

Security SpotLight

An Informational
Guide for
Security Clients

Security officers must be keenly aware of the important functions tied to their position. The reason private security was established, lies in the three-prong role of the security officer – Detect, Deter, and Report. It is these tasks, that are also at the core of a Securitas USA officer's position and expected by our clients in the course of a day's work. This may seem like a straight forward concept, but it is necessary to understand the interrelated assignments associated with these functions. To better comprehend this, let's examine each of the three major roles.

*Integrity / Vigilance
Helpfulness*



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Role of the Professional Security Officer

Detection in Security

Detect means to be observant and detail oriented – to not take anything for granted. Officers will employ their skills by detecting items out of the ordinary – objects out of place, unusual sounds and smells. In the course of an officer's daily duties, there may be things that he or she comes across that could indicate that an incident or crime is being planned, is about to occur, or has already happened. Spotting the difference between normal everyday events and those that have the potential to escalate is what separates an average officer from a superior one. By honing their detection skills, Securitas USA officers can respond to situations well prepared and ready to execute the proper procedures. Securitas' core values are *Integrity, Vigilance and Helpfulness*. These are the foundation on which our employees build trust with customers, colleagues and the surrounding community. Detection is directly tied to the Securitas USA core value of *Vigilance*.

Deterrence in Security

Deter means to be watchful and alert; know your surroundings. Unlike law enforcement officials, who respond to an incident, security officers adopt a preventive approach. They work diligently to help minimize risks and deter crime while performing their duties at the site location. One of the primary ways, in which this is accomplished, is by being clearly visible to the public. Anyone considering committing a robbery or act of vandalism might think twice upon encountering a diligent security officer on the way to commit said act. The presence of a security officer on the premises often serves as a deterrent to potential lawbreakers. Officers utilize the visual and auditory observation skills to forestall negative situations. This is done by maintaining and enforcing the rules and regulations in Post Orders. For example, Post Orders may require officers to perform bag searches at an event, or check all IDs prior to granting entry into a building or complex. By executing the assigned responsibilities, the

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Types of Reports

Securitas USA officers, encounter the same types of reports regardless of the site location. There are also reports that are unique to a particular client or site that may be required in the performance of their duties. Some of the more common reports that security officers may encounter include:

- **Daily Activity Report (DAR)**—used for reporting routine matters, such as: start and end times of shift, confirmation of reading updated Post Orders, and condition of all locations checked on patrol
- **Incident Report (IR)**—The use of the IRs can vary by events, such as: elevator malfunction / entrapment, alarm occurrence/ fire alarm, vehicle towing, accident, assault, robbery, vandalism, bomb threat, or suspected arson
- **Electronic Reports** and tools such as SecuritasVision 2.0 or Visitor Management System (VSM) for gated communities and commercial building access.
- **Log in/log out** of visitor access and badges
- **Hazardous materials reports**
- **Safety inspection reports**

second of the three prongs, *Deter* is being accomplished. This correlates to the Securitas USA core value of *Integrity*.

Reporting in Security

Reports can have two related characteristics. Security Officers have limited authority. When dealing with a particularly difficult or aggressive person, their goal is to try to diffuse the situation. Securitas USA officers are not trained law enforcement personnel and must respect that they have limited authority. The second aspect of reporting involves the completion of an accurate and detailed report of daily activities and incidents that occur. This is crucial for several reasons. Completing the Daily Activity Report (DAR) and Incident Reports (IR) allows Securitas USA to demonstrate fulfillment of contracted services. The actions of its officers are documented and reinforce the company's commitment to the client's interests. For example, DAR entries become part of company records and can provide protection for the client, Securitas USA, and the officer who wrote the report, should the details of an event ever be called into question. Reports can be used to cascade valuable information to officers on other shifts and serve as an eyewitness record of security,



safety, and procedural issues at the client site. At any point in time a report, whether it be the DAR, IR or one of many others that an officer completes, could be used in legal proceedings. For this reason, accuracy, clarity and completeness of the reports are essential. This is directly tied to the Securitas USA core value of *Helpfulness*.

Conclusion

In fulfilling their mission, security officers must always remember that **Deter-Detect-Report** is vital in achieving the goals of the client and Securitas USA. It is important that they understand the requirements and limitations of their position and act accordingly. Security officers must be keenly aware of the important functions tied to their positions and their link to client satisfaction.

*Integrity / Vigilance
Helpfulness*

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>