

# Basic Security Training

## Sawaeed-Certis

### Abu-Dhabi

### UAE

#### Chapter One

#### UNDERSTANDING THE UNITED ARAB EMIRATES

##### INTRODUCTION TO UAE

##### History of UAE

The United Arab Emirates (UAE) is located in the Middle East next to Saudi Arabia and Oman and comprises of seven Emirates as, Abu Dhabi, Dubai, Sharjah, Ajman, Ras Al Khaimah, Fujairah, Umm Al Quwain. Abu Dhabi is the capital of UAE. Each Emirate has a ruler.

UAE is traditionally a collection of individual tribes, later individual Emirates. UAE came together as a federation in 1971. The first president and founder of the nation is his **Highness Sheikh Zayed Bin Al Nayan**.

##### UAE FACTS

- In 1820 Britain established itself and dominated the Gulf States.
- 1971 - Independence of the country and the State of the United Arab Emirates was officially born.
- The UAE is comprised of 7 emirates, the largest being Abu Dhabi.
- The largest number Muslims belong to the Sunni Sect.

The Emirates state are all muslims, therefore alcohol is not served except in hotels. It is an offence to drink or be drunk in public and penalties are severe. Dress and behavior should be modest, particularly during the month of Ramadan when it is disrespectful to smoke, drink or eat in public between sunrise and sunset. Women's clothes should be covering the tops of the Arms and legs. Cohabiting, adultery and homosexual behavior are illegal in the UAE and it is an offence to wear or make rude gestures or show a public display of affection. In general the country has a tolerant approach to western visitors, but local laws and sensitivities should be respected.

UAE has a sub-tropical, arid climate. Rainfall is not frequent and irregular. Mainly in (Dec to Jan). Temperatures range from a low of about 50 degrees Fahrenheit to a high 118 degrees. The mean daily maximum is 75 degrees Fahrenheit in January rising to 105 degrees Fahrenheit in July.

##### UAE Local Time

- UAE time is + 4 hours GMT or 4 hours ahead of the Greenwich mean time. GMT is used for all 24 of the world's time zones.
- UAE lies between 55°16 East and 25°16 North

##### Spoken Language

The official language is Arabic, Arabic and English are commonly used in business and commerce. Hindi and Urdu are also widely used.

##### Economy of UAE

- The UAE has a rapidly growing economy with a high GDP per capita and energy consumption per capital. The GDP per capita is currently the 15th in the world and third in the Middle East after Qatar and Kuwait as measured by the International Monetary Fund.
- Although the UAE is becoming less dependent on natural resources as a source of revenue petroleum and natural gas export still play an important role in the economy, especially in Abu Dhabi
- UAE has 10% of the world Oil and world 4<sup>th</sup> largest Gas reserves
- **Exchange Rates:** Emirati Dirham Per Us Dollar 3.67

- **Electricity:** 220 Or 240 Volts Ac 50hz
- **Public Transportation – Bus and Taxi Services**

#### Map of UAE



#### The Tallest Man Made Structure on Earth (Dubai, UAE)



#### PRIVATE SECURITY IN THE UAE

Private security is a commercial service providing protection and security to specific clients with focus on prevention. The role of private security in UAE is primarily to provide security and safety prevention through presence (visible). The goal of security is the identification and prevention of problems that can negatively affect the clients.

#### **Labour and Immigration Law in UAE.**

Prior to engaging in security service in UAE, the person must have been issued a Work permit and Employment Visa. The Ministry of Labour issues work permits and the Ministry of Immigration issues Employment Visas.

## Security

Licensed private security guard companies in Abu Dhabi are contracts Security Company. Security Guards Company obtains business by contracting with clients to provide security guards/services. The primary role of privates Security in the UAE is prevention of Crimes that can affect the clients.

**Inspecting Security guards and Security companies is carried out by** Private Security Business Department (PSBD). **PSBD Inspectors inspects guards on duty & security company offices to ensure standard are met.**

Five (5) responsibilities of PSBD are:

- Approving Security Companies.
- Establish Standards.
- Licensing Companies.
- Inspecting Companies & Guards on duty.
- Enforcement of Private Security Law.

*Private security protects People, Property, and Information. Security Company & employees are a team in which each side has duties & responsibilities.*

The Arabic word for Security is “AMIN” which means “SAFE or FREE from DANGER”

**The two major division of security are:**  
***Public and Private Security.***

- *Public Security are the Police Force*
- *Private Security are the Security Guard*

The Police Force:

- *Prevent Crime*
- *Detected Crime*
- *Apprehend Offenders*
- *Enforce Laws*

**The Private Security:**

In-House and Contract Security

In – House Security

- *Some private security is provided by business of building for themselves, rather then by a contract security company. This is called in-house security; in house security is no more permitted in the UAE Law except in hiring a guard to protect your own house*

Contract Security Service Company

Provide private security services to protect People, Property and Information on contract bases

**Private Security Services include:**

- Uniform Guards Patrol
- Investigation Services
- Dog Patrols
- Special Event Security
- Personal Protection (VIP)
- Security Consulting
- Internal Investigation
- Security Equipment Installations and services

**HAZARDS:** There are two types of hazards security provide protection for, Man made and Natural hazards.

Examples of Man made hazards are

- Crime
- Fire
- Civil disturbances
- Bomb threats
- Accidents

**Examples of Natural hazards are:**

- Flood
- Earth quake
- Fire
- Wind or Sand storm
- Acts o nature

**Basic Security Guard duties:**

Security guards perform Static and Patrol duties according to the site order. Site Order is a detailed documentation of duties in which a client requested from the security company and which the security guard assign to that site is expected to follow in performing is duties.

**Site Order for security.**

- Also known as post orders.
- A set of requirement for the security at a specific location,
- Contains information about that location & how security is to be provided.

You may be required to recall every months or yearly what happens in your site.

**METHODS OF PROTECTION**

Building or Perimeter Protection: e.g. Fences, Walls and Doors

Alarms or Surveillance systems: e.g. Intrusion alarms and Video

Solutions to security problems can be implemented by:

- Fire preventions and controls: examples are Smoke detectors, Heat detectors, Sprinklers systems and Fire Extinguishers
- Emergency and disaster planning
- Accident preventions and safety rules
- Enforcement of rules and regulations

**Private security provides protection service for:**

- Clients
- Public (People who use a clients property)
- Government Officials (on contract)
- VIP

**How do you protect people? (Ways of protecting people can be by)**

- Observation of crime against a person
- Keeping people out of a hazardous area
- Being alert to dangerous situations or hazard
- Ensuring a safe environment

Protection of property by private security may include

- Clients property
- Personal property
- Store merchandise
- Public property e.g. parks, roads, government buildings

Some of the tools used to protect property and people are:

- Barriers
- Surveillance equipment e.g. C.C.T.V
- Your observation power
- Awareness of your surrounding
- Patrols
- Searches
- Alarms
- Locks
-

## Chapter Two

### ROLES AND RESPONSIBILITIES OF SECURITY GUARDS

#### NOTEBOOK

A Notebook is one the most important tools for a Security guards. It is used to record information that is valuable and document the important parts of your duty. **Your notebook is your official memory.**

#### **Why take a good notebook**

- **It shows professionalism**
- It shows you followed proper policies and procedures
- It helps you to justify your actions
- It an effective way to remember what happened
- Your notebook may be required in court

#### **Using a Notebook:**

- Ensures accountability
- Helps you remember important event
- Helps with writing reports
- Assist others in an investigations

You may be required to recall events months or years after they happen. **Your note book is your official memory.** Always record notes **as an event is occurring or As soon as possible after an event**

#### ***When making notes in a notebook:***

- Be clear
- Be concise
- Be consistent
- Be complete
- Be factual

#### **Proper note procedures:**

- Keep your note with you always
- Use only one note issued by the authority
- Never destroy your notebook
- Keep your notebook in a safe location
- Return your notebook to your employer when you leave the company
- Correct all errors immediately by ruling a single line over the word(s) and sign it

#### **Using notebook for a report:**

Your notebook can aid your later report writing so while writing your notebook you must not:

- include Profanities unless they are part of a statement
- include Personal notes
- Tear out or remove pages

#### **Daily Shift entries in a notebook:**

At the beginnings of every day shift:

- Day of the week
- Date
- Assignment of post (Location)
- Supervisor
- Weather condition if applicable
- Assigned equipment
- Any lave taken immediately before the current date
- Shift start time
- Shifts finish time

#### PROFESSIONALISM

*One of the goals of this training is to help in developing professionalism in security industry in the UAE.*

#### ***Who is a professional?***

*A person with the skills and attitudes to do his/her job in the best way possible.*

Code of Conduct:

*We shall:*

- **work as a team to fulfill clients needs**
- **be totally honest in all our dealings**
- **demonstrate respect for each other, the public and our clients**
- **consistently meet our operational standards**
- **respect authority and instruction**
- **reward individual initiative**

***We Shall not tolerate:***

- theft , fraud and dishonesty
- disrespect for clients needs
- tardiness
- abuse of privileges
- breach of uniform/deportment (bearing & behavior) standards
- abuse of personal/civil rights
- failing to be truthful

Professional manner.

- *Working in a professional manner.*
- *Keeping a positive attitude.*
- *Working to keep out negative influence*

Identify correctly what your main concern/function/course of action is, and deal with it.

- **do not become side tracked**
- **give reasons for compliance**

Don't threaten

- **Expect the question why?**
- **Set context**
- **Explain your grounds/reasons**

Professional conduct

- *Use appropriate tone and volume of voice*
- *Avoid sarcasm and use volume appropriate to the task.*
- *Ignore verbal abuse. Some people object to security measures, and you should not respond to verbal abuse at all.*

***Some negative influence to be avoided***

- *Be a problem solver, and not a problem avoider. Avoiding problems will not fix them and will not improve your situations*
- *Every shift should start and end with asking yourself (AM I THE BEST SECURITY GUARD I CAN BE?)*

Discretion

- *Discretion is the careful use of good judgment in each individual situation to decide how to act.*

Public Relation

- *Public relations are the skill of presenting an idea or subject in the best possible light.*
- *Good public relations can make a significant impact on the ability of your employer to attract and keep client and that is ultimately good for you.*

***Integrity Ethics:*** *it is permanently important that security guard work within boundaries of integrity and ethics.*

Integrity is having the qualities of

- Reliability: Doing what you say you will do
- Honesty : Being truthful about what you do
- Trust: Confidence that you will do the right things

**Integrity is one of the most important qualities a security guard must have.**

*Clients have selected your company and your company has selected you because they believe they will receive reliability, honesty, & trust.*

*It is important to have personal as well as professional integrity.*

### **Being a Professional Security Guard is**

- *When possible, and within the scope of your job doing more than necessary for the client or the client's customers.*
- *Maintaining a friendly relationship with client staff and at the same time ensuring that your job is done.*

Misconduct comes from not acting with integrity and ethics. Some examples of misconducts are:

- Coming late to duty
- Failing to go on patrol
- Sleeping on duty
- Not writing the occurrence book and not writing report

Causes of misconduct

- *Peer pressure*
- *Opportunity*
- *Rationalization*
- *Frustration*

### **TEAM WORK**

A Security Guard is never alone. There is always a team, either right there or in the background. Good team work mean working in cooperation towards a common goal. Remember the four C's which are:

#### **Working as a team**

- *Collaboration*
- *Cooperation*
- *Creativity*
- *Clarity*

**Department** is the way in which guards present themselves to the public and consist of number of factors.

#### **Aspects of deportment are:**

- *Uniform*
- *Behavior*
- *Posture*
- *Demeanor*
- *Conduct*

*Your uniform represents your company to the world; your deportment is the relationship between you, your employer and the client.*

### **SECURITY AWARENESS AND CRIME PREVENTION**

*Security guard is expected to be aware of the surroundings and activities at a work site.*

*Awareness means:*

- Being attentive
- Remembering what happened in the past

The key to **awareness** is **KNOWLEDGE**

Remember the goal of security is identification and prevention of problems that affect your client.

#### **Security Guard prevent crime by**

- *Being aware*
- *Making suggestions*
- *Being visible*
- *Talking to people*
- *Sharing information*
- *Write good notes & complete report*

*In order to identify problems you must be able to know and understand what is going on around you and constantly compare that to normal.*

*It is part of the role of a security guard to assist client and the police in preventing crime. Crimes can be prevented by:*

- Using Electronic tagging
- Security Guard be visible
- Use of fences, alarms and locks

## **OBSERVATION SKILLS**

*In order to have good security awareness you have to be observant. Observation is a skill that can be learned. The decisions you make on what action to take depend on what you have seen and how you have assessed what it means.*

### **Observation skills allow us to:**

1. Gather information that is useful
2. Understand what we have seen
3. Use that information as needed

One of the basic roles of a security guard is to observe and report. What are we observing? People, before and after an incident or accident scene.

*Part of the roles of Security Guard is to **assess** an event and determine whether it is a routine or require action.*

- *Not all observations need to be shared, only those which have impact on the security of your client or customer.*

Observation skill can be Reactive or Proactive.

## **REPORT WRITING**

Writing a report is Security Guard way of passing on information to his employer and clients.

### **There are two major types of reports:**

- ***Administrative Report***
- ***Operational Report***

#### **Administrative Reports:**

- Deal with routine function
- Internal memos
- Equipment requests
- Holidays leave
- May be standardized
- May be free-form memo
- Between the Security guard and the Security company

#### **Operational Reports:**

- Deal with the events encountered while on shift
- Occurrence reports
- Details of the security concern of the clients
- Reports of intruders
- Damage to property and security violations
- Actions taken by security guards in conducting a criminal investigation
- From the Security guard to both the security company and the clients.

#### **Purpose of report**

- Official record
- States what you did and why
- Suggests future actions needed
- Provides statistical record taking
- Aids other professionals to do their job

Good Report contains.

- *Factual*
- *Accurate*
- *Objective*
- *Complete*
- *Concise*
- *Clear*
- *Mechanically correct*
- *Well organized*
- *Narrative (The story)*
- *Use Who, what, where, when and why and How (5 W's and 1 H)*



## HEADINGS FORMAT

- Time of security arrival
- Location of event
- Time of event
- Police officers in attendance
- Last person to secure premise
- Witness
- Suspect name
- Who owned property stolen
- Disposition of property

## STYLE OF REPORT

- Leave white space
- Use topic headings
- Sign and date
- Always evaluate and proof-read report
- Is your report legible?
- Full details of incident
- Too much details is preferable to having too little

## DO NOT INCLUDE

- Slang
- Jargon
- Profanities unless part of a witness or suspect statement
- Your opinions about somebody unless supported by facts

## When to write a report

- *When required by your supervisor*
- *When required by your company policy*
- *When an event occurs that requires investigation.*
- *To justify an action taken*

## Who reads security report?

- *An outsider investigator*
- *A lawyers in a court*
- *An insurance company*
- *The public*
- *Your supervisor or manager*
- *Another guard*
- *A client*
- *Police*
- *Other government agencies*
- *Media*

A narrative report has INTRODUCTION, BODY AND SUMMARY

## Important consideration when writing a report:

- *Assume your report could be read by anyone.*
- *Don't say any thing in a report that you can not justify.*
- *A narrative or a story about the message you are trying to sent.*

## EFFECTIVE RADIO COMMUNICATION

Using a Radio Communication is an important security guard tool,

## Why is it Important?

Allows you to summon help from other Security guards

Allows you to ask someone or request for outside help

Allows you to ask for information e.g. Direction

Allows you to give important information to others

Aid in your safety

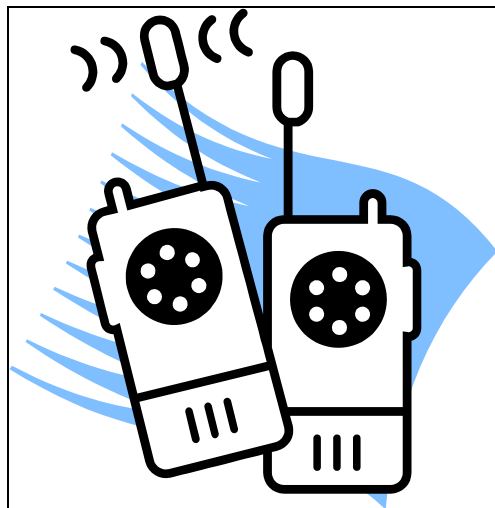
## WHILE USING RADIO COMMUNICATIONS

### ***Do the following:***

- Quickly think about what you are going to say before you say it.
- Speak clearly and carefully.
- Be brief and concise.
- Use the proper radio codes and terminology.
- Find a good transmission area.

### ***Don't: do the following:***

- ***Break into another transmission, except in the case of emergency***
- ***Get carried away with "radio slang".***
- ***Give out locations, telephone numbers on the radio.***
- ***Use the radio for personal use.***



## STANDARD PHONETICS ALPHABET

A – Alpha  
B – Bravo  
C – Charlie  
D – Delta  
E – Echo  
F – Foxtrot  
G – Gulf  
H – Hotel  
I – India

J – Juliet  
K – Kilo  
L – Lima  
M – Mike  
N – November  
O – Oscar  
P – Papa  
Q – Quebec  
R – Romeo

S – Sierra  
T – Tango  
U – Uniform  
V – Victory  
W – Whiskey  
X – X-ray  
Y – Yankee  
Z – Zebra

### **24 hours Clock**

Midnight – 2400 hours.  
12:30 am – 0030 hours.  
1:00 am – 0100 hours.  
2:00 am – 0200 hours.  
3:00 am – 0300 hours.  
4:00 am – 0400 hours.  
5:00 am – 0500 hours.

6:00 am – 0600 hours  
7:00 am – 0700 hours  
8:00 am – 0800 hours  
9:00 am – 0900 hours  
10:00 am – 1000 hours  
1100 am – 1100 hours  
1200 am – 1200 hours

### **PM**

1:00 pm – 1300 hours  
2:00 pm – 1400 hours  
3:00 pm – 1500 hours  
4:00 pm – 1600 hours  
5:00 pm – 1700 hours  
6:00 pm – 1800 hours  
7:00 pm – 1900 hours

8:00 pm – 2000 hours  
9:00 pm – 2100 hours  
10:00 pm – 2200 hours  
11:00 pm – 2300 hours

### **Common mistakes**

- Talking too fast
- Talking too soft
- Jammed sets

## **HANDLING INCIDENT AND CRIME SCENE**

### **MAINTAINING SCENE SECURITY**

An incident scene is any place where something has occurred that needs to be investigated, whether or not a crime has occurred.

An incident or accident scene can become a crime scene. As a **first responder**, a security guard may need to ensure that an incident scene is kept intact for the police.

### **PRESERVING AN INCIDENT SCENE**

There are three important investigation considerations for a security guard when attending an incident scene.

1. Prevent destruction of evidence
2. Prevent false evidence from appearing
3. secure the scene for investigators

### **DOCUMENTING AN INCIDENT SCENE**

- Notes in your notebook
- In a report
- Take photographs
- An incident scene drawing

If it is serious incident, take a drawing of the area in your notebook, including:

- Location of evidence
- Direction – for an outside drawing (North should always be at the top)
- All items in the area

### **HANDLING EVIDENCE**

Evidence is anything that is factually based and can be used to assist someone in coming to a conclusion or judgment.

Evidence is a critical part of any investigation and must be handled properly.

Evidence relevant to an event may be found at a crime or incident scene, or at another place.

### **USE OF EVIDENCE TO**

- Determine the facts of an incident
- Recreate events occurring before or after an incident
- Identify people / things related to an incident

### **THREE KINDS OF EVIDENCE ARE**

1. Verbal
2. Documentary
3. Real

#### ***Verbal evidences:***

- Words spoken by a witness in court while under oath or affirmation.

#### ***Documentary evidence:***

- Documentary evidence is written, typed, printed or drawn. It could be a violation ticket, permit or will.

#### ***Real evidence:***

- Real evidence is physical object, thing or substance which has some connection to the incident being examined in court.

### **ADMISSIBILITY OF EVIDENCE**

#### ***If it:***

- Is relevant to an issue to be determined by the court
- has had proper care and custody
- has been properly identified

### **Best Evidence Rule**

- The evidence presented in court must be the best evidence available and, if possible, the “original” evidence.

## CONTINUITY OF EVIDENCE

Evidence must be able to be traced continuously from the time it was found to the time it is used in a court. This process is known as **establishing continuity of evidence**.

## HOW DO YOU DOCUMENT EVIDENCE

- Note in your notebook
- In a report
- Photographs
- C.C.T.V. recording
- Where it was found
- By whom
- In what condition
- When
- Describe it

## WITNESS

Witnesses are important part of the investigation process. Most crime is solved because someone saw something. The statement of a witness is evidence.

Who can be a witness?

- An adult
- Children
- A control room operator watching CCTV
- Anyone who saw something

If you are the first responder to an incident scene as a security guard, and after ensuring any injured people are dealt with, you should consider whether there were any witness to the incident.

## INTERVIEWING WITNESSES

- Separate multiple witnesses
- Name of witness
- Choose a quiet location
- Introduce yourself
- Have them tell their story
- Review what they have said
- Act out what happened
- Have witness write out their statement or dictate it
- Have witness read statement and sign
- Final review

## VERBAL AND NON VERBAL COMMUNICATION SKILLS

### EFFECTIVE COMMUNICATION SKILLS

**Effective communication is talking in the right way to ensure that it is understood as intended. Communicating effectively is the most important skill a security guard can master**

Who does the security guard communicate with?

- Clients
- Client's employee
- Customers
- Public
- Supervisors
- Other security guards

Effective communication can be accomplished by using

- *Presence and Dialogue*
- Good Listening

#### **Dialogue Includes**

- *Speaking Clearly*
- *Presenting the right message*
- *Listens is half of dialogue and about not been forgotten*

**The three parts of effective communication are**

- *The right message*
- *In the right way*
- *Understood as intended*

## DEALING WITH DIFFICULT PEOPLE

Communication can be difficult if the person you are dealing with is difficult. Dealing with difficult people is an inevitable part of being a security guard

### Barriers to Effective Communication

- Cultural differences
- Stereotyping or Prejudice
- Negative contacts

### Types of Customers

- ☹ Nice
- ☹ Humble
- ☹ Rude
- ☹ Nasty(cruel)
- ☹ Proud
- ☹ Arrogant (Overconfident)
- ☹ Impatient
- ☹ Egocentric
- ☹ Disrespectful
- ☹ Argumentative

### Turning a negative into positive

- Act professionally
- Be confidence in your work
- Try and solve persons problem

### Preventing a negative contact from happening

- Be willing to help
- Explain, tell why
- Don't make assumption

### Why some customers are difficult

- ☹ Tired
- ☹ Confused
- ☹ Defending their pride
- ☹ Feel ignored
- ☹ Nobody is listening
- ☹ Don't understand your language
- ☹ Treated poorly before
- ☹ Bad mood
- ☹ In a hurry

### Things not to do when dealing with a difficult person (people)

- Be difficult in return
- Be sarcastic or rude
- Agree or laugh

All above only cause most people to become angrier. Sometimes, the best response is no response. Use your resources, contact your clients, contact other security guards and Keep positive attitude

The most important tool in dealing with difficult people is your **attitude**.

## WORKPLACE SAFETY

Workplace safety is how a security guard can prevent or deal with accident in the workplace. Security guards often work in a potentially dangerous environment, but even normal work sites have hazards.

### Potential Danger in Worksites

#### What hazards should you look for?

- *Physical hazards*
- *Machine hazards*
- *Biological hazards*
- Material handling

**Any worksite can be dangerous**

# Chapter Three

## LAW AND LEGAL AUTHORITY

### POLICE IN THE UAE

Private Security supports the Police in UAE in ensuring a safe and stable society. Part of being an effective security guard is maintaining good relationship with the Police.

#### **THE PRIMARY OBJECTIVES OF POLICE IN U.A.E ARE:**

1. Preserve and protect life
2. Preserve and protect property
3. Enforcement of laws
4. Conduct Investigations

#### **POLICE ORGANIZATIONAL STRUCTURE**

1. Responsibility for the Policing in the U.A.E. is under the Minister and Deputy Minister of the Interior.
2. Each emirate has its own Police Chief

#### **COMMON RANK STRUCTURE FOR U.A.E. POLICE FORCE**

<u>Rank</u>	<u>Insignia</u>
General	Cross sword & Falcon
Brigadier	Falcon three stars
Colonel	Falcon & two stars
Lt. Colonel	Falcon & one stars
Major	Falcon
Captain	Three stars
First Lieutenant	Two stars
Second Lieutenant	One stars
First Sergeant	Three strips & star
Sergeant	Three strips
Corporal	Two strips
Lance Corporal	One strips
Policeman	Plain uniform

#### **EMERGENCY NUMBERS**

*Emergency telephone numbers:*

- **Police:** 999
- **Ambulance:** 998
- **Fire:** 997

#### PRIVATE SECURITY RELATIONSHIP WITH THE POLICE

**To successfully protect the public and clients, security personnel should know:**

- **How to best co-operate with the police**
- **How and when to call for assistance**
- **What is required when police do visit your site**

#### **WHEN TO CALL THE POLICE**

Examples of when you should call the police include when:

1. Crime is committed.
2. An emergency situation exists (fire)
3. You see suspicious persons
4. There is a disturbance caused by a group of people.
5. An assault, burglary, robbery, MVA has occurred

#### **POLICE MAY ENTER UPON PRIVATE PROPERTY**

- **On invitation**
- **With a warrant**
- **In fresh pursuit of suspect**
- **To investigate a criminal offence they believe to be "in progress"**
- **In an emergency to preserve and protect life**

#### **FLOW OF INFORMATION**

When dealing with the police, most information will flow one way, from the security to the police.

## **POLICE INFORMATION FOR SECURITY GUARDS**

If the police attend your site as result of an investigation, the three initial pieces of information you will need for both your notebook and report are:

- Name and rank of the officer (police officer)
- Number of the officer (police officer)
- Incident or file number (get from the police)

## **UAE LEGAL SYSTEM**

### **DEFINITION OF LAW**

“A body of rules which regulate government and members of society and are recognized and sanctioned by government and society together”

### **FUNCTION OF LAW**

The basic functions of the law are divided into two categories:

1. Rights & Privileges
2. Obligations

### **WHAT IS A CRIME**

“A crime is an Act or Omission which in contrary to either Shari’a, Federal, or Emirate Law, or a combination of two or more”.

### **THE THREE MAIN SOURCES OF LAW IN THE UAE ARE:**

- *Shari’a Law*
- *Statute Law (Civil, criminal)*
- *Customary Law*

### **DIFFERENCES BETWEEN SHARIA LAW AND STATUE LAW/PANEL CODE**

Article #1 of the UAE Penal Code 1987 states as follows:

#### **Islamic Shara**

“The provisions of Islamic Shari’a shall apply to crimes liable to the punishments provided in the Divine Ordinance, or to the payment of compensation or blood money.

#### **Panel Law**

While crimes liable to castigation and chastisement and the corresponding penalties shall be determine accordingly to the provisions of this law and other penal laws”

### **THE FOUR SOURCES OF ISLAMIC LAW**

1. Koran – The Holy written book
2. Sunna – Sometime known as the “Haddith”
3. Ijma – Consensus of opinions as to what the prophet intended.
4. Qiyas – Analogy and reasoning

In the UAE, Islamic law is the foundation common to all school of law.

**GUILT:** To be found guilty of a crime, an accused must be:

1. Mature
2. Sane
3. Not Under Duress

### **THE THREE ELEMENT OF A CRIME**

1. Legal (Act must be illegal)
2. Moral (Choose to act immorally)
3. Material (Must be supported by act and material facts)

### **CUSTOMARY LAW (AL-ERF)**

When a judge cannot find legal answer to a case in either Sharia or Constitutional law, he can call upon expert for their expertise.

1. **Used when a Judge has searched both Constitutional and Shari’a Law for answers to a legal issue.**
2. **Judge calls upon people with expertise / experience in the area of the case before him**
3. **It occurs on an adhoc basis, when the judge calls on these experts for their advice and opinions.**

Judge looks for some consensus of opinion from the experts.

### ***STATUTE LAW***

Statute Law has several functions, however it's two main divisions are made up of:

1. **Criminal Law**
2. **Civil Law**

## **CRIMINAL LAW**

The criminal law is made up of the Federal Law #3 of the 1987 on Penal Code and the Federal Law #35 of 1992 on Penal Code Procedures:

1. **Felony**
2. **Misdemeanor**
3. **Contraventions**

### **FELONY**

1. **Most serious category of crime (i.e. Murder, rape, robbery)**
2. **Punishment depends on severity or serious nature of the circumstances of the incident.**
3. **Punishment / sentences range from:**
4. **3 – 15 years**
5. **Natural life imprisonment**
6. **Death penalty**

### **MISDEMEANOURS**

1. **Mid- level / less serious category of crime (i.e. theft, drunkenness)**
2. **Circumstances are not as serious as felony**
3. **Punishment depends on severity of circumstances**
4. **30 days – 3 years and, or**
5. **Minimum fine of Dhs 1000 to Dhs 30,000, or both fine and jail.**

### **CONTRAVENTIONS**

1. **Least serious offences (i.e. traffic tickets, public disorder, failing to act against or report crime)**
2. **Punishments depend on the nature of the offence:**
3. **1 – 10 days in jail**
4. **Fine of Dhs 100 to Dhs 1000.**
5. **Or both jail and fine**

### **CIVIL LAW**

#### **LANDLORD AND TENANT DISPUTES**

Security Guards are often hired by property owners to provide security for their facility. These facilities can be either:

1. **Commercial, or**
2. **Residential**

#### **LANDLORD TENANT AGREEMENTS**

Your responsibilities:

- **Get clarifications from the client as to your responsibility regarding the landlord tenancy contract.**
- **Take detailed notes about any activity that seems unusual**
- **If necessary, call police if immediate intervention is needed.**

#### **LANDLORD & TENANT AGREEMENT - COMPLAINTS**

If you, as a security guard, become involved in a civil dispute between a landlord and tenant, you should be aware of the complication involved and occasionally the potential for violence, therefore:

1. **Pass all verbal and written tenant complaints to the landlord.**
2. **Remain neutral – refrain from giving advice.**
3. **Seek direction of your company's policy.**

### **THE UAE COURT SYSTEM**

Each Emirate has its own courts, all of which function in the same way as those in other Emirates. The primary court in each Emirate under the Sharia system is called the **court of First Instance**.

### **PUNISHMENTS IN ISLAMIC LAW**

Under the Islamic penal system, there are three distinct categories of punishment:

1. **Hudud (pro Haad)**
2. **Qisas (pro Keesa) Retribution, or Retaliation**
3. **Diyas (Blood Money)**

“Discretionary punishment known as Ta’zir is the fourth category and is sometimes handed out by the Islamic Judge accordingly to circumstances, or the case may be sent to a Secular court depending on the facts”.



## APPEARING IN COURT

### IF TESTIFYING IN COURT

- Be on time
- Be prepared
- Act professional

### ADDRESSING THE COURT

*When questioned:*

- Direct answer to the judge
- Speak slowly and clearly
- Refer to the judge as “Your Honour” or “Sir”
- Avoid technical jargon and slang
- Request permission before using your notes

### GENERAL TESTIMONY GUIDELINES

- Know key elements of the event
- Review all relevant notes
- Bring notes and evidence to court
- Don't answer if you don't understand a question
- Ask for clarification
- If you are unsure of the answer, say so
- Don't argue, etc...
- Take time and think
- Always tell the truth

**“By following the rules, crime scene examination and evidence collection will become routine”**

### POWER OF ARREST

**An arrest is the detention of a person according to law. Power of arrest comes from authority granted by law.**

**The power to arrest for both Police and civilians lies in the Statute Law of the Penal Code 1987 Law #3 and Shari'a Law”**

#### **Ways to Arrest:**

- Warrant
- Observe the Crime
- Reliable Witness Evidence

### **POLICE POWER OF ARREST**

In addition to their power to arrest, Police can detain people for the purpose of investigation. This is not a an authority that is available to citizens.

*For example, if there is a theft from a shop and the police are called, they will conduct the following:*

1. If not in uniform, identify themselves
2. Secure the suspect
3. Secure any victim (i.e. Shop owner)
4. Secure the physical evidence
5. Secure the witnesses (if any)
6. Conduct an initial investigation
7. Once the investigation requirements have been fulfilled and there is enough evidence to ascertain that the accused person is a suspect, the police will take the following action:
  - Arrest the suspect, who now becomes the accused or offender
  - Transport the accused to the police station
  - Make further investigation with the C.I.D.
  - Ensure evidence obtained is satisfactory, and detain the accused while a report is submitted to the prosecutor's office (Anyabah)

Await the Anyabah's decision on whether or not to charge the accused with the crime.

- If charged the accused will then either be held in jail until trial (up to 30 days), or the accused will be released with or without conditions. (e.g. Surrendering his passport)

## **PROSECUTOR:**

Prosecutor makes the decision on whether someone that is actually charged with a crime will be required to attend court.

## **CITIZENS POWER OF ARREST**

"Because no statutory powers-of-arrest exist for Security Guards, and they must abide by the same rules as those for private citizens. Therefore, Security Guards use citizen power of arrest and they should be aware of the law governing any action taken by him"

## **REASONABLE GROUNDS**

*Reasonable ground are defined as:*

"A set of facts or circumstances which would satisfy an ordinary, cautious and prudent person that there is reason to believe and which goes beyond mere suspicion"

## **WHEN IS AN ARREST COMPLETE**

- When you have lawful grounds (evidence) to arrest and tell the person they are under arrest.
- When you do not let the suspect proceed on his way if he should decide to do so.
- When you put any kind of physical restraint on a person.

**A person can only be arrested when there is sufficient evidence that a crime has been committed. Making an arrest can be one of the most sensitive and difficult part of a security guard job. It is the most delicate and sensitive part.**

- Known your legal rights and requirements
- Known your company's policies

## **DUTIES WHEN WE DETAIN**

*Duties when we detain:*

- Identify yourself.
- Request their co-operation.
- Tell the true reason for your request.
- If they refuse to co-operate and you don't arrest, you must let them go.

## **FOUR DUTIES WHEN ARRESTING**

1. Identify yourself.
2. Tell person he/she is under arrest.
3. Tell person true reason for arrest.
4. Take custody of subject verbally & physically if necessary then call the police.

## **AUTHORITY TO SEARCH ON ARREST**

If an arrest is made it is strongly advisable to carry out a search on the accused/offender and seize any item he may use to injure himself/others or aid his escape. This as to be carried out in a lawful way.

## **SEARCHING A LAWFULLY ARRESTED PERSON**

*The police can conduct a search, and seize:*

- Any weapon with which the arrested party may injure himself or others.
- Anything which may aid his escape.
- Any evidence to support a contemplated charge.

## **SECURITY GUARD SEARCHES**

*Searching is a sensitive business:*

- Know your company's regulations.
- Try visual search first.
- Ask suspect for permission.
- No mixed searches unless a serious emergency exists.
- Watch out for hazards

Know your building **WEAPONS**

*The term "weapon" can be defined as:*

- Anything made, intended or adapted for use in causing death or injury to any persons whether designed for that purpose or not, or
- Anything used or intended for use for the purpose of threatening or intimidating any person.

## EXAMPLES OF WEAPONS

*Ten examples of weapons:*

- Gun
- Knife
- Pen
- Sword
- Spoon
- Razor
- Keys
- Night stick/truncheon
- Newspaper
- Bottle

*In fact anything can be a weapon!!*

## USE OF FORCE CONDITIONS

There are four use of force conditions:

### Firstly:

If the person using the force:

- Faces danger
- Crime against his person or property in progress
- Reasonable grounds. (Must be imminent and belief present)
- 

### Secondly:

If the person does not have time to contact the public authorities to repel the danger. (Note: time delay for help to arrive)

### Thirdly:

If the person has no other choice for protection from the peril. (Cannot run away or hide)

### Fourthly:

If the defense is necessary in order to resist the attack and is proportionate thereto: (i.e. using no more force than is reasonable and necessary)

## RIGHT OF LEGITIMATE DEFENSE

*Article 57: p.28*

The right of legitimate defense does not justify premeditated murder, unless it is committed for the purpose of repelling one of the following cases:

1. To commit an act which makes the defendant fear that it may cause death or serious injuries provided that such fear is based on reasonable grounds.
2. To compel a woman to have sexual intercourse or to disgrace by force any other person.
3. To kidnap a human being.
4. Crimes of fire destruction or robbery.
5. To enter at night an inhabited house or any of its subsidiaries.

## JUSTIFICATION

"However you must fall into one of the above categories and be able to explain your reasons to the authorities. You will have to prove your actions were reasonable, necessary and you didn't use excessive force. If you cannot do this, then you will be both criminally and civilly liable

## Chapter 4

### DEALING WITH THE PUBLIC

## CUSTOMER SERVICE SKILLS

**Customer service** is the provision of service to customers before, during and after a purchase.

According to Turban et al. (2002)<sup>[1]</sup>, "Customer service is a series of activities designed to enhance the level of customer satisfaction – that is, the feeling that a product or service has met the customer expectation."

A **skill** (also called **talent**) is the learned capacity to carry out pre-determined results often with the *minimum outlay of time, energy, or both*.

## **IMPORTANCE OF CUSTOMER SERVICE**

Security business and Security guards are a vital part in customer service. Providing excellence customer service is one of the fundamental of professionalism.

## **SERVICE**

Providing a service means doing something a customer wants in a way a customer wants it done.

Security is a service business it must always balance against customer service.

Service is the responsibility of every person in a service based company.

As a security guard you have three customers:

- The primary client (employees and managers)
- People who deal with your primary client
- The public – including everyone else you come into contact with while working at your client premises.

Customer service is about the needs and expectations of the client and your ability to meet those needs and expectations.

## **CLIENTS NEEDS AND EXPECTATIONS**

SECURITY: Your client needs a secure environment in which to work

ASSISTANT: A security guard who is there to help while providing security

PROBLEM SOLVING: A helpful and knowledgeable security guard who is able to identify a problem and solve it.

POSITIVE IMAGE: A security guard who possesses positive image and projects positively.

Your company and employer is judged on your actions. You are your company in the eyes of all your customers. Your actions represent the client to others and your client will be judged by the quality of security it hires. You have to:

- Exceed service expectations
- Be positive
- Remember that image is important
- Be customer focused

Providing good customer service does not mean letting go of security standard or requirements. The challenge for security guard is providing good customer service and good security at the same time. Security must be balanced against good customer service.

## **GOOD SECURITY AND CUSTOMER SERVICE**

- Greet people in a friendly way
- Don't follow people around
- Try and recognize regular clients
- Apply the rules consistently
- Anticipate problems
- Be patient
- Be polite
- Remain calm
- Handle complaints properly

## **DIVERSITY IN THE UAE**

UAE is one of the most ethnically and culturally diverse nations in the world. Local citizens make up of 15% of the population, the remaining 85% are expatriates from foreign nations.

224 nationalities are identified by the ministry of labor as living and working in the country.

23%	-	Arabs from other countries
32%	-	Indians
38%	-	Other Asians and Far East
5%	-	Europe, North American and Africans

The UAE has its own culture and history; this may be different from other Arab countries you have experienced.

## **DEALING WITH PREJUDICE**

Prejudice comes from prejudice and is being biased against someone or something because of a personal belief.

To deal with prejudice, you have to

- Ignore it
- Address it
- Tell someone about it
- Change your own behavior

**DISCRIMINATION:** Is treating some people differently from others on the bases of race, religion, gender, or ethnical background

**STEREOTYPING:** Is an individual behavior that makes assumptions about people or cultures as a group.

To deal with this, you should ask yourself:

- Is everyone from a group really the same?
- Are all security guards the same?

## **Chapter 5**

### **SECURITY PROTECTION**

#### **PROTECTION OF PROPERTY**

Protection of property and client assets is one of basic duties of a security guard.

Most public protection falls into one of the four categories:

1. Perimeter Protection
2. Building Protection
3. Space/Area Protection
4. Object Protection

Property can be Public Property or Private Property.

**Public Property:** Example of public properties are:

- Army bases: using high wall gate and armed guards
- Harbour protection: using boats
- Embassies: layer of protection inside and outside

#### **ACCESS CONTROL**

“Access control is controlling the movement of people, vehicles, materials and information into and out of a site.”

#### **CONTROLLING ACCESS**

- To issue or withhold material or information
- To permit, qualify or deny a person's use of a privilege or right
- To control the speed of access to or from a defined place
- To control persons, material or information against unauthorized observation or removal
- To prevent injury to persons or damage to goods and materials.

#### **CONTROL OF PEOPLE**

- Managers
- Employees
- Customers
- Transients: people just “passing though”
- Potential criminals

#### **CONTROL OF VEHICLES**

- Staff parking
- Customer parking
- Delivery vehicles
- Construction vehicles,
- Emergency vehicles

#### **CONTROL OF MATERIALS**

- Delivery
- Personal property
- Company property
- Merchandise
- Documents

#### **CONTROL OF INFORMATION**

- Data
- Computer
- Documents

**You should be aware of your worksite policies regarding access control.**

#### **WAYS WHICH ACCESS CONTROL CAN BE ACCOMPLISHED**

**Through the use of**

1. Physical systems
2. Personnel (security guards), or
3. A combination of the above

**The two basic requirements of personal access are determining identity and determining level of access.**

## DETERMINING IDENTITY

One of two forms:

- **Personal recognition**
- **Identification cards recognition**

## SIGN-IN LOG

- **Be consistent**
- **Check all entries for completeness, accuracy and legibility**
- **Make sure signature is legible or name is printed**
- **Do not use or allow the use of dittio marks**
- **Do not allow people to be “signed in” in advance of their actual arrival**
- **Ensure that times out are as diligently recoded as times in**
- **Always sign people out when they leave, even if they intend to return later in the day**

## UNAUTHORIZED ACCESS

- **When someone attempts unauthorized access:**
- **Politely state the policy**
- **Find out what the person wants and offer alternative solutions**
- **Be firm in requiring compliance**
- **Offer person choice between consequences of compliance and consequences of non-compliance**
- **Where confrontation may escalate, request assistance and keep visual contract**

## CONDUCTING PROTECTIVE SEARCHES

**In providing security to premises guards may be required to search people, packages, or vehicles.**

Searching is part of protection. There are four main reasons to conduct a protective search.

1. To keep important things in
2. To keep potential problems out
3. To control access to an area
4. To know what is in a specific area

## THINGS TO SEARCH FOR IN A WORK SITE

- Dangerous items
- Stolen items
- Prohibited items

NOTE: Know Your Site Rule

## SEARCHING VEHICLES

**When to search a vehicle:**

- *When required by your site orders.*
- *When a vehicle enter a work site.*
- *When a vehicle leave a work site.*

## Vehicle search tools

- *Your eyes*
- *Flashlight*
- *Mirror*
- *X-rays Machine*
- *Dogs*

## SEARCHING PEOPLE AND PACKAGES

- When required by your Site orders
- When a person enters an area and is carrying something that could conceal a theft
- When a person leaves high security area
- When a person enters an area and could be carrying something dangerous

## PEOPLE AND PACKAGES SEARCHING TOOLS

- Eyes
- Metal detectors
- Walk through metal detectors
- X-ray equipment used in Air port
- Hand searches

## **GAINING COOPERATION**

- Approach the individual in a friendly, non-threatening manner
- Greet the individual and identify him / her
- Be polite but speak with authority
- Ask for cooperation
- Advise the individual that you would like to search the contents of the packages
- Tell people why
- Discreetly search the package
- If you find something prohibited, don't accuse people
- Thanks the individual for their cooperation

If you store personal property for some one, you should always give them a receipt or a tag for their property.

## **SECURITY PATROL**

**PATROL:** A tour around the specific area that is being guarded for the purpose of providing prevention and detection of problems.  
The goal of security is the identification and prevention of situations that may affect your clients.

### **Private Security Protect:**

People  
Property  
Information

### **GENERAL PATROL RESPONSIBILITIES**

- **Make sure area is secure from intrusion**
- **Turn off equipment when operation is not indicated**
- **Check for unusual conditions**
- **Check of unusual sounds and investigate their source.**
- **Check for unusual odours**
- **Check for damage**
- **Check for running water**
- **Check all security processes**
- **Check storage for flammable substance**
- **Report/record.**

### **BASIC PATROL PRINCIPLES**

Ensure the perimeter is secure.

#### ***The Seven Patrol Principles: (***

- 1. Patrol in a methodical and organised fashion.**
- 2. Vary your routine.**
- 3. Look for safety or security hazards.**
- 4. Record all activity in your notebook for later report.**
- 5. Think about what you are doing. (Use your power of observation)**
- 6. Make sure you are properly equipped.**
- 7. Make notes and write report as necessary**

### **PATROL PREPARATION**

Examples of Equipment Include:

- **Flashlight**
- **Keys**
- **Access codes**
- **Pen/pencils**
- **Notebook**
- **Telephone numbers**
- **Portable radio**
- **Security license**
- **Regulations and procedure manual**
- **Drivers license**
- **Watch**
- **Suitable clothes**

**You should never carry any kind of weapon unless it has been authorized by your company and approved by PSBD.**

### **TYPES OF PATROL**

*Reactive*  
*Proactive*  
*Control Area*  
*Directed*  
*Random*

### **Most Common Methods of Patrol:**

Foot Patrol.  
Bicycle.  
Vehicle  
Visual.  
Video/CCTV.  
Mirrors

### **SENSES YOU WILL USE ON PATROL**

<b>Sight</b>	-	<b>Be observant</b>	-	<b>Check for unusual conditions</b>
<b>Hearing</b>	-	<b>Check for unusual sounds and investigate their source</b> <i>Examples include running water, smashing glass, malfunctioning equipment</i>		
<b>Smell</b>	-	<b>Examples include smoke, gas, overheated machinery</b>		
<b>Touch</b>	-	<b>Air currents temperature</b>		
<b>Taste</b>	-	<b>Use with cautions!</b>		

### **STARTING YOUR SHIFT**

- Gather information
- Check equipment
- Briefing targeting
- Establish a plan for the patrol
- Share information with co-workers

### **SAFETY AND HAZARDS**

Always be aware of your location and surroundings

- Be alert and think about what is happening around you
- How time would you have to react incase of emergency
- You should always be thinking about what would happen if an emergency suddenly happened. Its your job to react

### **EXAMPLES OF HAZARDS**

- Chemicals spills
- Floods: from a ruptured water pipe
- Electrical: lost of power affect alarm
- Fire
- Earthquake

### **WHEN YOU LOCATE AN HAZARD**

- Report hazards to supervisor and or emergency services
- Record all unusual observations in your notebook

Think about where your nearest assistant is, how do you contact them, how do you describe the problem to them, and how you direct them to where you are.

PLAN FOR EMERGENCY!

### **ALARM SYSTEM AND ALARM RESPONSES**

Alarms are one f the most important security tools available.

### **WHY USE AN ALARM**

- More economical / efficient use of manpower
- Substitute for other security elements
- Provide additional controls at vital areas
- Insurance against human / mechanical failures

### **THERE ARE THREE MAJOR TYPE OF ALARM SYSTEM.**

- **Intrusion Alarm**
- **Distress Alarm**
- **Fire Alarm**

1. **INTRUSION ALARM:** Alarms that warns that something has been breached, such as door window or showcase.
2. **DISTRESS ALARM:** An alarm that announce trouble or a change in condition, such a panic alarm or an alarm that signal faulty equipment.
3. **FIRE ALARM:** An alarm that signals fire or fire related event such as a fire, smoke alarm



## COMMON ALARM ELEMENTS

- Sensor
- Control panel or transmitter
- Enunciator / sounding device

**SENSORS:** *Sensors are a kind of switch. A sensor is the part of an alarm that determines whether something is wrong, depending on what it has been programmed to detect.*

## TYPES OF SENSORS

- **Pressure:** A kind of sensor that detect pressure
- **Photoelectric:** A sensor that detect a change in light
- **Motion:** A sensor that sense changes in movement

**CONTROL PANEL:** When a sensor transmits a signal (whether by wire or radio signal), it goes to control panel. A control panel receives the signal and takes the action it is programmed to take.

**ANNOUNCIATOR:** An annunciator is an announcing or sounding device. This tells you which alarm has been triggered. It can be attached to a bell or a siren, which is the actual alarm bell or electronic tone that tells people there is an alarm.

Not all alarms are audible. Some alarms, such as bank robbery alarms are not audible. These are called silent alarms and they are silent in order to alert the police and authorities but not cause panic or other problems where the alarm is coming from.

## ALARM NOTIFICATION SYSTEMS

- **Local**
- **Central station**
- **Remote / direct connection**

**The cause of an alarm does not affect the initial response to the alarm all alarms are to be considered genuine unless determined false by person.**

## BE PREPARED FOR AN ALARM!

*Knowing the following:*

- Who is to be notified?
- What safety precautions are there?
- How will the alarm be investigated?
- Is there an alarm panel?
- Are there signs of forced entry?
- Are there false alarms determined?
- What to be aware of?

## COMMON CAUSES OF FALSE ALARM.

- *Technical Malfunctions*
- *Operator Error*
- *Accident Activated*
- *Environmental causes*
- *Power outage or surges*

**Many of the alarms a security guard responds to are false Alarm but all alarms a security guard responds to should be treated as if genuine.**

## Responding to an intrusion alarm

- *Have a plan*
- *If possible, know what is happening before you attend the scene*
- *Try and respond with more than one guard*
- *If possible observe the area before you attend scene*
- *Think about your actions before you take them*
- **If someone has a weapon act appropriately don't directly approach someone with a**

## INFORMATION SECURITY

Information Security is the guarding of computer hardware and software from theft or use for illegal purposes.

**Information security** means protecting information and information systems from unauthorized access, use, disclosure, disruption, modification or destruction.<sup>[1]</sup>

The terms information security, computer security and information assurance are frequently incorrectly used interchangeably. These fields are interrelated often and share the common goals of protecting the confidentiality, integrity and availability of information; however, there are some subtle differences between them.

- Theft of computer hardware
- Illegal removal
- Illegal removal of computer parts (software package, disks)
- Theft of intellectual property (programs and information owned by a person or company)

- Theft of data such as mailing list
- Using someone else computer for illegal purpose
- Using someone else computer to breach international copyright law
- Using software illegally

## **BASIC COMPUTER PART RECOGNITIONS**

1. MONITOR
2. KEYBOARD
3. CPU
4. LAPTOP
5. HARD DISK
6. SOFTWARE PACKAGE

The key to information security is vigilant. Know your area and which staff is permitted to in an area.

## **TRAFFIC CONTROL**

Road traffic control involves directing vehicular and pedestrian traffic around a construction zone, accident or other road disruption, thus ensuring the safety of emergency response teams, construction workers and the general public.

Security guards may be called upon to direct or control traffic

- As part of regular duty
- In case of accidents at a site
- At an emergency scene
- Directing vehicle into a parking lot or building area
- Controlling pedestrians

## **TRAFFIC ACCIDENTS**

Traffic accidents occurring in UAE must be reported to The Police immediately. It is a crime for a driver to leave the scene of an accident without reporting to the police.

In Abu Dhabi, it is requirement if the accident is minor and vehicles are able to move, they should be move to the side of the road. (If the vehicle is blocking the road)

If there is any body injured, ambulance should be called by the security guard.

# **Chapter 6**

## **EMERGENCIES**

### **FIRE DETECTION AND RESPONSES**

One of the most common emergency situations faced by security guard is fire. A security guard should have the basic **knowledge and skills in handling a fire situation.**

### **BASIC UNDERSTANDING OF FIRE**

Fires require four elements:

1. FUEL: It is obvious that something must burn.
2. HEAT: Fire cannot exist without the generation of heat
3. OXYGEN: No oxygen, No fire.
4. COMBUSTION: The chemical itself is the ignition (to start the fire).

### **CLASSIFICATION OF FIRE**

- **A- Ordinary combustibles**
- **B- Flammable Liquids**
- **C- Flammable Gases**
- **E- Electrical Fire**

The easiest way to deal with fire is to **prevent it from happening in the first instance.** Checking for fire safety hazards and fire prevention concern is something a security can do while conducting regular security duty.

### **FIRE PREVENTION**

- Be observant
- Be aware of normal situations in your surrounding
- Are there items blocking the fire exit
- Use your senses

and always assume that every fire alarm is a real fire

## **COMMON HAZARDS**

Transporting hazardous materials is known as transportation of dangerous goods.

- Gas canisters left in the eat
- Cans of gasoline or oil left open
- Burnable construction materials left on roof or in the open sun.
- Ash trays near to garbage cans
- Smoking in a gas station (illegal in the UAE)
- Accumulated newspapers or rags kept too close to cooker
- Open electrical wires or boxes

## **FIRE ALARM**

Fire alarms are the way that people in a building are notified that there may be or there is a fire in a building. Security guards are expected to know the fire alarm systems in use at your site. They are often different depending on the site.

## **EXTINGUISHING MEDIA**

- 1 Water / Steam
- 2 Carbon Dioxide
- 3 Foam
- 4 Dry Chemical Powders
- 5 Sand
- 6 Blanketing
- 7 Beating Out

## **PORTABLE FIRE EXTINGUISHERS**

Types available:

- 1 A--Water
- 2 B--Foam
- 3 C--Carbon Dioxide
- 4 E--Dry Powder

- 1 You must know how to use the extinguisher;
- 2 Extinguisher must be within reach of fire & fully charged;
- 3 You must know the escape routes well;
- 4 Extinguisher must match the type of fire to be extinguished.

## **REQUIREMENT FOR PORTABLE FIRE EXTINGUISHERS**

- 1 Fully charge, weight not exceeding 20kg
- 2 Operate by piercing, opening / breaking a sealing device / safety pin
- 3 3kg and above extinguisher must have a discharge hose

## **Locations of fire extinguishers**

- Visibly sited;
- Near specific locations for high risk areas;
- Away from corrosive environment.

## **Installation**

- Mounted on wall with brackets or hangers
- Cabinets should not be locked (except glass front box, but must come with a key)
- No free standing unless permitted by authority
- Install with carry handle and not more than 1.5 metre above the floor
- Operating instruction shall be located on the front of extinguisher

## **HOW TO USE FIRE EXTINGUISHERS**



### **TYPES OF FIRE DETECTION SYSTEMS**

- 1 Sprinkler
- 2 Smoke / Heat Detector
- 3 Fire Alarm Manual Call Point
- 4 Portable Fire Extinguisher
- 5 Fire Blanket
- 6 Fire Hose Reel

### **PROCEDURES FOR FIRE ALARM NOTIFICATIONS**

Security officers have to be familiar with the followings: -

- Knowledge of fire alarm panel, sub-panels and lay-out of the premises
- Isolate the activated zone on the panel
- Acknowledge activation by Informing Control Room immediately
- Check location
- Report your findings to Control Room within 2 minutes for further action
- For in house Fire Stations, follow the duty post SOP

### **EMERGENCY AND EVACUATION PROCEDURES**

Security officers must be familiar with the followings: -

- Knowledge of fire alarm panel, sub-panels and lay-out of the premises
- Location of fire alarm activation points
- Knowledge of fire fighting equipment and its locations
- Able to announce fire outbreak through the P.A system and evacuate tenants, visitors in an orderly manner
- Fire evacuation procedures

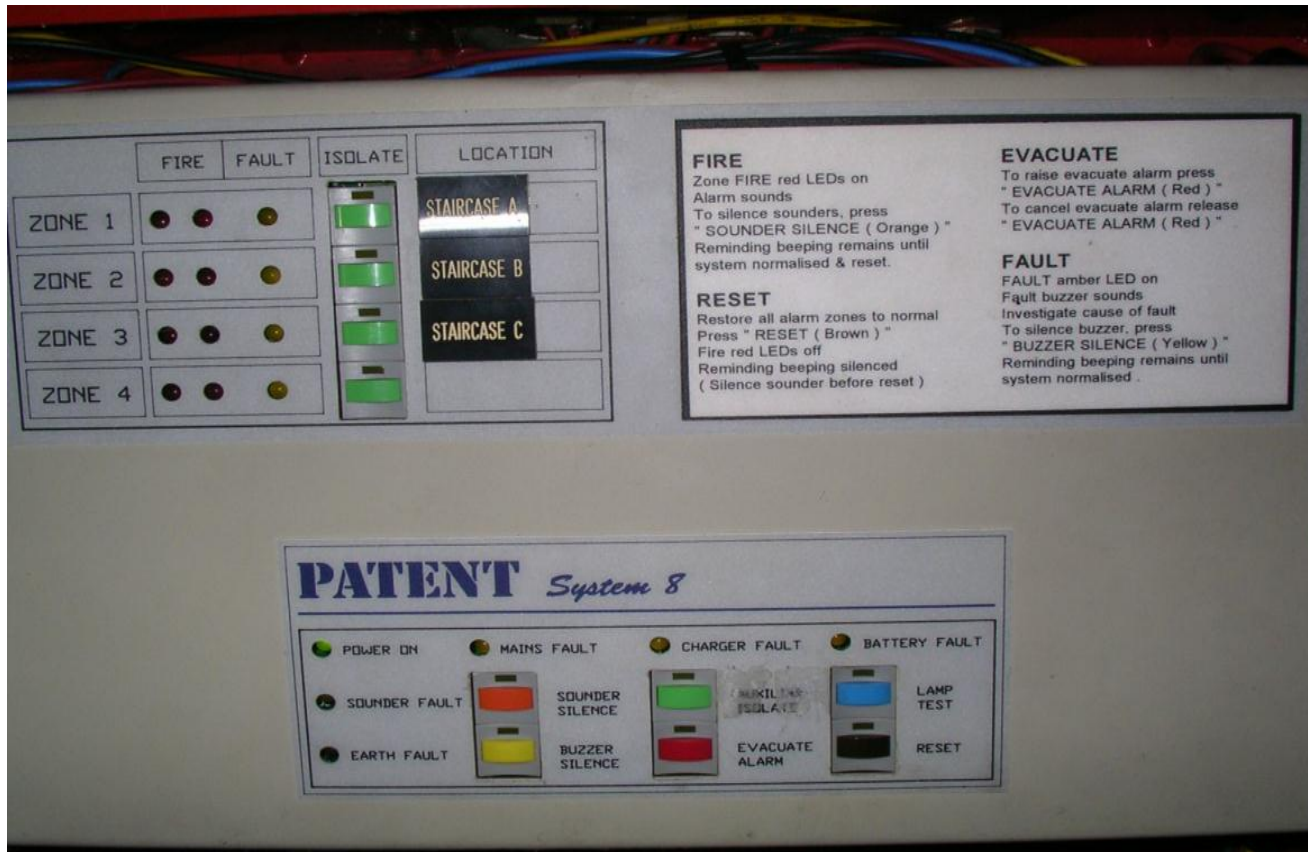
#### **If you discover a fire**

- Raise the alarm by shouting & activating nearest alarm call point
- Attack the fire using fire extinguisher / hose reel. Do not take personal risk
- If situation is unsafe, adopt evacuation plan as per assignment / duty post SOP and guide all persons to the nearest exits. Close doors after exit.
- Do not use lift

#### **Adhere to your respective assignments / duty posts Standing Operating Procedures on emergency evacuation**

- Inform your Security OPS Centre/CSO
- Assist to evacuate all persons to the Assembly Point
- Access Point are kept clear for emergency response teams
- Liaison with Civil Defence officers

## ALARM CONTROL PANEL



## BOMB THREAT

The objectives of this topic to raise the security awareness in bomb threat management and vehicle search

“A high percentage of bomb threats **ARE FALSE**, but ALL must be taken **Seriously**”

Bomb technology existed for more than a thousand year and the kill rate in bombing incident can be astronomical

## YOUR RESPONSIBILITIES

Upon receiving a bomb threat:

- o Gather as much information as soon as possible
- o Ascertain the threat level
- o Notify your supervisor
- 1 If required, call 999

## QUESTIONS TO ASK

Upon receiving a telephoned bomb threat – Ask:

- Where is the bomb now?
- Where did you place it?
- What type of bomb is it?
- What does it look like?
- When is the bomb going to explode?
- What is the explosive?
- Why did you place it?

## EXPLOSIVE DEVICE DEFINED

“An explosive device is anything that is used, intended for use, or you believe is being used as part of a threat or actual attempt to cause an explosion.”

- 1 Construction of IED is simple
- 2 Transportation is convenient
- 3 The components are easily available
- 4 Can be planted secretly
- 5 Bombing attract media attention and grave public concern

## **SEARCH PROCEDURES**

- Have a plan
- Who is in charge?
- Who has location familiarity?
- Call 999
- Brief all involved
- Record details of call
- Voice, ethnicity, sex, sobriety, seriousness, what was said, background noise
- Map of the area / building

## **SEARCH METHODS**

- Grid
- Concentric circles
- Lines
- Bottom to top

## **COMMUNICATION DEVICES**

*Upon receiving a bomb threat turn off:*

- Radios
- Cellular phones
- Pagers

*Resort to:*

- Whistle
- Runner
- Land line telephone

## **LOCATING EXPLOSIVE DEVICE**

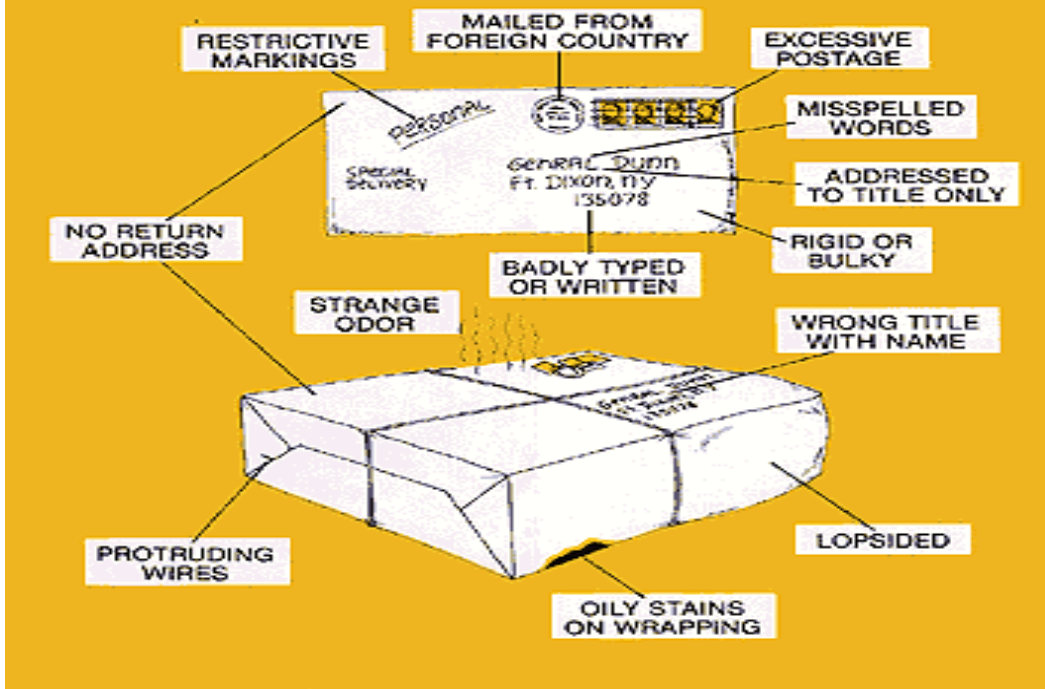
- Do not touch it
- Clear immediate area for at least 100 meters
- call 999 by telephone (land line)
- Notify your supervisor immediately by telephone (land line)

## **Take the following actions upon detecting IED, Potential Biological Hazards or Bomb**

- 1 Immediately cordon off the area up to at least 100 metres, where possible
- 2 Do not shake or open the object
- 3 Switch off all communication equipment
- 4 Means of access are kept clear pending the arrival of emergency services

## **Letter and Package Bomb Indicators**

# LETTER AND PACKAGE BOMB INDICATORS



## What to do with a suspect mail

### 1 DO NOT :

- Shake it
- Place it in a bucket of water
- Tamper with or open it
- Move it unnecessarily
- Use radio (walkie-talkie sets)

### DO:

- Open all windows & doors
- Keep people away discreetly
- Gather all available details
- Inform Police
- Inform management / CSO
- Immediately cordon off the area at least 100 meters, where possible

## PUBLIC EMERGENCIES AND SECURITY RESPONSE

An emergency situation is a **serious occurrence** that happens **unexpectedly** and **requires immediate action**. One of the fundamental roles of security is to assist in an emergency.

An important factor in dealing with emergencies effectively is **LEADERSHIP**. Security guards are expected to know what to do.

## **Emergency situation can be Man made or Natural.**

Is there any one injured priorities of cause of accident?

Is there gas leaking from a vehicle or fire?

Is accident blocking traffic?

Remember that an accident scene may turn out to be a crime scene

In emergency situation, people act differently. A security guard needs to understand how people will react:

- Shock
- Disbelief
- Crying
- Running away

# BE A LEADER

How should security react in an emergency?

- Keep calm
- Ask for assistant ( call our supervisor/control room)
- Use the resources around (shelter)
- Follow a plan
- Know your site

## **BUILDING EVACUATION**

The most important aspect of building evacuation is having a plan for safe evacuation and conducting it without panic.

### **KNOW THE PLAN**

- Prepare in advance
- Know what you are going to do
- Know how to do it
- Know what happens when you do it
- Expect the unexpected

Special evacuation concerns

- Be prepared to help the disabled
- Be prepared to help
- Be prepared to help the infant and children

Assembly areas are pre-determined locations for evacuees to meet. If your site has an emergency plan, it will likely have assembly area.

Evacuated building should only be re-entered if an emergency official (police or civil defense) tells you it is safe to do so.

## **CROWD CONTROL**

Crowd control is the orderly management of large groups of people. The objective of the security guard is to keep people out of dangerous area.

### **WHILE CONTROLLING CROWD**

- Be friendly but firm
- Keep your eyes on the crowd, not the event
- Call or assistant if need be
- Never control crowd alone
- If the crowd become too unmanageable, move away for you own safety.

### **Crowd control equipment**

- Barricades
- Stanchions
- Tap
- Security Guard

### **At a Labors dispute**

- Protect People from injury or assault
- Protect Property from damage
- Control site access in accordance with the site orders.

Best of Luck