

Security SpotLight

An Informational Guide for Security Clients

Stay Informed, Stay Vigilant

Certain kinds of activities on the site can indicate terrorist plans are in the works, especially when they occur at or near high-profile sites or places where large numbers of people gather. The FBI urges citizens to keep an eye out for precursor conduct, such as those listed below, and to report it immediately.

- **Surveillance:**

Anyone who may be recording or engaged in monitoring activities, taking notes, using cameras, maps, binoculars or other observation equipment at the facility

- **Deploying Assets:**

Abandoned vehicles, stockpiling of suspicious materials, or persons being deployed near the facility

- **Suspicious Persons:**

Anyone who does not appear to belong in the workplace, neighborhood, business establishment, or near the facility

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Being Vigilant: Maintaining Skill Proficiency

Avoiding complacency can be a challenge for any organization. This is why Securitas Security Services USA, Inc. has made Vigilance one of its primary values. Complacency usually begins with small events that can, over time, snowball and lead to major problems that can inhibit an organization's mission and goals. For security professionals, it can open the door and increase the likelihood of becoming a softer target for terrorist activity.

Causes of Complacency

New hires are usually eager and proactive in their positions, but complacency can set in over time as individuals become more comfortable in their duties. There is no single cause or reason for complacency. However, there are several specific signs, outlined

below, that signal complacency creeping in employees. Individuals who observe such complacency, regardless of their position within the organization, are obligated to address it with the appropriate manager.

One cause for complacency is when an employee does not understand an organization's goals or mission. It is important to ensure that everyone is informed of the specifics of the site plan, especially newly hired employees and supervisors. This knowledge and awareness constitutes the foundation for contentment and helps to avoid a careless attitude.

Most sites do not necessarily experience major crises or events on a regular basis. This lack of activity

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- **Suspicious Questioning:**

Anyone attempting to gain information in person, by phone, mail, email or other communication method regarding the facility or its personnel

- **Acquiring Supplies:**

Anyone attempting to improperly acquire explosives, weapons, ammunitions, dangerous chemicals, uniforms, badges, flight manuals, access cards or identification for the facility, or to legally obtain items that could be used in a terrorist act under suspicious circumstances

- **Dry Runs:**

Behavior that appears to be preparation for terrorist activity, such as mapping out routes, playing out scenarios with other people, monitoring key facilities or other suspicious activities

- **Tests of Security:**

Any attempt to penetrate or test physical security or procedures at a facility or event

Recognizing and reporting precursor activities can interrupt potential terrorist events and other threats before they occur. The FBI encourages citizens to contact local police, the FBI or the nearest Joint Terrorism Task Force (JTTF) to report suspicious activity or behavior. If there is an emergency or immediate threat, call 911.

can lead to an employee “going through the motions” and failing to develop or maintain proficiency in the skills needed to excel in the position. The lack of need to perform effectively in emergent situations can lead to a deterioration of abilities. This, combined with an employee not participating in refresher training to maintain skill levels, can create a dragging effect upon a company’s mission with undesired consequences.

The last major cause of complacency occurs when employees do not receive feedback and retraining when needed. If employees do not know that they are not performing their job responsibilities correctly or in the prescribed manner, then they will not understand what to improve or modify. Those who are advised of a deficit in performance but neglect to address it or pursue a training intervention for it are at risk for complacency.

Combating Complacency

The number one method to stop complacency creep rests in skills proficiency. Securitas Security Services USA, Inc. is committed to ensuring that all employees are properly trained in both the company and client mission goals. This is accomplished through all levels of operations, and is specifically addressed at the branch

level. Branch and Account Managers are constantly checking to ensure that Securitas is being proactive in addressing officers’ training and client concerns.

Conclusion

There are multiple ways for employees to address their training and skills on an ongoing basis. Every employee should take it upon themselves to understand the site plan, goals, and mission of the organization. Encourage them to speak up and ask questions when they are uncertain about something. Lack of knowledge should not be an excuse for poor job performance.

Employees need to be adaptable to ensure that any challenges can be surmounted and the mission accomplished. This might include scheduling, cross training when possible, flexibility in temporary assignments, and completing required or necessary training as requested by the company. This allows an individual to maintain and increase their knowledge and skills in specific areas.

All employees need to be vigilant against complacency, especially given the potential for criminal, active shooter and terrorist activity. This can be addressed at all levels of the company through ongoing training, skills evaluation and an environment that encourages open communication.

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For more information on this and other security related topics, visit the Securitas Safety Awareness Knowledge Center at <http://www.securitasinc.com/en/knowledge-center/security-and-safety-awareness-tips>