

# Security Spotlight

An Informational Guide for Securitas USA Clients and Employees



October 2015

Securitas Security Services, USA, Inc.

Number 139

## **Detect Deter Report**



It was 4 am and Security Officer (SO) Keith was making his rounds, when he encountered an open door leading to the employee parking lot. Upon further inspection he noticed that the door had been propped open using a folded piece of cardboard. So he immediately took photographic evidence of the open door and then stepped outside to survey the parking lot to see if he could view anyone loitering or within view. After not seeing anyone, he stepped back in through the open door and removed the cardboard. SO Keith then radioed in to the command post what he had discovered prompting all on-duty officers of the situation and thereby a sense of heightened vigilance. Finally, after completing his rounds he filed an Incident Report so that further action would be taken to address the event.

Does this sound like a plausible event? Did Security Officer Keith fulfill his duties? Were the actions of SO Keith able to achieve the Securitas USA mission? In the field of security an officer must be keenly aware of the important functions tied to their position. At the heart of it, and the reason private security was even established, lies a three prong role of the security officer - Detecting, Detering, and Reporting. It is these tasks, which are also at the core of a Securitas USA officer's position, and

which our clients are expecting from us in the course of a day's work. On the face of it this seems like a pretty straight forward concept, but one must understand all the interrelated assignments that are associated with these functions. To fully comprehend this let's examine each of the three major roles one by one.

### **Detection in Security**

Detect means to be observant and detail oriented, do not take anything for granted. An officer will employ their skills in detecting items out of the ordinary, such as: objects, sounds, and smells. In the pursuit of their daily duties, what does one come across that might detect a crime or incident is being planned, is about to occur, or has happened? Spotting the difference between the normal everyday events and those that escalate is what separates an average officer from a superior one. By honing your detection skills all Securitas USA officers can respond to any situation well prepared and ready to execute the proper response. This is directly tied to the Securitas USA value - Vigilance.

### **Deterrence in Security**

Deter means to be watchful and alert, know your surroundings. Unlike law enforcement, which

responds to an incident, security officers adopt a preventive attitude. We work diligently to help minimize risks and deter crime while performing the job at the site location. One of the primary ways, in which this is accomplished, is by being clearly visible to the public. Anyone who would think about committing robbery or vandalizing might think twice if they encountered a security officer on their way to commit said act. An officer utilizes their visual and auditory observation skills in trying to avert any negative situations from occurring. This is done by maintaining and enforcing the rules and regulations of the post orders. As an example, Post Orders may require officers to perform bag searches at an event, or checking all IDs to gain proper entry into a building or complex. By performing the assigned responsibilities, the first of three prongs is being achieved - Deterrence. This is directly tied to the Securitas USA value of Integrity.

## Reporting in Security

Report has two interrelated meanings. First, we must remember that SO's have limited authority. If you are dealing with a particularly difficult or aggressive person try to diffuse the situation. Remember, Securitas USA officers are not law enforcement trained and need to understand that they can be hurt if the situation were to escalate. For further information, there is the course entitled, "Limits to Authority" that is available on the Securitas Online Academy or Learning Management System (LMS). Please contact your supervisor to receive permission and access to the course. Also, if you are unsure of how to handle a particular situation, call for a supervisor to assist. There is no shame in not knowing, rather utilize it as a learning example, so that in the future you will know how to properly respond.

The second aspect of reporting means to complete an accurate and detailed report of daily activities and incidents that may come your way. This is crucial for several aspects. First, by completing the Daily Activity Report (DAR) and Incident Reports (IR), it allows Securitas USA to show the client that we are conducting the services we promised in our initial agreement. The actions of Securitas USA officers are noted and it aids in the client knowing that we have their best interests at heart. Also, for example, your entries in the DAR become part of the company records and can provide protection for the client, Securitas USA, and you at a future unspecified date. Your reports can be used to provide valuable information to officers on other shifts and is an eyewitness record of security, safety, and procedural issues at the client site. At any point in time your

reports, whether it be the DAR, IR, or one of many others that you may complete, can be used in legal proceedings. So accuracy, clarity, and completeness of the reports are vital. This is directly tied to the Securitas USA value - Helpfulness.

## Types of Reports

As a Securitas USA officer you will come across the same types of reports regardless of your site location. But, there are also site and client specific reports that you may have to complete in the performance of your duties. Below is a list of some more common reports that security officers may come across. They 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 Reports: the use of the IRs can range according to the event, such as: elevator malfunction/entrapment, alarm occurrence/fire alarm, vehicle towing, accidents, assaults, robbery, vandalism, bomb threats, or arson
- Log in/log out of visitor access and badges
- Hazardous materials reports
- Safety inspection reports
- Electronic Reports and tools: such as On Site Guard Management (OSGM), or Visitor Management System (VSM) for gated communities and commercial building access.

In the mission of a security officer always remember that Deter-Detect-Report, will be crucial in achieving the goals of the client and Securitas USA. It is important to understand the requirements and limitations to the position and act accordingly. So get out there and continue deterring, detecting, and reporting!!!

