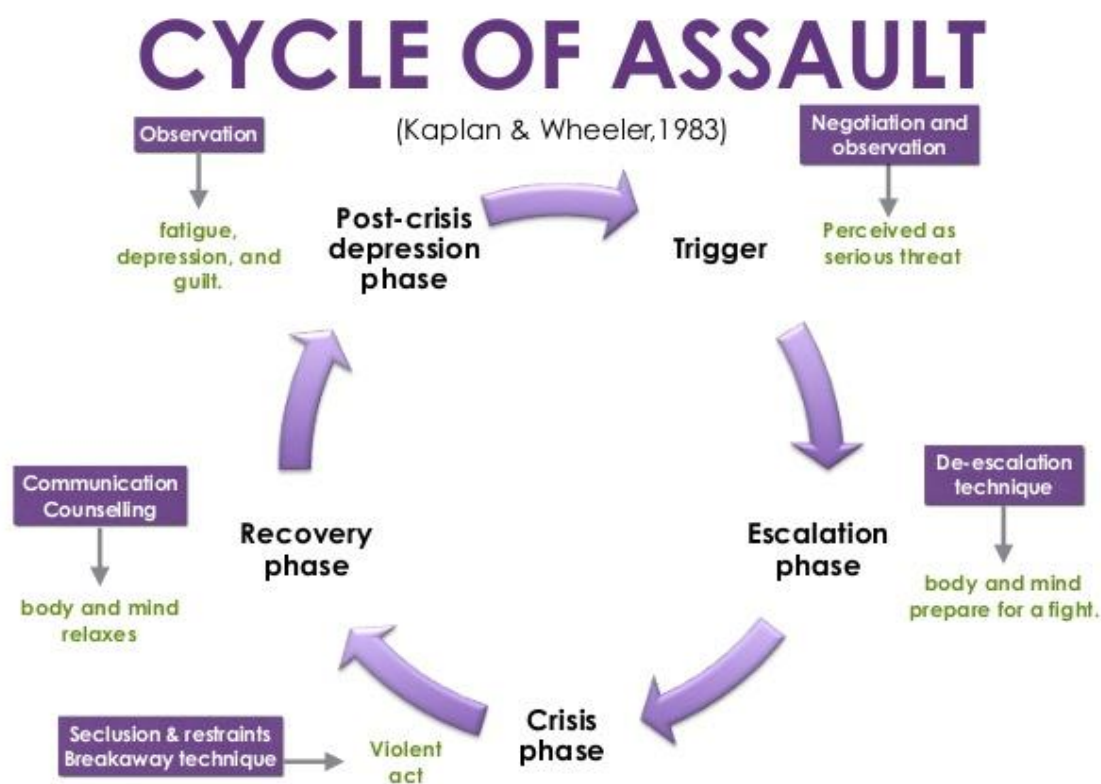
- accidents resulting in injury
- conflicts between members of public
- cultural differences
- destruction of property
- ejection of persons
- persons carrying weapons
- persons refusing to follow directions and guidance
- persons suffering from emotional distress or mental illness
- persons under the influence of intoxicating substances
- persons with criminal intent
- responses of young people due to past experiences of trauma or torture
- riots and demonstrations
- situations affecting the security of self, others or property
- violent, aggressive or threatening persons.
- Persons caught unlawfully in buildings
- Persons caught unlawfully trespassing in factory yards and building sites
- Shoplifters apprehended in shopping malls
- Dealing with groups of street kids
- Persons continuing domestic arguments and assaults in public places
- Persons who are drunk and disorderly in public places
- Persons caught spray painting walls



## The aggression cycle

While it may seem that fights, assaults and other acts of aggression occur as a spontaneous event there is a cycle of aggression that normally happens. The five phases are:

- Trigger
- Escalation
- Crisis
- Recovery
- Post Crisis



Source: [http://www.ala.org/pla/sites/ala.org.pla/files/content/onlinelearning/webinars/Assault\\_Cycle\\_Rev.pdf](http://www.ala.org/pla/sites/ala.org.pla/files/content/onlinelearning/webinars/Assault_Cycle_Rev.pdf)

## Trigger

The trigger event can best be described as any action or event that the aggressor identifies as an immediate threat to themselves or their wellbeing. Depending on the mental state of the person concerned the trigger event may be minor or major. For example, some people will not “trigger” until physically attacked while others may perceive an imminent threat as something as simple as being warned by a Crowd Controller about their behaviour or having a Police Officer knock on their front door.

## Escalation

The individual will now begin to display increasing signs of inner stress. Some of these signs are readily identifiable to experienced security personnel and include:

- A raised voice
- Pacing up and down
- Widely gesticulating
- Becoming increasingly agitated
- Threatening and abusing others
- Poking or finger pointing
- Clenching fists

It is at this stage that the Crowd Controller should become involved in an attempt to deescalate an increasingly tense situation. Good communication skills will allow you to defuse the situation and prevent it from escalating into physical confrontation.

## Crisis

If the situation is unable to be defused or if the incident spirals quickly out of control a physical assault may occur with the aggressor assaulting the person, he or she believes to be threatening them.

As soon as a physical incident occurs the Crowd Controller should move in to prevent injury to the parties involved or injuries to onlookers or persons nearby. The aggressor(s) should be separated and immediately removed from the area. Normally it is at this point that the aggressor will be evicted. Common sense dictates that both parties are not evicted through the same door at the same time.

An alternative action is to remove the aggressor to a quiet area and allow them to recover their self-control.

## Recovery

Once the confrontation is over most people will calm down, at least temporarily. It is important that you ensure that other parties involved in the incident are not allowed to crank the situation up again by yelling out insults or attempting to assault the person concerned.

## Post Crisis

Following the incident, the aggressor may exhibit symptoms of fatigue, guilt and or depression. Do not try and lecture or preach to the persons concerned as it is only at a later stage that the person may be in a position to evaluate their behaviour and draw lessons from it.

### **The use of force model or Situational Use of Force Model**

The Use of Force Continuum also called the Situational Use of Force Model is a guide to assist security officers when dealing with incidents requiring the use of force. The Situational Use of Force Model visually represents a security officer surrounded by the use of force options available to the officer.

This model assists the security officer to select the most appropriate option(s) to resolve an incident. The 'Situational Use of Force Model' is not restrictive. Security officers may select other 'use of force' options to escalate or de-escalate the use of force as necessary.

Security officers should consider all the 'use of force' options available to them and all the circumstances of an incident when determining the most appropriate use of force option(s) to be used.

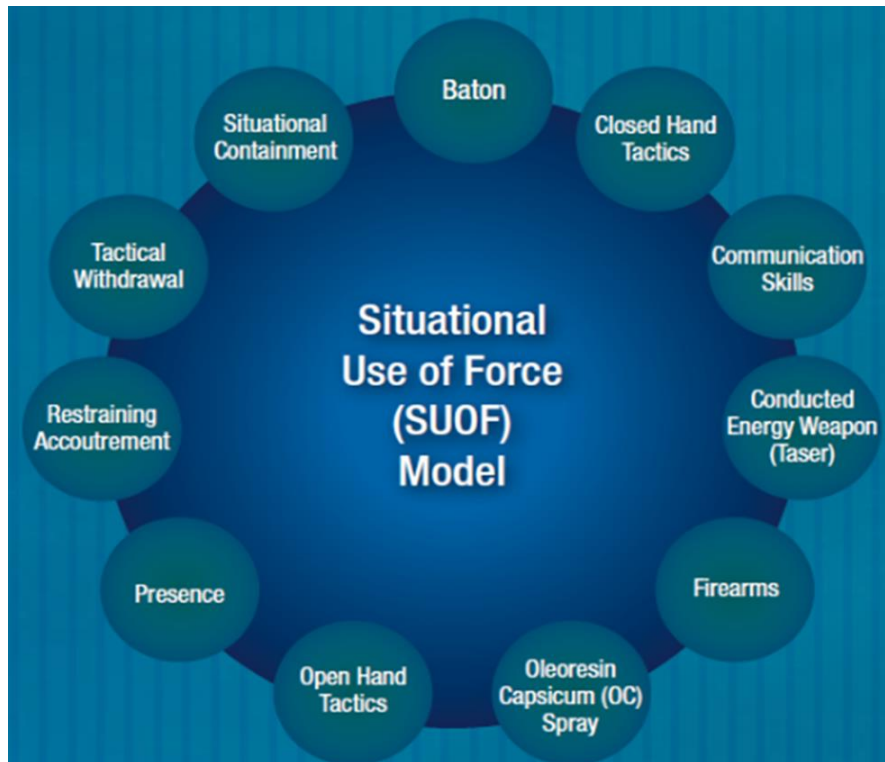
Security officers should bear in mind that all 'use of force' applications must be:

- authorised;
- justified;
- reasonable / proportionate / appropriate;
- legally defensible; and
- tactically sound and effective.

In this regard to selecting the appropriate use of force option security officers should also consider the following factors when selecting a use of force option:

- the physical attributes of the person concerned as opposed to the officer;
- the circumstances and location of the incident;
- the possibility that the officer may be required to increase or decrease the initial 'use of force' option as the situation changes;
- the possibility of injury to the officer;
- the possibility of injury to the person concerned;
- the possibility of injury to other persons;
- in the case of security officers, the requirement to act quickly and professionally having made the decision to restrain a person to prevent an escalation of an incident.

The Use of Force Continuum also called the Situational Use of Force Model is based on police training and has been in existence for a number of years in one form or another. Essentially the continuum is displayed as eleven options, nine of which are available to security officers in Queensland.



### The Use of Force Continuum

- The Presence of the Security Officer
- Restraining Accoutrement
- Tactical Withdrawal
- Situational Containment
- Baton
- Closed Hand Tactics
- Communication Skills
- Conducted Energy Weapons
- Firearms
- Chemical Agents (OC Spray)
- Open Hand tactics

### **The Presence of a Security Officer**

The mere presence of a highly visible uniformed security officer or marked security vehicle often has a prevention effect and may be all that is required to prevent the commission of a crime or the continuance of disorder.

### **Restraining Accoutrement**

Security Officers in Queensland are permitted to carry and use handcuffs under strict conditions. Additional training in the use and carriage of handcuffs is required.

### **Tactical Withdrawal**

Withdrawing from a violent and dangerous situation to a safe distance and communicating and negotiating with the subject person is an option open to security officers.

### **Situational Containment**

Withdrawing from a violent and dangerous situation, containing the subject away from other persons and communicating with the subject person whilst backup and/or police attend are an option available to security officers.

### **Baton**

Security Officers in Queensland are permitted to carry and use batons under strict conditions. Additional training in the use and carriage of batons is required

### **Closed Hand Tactics**

There a number of blocks to punches and strikes that can be used prior to the application of holds. These require the application of practice before you could be considered proficient. Great care must be also being taken as there is a very high risk for injury to the subject person.

### **Communication Skills**

Effective communication techniques can often achieve the required result without the need to resort to further force. A positive assertive instruction may be all that is required to have a person comply with your request.

**COMMUNICATION SKILLS MUST BE USED AT ALL TIMES AND IN CONJUNCTION WITH ANY AND ALL OTHER OPTIONS.**

**Chemical Agents (OC Spray)**

Security Officers in Queensland are NOT permitted to carry or use chemical agents in Queensland. This is an offence under Queensland law.

**Open Hand Tactics**

Physical force is the used to block and prevent punches connecting and simple locks and holds to ensure compliance. This may involve physically supporting someone to assist them leaving premises when legally required to do so or a firm arm grip to ensure compliance with your instructions. The use of open hand techniques to guide, support and instruct are included.

**Temporary Incapacitation**

In certain circumstances a person may need to be incapacitated temporarily to enable them to be restrained for the police. As an example, a violent offender in a night club who had stabbed someone in the face with a broken bottle should be restrained or arrested and handed over to the police. A safe method of restraining someone is to use handcuffs. However, in Queensland it is illegal for a Crowd Controller to possess either a baton or handcuffs when employed principally for the purpose of maintaining order in or about a public place such as in a nightclub. Handcuffs and batons are restricted weapons under the Weapons Act and it is an offence to possess restricted weapons without lawful excuse. The Act specifically states it is not a lawful excuse merely because the person is employed as a Crowd Controller.

Great care must be also being taken that when restraining someone death does not occur through a Positional Asphyxia. (See follow notes on Positional Asphyxia).

The use of carotid artery holds, neck locks and other head or neck holds are dangerous and should be avoided. Such holds may cause serious injury to a person to whom they are applied.

**Deadly Force**

It is very difficult to define a situation where a Security Officer or Crowd Controller would be justified in using deadly force to cause the death of a person.

Any death caused by a Security Officer or Crowd Controller during the course of their duty will be examined by the Police and by the Coroner.

Where at all possible before a situation deteriorates to such a level of violence the police must be called to the scene.

## Communication Skills

### Interpersonal Techniques may involve:

- active listening
- being non-judgmental
- being respectful and non-discriminatory
- constructive feedback
- control of tone of voice, facial expression and body language
- culturally aware and sensitive use of language and concepts which engage minority groups
- demonstrating flexibility and willingness to negotiate
- effective verbal and non-verbal communication
- maintaining professionalism
- providing sufficient time for questions and responses
- reflection, summarising and paraphrasing
- two-way interaction
- use of plain English
- use of positive, confident and cooperative language.

### Active Listening

#### Refresher: Key points in active listening include:

- Encourage the other person to speak
- Nod your head in agreement when required
- Make encouraging comments such as “Go On”, “Yes” etc.
- Don’t interrupt the flow of conversation
- Make good eye contact
- Empathise with the other person
- Use silences to encourage the other person to speak and continue to speak
- Adopt a listening role
- Don’t debate what is said

Sometimes it seems to Security Officers that they are little more than referees and one of the more difficult tasks for any security officer is dealing with aggressive or difficult people. Such people will not be told what to do and will not accept an answer that you might give them. Every case is different. The most important thing to remember, when dealing with aggressive people, is not to get trapped into responding at their level. You must diffuse aggression. If someone comes in shouting at you over an issue the worst thing you can do is shout back as you are now both at an elevated level of aggression not far away from trading blows. You are a professional, your job is to diffuse that aggression and endeavour to resolve the issue. The following provide some pointers in dealing with aggressive and difficult people:

**Dealing with Difficult People:**

- Find out what they want. Sometimes people are just letting off steam. Ask the question. "Yes, Mr Smith I understand your concern what do you want us to do about this?"
- Don't make promises you can't keep. You can refer questions on, but you may not have the authority to resolve it
- Focus on the issues and don't be put off by side issues such as the personalities of the people involved
- Be confident and stand your ground
- Try and display a friendly caring attitude
- Do not display aggression. Keep your hands open and adopt an open posture.
- Make good eye contact
- Don't laugh at them
- Don't act disinterested or sigh or turn off with your body language
- Don't be distracted by other callers or the telephone
- Remember. This person has a problem. You are their point of contact. Do your best to show interest and resolve the issue

The main point to take out of this discussion is to remain calm, reasonable and responsive to the person you are dealing with. There will be occasions however when your calm reasoned approach is not going to work. You will need to become assertive and warn persons in no uncertain terms that if they continue to cause problems then there will be consequences.

**Case Studies in Managing Conflict Situations**

It is all very well advising people how to react in a given conflict situation, but we tend to learn better through experience. For that reason, the following case studies are presented as examples of how you might deal with a conflict situation.

The details in all these cases are true as they have been discussed with Security Officers in seminars we have run.

**Case Study One – Dealing with intoxicated persons**

A security officer in his capacity as a crowd controller was at the front door and foyer area of a chartered club. His role was to vet visitors, make sure people had membership cards or reciprocal membership or lived far enough away that they were entitled to enter the club. Unfortunately, the entrance was downstairs and on entering the club guests immediately went up a set of stairs to the bar and nightclub area. He was therefore somewhat isolated from the rest of the security team.



Three intoxicated males came into the foyer to seek entry. The security officer told them to sign the entry books and produce appropriate identification in accordance with the regulations. The three males simply swore at him and climbed the stairs and entered the bar.

The security officer did not try to prevent them entering as he feared an assault.

The security officer then went upstairs and spoke to the bar manager and advised him what had happened. The bar manager with back up from other bar staff and security personnel approached the three men. He advised them that as they had been drinking, they were not allowed alcohol but were welcome to have a meal. If they wished to stay, they had to go back down the stairs and sign in like any other guest.

Two of the persons complied. They went and signed the book and had a meal. The third decided to make a fight of it and was bodily carried out of the club by six security personnel.

This club runs a weekly debrief sessions where incidents such as this are discussed. In the debrief it was agreed the security officer at the front door had done the right thing as he could not handle three people by himself. He had sought assistance and the bar manager had organised sufficient staff to deal with any eventuality prior to taking action.

### **Case Study Two – Attempted Hold up of Cash Escort Staff**

An unarmed Security Officer was delivering cash from a client to a bank night safe at approximately 2200 hours in a small-town location. Due to a one-way street system he had to park his vehicle and walk some 25 metres to the bank. On his exit from the bank he noted a van blocking his vehicle in. As he approached a motorcycle with one rider pulled in to the end of the street. He immediately called his supervisor who called the police. A police officer was in a nearby building and immediately drew his firearm and approached the offender who was known to him despite his wearing a balaclava under his helmet.

The Officer effected an immediate arrest of two local criminals who subsequently both received terms of imprisonment.

Had the robbery been successful both offenders were armed with pieces of wood to be used as batons which could have seriously injured the security officer. In addition, they failed to realise that the security officer was coming out of the bank having already deposited the cash and therefore was carrying no money.

A subsequent debrief of the security company's SOPs ensured in the future the security van pulled up directly in front of the bank to lessen the risk to their staff.

### **Case Study Three – Fighting in a night club**

Two young males in a regional centre night club both known to each other and regarded as good customers commenced a fight in the club over an issue that had developed between them.

The fight drew a crowd of excited onlookers and there was a danger of associates of the two becoming involved. Security staff moved in and immediately evicted both males and placed them both on a one-month ban. Security staff then returned to the scene to make sure there was no flare up between associates.

In debriefing the incident, it was noted that the quick action had defused the situation and having staff return to where the incident commenced was sufficient to calm others down. Both parties accepted the ban and later were able to access the club again.

### **Comment**

These real-life events are examples of the type of conflict situation that can arise. Sometimes despite your best efforts there will be a quick deterioration in a situation and immediate action will be required. There are some learning points we can take out of these case studies and they are listed below:

- Take action quickly don't let a problem escalate
- Don't take on what you can't handle
- Seek back up when it is required
- Don't use excessive force
- Continue to monitor the problem area
- Remember the value of surveillance cameras
- Wear appropriate clothing
- Be professional
- Force should only be used as a last resort.

Remember also when requesting someone to leave license premises always endeavour to warn the person before evicting them and then always request that they leave giving them reasonable time to leave before the use of force is undertaken.

## EVALUATE CONFLICT RESPONSE

### Your responses could include:

- defusing the situation
- evacuating the premises
- isolating area of potential risk
- isolating risk
- notifying relevant emergency services agencies
- providing access for emergency services
- provision of first aid
- requesting back-up support or assistance
- tactical withdrawal
- use of negotiation techniques.

### Use of Force - Do's and Don'ts

The force that is used must always be the minimal that is required to achieve the objective. If you are attacked you are entitled to defend yourself, but it is illegal to take retaliatory action. You are always liable for any force you use that is excessive.

- Use only the minimal force required to achieve the objective
- When removing persons from premises do not use punches and karate strikes
- Locks are holds are more effective and safer
- Never continue an altercation outside the club or hotel
- Do not follow the patron to their car or continue a verbal argument
- Your job stops when the person is evicted
- Do not get involved in a one on one situation
- Seek assistance from other staff
- Always give the person a warning to leave unless their behaviour warrants immediate removal
- Always give a reasonable time for the person to leave
- Remember you are personally responsible for the consequences arising out of your use of force

### The Debrief

Debriefing an incident is becoming more and more common in the workplace. A few years ago, security staff were simply sent home at the end of a night whether or not anything major happened. Now whenever a major incident occurs companies with modern management techniques will organise a formal debrief of the incident.

This is particularly important to enable individuals to address concerns they may have about the action they or others took during the incident.

It is also common to read in the newspaper that whenever there is a major incident involving emergency services personnel, such as a fatal motor accident or fire, the staff involved will always be offered counselling. Security companies have traditionally not been good in this area but that is slowly starting to change.

The debrief is a formal mechanism for reviewing an incident and to assist staff de stress after the incident. During the debrief staff identify what occurred and examine the actions taken. It is not held with a view to criticise actions but rather it is held to identify what was done well and what could be improved in the future. Staff are also encouraged to share any feelings they might have in relation to the incident and this is a mechanism to deal with the accumulated stress of the situation.

If you are working for a nightclub where a major brawl occurred during the course of the evening, then as a supervisor you should be looking to debrief the incident before everyone goes home.

The debrief is best held shortly after the incident concerned so try and hold it before staff head away. Before you run it make sure you have completed all the necessary administration tasks such as completing the Crowd Controller's on-site log book.

### **Hints for facilitating a successful debrief situation**

- Make sure there are no interruptions
- Ensure privacy
- Get buy in from staff to keep what is discussed within the four walls
- Don't criticise
- Lead off by summarising what occurred
- Praise positive work
- Collectively identify what was done really well and reinforce that
- Collectively identify what could have been done better
- Identify strategies to improve poor performance
- Allow everyone to have their say
- Allow staff to vent their feelings
- Reassure staff who might be feeling vulnerable
- Finish off by summarising findings
- Thank staff for attending

### **Counselling needs**

From time to time staff may become traumatised by incidents they attend and may require professional counselling assistance.

As a Supervisor if you identify such a need or it is brought to your attention you have a Duty of Care to the employee to ensure they are offered professional assistance.

From a managerial point of view, you also need to bring the issue to the attention of your employers. If the employee is offered the assistance and declines it the Company must ensure they have a written record or audit trail. This is to safeguard the Company against later allegations that they failed to provide timely and adequate support and assistance to the employee.

### **Part III**

#### **CPPSEC2112 Apply security procedures to remove persons from premises**

##### **Elements**

1. Confirm and comply with work procedures and legal requirements for removing persons from premises
2. Monitor the work area and identify person requiring removal from premises.
3. Assess risk, select response options and seek support.
4. Apply interventions and remove person from premises.
5. Complete incident report.

##### **Introduction**

Security Guards, Crowd Controllers and Bodyguards from time to time may be required to use force. Negotiation to mitigate aggression is always preferable. However, should you be required to restrain anyone through the use of force then certain guidelines must be followed.

These guidelines relate to the degree of force which a Security Officer may use. Generally speaking, Security Officers and Crowd Controllers do not make arrests and it always preferable to take up an observation role and call the police to the scene.

The Use of Force in a self defence situation is covered during the discussion on Section 271 of the Queensland Criminal Code, Self defence against unprovoked assault. There is no specific defining legal case which spells out how much force a security officer is allowed to use, and all cases are judged on their merits. You must always relate back to the legislation which allows you to make effectual defence against any assault on you providing the force used is not intended, and is not such as is likely, to cause death or grievous bodily harm. We will first look at the legislation that is applicable to the use of open hand techniques in any situation.

## Legislation Review

### Queensland Criminal Code – Assault

#### 245 Definition of assault

A person who strikes, touches, or moves, or otherwise applies force of any kind to, the person of another, either directly or indirectly, without the other person's consent, or with the other person's consent if the consent is obtained by fraud, or who by any bodily act or gesture attempts or threatens to apply force of any kind to the person of another without the other person's consent, under such circumstances that the person making the attempt or threat has actually or apparently a present ability to effect the person's purpose, is said to assault that other person, and the act is called an assault.

In this section—

Applies force includes the case of applying heat, light, electrical force, gas, odour, or any other substance or thing whatever if applied in such a degree as to cause injury or personal discomfort.

#### Examples Direct and Indirect Assault.

- Striking a person with no justification is an example of a direct assault.
- Punching someone in the face with your fist is an example of a direct assault. Causing them to fall backwards and injure another party is an example of an indirect assault by you on the second person.
- Fraudulently advising a 15-year-old girl you can cure her cold by rubbing her chest area is an example of consent being obtained by fraud and is an example of an indecent assault with consent obtained by fraudulent means.
- Threatening to punch someone in the face when you have the ability to affect the assault is an assault.

#### Can we consent to being assaulted?

Yes. In certain circumstances we consent to being assaulted. As examples, think about sports such as boxing, league and rugby.

Also consider the potential for a criminal charge if the “assault” goes beyond that which is consented to. For example, if you are playing a game of league there is an implied consent for the opposition to tackle you. There is no consent however for the opposing player to jump up and down on your head once the tackle is completed and should serious injury result there is potential for the opposing player to be criminally liable for the assault on you

## 246 Assaults unlawful

An assault is unlawful and constitutes an offence unless it is authorised or justified or excused by law. (i.e. removal of certain persons from licensed premises under the Liquor Act)

The application of force by one person to the person of another may be unlawful, although it is done with the consent of that other person.

### Comment

Be in no doubt that if you punch someone you have assaulted them. The Act of using a baton to strike someone is an assault. The only thing saving you from a criminal conviction is whether or not the use of the baton is justified in law.

## S 271 Self defence against unprovoked assault

1. When a person is unlawfully assaulted, and has not provoked the assault, it is lawful for the person to use such force to the assailant as is reasonably necessary to make effectual defence against the assault, if the force used is not intended, and is not such as is likely, to cause death or grievous bodily harm.
2. If the nature of the assault is such as to cause reasonable apprehension of death or grievous bodily harm, and the person using force by way of defence believes, on reasonable grounds, that the person cannot otherwise preserve the person defended from death or grievous bodily harm, it is lawful for the person to use any such force to the assailant as is necessary for defence, even though such force may cause death or grievous bodily harm.

## 273 Aiding in self defence

In any case in which it is lawful for any person to use force of any degree for the purpose of defending himself or herself against an assault, it is lawful for any other person acting in good faith in the first person's aid to use a like degree of force for the purpose of defending the first person.

## Queensland Criminal Code

### Definitions

Bodily harm means any bodily injury which interferes with health or comfort.

Grievous bodily harm means—

- the loss of a distinct part or an organ of the body; or
- serious disfigurement; or
- any bodily injury of such a nature that, if left untreated, would endanger or be likely to endanger life, or cause or be likely to cause permanent injury to health; whether or not treatment is or could have been available.

### 283 Excessive force

In any case in which the use of force by one person to another is lawful the use of more force than is justified by law under the circumstances is unlawful.

### Some Assault Penalties

The following penalties are what can be expected if you were to be convicted of an assault.

At all times Security Officers must work within the law and use only force which is reasonably necessary in order to defend themselves. Security Officers run the risk of losing their license and serving a term of imprisonment when they step outside the boundaries of acceptable behaviour.

Common Assault. (Misdemeanour).	3 years imprisonment.
Assault causing grievous bodily harm.	14 years
Assaults occasioning bodily harm.	7 years
Serious Assaults	3 years

### Powers of Arrest

#### SECURITY OFFICERS HAVE NO SPECIAL POWERS OF ARREST!!!!

A security guard has no more power than that provided to every other citizen. Your security license does not give you any powers, it merely provides you with an identify card to show you are a licensed security guard.

You could face serious criminal charges for arresting someone when you have no authority to do so.

### Citizens Power of Arrest

Under the Queensland Criminal Code there is no such thing as a Citizens Power of Arrest.

You may detain someone in order to prevent a breach of the peace, but you must hand that person over to a Police Officer as soon as possible.

### 260 Preventing a breach of the peace

It is lawful for any person who witnesses a breach of the peace to interfere to prevent the continuance or renewal of it, and to use such force as is reasonably necessary for such prevention and is reasonably proportioned to the danger to be apprehended from such continuance or renewal, and to detain any person who is committing or who is about to join in or to renew the breach of the peace for such time as may be reasonably necessary in order to give the person into the custody of a police officer.



**Remember the key points**

1. If you make a “citizen’s arrest” you must hand the person over to a Police Officer immediately.
2. You must make sure that you have authority to detain this person. What action on their part allows you to detain them?
3. You must only use reasonable and necessary force in detaining them.
4. As always you can never verbally abuse, strip search or undertake any other action for which you could later be held liable civilly or criminally.

**Key Point**

Once you have handed the subject over to the Police, they are under no obligation to bring a charge. If the Police believe you have unlawfully detained the subject, you could be the person facing prosecution.

**355 Deprivation of liberty**

Any person who unlawfully confines or detains another in any place against the other person’s will, or otherwise unlawfully deprives another of the other person’s personal liberty, is guilty of a misdemeanour, and is liable to imprisonment for 3 years.

**What is a breach of the peace?**

Reference: Findlaw Australia Website [www.findlaw.com.au](http://www.findlaw.com.au)

*(A) breach of the peace is not an offence, but instead it is the basis for the execution of the common law power which prevents public disorder. Furthermore, breach of the peace is one element of other public order offences such as unlawful assembly or riot.*

*In attempting to establish what breach of the peace entails, we can turn to the leading authority of the concept which can be found in R v Howell, where Watkins LJ in the English Court of Appeal, defined breach of the peace in the following way:*

*“There is breach of the peace whenever harm is actually done or is likely to be done to a person or in his presence to his property or a person is in fear of being so harmed through an assault, an affray, a riot, unlawfully assembly or other disturbance.”*

The Queensland courts have established that the standards required to establish proof of a breach of the peace are such that the actions of the person would have to equate to ACTS PARAMOUNT TO RIOTING and have interpreted this section of the act that it was intending to prevent major disturbances escalating into a riot.

## Key Point

There is nothing here that justifies you arresting people for theft, insulting language, high spirits drunkenness etc.

## Trespass

### 277 Defence of premises against trespassers—removal of disorderly persons

It is lawful for a person who is in peaceable possession of any land, structure, vessel, or place, or who is entitled to the control or management of any land, structure, vessel, or place and for any person lawfully assisting him or her or acting by his or her authority, to use such force as is reasonably necessary in order to prevent any person from wrongfully entering upon such land, structure, vessel, or place, or in order to remove therefrom a person who wrongfully remains therein, provided that he or she does not do grievous bodily harm to such person.

(2) It is lawful for a person who is in peaceable possession of any land, structure, vessel, or place, or who is entitled to the control or management of any land, structure, vessel, or place, and for any person acting by his or her authority, to use the force that is reasonably necessary in order to remove therefrom any person who conducts himself or herself in a disorderly manner therein, provided that he or she does not do the person grievous bodily harm.

## Restricted Weapons

**Under no circumstances** will you carry a firearm while working as a Security Officer unless you and the Security Company you work for are licensed. Your company must be licensed to store, and issue firearms and you personally must have undertaken a Firearms Training programme and be issued with a license to carry firearms in your role as a Security Officer. There must be a legitimate reason to carry the firearm, such as undertaking a cash escort. In addition, there are restrictions on the number and type of firearms that Security Officers can carry during their employment. For that reason, there is a separate training programme relating specifically to firearms.

Less clear for some security staff is the question of restricted items and to assist in clarifying that the legislation relating to restricted weapons is outlined below:

### Section 67. Weapons Act 1990

1. A person must not, without reasonable excuse, possess or acquire a restricted item.
2. Maximum penalty - (10 penalty points )
3. For subsection (1), it is not a reasonable excuse to possess or acquire a restricted item for crowd or traffic control.
4. In this section “Restricted item’ means an item prescribed as a restricted item under the *Weapons Categories Regulations 1997*.

## Section 9. Weapons Categories Regulations 1997

The following items are restricted items for section 67 of the (Weapons) Act

- a) handcuffs, thumb cuffs or other similar restraints
- b) nunchaku or kung fu sticks or any similar device which consists of 2 hard non-flexible sticks, clubs, pipes or rods connected by a length of rope, cord wire or chain constructed or designed to be used in connection with the practise of a system of self defence and which if used offensively against a person is or are capable of causing bodily harm;
- c) a billy club, a baton or any device constructed or designed as a telescopic baton, not being a toy or a category M weapon, that if used is capable of causing bodily harm;
- d) any studded glove which if used offensively against a person is capable of causing bodily harm

As a Crowd Controller working at a night club or hotel or anywhere you are dealing with crowds the use of handcuffs and batons is specifically prohibited.

### Review of removal of persons from premises.

Removal of persons from licensed premises is one situation where the likelihood of violence and disorder increases. Done properly the removal of disorderly persons from a club or licensed premises lowers the potential for disorder and thereby enhances the safety for those remaining. The following points will assist you in the process:

1. The need to remove the person is identified
2. Do the person's actions constitute a reason to remove them under The Liquor Act? Is so what is it?
3. Have they been warned already?
4. Do their actions necessitate their immediate removal? For example, have they assaulted another patron?
5. Do their actions necessitate calling the police? Have they badly assaulted someone?
6. Advise another staff member you intend to remove the person. Why - The staff member can keep you under observation or assist you
7. Approach the person concerned
8. If appropriate warn them or advise them what they are doing is unacceptable
9. Make it clear their actions are not acceptable and a repeat will see them evicted from the club.
10. If appropriate ask them to leave and advise them because of their action they are being asked to leave the club
11. Tell them to leave the club and give them time to leave don't just grab them

12. Once you have decided to evict the person don't have a long and involved discussion with them.  
If necessary, tell them you will discuss it outside.
13. Make sure you are either too close or too far away from the patron to enable them to effectively throw a punch at you
14. Observe them carefully at all times so an unexpected assault on you can be dealt with
15. If the person refuses to leave signal your back for assistance
16. Make sure there are enough of you to effectively handle the incident
17. Identify your course of action.
18. Advise other staff of the course of action. Tell them that you are going to take an arm each and walk the person out of the premises. You all need to know what the proposed course of action is so that you can work as a team.
19. Keep the communication going with the person being evicted so they know what is happening.
20. Inform them that they are being evicted as you walk them out the door. Keep communicating with them.
21. It goes without saying never throw patrons down the stairs. This could cause serious injury
22. If the situation looks like deteriorating with a number of persons set to assault you and your colleagues, then withdraw at that stage and discuss your options. Your options include:
23. Calling the police. A number of clubs are now using the police for the removal of aggressive patrons. That way the security staff are assisting the police in their actions and not becoming involved in bar room brawls
24. Closing the bar
25. Cutting off the supply of alcohol
26. Getting additional staff to the site
27. In a one on one situation with a compliant patron walk slightly behind the person you are removing
28. Where two staff are required it is safer for you both to take an arm each and quickly assist the patron out of the premises
29. If you have the luxury of additional staff always have one Crowd Controller in front to clear the path and open any doors. Be very careful of glass doors that might inhibit your progress.
30. Don't forget attacks from behind. Experienced Crowd Controllers will try and have a fourth person covering their backs as they leave as it is not unknown at this stage for bottles to be thrown or other persons to jump on the backs of the departing security staff.
31. Return to the incident spot once the action has been taken. Make sure everything has been quietened down and the crowd's mood returns to normal as quickly as possible.

- **Assess risk, select response options and seek support.**
- **Apply interventions and remove person from premises.**

There will be situations where you will need to use empty hand techniques to control a violent or aggressive person. What comprises empty hand techniques are discussed later but as the term infers we are talking about controlling a person without the need for weapons. In any situation where there is a likelihood of you having to use Open Hand Techniques the following guidelines apply:

**1. Applicable provisions of legislative and organisational requirements relevant to own role, competence and authority are identified and complied with**

Know your law. Powers under Sections 165 and 165A of the Liquor Act, Assault, Self Defence etc. Don't take action unless you are legally justified. Remember our training teaches two types of safety that is, physical safety and legal safety. Always work within the law.

**2. Movements and actions of subject are continually observed to anticipate movement and aggressive actions.**

You continually monitor the aggressive person in order to be able to anticipate their violent actions.

**3. Stance and distance from subject maximises range of defensive options and tactical advantages in physical contact.**

Don't get so close that the subject can assault you. Keep a safe distance.

The stance you adopt is defensive in nature and not aggressive.

**4. Alternative *response options* are assessed for viability and withdrawal options are identified and incorporated into defensive options.**

Refer to response options. Your option must maximise effectiveness while minimising injury and escalation of the incident.

**Response options may include but are not limited to:**

- separation / isolation
- sending alarms
- tactical withdrawal
- use of specialists / experts

- cultural support
- defusing the situation
- request for assistance
- use of negotiation techniques
- restraint of person
- use of empty hand techniques

**5. Personal safety needs are identified and maintained.**

Your personal safety is paramount. You are not expected to place yourself in a potentially dangerous situation without back up or other assistance.

**Personal safety needs may include:**

- working in a team
- provision of back-up support
- appropriate vehicle
- personal protective equipment
- access to specific security equipment
- additional training
- clarification of own role and responsibilities
- Appropriate interpersonal techniques are used, and communication is maintained with subject.

**6. Appropriate interpersonal techniques are used, and communication is maintained with subject**

Refer to communication techniques. Communication techniques are designed to defuse a situation without the need for physical action.

**Communication techniques may include:**

- language, verbal or non-verbal
- two-way interaction
- constructive feedback
- active listening
- questioning to clarify and confirm understanding
- interpreting and assessing actions for risk
- interpreting non-verbal and verbal messages

- observation techniques
- use of positive, confident and co-operative language
- control of tone of voice and body language
- use of language and concepts appropriate to cultural differences
- use of clear presentations of options and consequences
- demonstrating flexibility and willingness to negotiate

**7. Empty hand techniques are applied in accordance with use of force guidelines.**

You must ensure that techniques you use are within the self defence guidelines.

You must always comply with legal requirements which mean you are always liable for the excessive use of force and may be criminally and or civilly liable for excessive, unnecessary or unjustified use of force.

**What are Empty Hand Techniques?**

- Empty hand techniques may include but are not limited to:
- body positioning
- body safety
- avoidance techniques
- take down techniques
- locking and holding techniques
- impact techniques
- blocking techniques

**8. Grip on subject is secure, firm and applied using level of force proportionate to the context of the threat.**

This is self-explanatory. You cannot use excessive force but the grip on the patron being removed or dealt with must be firm enough to prevent them assaulting you or other persons and to assist them should they fall or stumble.

**9. Holds are applied quickly to appropriate areas of the body using recognised techniques.**

Acceptable holds include wrist and arm locks.

Head locks and carotid artery holds are dangerous and should be avoided.

**10. Strikes and blows from subject are anticipated in positioning adopted and parried or blocked using recognised techniques.**

Effective blocking techniques include the appropriate stance and the use of arm blocks to avoid blows from the assailant.

**11. Contact with subject is limited to minimum necessary to removing immediate threat and discontinued at cessation of threat.**

At the cessation of trouble, you must ensure your involvement comes to an end. You cannot continue to apply an arm lock after the necessity for it has passed. This would mean you are applying excessive force and could be charged with assault.

**12. Weapons and potentially dangerous items are removed from subject and located a safe distance from incident area.**

This is self-explanatory. Under no circumstances should you allow an offender to retain a weapon which has been used in an assault. There are several reasons for this.

- The weapon could be used against you or other patrons
- The weapon could be passed to friends or associates of the offender
- The weapon is evidence of an assault and should be seized and handed to the police
- The weapon may contain evidence of the offender including DNA

**13. Situations requiring assistance are identified and sought from relevant persons.**

Do not walk in to a situation thinking you will handle everything yourself. Assess the situation. If assistance is required, make sure you get back up. In any event it is always best practise to have two Crowd Controllers remove someone from premises. The reasons for this are twofold. Firstly, it provides physical protection for you and secondly it provides corroborating evidence of what occurred should the person you evict later make a complaint to the police or you are required to give evidence in court as to the actions of the offender.

**14. Subject is maintained at safe distance from members of the public and opportunities for escape are identified and limited.**

In a situation where it has been decided that for the safety of the public a person must be removed then care must be taken to maintain close surveillance on the subject so that they cannot continue to assault members of the public or other staff.

Security staff have no powers of detention and to continue to hold someone against their will may result in a criminal prosecution against you and civil action against the venue. If someone is detained for something like a serious assault, then the Police must be called, and the subject handed over to their custody.



## **15. Restraint of subject is conducted in compliance with established procedures**

If you are required to restrain someone following an altercation, then the Police should be called to the scene. By restraining someone you are affecting an arrest.

If the Police are not readily available seek advice from the Police Control Room. Often the situation is that when breaking up a fight Crowd Controllers are required to restrain someone until they regain their self-control. Once a person has calmed down it is not unusual for them to apologise to the stage and offer no more trouble as they are escorted off the premises.

Read the following section carefully as people have been known to die as a result of being restrained by Police or Security Staff.

### **Positional asphyxia**

#### **Preventing lethal restraint positions**

The following advice was taken directly from an American Police Web Site the comments in bold are illustrated because they are more likely to occur in the security environment.

- a) Never restrain the subject's hands and legs together. The application of hog-tied restraints adversely affects proper breathing by preventing a change in position.
- b) Do not leave a subject in control restraints lying on his back or stomach. Also, do not position the subject leaning forward in a sitting position with hands and legs restrained together. These positions can also contribute to obstruction of the airway, thereby resulting in positional asphyxia.
- c) Do not put weight on the subjects back, such as with your knee, for a prolonged period. This practice adds stress to the respiratory muscles and inhibits movement of the diaphragm and rib cage.
- d) Furthermore, do not keep the subject waiting in a restrained position without being properly monitored. Monitor the prisoner by watching the three ABCs: Airway, Breathing and Circulation.
- e) Airway – The path is free of obstruction and allows the flow of air to the lungs.
- f) Breathing – Air flows to and from the lungs.
- g) Circulation – A heartbeat and pulse are present.
- h) Many factors contribute to a victim's susceptibility to positional asphyxia. There is an increased risk for positional asphyxia if one or more of the following indicators are present.

- Alcohol Intoxication
- Drugs (especially cocaine, other controlled substances)
- Physical Aliments (obesity, especially "big bellies," chest deformity, etc.)
- Delirium, "Bizarre or Frenzied Behaviour".
- (mental disease including schizophrenia and/or drug intoxication)
- Respiratory Diseases (asthma, emphysema, etc.)

**16. Subject is escorted from incident scene to a secure location in accordance with organisational procedures.**

This is a self-explanatory comment.

You do not escort someone back through a fight scene unless you have a sufficient number of staff. Generally speaking, you will only be escorting persons off the premises and not in to secure locations. If the incident is serious enough to warrant you detaining someone the police must be immediately notified and their advice sought.

**17. Effectiveness of response is reviewed and evaluated against circumstances of the incident.**

Your response will only ever include actions that are lawful taking in to account all the circumstances of the case. When using a weapon such as a baton only bony structures below the neck are appropriate such as an elbow to make an offender drop a weapon such as a knife. Under no circumstances should baton blows be aimed at the head due to the possibility of serious injury.

Many security companies have a "No Strike" policy which is an indication that the industry considers most security personnel do not need to strike the offender either with closed or open fist or a weapon such as a baton.

When evaluating the response, you should ensure that any use of force was proportionate to the incident you were dealing with.

**18. Incident observations are provided accurately and constructively**

Records and reports may include

- incident reports
- security logs / journals
- running sheets

- vehicle / personnel activity reports
- written / computer-based information
- request for assistance forms
- radio / telephone records

**19. Review findings identify areas for improvement and recommendations for amendment of response procedures are provided for future practice.**

During the debrief into an incident it should always be the aim to identify areas for improvements and if necessary, arrange for alterations to the response scenario. Debriefs should always aim to identify both the good and bad of a major operation with a view to improving the response at the next incident.

**20. Relevant documentation is completed and securely maintained with due regard to confidentiality in accordance with organisational procedures.**

Incident Reports and entries into the Crowd Control Register are required for all incidents where a person is evicted from the public place or where an injury has occurred or where force has been used on a member of the public.

**21. Effects of stress and other issues related to own well-being are recognised and managed using appropriate stress management techniques**

Minimising stress is discussed during your tutorial. However, at the end of all major disturbances there should be an opportunity to debrief the incident and minimise stress. Counselling should be sought if the individual feels they need it and companies employed Crowd Controllers should be in a position to offer it as a workplace Health and Safety issue.

**Effects of stress may include:**

- inability to concentrate
- uncoordinated movements
- over talking
- frustration
- increasing aggression
- tiredness

**SUITABLE LOCKS AND HOLDS**

There are several locks and holds that can be used effectively in the security industry. Some of these are described below and are illustrated in your training:

### **Escort Hold (Come along hold)**

No pressure applied to the subject. Can immediately be used to force the person to the ground with a straight arm bar or apply the Transport Wrist Lock for forcible removal.




#### **COME-ALONG HOLD**

1. Approach person from the rear-side position.
2. With your hand firmly grip the person's wrist and rotate the wrist and;
3. Push down on the elbow joint.
4. Remove person by walking forward to destination.
5. Come-Along Hold can be applied by two officers – one on each hand.


## Wrist Lock

This lock immobilises the subject and allows forcible removal from premises. If violence occurs more pressure can be used to control the subject.

	<p><b>Wrist Lock</b></p> <ol style="list-style-type: none"> <li>1. The Wrist Lock is used when the person has resisted the Come-Along Hold and the Security Officer has determined that more force is justified.</li> <li>2. Usually the person will automatically bend their arm whilst resisting and this can be used to your advantage. Move the elbow into your sternum or into your armpit to lock it in place.</li> <li>3. At the same time, bend the wrist and whilst folding the wrist towards the arm, apply sufficient pressure to lock the arm into your body.</li> <li>4. Warning – if you don't hold the elbow into your body tight enough, the person will lift his elbow into your chin.</li> <li>5. To achieve the best result, apply pressure onto the person's middle knuckle and at the same time, have your fingers wrap around the knife edge of the hand and twist slightly.</li> <li>6. By applying sufficient force so that the person is on their toes, this will achieve the best results.</li> <li>7. Walk person to the desired destination.</li> <li>8. Verbal commands should also be given whilst carrying out this manoeuvre.</li> <li>9. If person obeys your commands, the pressure needs to be relaxed slightly.</li> </ol>
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## Straight Armbar

An armbar is a joint manipulation in which pressure is applied on a locked elbow, just above the joint, in the direction the joint will not bend. An armbar has to be locked in quickly, but still requires a slow, steady pressure to gain compliance.

	<p><b>Straight Armbar</b></p> <ol style="list-style-type: none"> <li>1. Use the right hand to grab the opponent's right wrist.</li> <li>2. Bring the left hand down on or above the opponent's elbow joint. To gain additional leverage, pivot to face the opponent.</li> <li>3. Use the left hand to apply downward pressure on or above the opponent's elbow joint while pulling up on his wrist.</li> </ol>
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## Self Defence Blocks

There are a number of blocks to punches and strikes that can be used prior to the application of holds. These require application and practise before you could be considered proficient.

### WARNING NOTE: DANGEROUS HOLDS

#### Lateral Vascular Neck Restraint (LVNR) and Head Lock.

The application of what is known as the Lateral Vascular Neck Restraint (LVNR) or any form of headlock or neck restraint can be highly dangerous.

The carotid artery hold is designed to cause unconsciousness through cutting the supply of blood to the brain. Incorrect application can result in death or serious injury. **DO NOT USE THIS HOLD.**

Other headlocks and neck holds place an unacceptable risk of death, serious spinal damage or other serious injury to the subject it is applied to.

**Any form of neck restraint, head lock or carotid artery hold is highly dangerous.**

As a responsible Training Organisation Five Star Security Training does not teach or advocate the use of such restraint holds.

We urge students who wish to pursue self defence as a sport or physical activity to work with a recognised club to further their knowledge and skills in the self defence or martial arts area. Look for indicators that will confirm the clubs standing such as National Affiliation, Insurance, Qualifications of Trainers, Awards etc.

It is critical in undertaking Crowd Control and Security Officer duties that any use of force be minimal and within legal guidelines at all times.

Remember always the greatest weapon at your disposal is your professionalism, good humour and ability to communicate.

### **Subsequent Actions – The Paperwork**

Remember that in Queensland there is a need for you to comply with Section 17 of the Security Providers Regulations in that you must complete an entry in the register of crowd controllers. This register must be kept at your workplace and you must record

- details of each incident at a public place
- in which a person is injured, or
- requiring a person to be removed from a public place by the crowd controller

Failure to complete the register can amount to a liable of 20 penalty points.

In normal circumstance requiring the use of force you should also complete an incident report.

### **ASSESSMENT**

When you have finished studying this Unit of Competency go to the questions in the student workbook that relate to this unit and complete those questions before starting on the next unit.