



# SECURITY SPOTLIGHT

*An Informational Guide for Securitas USA Clients and Employees*

Securitas Security Services, USA, Inc.

## Strangers in the Night...or Day

**Consider this: You are headed to a meeting in another building on company property. As you walk across the grounds you see an unfamiliar person looking up at the building.**

Or this: You enter your building with your access card and a stranger tags along.

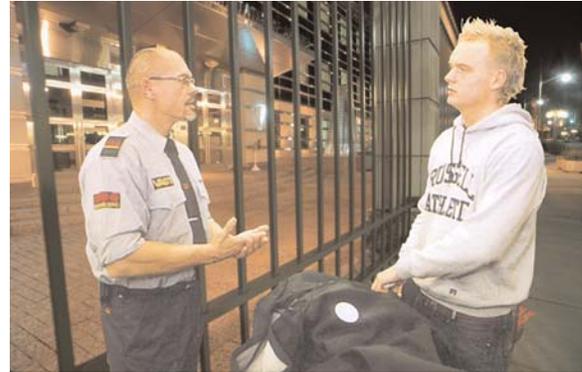
Would either of these situations arouse your suspicions? And if so, what would you do about it?

In today's workplace, it is not uncommon to encounter unfamiliar persons several times a day. Sometimes those strangers are co-workers you have never seen before or they're new company employees. Other times they are authorized visitors, contractors or people with legitimate reasons for being on the property.

Sometimes strangers are just people who are genuinely lost. And other times they are unauthorized persons who may be intending harm.

So, how can you tell whether a stranger legitimately belongs in the area, is innocently lost or is planning to cause trouble?

*You ask questions.*



### Challenging Strangers

It may not be easy to challenge strangers. "Challenging" implies confrontation, something most people would probably rather avoid. And, even as adults, those childhood cautions about staying away from strangers can still linger. But challenging strangers in the workplace can be an effective security measure, especially when every employee is involved.

So, how do you challenge a stranger? Here is a simple method:

- Assess the situation. If you feel uncomfortable challenging a stranger alone, ask a co-worker or supervisor to accompany you, or contact your security department. Never challenge any person you feel represents a threat to you or others. Call the appropriate contacts for assistance.
- Greet the stranger. Smile and identify yourself.



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- Use a courteous approach. Be polite, but firm. In a friendly, but assertive tone of voice, simply ask, “May I help you?” Being polite removes the discomfort of the confrontation. If the person has a legitimate reason for being in the area, you can help, and neither of you will be embarrassed.
- Continue to be polite, but be persistent. Some strangers may be shy about asking for or accepting your help. A stranger without a legitimate reason for being in the area may try to avoid you or answer you abruptly and move on. For example, if you ask, “May I help you?” and the response is “No thanks, I’m fine,” persist in your questioning. Do not be easily blown off.
- Ask open-ended questions. Try to get the stranger to state his or her reason for being in the area. Ask questions such as  
“Who are you looking for?”  
“What department are you visiting?”  
“What brings you here?”

- Verify the appointment. Call or contact appropriate persons to verify the visitor is expected.
- Direct unauthorized visitors to leave the area. If the person does not belong in the area, firmly and politely direct him or her to leave. Wrongdoers are unlikely to remain when they have been detected. And, they know you can identify them if they return. After the person is off the property, report the incident, including a description of the intruder. This will serve to keep all members of your team aware.
- Call for assistance. If unauthorized persons refuse your request to leave, inform them you will call the authorities. If they still do not leave, follow through, and call for appropriate assistance.
- **NEVER APPROACH A STRANGER IF IT SEEMS UNSAFE OR IF YOU SUSPECT WEAPONS ARE PRESENT.**

### Beyond the Challenge

Another effective method for making sure visitors rightfully belong in the area is to have well-trained, uniformed security officers on site. Legitimate visitors seek them out for assistance, while their presence encourages troublemakers to stay away.

Securitas officers have access to specialized training to address the challenges present in today’s security environment, such as Access Control, Customer Service, Dealing with Difficult Customers and Workplace Violence.

This guide is for informational purposes only and does not contain Securitas USA's complete policy and procedures. For more information, contact your Securitas USA supervisor or account manager.



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