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SECURITY BASICS UNVEILED

Essential Knowledge for Every Security Personnel

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MESSAGE FROM CHAIRMAN

I'm delighted to see CISS Academy, a subsidiary of CISS, steadily advancing in the realm of training and securing numerous achievements along the way. Another noteworthy stride in this journey is the presentation of the private security personnel textbook, grounded in National Occupational Standards (NOS), within a fresh framework.

It's widely acknowledged that consistently reinforcing an employee's sense of responsibility enhances their efficiency. This textbook exemplifies such an effort. It provides security personnel with clear instructions regarding their daily duties, aiming to empower them to fulfill their roles effectively. Such initiatives not only benefit the personnel but also contribute significantly to the overall safety and security standards within various sectors.

Having written guidelines readily accessible offers several advantages to security personnel. With these guidelines at hand, they can refer to them at any moment, facilitating the fulfillment of their duties and boosting their efficiency. Moreover, it fosters consistency and quality in their working methods, ensuring a standardized approach across the board. Additionally, this book serves as a valuable supplement to their training, reinforcing key concepts and practices, ultimately enhancing their effectiveness on the job.

I envision this book to serve as an indispensable guide for security personnel. As we move forward, plans are underway to publish it in various Indian languages, ensuring accessibility for field personnel across the nation. It is intended to be regarded as the primary reference for training purposes, offering a comprehensive repository of essential information. By dedicating time to study the contents within, security personnel can deepen their understanding and proficiency in their roles. I urge all members of the CISS Group to embrace this resource wholeheartedly, leveraging its contents repeatedly to evolve into well-rounded security professionals.

Ramesh N Pimple
Chairman

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Security Oath

We solemnly pledge that we will actively strive to support, Co-operate and strengthen the security measures to be taken to protect public, property and information, and to end terrorism. We also take oath that we will fully cooperate with the efforts made by the security personnel to achieve the objectives of the organization and increase the productivity and profitability.

Security Pledge

We solemnly pledge that all our conscious efforts will be directed towards supporting, cooperating with and strengthening the security measures undertaken for the safety and security of the people, property and information as well as for the elimination of terrorism. We also pledge to support the efforts of the security personnel directed towards enhancing the productivity, profitability as well as other goals of the organization.



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UNARMED SECURITY GUARDS TRAINING PROGRAMME

NOS ALIGNED

Unarmed Security Guard Training Handbook (English)



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Name: _____

Father's Name: _____

Address: _____

Signature



SKS-N0001-Basic Security **(Roles and Responsibilities of a Security Guard)**

Role of security guard

The security guard is responsible for protecting and guarding the customers' or clients' property, preventing theft, damage, pilferage, and other criminal activities, responding to emergency situations by contacting the police or fire brigade, responding to the alarms triggered and investigating causes of disturbances whenever in suspicion.

The basic role is to protect property, capital (this can be information or any physical capital), and people.

Responsibilities

Security guards have many important responsibilities, they are as follows:

Detect and stop crime

Observe suspicious objects/persons and report them to the police

Enforce company rules for the protection of life and property

Use emergency tools to bring emergency situations under control. For example, if a property catches on fire, a security guard may use a fire extinguisher to extinguish the fire immediately.

Give First aid to the injured person before the ambulance arrives.

As the designated guard for the work area, it is imperative to ensure the controlled entry and exit of individuals and vehicles. This involves permitting access to persons and vehicles entering the premises upon presentation of a valid ID, subject to thorough screening procedures to uphold security protocols. Likewise, individuals and vehicles departing from the work area must undergo the same screening process before exit authorization is granted.

Additional Responsibilities

The responsibilities of a security guard extend to various stakeholders, including the employer, the general public, fellow officers, and oneself. It is crucial to execute duties in a manner that fosters trust and confidence from the employer in the provided services. Guards are tasked with protecting the public from harm or injury and aiding authorities in apprehending individuals involved in criminal activities. Additionally, they conduct preliminary investigations and secure crime scenes until law enforcement arrives. Maintaining a serious and responsible demeanor while on duty is essential to uphold professionalism and ensure the safety and security of all parties involved.

Basic Functions

The fundamental responsibilities of a security guard encompass supervising activities and traffic within the assigned work area, deterring criminal behaviour, maintaining a record of individuals entering and exiting through a logbook, and overseeing daily operations. This includes promptly reporting any incidents of equipment damage, property theft, or other noteworthy occurrences for documentation and appropriate action.



Emergencies and Accidents

Security guards bear responsibility for handling a range of incidents, including floods, fires, accidents, altercations, robberies, and hazardous material spills. In emergency situations, they must remain composed, display professionalism, offer assistance, and promptly report incidents and emergencies. During critical moments, their primary duties involve activating alarms, providing information, offering aid, and ensuring prompt reporting to appropriate authorities, emphasizing the crucial role they play in maintaining safety and security.

Emergencies and Accidents

- Ensure thorough risk mitigation to guarantee safety in the area
- Assess, take charge, and seek assistance when needed
- Inform superiors promptly for necessary action
- Secure the area or premises to prevent harm or damage
- Record names and pertinent details, and generate comprehensive reports for documentation
- Preserve evidence by securing CCTV footage, capturing photographs, and identifying potential witnesses for thorough documentation
- Assist with the investigation to gather vital information and uncover the truth
- Administer immediate first aid to provide crucial assistance and alleviate distress

Fire Accident

- Alert the fire brigade by activating the alarm system.
- Clear space to optimize efficiency and organization.
- Power down AC units, machinery, and gas sources to ensure safety and conserve energy.
- Oversee baggage security to uphold safety standards and prevent unauthorized access.
- Provide assistance to emergency services to ensure swift and effective response.

Robbery/Theft/Burglary

- Notify the police and emergency contacts immediately for prompt assistance.
- Record pertinent details and preserve evidence meticulously for thorough documentation.
- Keep individuals at a safe distance from the area for their protection.
- Administer security measures on the premises to safeguard against potential risks.
- Avoid confronting the intruder and prioritize personal safety.

To Administer First Aid in Emergency

- Assess the situation to ensure the most effective response
- Assessing injuries is crucial to provide appropriate and effective care
- Understanding the cause is essential to administer effective first aid in an emergency
- Measuring the area helps ensure efficient administration of first aid in an emergency



Customs and Etiquette in the Armed Forces

The security of our nation rests upon three pillars: the Indian Armed Forces, Paramilitary Forces, and Private Security Agencies. Among these, private security agencies assume a critical role in safeguarding the country. It's imperative for security personnel to acquaint themselves with the customs and protocols observed within the Indian Armed Forces. This knowledge enhances their ability to effectively interact with military personnel. Understanding the hierarchy, uniforms, and insignia of the armed forces is paramount. Additionally, they must know the appropriate protocol when encountering vehicles bearing flag insignia, ensuring smooth passage for official vehicles. Moreover, proficiency in flag etiquette, including proper hoisting and lowering procedures, is essential to maintain respect for national symbols. Through adherence to these practices, private security agencies contribute significantly to the overall security landscape of the nation. Security guards must be proficient in the proper procedures for hoisting and lowering the flag at sunset

Types of Indian Armed Forces

Military history documents battles, wars, and the impact of technology on warfare with contributions from the army, air force, and navy.

1. Indian Army:-

The Indian Army shoulders the critical duty of safeguarding the nation's territorial integrity against external threats, standing as the world's second-largest military force in terms of personnel. Beyond its defensive role, the military frequently lends its support to civil administration during times of need.

During internal security disturbances

Maintenance of law and order, organizing relief operations during natural calamities
Maintenance of essential services.

2. Indian Air Force:-

The Indian Air Force, established on October 8, 1932, is renowned for its professionalism and efficiency in both domestic and international operations, as well as in peacekeeping efforts, earning numerous accolades. Comprising 45 squadrons, its combat fleet encompasses a diverse array of fighter aircraft, fighter-bombers, interceptors, bombers, and transport and logistical support aircraft.

3. Indian Navy:-

The Indian Navy, leveraging its capabilities and strategic positioning in the Indian Ocean Region (IOR), serves as a cornerstone for fostering peace, tranquillity, and stability. With a robust presence, it actively engages with maritime nations, extending gestures of friendship and cooperation, thereby enhancing regional security and cooperation in the IOR.

Security threats and security forces in India

What is meant by security threats?

A security threat is any event or conflict that threatens security, which is also defined as "precautions taken against destruction, theft or espionage

"Caution" has also been defined as "to put at risk". Explain the types of security threats in India.



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There are two groups of situations threatening our country:

1. External Threat — this situation is portrayed in terms of growing rivalry with China and ongoing tensions with Pakistan.
2. Internal threat there is a situation in which various militant groups along with economic and social security issues.

India In regional internal And Explain security threats?

Social imbalance, in which Rebellion, terrorism, sub-nationalism And communalism To encouragement.

What are security forces?

A security force, often privately contracted, plays a pivotal role in safeguarding various interests, including state security, trade, and industry. Their responsibilities encompass a wide range of activities, from dispersed security tasks to negotiating access to security detainees. Ensuring the safety of their clients or representatives remains paramount, reflecting the significant responsibility these forces bear in maintaining security and stability across different sectors

- Core Responsibilities: Maintenance of public order and safety, prevention and detection of crime, provision of aid and assistance to those in need
- Basic Powers: Arrest, imprisonment, search and seizure, use of force and firearms.

Border Security Force- Border Security Force (BSF) BSF, established on 1 December 1965, guards the borders of India.

It is a paramilitary force charged with guarding India's land during peace time and preventing international crime.

BSF also has a national level school for dog breeding and training.

Indo-Tibetan Border Police - The India Tibet Border Police has introduced a specialized unit called Bharti Bal, focusing on civil medical camps and disaster management. This initiative includes comprehensive training in disaster response, particularly in managing chemical, biological, and nuclear disasters. Such specialized training equips personnel with the necessary skills to effectively address diverse emergency scenarios, ensuring heightened preparedness along the border

ITBP is a multi-dimensional force with mainly 4 functions:

Monitoring of the northern borders, detection and prevention of border violations, and among the local population promote a sense of security

Checking illegal immigration and cross border smuggling

Providing security to sensitive installations and threatened VIPs

To maintain peace in the country, restore order and test in case of disturbance in any area.

Central Industrial Security Force - The Central Industrial Security Force (CISF) stands as the country's premier multi-skilled security force

It also has an email spying system similar to the FBI Carnivore system.

The bureau is also authorized to conduct wiretapping without a warrant.



Research and Analysis Wing

The Research and Analysis Wing (RAW) serves as India's foreign intelligence agency, wielding considerable influence in shaping national policies and executing both domestic and foreign strategies. With a primary focus on external intelligence gathering, counter-terrorism, and covert operations, RAW operates under the authority of the Prime Minister, and its activities are not subject to parliamentary oversight. Following global events like the 9/11 attack, there's a heightened awareness of security concerns, prompting the need for a sophisticated security apparatus involving both government and private security agencies. While the Indian Army, Navy, and Air Force form the bedrock of national security, safeguarding territorial integrity and contributing to peacekeeping missions, the collective efforts of various organizations underscore India's commitment to maintaining security at home and abroad.

Paramilitary Forces

As per the definition adopted in March 2011, paramilitary forces encompass the following entities:

- Assam Rifles
- Special frontier force
- Indian Coast Guard

NSG: The National Security Guard (NSG) stands as a specialized force, offering the country a crucial second line of defence. Its pivotal role during the 26/11 terrorist attack in Mumbai underscored its significance in safeguarding national unity and thwarting the aims of anti-national elements. Renowned as the premier special operations unit in Asia, the NSG's expertise and dedication further bolster India's security apparatus.

AT Squad: The Anti-Terrorism (AT) Squad, established by the Government of Maharashtra, is tasked with gathering intelligence on anti-national elements across the state. Collaborating with central intelligence agencies such as the Intelligence Bureau (IB) and Research and Analysis Wing (RAW), they ensure effective coordination in countering threats. Additionally, they liaise with counterparts in other states to combat organized crime and dismantle criminal networks, contributing to the maintenance of law and order.

State Police: State Police Services, alternatively referred to as State Police or SPS, operate under the jurisdiction of individual state governments in India.

CRPF: The Central Reserve Police Force (CRPF), operating under the Ministry of Home Affairs, serves as a frontline force in combating terrorism, countering Naxalite insurgency, and managing natural disasters. Their pivotal role extends to ensuring security during general elections, a monumental task in the vast and diverse landscape of India.

Central Railway Police Force - The Central Railway Police Force (CRPF) stands as the largest among the Central Armed Police Forces, operating under the Ministry of Home Affairs, Government of India. Its primary mandate involves supporting state and union authorities in police operations to uphold law and order and combat insurgency, particularly within railway premises and operations.



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The CRPF carries out a wide array of duties to ensure national security and public safety:-

- Specializing in crowd and riot control
- Swiftly responds to terrorism and insurgency
- Effectively deals with left-wing extremists
- Ensures overall coordination of large-scale security arrangements, particularly during elections in troubled regions
- Protection for VIPs and critical establishments
- Investigates environmental conditions and conserves local flora and fauna for sustainable ecosystems
- Actively engages in UN peacekeeping missions, fostering global security and stability
- Conducts rescue and relief operations during natural disasters, aiding affected communities with urgency and compassion

Central Bureau of Investigation — The Central Bureau of Investigation (CBI) stands as India's premier investigative police agency, operating under the auspices of the Government of India. It serves multifaceted roles as a criminal investigation body, a national security agency, and an intelligence agency, tasked with upholding law and order, ensuring national security, and combating crime at various levels.

CBI can investigate the following:-

Handles cases primarily concerning the Central Government and conducts inquiries into employees of Central Public Sector Enterprises and Public Sector Banks
Conducts inquiries into matters concerning the financial interests of the Central Government
Investigates violations of Central Laws, primarily focusing on enforcement related to matters concerning the Government of India
Investigates major cases involving fraud, cheating, and embezzlement
Handles cases with interstate and international implications, requiring coordination among multiple government agencies.

Intelligence Bureau - The Intelligence Bureau (IB) stands as India's premier internal intelligence agency, renowned as the world's oldest such agency operating both at the state and national levels. Initially tasked with a broad spectrum of intelligence operations, its focus has shifted predominantly towards bolstering internal security in recent years.

IB RELATED ACTIVITIES

Grants licenses to amateur radio enthusiasts
They facilitate the exchange of intelligence between Indian intelligence agencies and the police
The Bureau offers essential security clearance for Indian diplomats and judges prior to their oath-taking ceremonies



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Coast Guard: The Indian Coast Guard is entrusted with the following responsibilities:

- Provides defence support to the Navy for maritime security.
- To provide protection and assistance to fishermen in times of distress at sea.
- Assisting in gathering scientific data for research purposes
- Enforcing beach laws to ensure safety and compliance
- Ensuring maritime security, defending our seas, and conducting search and rescue operations
- Managing the oceans demands knowledge, skill, and unwavering commitment. India envisions pristine and safe waters under the vigilant guardianship of its Coast Guard.

SPRF (5727): The State Reserve Police Force (SPRF) stands as a specialized armed police unit within Maharashtra, established on March 6, 1948. Tasked with paramount responsibilities, the SPRF plays a crucial role in maintaining law and order, ensuring public safety, and providing support during emergencies across the state. With a rich legacy of service and dedication, the SPRF stands ready to uphold peace and security, safeguarding the well-being of Maharashtra's citizens

The responsibilities of the SPRF are:

- Maintenance of law and order
- Disaster Management
- Anti-Terrorism operations
- Ensuring the security of vital establishments is crucial for national safety
- The upkeep of training units is essential for maintaining operational readiness

Rapid Action Force

The Rapid Action Force lives up to its name as dependable allies during crises. Whether confronting rioters or swiftly responding to communal incidents with zero delay, they exemplify efficiency. Beyond crisis management, they extend their support to the public, aiding in medical camps during the pandemic, embodying their commitment to serve with compassion and speed.

Private security agencies

Private security agencies play a vital role in safeguarding business establishments and aiding law enforcement efforts. While armed forces focus on defending against external threats and paramilitary units handle emergencies, private security agencies step in to protect businesses and provide crucial information to the police. Their specialized services ensure the security and smooth functioning of various sectors, contributing significantly to public safety and order. They operate under government regulations and are accountable bodies that complement the roles of armed forces and paramilitary units. In tandem, these three security entities form a cohesive framework, each contributing unique strengths to bolster national security. Collaborative efforts among them are essential to effectively safeguarding the country and its citizens, demonstrating the synergy required for comprehensive security measures.



SKS-N0002-Legal Aspects

Legal aspects of security Indian Penal Code

The Indian Penal Code (IPC) stands as India's primary criminal code, encompassing a wide range of criminal laws aimed at upholding justice and order. Designed to address all facets of criminal conduct, it serves as a cornerstone in enforcing legal statutes across the nation. Over time, the IPC has undergone multiple amendments to adapt to evolving societal needs and challenges, now supplemented by additional criminal provisions to ensure comprehensive legal coverage. Its enduring relevance underscores its pivotal role in India's legal framework, steadfast in its commitment to administering justice and maintaining societal harmony.

Right of private defence of body and property: Right of private defence – The right of private defence allows individuals to protect themselves within the limits delineated in Section 99. To protect against offenses affecting human bodies, one can defend both themselves and others.

The defence of property extends to safeguarding both movable and immovable belongings against theft, dacoit, mischief, or criminal trespass, including attempts at robbery or mischief.

Right of private defence against the acts of an unsound person: When a person, particularly a youth, commits an act that would typically constitute an offense but does so due to immaturity, lack of understanding, unsoundness of mind, or intoxication, it may not be considered a crime. In such cases, the individual retains the right to seek a remedy for any harm caused by the act, possessing the same authority as if the act were indeed criminal.

Limitations on exercise of authority: The right of private defence ceases to apply if the force used exceeds what is reasonably necessary for self-defence.

Explanation: The right of private defence is limited to the extent that the defender cannot inflict severe harm on an assailant under the guise of self-defence.

Offenses involving bodily harm or injury: Factors involved in crimes involving crimes affecting the human body.

Culpable homicide (section 99): Causing someone's death intentionally, knowing that the act is likely to result in death.

Murder (Section 307): Culpable homicide amounts to murder when committed with the intent to cause death.

Casualty/Hurt (Section 19): The person who inflicts physical pain, illness, or disability upon another is deemed the cause of injury.

Grievous hurt (Section 320)

Only the following types of harm are designated as "grievous" harm:-

- Vasectomy (castration)
- Permanent loss of vision in either eye



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- Permanent loss of hearing in either ear
- Amputation of any part or joint
- The permanent destruction or loss of function of any organ or joint
- Permanent disfigurement of the head or face
- Fracture or dislocation of bone or tooth
- Any injury posing a risk to life or causing incapacitation for up to twenty days, accompanied by severe physical distress or hindrance in performing basic tasks

Voluntarily causing harm/hurt: If someone commits an act intending to cause harm or with the awareness that it's likely to hurt someone, they are deemed to have voluntarily caused hurt to that person. This action constitutes the offense of "voluntarily causing hurt."

Voluntarily causing grievous harm/hurt: When someone intentionally inflicts harm that they know may lead to grievous hurt, and if indeed the harm caused is severe, they are held accountable for voluntarily causing grievous hurt. This action is referred to as "voluntarily causing grievous hurt."

Voluntarily causing hurt by dangerous weapons or means (Section 324): Except in cases where Section 335 is applicable, which stipulates that individuals using cutting or piercing instruments, offensive weapons likely to cause death, fire, voluntary harm by hot substances, poison, corrosive substances, or living beings, shall be subject to imprisonment for up to three years, a fine, or both.

Voluntarily causing grievous hurt by dangerous weapons or means (Section 326)

Except in cases provided for by Section 355, individuals using instruments for piercing, cutting, or piercing, or any such offensive weapon likely to cause death, fire, harm by hot substances, poison, corrosive substances, explosives, inhalation or ingestion of harmful substances, or voluntary grievous hurt caused by living beings, shall be punished with life imprisonment or up to ten years, along with a fine.

Crimes or Offenses against Property

Categories of crimes against property

Theft (Section 348): Dishonestly disposing of movable property without consent, whether by removing it from possession or intending to do so, constitutes theft.

Robbery (Section 390): Robbery encompasses the wrongful seizure of personal belongings through violent means or coercion. Whether through theft or extortion, it invariably violates the sanctity of personal property.



Dacoity (Section 391): Dacoity, a term rooted in legal contexts of certain jurisdictions, describes a specific form of robbery involving the collective action of five or more individuals. When a group collaboratively engages in or attempts robbery, or when those present actively support the commission of such a crime and the total number reaches five or more, it qualifies as dacoity. This legal classification underscores the severity and organized nature of the offense, highlighting the heightened culpability of all involved parties in the joint commission of robbery.

Stolen Property (Section 410): Recovering someone's property after it has been stolen constitutes a criminal offense.

Mischief (Section 425)

- Destroying or causing harm to property by fire, explosives or other dangerous acts.
- Tampering with idol property is a criminal offense.
- Making a false threat to cause financial loss is not only deceptive but also illegal, carrying potential legal consequences.

Criminal trespass (section 441): Criminal trespass occurs when an individual, whether by unlawfully entering or remaining on property belonging to another person, intends to commit an offense, intimidate, insult, or cause annoyance to the lawful possessor. This offense encompasses actions aimed at harassing or causing discomfort to those in lawful possession of the property, with the intent to commit further wrongdoing, thus constituting a violation of legal boundaries and personal rights.

Cyber-crimes: Cybercrime involves illegal activities targeting computers or devices, either for malicious intent, financial gain, or both.

Cr.P.C. (Criminal Procedure Code): The Criminal Procedure Code (Cr.P.C.) outlines the procedures for imposing punishment and handling all aspects of crime within India's legal system.

Crime/Offence: Any act or omission made punishable by law at the time constitutes an offense

Classification of Crimes: The Criminal Procedure Code (Cr.PC) categorizes crimes into various classifications:-

- Cognizable and non-cognizable
- Secured and unsecured
- Serious crime
- A police officer can arrest without a warrant
- Crimes are investigated without magistrate permission
- An offense punishable by three years or more imprisonment
- Examples – homicide, robbery, murder, robbery, theft, riots etc.

Non-cognizable offense:

- A police officer cannot arrest without a warrant.
- Crimes require a Magistrate's order for investigation by a public officer.
- Offenses with penalties less than three years are subject to tax.
- Example – Nuisance, simple hurt, assault, bullying, abortion etc.



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Bailable offense: If the accused provides satisfactory surety or a personal bond to the police officer, they may avoid arrest and subsequently secure release on bail.

Non-bailable offense: The police lack the authority to grant bail to an arrested individual, except under special circumstances.

The arrested individual must be presented before a Judicial Magistrate within 24 hours of their arrest

Avoid searching for the suspect: Searching someone to find evidence for arrest without proper authorization is prohibited

The law safeguards the rights of suspects during searches. Physically restraining a person for a police search. If you witness someone stealing something under your protection, you have the authority to apprehend them by informing them that they are being arrested for theft.

Afterward, you can physically apprehend him for a police search

Personal search for weapons: If there's reasonable cause to believe that apprehending the suspect poses a physical threat, a search for weapons can be conducted

You are permitted to search for only one thing: weapons

The “frisk-and-frisk” method for weapons: Frisking, conducted after the suspect is arrested, is simply a brief check to ascertain if they possess a concealed weapon. This happens after the suspect is arrested. To conduct a pat-down search of a suspect, follow these steps:

1. Stand behind the suspect
2. Physically search the individual's outer clothing with your hands
3. Pat down areas where weapons could be concealed
4. Remove any items resembling weapons

CAUTION - DO NOT REMOVE ANYTHING THAT DOES NOT RESEMBLE A WEAPON

IMPORTANT POINTERS

Consider the following when searching a suspect:

- Exercise discretion when making physical contact with a suspect
- Assign a security guard of the same gender to conduct the pat-down search
- Ensure there is a witness present during the pat-down search
- Be vigilant and avoid complacency
- Physical contact while searching should be swift and efficient
- Practice patting down by concealing a small object on a partner

If contraband is found during a pat-down for concealed weapons, refrain from touching it and inform the arriving police.

Arms Act - India

What are the reasons for refusing a weapons license?

Licensing authority will refuse to grant a license

Where required, obtain a license for prohibited weapons or ammunition



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License in any other case- When deemed necessary by the licensing authority, a person must acquire a license

Possession or carriage of weapons or war materials is prohibited by the Act, except when governed by other applicable laws. Additionally, individuals deemed ineligible due to unsoundness of mind or other disqualifications cannot obtain licenses under the Act, with existing licenses, if any, remaining valid for up to three years unless withdrawn earlier

However, licenses may also be granted for shorter durations if requested by the licensee or upon the written recommendation of the licensing authority.

Every license, unless specifically decided otherwise by the licensing authority with reasons documented, is eligible for renewal for the same duration as initially granted if not surrendered. Renewals shall be conducted periodically as required.

What is the appeal procedure prescribed under the Act?

Any individual dissatisfied with a licensing authority's decision to deny a license, impose conditions, or revoke a license may appeal to the appellate authority. Preferential consideration should be given to appeals for stay or cancellation of the order, with the period for appeal determined accordingly.

Under what conditions and circumstances of suspicion can a person be arrested while carrying weapons etc.

The police have the authority to arrest and detain individuals without a warrant and seize any weapons or war materials they may possess

The individual shall be sentenced to imprisonment for a term of no less than three years and up to seven, with no possibility of extension beyond one year, and they themselves will bear this consequence.

What is the procedure for search and seizure by the Magistrate?

Any individual within a Magistrate's jurisdiction found possessing weapons or war materials for unlawful purposes, regardless of whether they pose an immediate threat to public peace or security, is not permitted to retain such weaponry according to the law.

Punishment for illegal arms trade

He may face arrest for up to three years, a fine, or both as punishment.
The offense carries a penalty of up to three years' imprisonment, a fine, or both.

Application for license for new weapon:

Application form for arms license (applied in duplicate), namely Form A

Form for license fee i.e. challan (voucher or invoice) receipt (in addition to the 32 challan (voucher or invoice) forms used earlier

Copy of license i.e. form. (Currently not available)



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Police Report Form

Sample affidavit.

Private Security Agency Act: 2005

"Private security" refers to a service offered by an individual or entity, distinct from government services, aimed at safeguarding individuals or property, which encompasses security provision, patrolling, and facilitating armoured car services.

A "Private Security Agency" is any non-government entity or group, such as corporations or companies, engaged in security operations, including the training of guards and supervisors for personal protection services

Private Security Personnel" encompasses individuals providing personal security to persons or property, with or without weapons, and includes supervisors.

State Government," concerning a Union Territory, denotes the person appointed by the President under section 239 of the Constitution, typically the Area Administrator.

Eligibility for a license under this Act requires a prior investigation, after which the application will be duly considered.

Persons ineligible for a license are:

Being found guilty of any offense related to company promotion, formation, or management, including fraud or criminal activities, can lead to serious consequences. This includes individuals declared bankrupt who have failed to repay debts, further complicating their legal standing.

Convicted by a competent court of an offense carrying a minimum punishment of not less than two years imprisonment, Application form for license approval - As stipulated in the application for a license granted by a private security agency, the Controller is required to submit it to the authority.

The applicant is required to submit an affidavit containing details outlined in section 6, provide necessary training to their security personnel and supervisors as per section 9(2), ensure compliance with conditions specified in section 44, and register with the police. Additionally, any involvement of the applicant in pending court cases or matters must be disclosed.

Under sub-section 1, the following fees will have to be attached to each application form -

Rs 5000/- if security agency is operated in one district of any state

Rs 40000/- if the private security agency is operated in more than one but up to 5 districts of the state;

If the private security agency operates in the entire state then the fee will be Rs 25,000/-.
Qualification to become a private security personnel



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GUARD

A private security agency shall not employ any person as a private security guard unless:-

- Eligibility for the license requires citizenship of India or citizenship of a country officially notified by the Central Government in the Official Gazette, with tax obligations clearly defined
- Has completed 18 years but is less than 65 years
- Upon assessment, the agency has deemed his character and antecedents satisfactory
- Successfully completed required safety training
- Has satisfied the required physical standards
- Has fulfilled all other prescribed conditions as well

Private security agencies are required to maintain a register:

- The register must include the names and addresses of private security agency managers
- Maintaining records includes documenting names, addresses, photographs, and salaries of security guards and supervisors under the agency's control
- The register should contain the names and addresses of individuals who have received private security guard services; and;
- Such other specific information as may be prescribed

Issuance of photo identity card-

Photo identity cards are issued to every private security guard upon their appointment or hiring by the agency.

- Photo identity card under sub-section 1 shall be issued on a prescribed form as prescribed.
- Every private security guard and supervisor must carry a photo identity card, as per sub-section 1, and present it upon inspection by the controlling authority or any other authorized officer.
- Punishment for violation of certain provisions.
- Violators of section 4 may face imprisonment up to one year, a fine of up to Rs 25,000, or both, at the discretion of the court.
- Individuals or private security agencies found in violation of sections 9, 10, and 12 may face penalties of up to Rs 25,000, with the possibility of license cancellation. Unauthorized use of special uniforms incurs punishment as per the applicable regulations.
- Private security personnel or supervisors affiliated with the Army, Air Force, Navy, or any other Union armed force, or found wearing police or similar special identification uniforms, risk imprisonment up to one year or a fine of Rs 5,000, or both, with liability also extending to the private security agency owner.



SKS-N0003

Private Guarding Security of People, Property and Premises

How can you keep people safe?

You can protect people in the following ways:

- By assessing risks to property, individuals, and personal safety, adhering to supervisor directives, and implementing crowd control strategies, security personnel effectively manage various situation.
- Prevent workplace accidents by reporting safety hazards, identifying danger zones, and ensuring people are kept away from such areas to mitigate risks.
- Basic knowledge of first aid is essential, enabling individuals to perform life-saving measures and take appropriate action during emergencies.

How can you protect assets?

You can secure assets in the following ways:

- Use “access control” mechanisms.
- Manage and control vehicle traffic within restricted zones.
- Create and maintain a transportation goods logbook.
- Familiarize yourself with the layout of the building or property of the premises you work in.
- Locate the main power switch and other essential utility controls.
- Detect and stop fire.

How can you protect valuable or important information?

- The information contained in a computer can be stolen in many ways and can be protected through various security measures:
- Request a suspected employee's valid identity card and cross-reference their name with the existing employee list
- If an employee is working late in the office, verify that they have the manager's authorization
- Report any exposed information or documents to your supervisor promptly
- Escort (guide) individuals through restricted areas to prevent access to confidential information

What is physical security?

Physical security involves safeguarding your building and property against theft. It employs a defense-in-depth approach, utilizing a blend of overlapping and complementary controls.

- Prevention from potential intruders (e.g. warning signs and boundary wall markings)
- Distinguishing between authorized and unauthorized people (e.g. pass cards/badges, keys)
- Delay, frustrate and ideally prevent intrusion attempts through measures like sturdy walls and door locks
- Intruder detection and intruder monitoring/recording (e.g. intruder alarms and CCTV System)
- Trigger appropriate incident responses (e.g. security guards and police)



There are 5 levels of physical security mentioned here:

1. Minimal security systems aim to deter unauthorized external activities, employing basic physical barriers like standard doors and windows fitted with simple locks.
2. Low-level security systems are implemented to deter external unauthorized activities, commonly found in small retail stores, storage warehouses, and police stations
3. Intermediate security measures primarily target unauthorized external activities while also addressing some unauthorized internal activities, typically implemented in facilities such as warehouses, large industrial plants, and certain retail shops
4. High-security systems encompass a wide range of unauthorized external and internal activities, including interception, search, and entry, commonly found in defense contractors, pharmaceutical companies, and sophisticated electronics manufacturers
5. Maximum security systems are engineered to disrupt, detect, assess, and neutralize all external and internal activities, and are typically employed in locations such as nuclear facilities, certain prisons, military bases, government research facilities, and select foreign embassies.

What are the different layers and roles of physical security?

Wall security serves as the primary defence, but weaknesses may exist in areas like the roof, basement, or building walls, vulnerable to entry,

- OUTER PREMISES PERIMETER
- INNER PREMISES PERIMETER
- INTERMEDIATE PREMISES PERIMETER

Generally there are two types of Barriers:-

1. Natural obstacles include mountains, rocks, valleys, rivers or other difficult terrain to cross.
 2. Structural man-made barriers such as floods, walls, floors, ceilings, nets, other entry prevention devices
- Gate - Its purpose is to prevent entry through the boundary wall of the enclosure and it is protected by locks, rotating guards. Surveillance, vigil, fixed guard deployment, alarm contact, CCTV or a combination of these.
 - Fixed deployment - This is a small security office or central control room in which CCTV surveillance units are installed. The controlled gates and the clocked main entry gate of the plant are being guarded by armed/unarmed guards.
 - Lighting plays a critical role in security, encompassing continuous, controlled, emergency, and response area illumination, essential for prevention and assessment.

PATROLLING

What is patrolling?

The activity of moving around an area at regular intervals for security or surveillance purpose:

- Overview
- Inspection
- Security



What is the purpose of patrolling?

- Fire prevention and detection
- Flood, fraud and theft
- Detection and prevention of loss and other causes of damage to company property or resources.
- Ensuring compliance with company rules is paramount
- Detecting and preventing crimes against the interests of the company
- Prevention of accidents
- Prevention of all types of losses
- Systematic reporting and recording of all detected information

There are two types of patrolling-

1. Mobile patrolling – carried out in wide areas like dockyards, streets, footpaths, parking lots etc.
2. Static patrol duty- The duty of static patrolling entails maintaining security within the plant or restricted area, with responsibilities including regular patrols and monitoring for potential security breaches

Duty during patrol

- Observation and surveillance are integral to security protocols, with guards utilizing video cameras to monitor individuals for any inappropriate or illegal conduct when visiting a business or company. Additionally, officials typically conduct patrols of campus property using alarm systems or monitor activity from a desk or reception area.
- Entry control into premises property involves security officers implementing specific procedures within private businesses to manage access effectively. This includes monitoring and tracking company employee badges, as well as recording visitor information upon entry, ensuring a secure and controlled environment
- Responding to situations promptly, security officers are typically the first to intervene within a business setting, whether it involves property damage or guest disturbances. Upon encountering an issue, officers assess the situation and prioritize the safety of everyone in the building, taking appropriate steps to address and resolve the matter.
- In overseeing building operations, security officers undertake daily inspections to verify compliance with legal requirements and identify any potential hazards or illicit activities occurring on the premises. Their vigilance aims to maintain a safe and law-abiding environment within the building.
- Security guards serve as assistants, aiding individuals in reaching their vehicles or specific areas of the building, providing information, instructions, and issuing traffic warnings as needed to ensure safety and efficiency.
- During patrols, security professionals should meticulously observe and promptly report any out-of-place objects or occurrences.



GUIDELINES FOR PATROLLING:

It is very important to be well aware of the customer's comfort zone

- Electrical control
- Doors and windows
- Emergency equipment
- Telephone
- Water shut off valve
- Fire alarm and fire prevention equipment
- Hazardous substances
- Any new reports, logs, or memorandums from the previous shift should be reviewed.
- Inspection of your vehicle
- Check your torch and watchtower

NOTEBOOK AND WATCH INDIVIDUAL EQUIPMENT



HAND TORCH



TWO WAY RADIO SET



WHISTLE



PROTECTIVE HELMET



DUTY UNIFORMS



NOTEBOOK

FIELD NOTEBOOK

The field notebook stands out among all the tools as the most crucial tool for a professional security worker.

Purpose of field notebook

- It serves as a portable directory for contact and emergency names and phone numbers
- It's used to record details of an event or observation
- It helps refresh your memory when you return to base



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- To help write a security report
- It aids in detecting inconsistencies in eyewitness accounts
- Helps as an as an investigative assistant
- Serves as an indication of your work and ability

When using a field notebook

- Carefully review your notes before writing the report
- Make notes promptly after the observation or event
- Be decipherable/legible/readable
- Avoid abbreviations
- Write down personal notes
- Do not tear pages
- Utilize all pages and spaces effectively
- Complete utilizing the notebook
- Ensure to completely utilize the notebook
- Avoid erasing mistakes; draw a line through them and sign
- Be organised
- Do not include any personal opinions
- **You'll write notes and reports in the 24-hour format, including for court testimony**
- **When using the 24-hour format, count hours from the start of the day. For example, 5:00 PM would be written as 17:00 hours (12+5)**

DUTY EQUIPMENT

Security personnel require adequate support equipment and clothing for their duties, including items for varying work conditions and emergency preparedness. Additionally, special provisions are necessary to address work hour fluctuations and enhance emergency response planning

The tools include the following, however based on the location:

OFFICE EQUIPMENT

- Provide a desk or similar support
- Provide chairs for yourself and other injured persons
- Install a cupboard for storing books, documents, and equipment
- Wall Clock or Watch
- Trash Bins or Dust Bins
- Stationary Supplies like Pens etc.
- Telephone
- Provide a keyboard or box large enough to hold all the keys
- Computer equipment

LODGE EQUIPMENT:

- Fire extinguisher
- Parking signage
- Clear instructions regarding the reaction to alarm activation are crucial, especially considering that alarms are frequently disabled in security lodges
- Emergency phone
- Additional locks with chains
- Hammer and nails
- Ropes



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- Smoke Detectors
- First Aid Equipment

Lighting arrangement: Emergency warning light, emergency flood light, emergency flood light

Communication Skills: Communication is the cornerstone of effective interaction, encompassing the capacity to engage with people skilfully and convey information clearly. For security staff, this means possessing a set of communication skills tailored to their role. These skills should enable them to effectively handle various situations, whether it involves diffusing tensions, providing instructions, or sharing critical information swiftly and accurately.

- Speak/Speech
- Listen
- Write

Speak/Speech

Six essential facts of effective communication: Effective communication hinges on timely and comprehensive message delivery.

Information must be conveyed clearly in the message
The message should be brief and relevant
The message must be factual
The message must be perfect

1. Listen

Here are some tips to become a better listener:

- Do not interfere
- Do not jump to conclusions or assume
- Do not judge the person who is speaking
- Taking notes helps to sustain engagement and focus.
- Keep asking questions

2. Writing - Practice Points –

Clarify the purpose of your writing it ensures effective communication
Ensure accuracy and verifiability of information for credibility
Write with clarity, confidence, and effectiveness
Utilize familiar words with clear meanings
Craft well-structured sentences to enhance content quality and showcase professionalism.
Employ clear paragraph structures for effective organization
Maintain contextual consistency throughout the document to align with its overarching purpose
Proofread thoroughly before finalizing
Retain records of all factual or purpose-driven actions.
Ensure handwriting is clear and readable.
Employ concise and impactful comments
Document all facts chronologically for clarity.

3. The security guard has to communicate with:

- Visitors
- Team members
- Employees
- Superiors



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4. Employ tone of voice effectively:

- Confident vs arrogant
- Friendly approach is neglected
- Assertive vs aggressive approach

5. Greetings to remember

- Any time of the day - Good day Sir/ Madam
- Morning to Noon - Good Morning Sir/Madam
- 12.00 Noon to 4.00 PM - Good Afternoon Sir/Madam
- 4:00 PM to Midnight - Good Evening Sir/Madam
- When the customer is leaving for the day, and it is night - Good Night Sir/Madam
- Any time a customer is finished with you- Have a nice day

6. Common etiquette

- How may I be of help or assist you?
- May I help you with something?
- Can you please share your contact information with me?
- *Please wait* while I'm transferring your call/ I direct your call. Thank you.
- Can I help you or assist you with anything else besides this?
- Excuse me/I beg your pardon/Can you repeat? / I'm sorry, I didn't hear you.

How to thank someone

- You are most welcome
- Thank you for your cooperation Sir!

Types of Communication

- Listen carefully
- Express sympathy
- Always enquire politely
- Keep the explanation brief

Various devices used in Communication

- Telephone
- Mobile phones
- Walkie Talkie Set
- Use the telephone
- Note down all emergency numbers in a diary
- Remember the phone numbers of your team members and superiors
- Do not use the telephone for personal use
- Listen before you speak
- Be careful and always think before you speak

Use of Mobile Phone

- Remember to keep your mobile on silent to avoid disruptions while sharing information in the meeting.
- Please refrain from using ridiculous or annoying ringtones
- Do not use cell phone to call people at untimely hours
- Stay focused at work; avoid chatting with friends on your phone
- Answer the phone within three rings, and speak courteously without causing disruptions



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Use of walkie-talkie

- Before using radio procedures for the first time, ask yourself, "Is broadcasting truly necessary?" If so, consider thinking or jotting down your message before speaking
- Before speaking, press the broadcast button, pause for a few seconds, and then begin, ensuring you won't be cut off at the start of the transmission
- Stay calm during emergencies to avoid forgetting to press the broadcast button
- Moving the radio set to a different location can significantly improve speech clarity at times
- Observation and memory power are crucial aspects to consider
- Recall every detail in the sequence of the incident
- Stay efficient and productive by maintaining composure amidst various emergencies.
- Repeating your message clarifies misunderstandings effectively.
- Practice key words without unnecessary additions for better fluency
- Don't engage in unnecessary gossip
- When spoken aloud, the message becomes unclear, leading to varied interpretations by the recipient
- Handle the radio set with care, recognizing its utility in enhancing efficiency; if unsure about a message, acknowledge it candidly instead of making assumptions

Handling Hazards

What are the different types of man-made hazards?

1. Man-made hazards are classified as enlisted below:
2. Crime against person
3. Crime against property
4. Do not sabotage or destroy
5. Civil disturbances
6. Bomb Threat
7. Accidents
8. Fire

Crime against person

Preventing crimes involves various strategies and interventions

Overview – Stay vigilant during your duty, actively observing individuals around your work area. If you notice someone suspicious, verify their identity; if they provide false information, detain them and notify the authorities.

Recording and reporting incidents – Understanding workplace hazards is crucial, and proactive measures must be implemented to prevent incidents. Additionally, maintaining a log and promptly reporting any suspicions to the police is essential for ensuring safety.

Intervene – In the event of a crime, it's imperative to act swiftly to manage the situation and, if a criminal is attempting to act, intervene until law enforcement arrives to prevent further harm.

Crime against property: After work hours, individuals may be found on the premises trying to steal company or personal property or tamper with equipment; in such cases, it's necessary to detain them and turn them over to the police.



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What do you understand by sabotage and how can we prevent such threats?

Sabotage refers to intentional actions such as damaging equipment or property, including activities like arson or halting production, within the workplace.

As a security guard, you should know:

- Property destruction aimed at disrupting production was reported following the directive regarding your duty.
- The security measures agreed upon by the customer and your security company.
- About Security Guard Training and Observation Skills.
- These precautions help you prevent these types of hazards.

How can you prevent civil disturbances?

Acts of civil disobedience, legal or unlawful protests by employees, and public protests against a security guard can pose significant challenges. In such situations, it's important to remain vigilant and respond appropriately, following established protocols and procedures. Inform your supervisor of the situation and request additional security guards.

If there is opposition within the company:

- Escort the protesters away from the work area and out of the company gate.
- Secure all entrances to safeguard company property and personnel.
- Notify your supervisor about the situation

How can you prevent bomb threat?

Bombs can be planted in various locations, including private properties, buildings, company premises, gardens, and crowded areas, posing a threat to both property and human life. Any individual, including those within your workplace, could potentially plant such devices. Can be brought through any vehicle. Therefore, to avoid these types of hazards at your workplace. For this you should:

Use metal detectors to thoroughly screen all individuals at the entrance.

Ensure rigorous inspection of all vehicles and objects circulating within your workplace.

Important Work Areas-For example, when patrolling chemical factories or shopping malls, it's essential to carry bomb detectors at all times and thoroughly search suspicious areas to locate any potential threats. If a bomb is detected within the entrance or work area, promptly notify the bomb squad and police for immediate action.

How will you react to an accident?

In cases of accident you should:

- Evacuate the workplace/premises
- Secure the accident site until police and compensation workers arrive for assistance.
- Safeguard evidence to prevent its disappearance before the arrival of police and investigators
- If you encounter an injured person, escort them to an ambulance or a designated safety area.



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How would you react to a fire?

While on patrol, the security guard must identify fire hazards and promptly report them to the relevant departments. In the event of a fire accident, take immediate action as per the established emergency procedures.

Sound the Fire Alarm instantly and inform and alert the fire brigade immediately
If you encounter an injured individual, dial the ambulance service immediately.
Notify your customer and the police.

Identification documents

Identity documents serve as proof of various aspects of a person's identity.

Examples of false documents

- Duplicate Ticket
- Duplicate Passport
- Duplicate ration card
- Duplicate Entry Pass
- Duplicate certificate

Professional security personnel must carefully review original documents to swiftly identify and take appropriate action upon detecting falsified ones.

The guard stationed there will verify the entry card and identify any unauthorized individuals entering the workplace.

By scrutinizing invoices accompanying inbound and outbound materials, potential fraud can be detected and swiftly identified.

Examining the structure of the voucher or invoice, along with its signature, can aid in determining its authenticity or falsity.

Security personnel must possess knowledge of different documents, including their structure and components, for effective identification and scrutiny.

Identity card: An identity card is crucial for employees to gain access to their company premises.

Permanent ID card: It is given to permanent employees.

Visitor ID card: This is given to temporary employees or visitors

The design of an identity card varies based on the company. However, some elements are common to all identity cards. These elements are:

- Name and address
- Photo and Signature
- Department and employee number
- Blood group
- The signature of the authorizing individual.
- Company seal



According to the law, if you lose your ID card:

- Report the matter to your local police station
- Notify the authorized person in your company immediately

1. Visitor card

- Visitors obtain permission to enter the company premises by using the visitor card.
- The guard at the gate or on patrol must monitor the visitors closely.
- Visitor cards should only be issued after visitors prove their identity and provide the purpose of their visit.
- Visitors must be accompanied inside the premises by a guard.
- If no guard is present at the gate to escort the visitor, summon an employee who can identify them.
- The visitor should be allowed to enter the premises only along with the employee.
- Upon exiting the premises, visitors should return their pass or gate pass at the gate.

2. REPORTS

- Professional security personnel must articulate and report observations promptly, accurately, and coherently, ensuring precise documentation.
- Reports serve as a method to record detailed facts of an incident for others to understand what occurred

A well-prepared report aids in recalling precisely what transpired at the time of the accident, crucial for trial preparation.

The report should follow this format:

1. **Organized:** Ensure organizational readiness before commencing report writing
Begin by gathering the facts and recording them in your notebook promptly after the incident, ensuring chronological presentation.
2. **Clear:** Maintain clarity by keeping sentences, paragraphs, and reports concise, presenting a clear picture of the incident without the use of many words.
3. **Legible:** Ensure handwritten reports are legible to others; if handwriting is unclear, rewrite the report for clarity.
4. **Complete:** Addressing all pertinent questions (who, what, where, when, why, and how).
5. **Accurate:** Ensure all facts in the report are accurate; refrain from speculating or including information about events of which you're unsure.
6. **Proof-reading:** Review the report thoroughly, and for enhanced accuracy, have a colleague provide a second review; if needed, refer back to the documents for clarification.



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Ensure your report incorporates the five Ws (who, what, where, when, why) and one H (how) to effectively convey essential information.

1. Who?

In the report, the 'who' denotes individuals involved in the incident, including those affected, making complaints, or responding to the event. This encompasses property owners, observers, and other relevant parties engaged in the situation.

2. What?

This section is pivotal in a quality report, encompassing the event's description and actions taken by individuals, including security personnel, alongside a comprehensive overview of available evidence, encompassing both external sources and witness testimonies, crucial for thorough analysis and understanding.

3. When?

Incorporating time and date stamps is vital in maintaining the report's coherence and chronological accuracy, ensuring events are presented in a sequential manner. These timestamps are crucial for recording key moments such as the last area inspection before the incident, commencement and conclusion of the event, contact with witnesses, and arrival times of emergency services like the police, fire department, or ambulance.

4. Where?

This segment outlines the environmental context and the specific whereabouts of both parties involved at the time of the incident. It details the location of the occurrence, the positioning of witnesses, the discovery sites of evidence, and the subsequent movements of the accused individual.

5. Why?

Visual examination can answer many questions, but some may persist even after thorough investigation.

6. How?

- This part describes how the incident occurred and what actions were taken in response.
- Write the report in past tense: I saw.....; I observed...; the accused chose...;
- Include the date of the incident, not the date of investigation, in the report
- Use Legal Address: Chimbai Rd Bandra West



SKS-N0004-Access Control

Physical and electronic access control systems

Access control systems aim to ensure appropriate individuals gain entry to designated areas at designated times, while regulating the flow of people, materials, and vehicles both entering and exiting a space, serving as a fundamental security measure.

An asset can be protected using the following access control mechanisms:

- Warning signs
- Fence /barrier
- Electric fence
- Strong building/infrastructure as strong as a fort
- Vehicle movement limitations established
- Gates and other exits and entry routes
- Infrared Beam Perimeter Security Systems
- Camera
- Sufficient Lighting

Removing materials from the workplace is among the most delicate responsibilities for security guards, requiring careful handling and adherence to protocols. Bars often require customers to sign for security documents, packages, and deliveries to maintain accountability and ensure proper handling of items.

The general expectations from a guard on gate duty are:

Checking the vehicle's license number and driver's name

Ensuring delivery necessity or proper authorization has been granted, and receiving deliveries as per the established protocols is essential.

Ensuring the vehicle, whether incoming or outgoing, is securely sealed and remains untampered with is crucial.

Verify the documents authorizing the removal of property for accuracy and legitimacy.

Goods entering and exiting vehicles may be searched as per customer requirements and dispatched in successive orders.

Objectives of Electronic Access Control System

Only authorized persons are permitted to enter and exit.

Directing and halting the entry and exit of contraband such as weapons, explosives, unauthorized equipment, or critical property.

Providing security personnel with information to aid assessment and response

Aspects of Access Control System

- Identification
- Authentication
- Authority
- Accountability



SKS-N0005-Screening and Search
Screening and Searching

What is Physical search/frisk/pat down?

Physical frisking is a method of searching or screening someone. Physically frisking involves checking a person by patting them on the outside of their clothes to reveal concealed weapons or search for illegal goods in their possession.

When is Physical search/frisk/pat down compulsory or necessary? In what circumstances are you permitted to physically search/frisk/pat down someone? It is justified in the following circumstances:

- If it pertains to the safety of officials, officers, or civilians
- When suspicion arises regarding the suspect possessing weapons and posing a danger.
- When there's suspicion that the suspect is about to commit a crime commonly involving weapon use.
- The officer is currently unaccompanied, awaiting backup to arrive for duty
- The report details the number of suspects and their physical descriptions
- The report includes information on suspects' behaviour, emotional state, and appearance.
- Vague answers from the suspect are noted during the initial investigation

Various types of searching techniques are presented here:

- Regular Routine
- These basic approaches, typically outlined in work instructions, are followed daily as standard procedures.
- Based on Intellectual Level
- When information or revelations regarding a specific issue are received, they are retained.
- People
- Certain premises may necessitate pre-entry or random searches of visitors and staff members
- Bag/Personal Belongings
- While a person can be searched, their bag/personal belongings can also be searched concurrently, typically conducted simultaneously
- Vehicle
- This can be carried out in the same manner as searching the person or his/her bag / personal belongings.

How to search

Do's and Don'ts in the Search Process

Do's

- Be professional
- Show respect
- Stay in control

Don'ts

- Prevent interference
- Block other observers
- Avoid arguments



How to be professional while carrying out the search

- During the search, the individual may be asked to reveal the contents of their pockets and bags to aid in the process.
- Whenever feasible, individuals should be searched by security personnel of the same gender, considering the potential embarrassment some may feel during the process. This approach ensures a respectful and comfortable environment for all involved.
- During searches, if a member of the public being searched alleges any impropriety, having another member of the security team present as a witness can be beneficial. This helps ensure transparency and accountability in the search process.
- Ensure an appropriate environment for searches, which may include the need to remove clothing in certain circumstances, considering necessities such as religious turbans.

Carrying out the search of a suspicious person

- Security officers must identify themselves and present proper identification to the suspect.
Clearly inform the suspect of the intention to conduct a thorough search from top to bottom to locate any concealed weapons.
- Instruct the suspect to stand upright with hands above their head or against a stable object, and legs spread shoulder-width apart.
- The suspect should raise their hands above their head, interlocking their fingers, while keeping their elbows turned outward.
- Approach the suspect and position one foot between their legs aligned with the line, with the other foot positioned 6 inches back for better control.
- Begin at the suspect's head, running your hands down each side of the torso, pulling and squeezing the clothing at regular intervals
- Run your hands over the suspect's chest, back, left and right sides, and buttocks, ensuring thorough examination of all body parts, including the armpits, neck, and waistband. Maintain a firm yet respectful touch, ensuring sufficient sensitivity without being intrusive.
- Next, maintain an upright seated position, ensuring both legs and stomach are thoroughly searched, repeating the process for the upper thighs while paying attention to the area behind the knees.
- If a weapon is found during the search, removing it ensures the safety of the suspect, then instruct them to assume a seated position resembling lying face down on the ground.
- Physical screening at entry point
- Stay within the law
- Exceeding lawful provisions during arrests, seizures, searches, or use of force may result in potential criminal and/or civil lawsuits against your employer.
- As a security officer/supervisor, you possess the authority to make arrests similar to that of a regular citizen, distinct from being a police officer or a peace officer.
- Physical screening at entry point



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Physical Screening

- Personal identity check
- Physical screening/frisking of employees
- Private or secret spaces of individuals.
- Action taken upon detection

Screening of Personal Belongings

- Greetings upon contact with person
- Ensure the bag or items belong to the person
- Search or screening requirements
- Permission to check personal belongings
- Opening the bag
- Closing the bag
- Thank you

Civilians /Citizens Arrest

- Instruct the suspect to remain seated until the police arrive for arrest or imprisonment, without the necessity of handcuffing or locking them up.
- When stopping or arresting a person without a warrant, the officer does not provide warrant protection.
- Always try to have a witness around
- Immediately inform your superiors and police
- Exercise patience for a reasonable duration, typically until the police arrive
- Do not arrest trespassers; instead, advise them to vacate the premises, and if they refuse, contact the police.
- Resort to physical force solely in self-defence or when innocent bystanders are threatened.

Search and capture

- You cannot compel a hesitant employee to undergo a search, even if company policy mandates it; in such instances, it's advisable to notify your supervisor, who can provide guidance on resolving the issue.
- In this scenario, the employee is swiftly disciplined for violating company policy and may be asked to leave.

Use of force

- The use of force is warranted when necessary; there's no need for security personnel to display physical strength unnecessarily.
- The use of force must be justified; for example, shooting a fleeing thief is not permissible.
- Stay composed and vigilant unless there's an imminent threat to life.



Acknowledge or Confessing to a Crime

- Statements should be voluntary and not influenced by promises or threats
- Statements can vary from short and simple to long and detailed
- Statements can be provided in either written or oral format
- The statement should be transcribed verbatim as it was spoken
- Do not ask suspicious questions
- Give the suspect time to explain
- Ensure a remote officer accompanies you as a witness

Discrimination is illegal

- Any form of disability
- Citizenship
- Caste
- Age
- Gender
- Sexual Orientation
- Religion
- Political Opinion
- National Origin
- Marital Status

Alternatives to Force

- Active, empathetic listening
- Lack of verbal acuity (acumen/intellect/perception)
- Come back and inform the police
- Come back and call for help
- Command assertively in a loud voice ("Drop the knife")
- Get help from viewers/supporters

When is it justified?

- You must believe that force in this case is necessary
- Your use of force must match the threat appropriately.
- The attacker poses a threat of harm to you or others.
- You or a third person may be in close proximity and at risk of harm
- You've exhausted all non-violent options.
- All your means of escape have been exhausted
- Do not resort to force for property protection.

When does the need arise to arrest and detain someone

- Secure backup assistance first.
- Clearly convey your intentions through simple and direct commands, maintaining a safe distance.
- Keep your behaviour and body language non-threatening.
- Top of Form
- Proceed with great caution
- Notify your supervisor; Call the police immediately; Write an incident report
- Detain the suspect only for a reasonable amount of time until the police arrive



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Proof

- Marking, whether through physical evidence like stolen property or documentary evidence like a counterfeit check, should be safeguarded.
- Eyewitnesses should be interviewed, and detailed notes of their accounts should be recorded to preserve evidence. Providing written notes to eyewitnesses aids in their memory recall for future events and enhances the reliability of their testimony.
- Compose an honest and comprehensive incident report.

Vehicle search

Vehicle searches are usually conducted

As a defensive measure at the entrance

Decline to transport contraband or explosives to authorities at a specified location.

Or

To take unauthorized goods out of the exit point

Examples include customs and customs agents, event security, and professional security personnel.

Vehicle Search - Security Measures to be considered

- Always position yourself at a height where traffic can easily see you.
- Top of Form
- Always establish eye contact with the driver before approaching the vehicle.
- Before conducting the check or search, ensure the vehicle engine is off and the parking brake is engaged
- Always request the driver to open the door/trunk
- Never inspect a vehicle while its engine is running.
- Ensure safety at all times when inspecting the driver or vehicle occupants.
- Top of Form
- Do not touch any suspicious object
- Establish a systematic routine with complete organization.

How to obtain serious information

- Observe behaviour carefully
- Observe the appearance of the vehicle
- Question the driver and other individuals present.
- Must be familiar with local customs and behaviour.
- Establish eye contact with other occupants of the vehicle.



SKS-N0006-Parking

Parking

Controlled parking in designated areas: Parking is the process of stopping and parking vehicles.

Role and Responsibilities of Security Guard

- Adhere to parking guidelines outlined in the allotment plan.
- Ensure vehicles are checked at the entrance to the parking area.
- Inspecting parking area lights.
- View parking management arrangements
- Managing irregular situations like traffic congestion, improper parking, and accidents.

Types of parking

1. **On the road:** Designated roadside parking space
2. **Surface parking:** Parking space directly on the ground (paved or unpaved)
3. **Structured or underground parking:** Any multi-storey parking structure with facilities provided inside or beneath the building

PARKING EQUIPMENT





SAFETY AND PROTECTIVE EQUIPMENT



TICKET VENDING MACHINES AND ATM'S





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- **HHMD (Hand held metal detectors):** To detect hidden metal objects
- **Inspection/Convex Mirror OR Under-Vehicle Search Mirror (UVSM):** Convex mirrors enable effective surveillance of blind spots beneath vehicles in parking areas, enhancing security and safety measures.
- **Barricade tape:** Is used to warn or catch the attention of passer-by of an area or situation containing a possible hazard.eg. To protect people from falling into a manhole.
- **Traffic Cones/Safety Cones:** To provide directions in a parking lot in a safe manner by marking lanes, signalling changes in the alignment of the road, or directing traffic through detours.
- **Traffic LED Baton:** These vital tools serve as beacons of safety and visibility, ensuring smooth traffic flow and order, especially in low-light conditions especially during night time.
- **Road Safety Barriers:** Road barriers deployed in hazardous pedestrian and vehicular zones serve as crucial safeguards, mitigating potential accidents and ensuring public safety.
- **Boom Barrier:** It is a bar, or pole pivoted to allow the boom to block vehicular or pedestrian access through a controlled point.

PARKING AREA SIGNAGE

Visitor parking

Handicapped Parking

Employee Parking



Space Available



Speed Limit



Warning Signs



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- **Parking Lot**
- **Check the following sections for parking instructions**
- **Surface Conditions**
- The parking surface should be flat and clear to prevent harm to road users.
- The surface for individuals with disabilities must be flat and obstacle-free.
- Ensure the surface area is intact and free from cracks or damage.

Lighting

- Implement a detailed lighting scheme for the parking lot.
- Ensure adequate lighting throughout parking spaces and circulation areas.
- Install lights according to their intended purpose, avoiding excessively bright lighting.

On site /Premises

- Ensure no trees or bushes obstruct views for instructions or CCTV surveillance.
- Tree branches and leaves should not extend within 10 feet of the parking lot surface.
- A sturdy perimeter fence, coupled with a uniform wall, should not exceed a height of 36 inches.
- Artificial lighting aids parking attendants or employees in night-time visibility, enabling clear observation of activities from distances exceeding 75 feet.
- A minimum of 3 foot candles (30 lux) of illumination is required to uniformly cover the entire open surface parking lot.

Traffic situation

Give instructions to vehicles based on the traffic situation

- Reserve parking for disabled people
- Visitors' vehicles should be parked in allotted areas.
- If visitor parking is full, allocate spaces based on waiting time in the designated area.

Uses of Parking Signage

- What types of information may be included on instruction signs?
- Car parking location name
- Distance
- Space available
- Vehicle details and their timing
- Various services available around the parking area (for example toilets or park and ride)

Orientation of the signage

Signs are usually positioned on the left side of the road for traffic moving in your direction, ensuring optimal visibility. They should be strategically located to ensure that drivers entering the area can easily spot and comprehend the signs.

Positioning of the Signage

- Parking related signs may be installed:
- At each of the various entry and exit points
- At an interval of 100 meters inside the area



Irregular parking conditions

- Traffic congestion
- Wrongly parked vehicles
- Vehicle fire
- Leaving children and animals in the vehicle unattended
- Accidents
- Misuse of parking area for prohibited activities
- Aggressive behaviour
- Unsafe vehicle

Dangers and common hazards within the parking facility

- Poor Lighting/Bad Lighting
- Faulty entry control barrier/device
- Fuels/Liquids spilled on surfaces making it hazardous

Parking area safety Instructions

- Follow all the rules and regulations
- Be an active listener
- Remain calm and report the accident to your superior
- Always try to get help from your team members
- Always consistently patrol the parking area
- Check the quality of visibility of information on the signage boards
- Security guards need to familiarize themselves with the parking layout and traffic plans.
- In emergencies like fire, guards should immediately contact the fire brigade or relevant service provider.

Parking Area Safety – Advice

- Remain vigilant and attentive to your surroundings while patrolling the parking lot.
- Wear a reflective jacket while on duty at all times to ensure visibility, as assuming the driver can see you may lead to dangerous situations.
- Always check both ways before crossing an intersection, utilize designated crossings, and whenever available, stick to using the footpath.
- While patrolling, stay on side paths within parking lots and avoid walking between vehicles for safety
- During inclement weather like rain, ensure to wear suitable shoes with good traction to prevent slipping or falling accidents.

SUMMARY

As a security guard, remember to keep the following in mind:

- Direct vehicles into parking spaces efficiently and safely.
- Perform thorough vehicle checks upon entry for security purposes.
- Parking management operations involve overseeing and optimizing parking facilities efficiently.
Utilize tools to enhance efficiency and effectiveness in parking management.
- Address hazards and irregularities promptly to maintain safety and order in parking areas.



Traffic Control

Traffic control aims to alleviate congestion, both vehicular and pedestrian, in a safe and efficient manner, thereby enhancing overall traffic flow and safety.

When will the security personnel be called to direct the traffic?

Some examples include:

- When motor vehicles collide, it can result in damage to the vehicles and potential injuries to passengers.
- In case of falling electric wires or tree branches, immediate action should be taken to ensure safety and prevent hazards.
- Follow police instructions promptly, particularly in situations like traffic light failures or malfunctioning traffic control systems.
- In times of fire, explosion and other such crises
- When requested by an employer or customer, assist in parking at events such as seminars, shows, or concerts to manage crowds effectively.
- Secure the crime scene to preserve evidence until the police arrive.

Here are three crucial reasons to consider when performing emergency traffic control duties:

- Maintaining professional behaviour
- Maintaining the safety of persons subject to traffic control
- Maintaining personal safety at all times
- Security professionals must understand the two fundamental types of traffic control: pedestrian and vehicular traffic.

Five principles serve as the foundation for effective traffic control.

Stay safe.

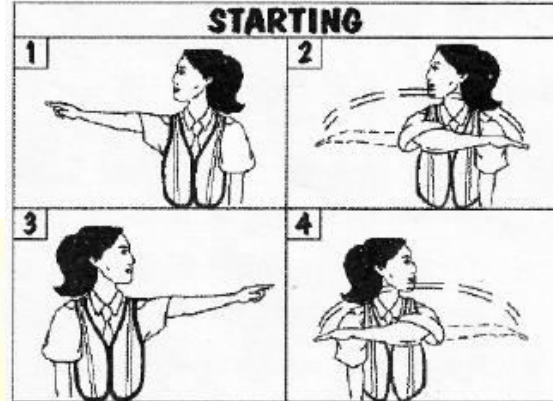
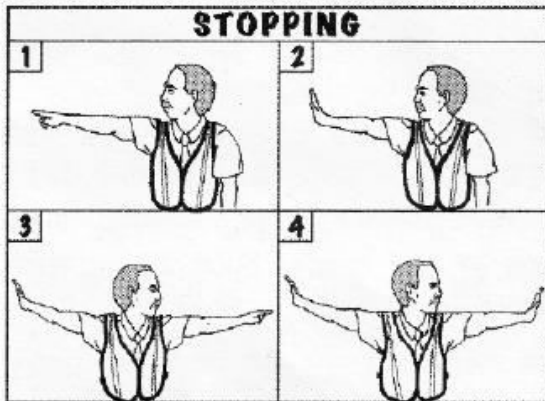
- Don't take unnecessary risks
- To maximize traffic safety, ensure you have appropriate clothing to wear.
- Never assume the driver in their vehicle has noticed or seen you.
- Your position at the intersection holds significant importance.

Use accurate hand signals for clear communication.

Ensure you utilize standardized signals, as most individuals approaching the police for traffic instructions are familiar with these symbols. By employing such signals, you can effectively control traffic, avoid confusion, and coordinate with those you're signalling to. Practice these essential hand signals until they become second nature.

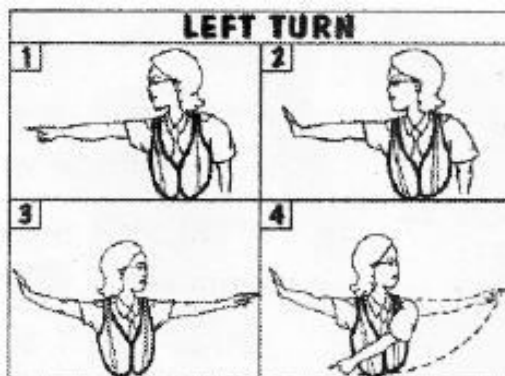
STOP TRAFFIC

START TRAFFIC



LEFT TURN

This turn poses a high risk, as the vehicle will turn into oncoming traffic. Exercise caution and determine when to permit left turns, irrespective of traffic volume or the number of turning vehicles, ensuring safety.



- Halt oncoming traffic; maintain the stop sign position.
- Ensure the area is clear: no vehicles or pedestrians in sight
- Fully extend your far arm in the desired turning direction.
- Confirm the driver acknowledges you, then motion downward or swing your arm in their desired direction.

RIGHT TURN

When a driver intends to turn right while facing oncoming traffic, minimal instruction is required as they continue straight. However, in heavy traffic, it's crucial to prevent right turns to facilitate smooth passage for oncoming traffic. Similarly, when numerous vehicles plan to turn right, halting pedestrians ensures traffic flows seamlessly. Signalling a right turn necessitates confirming the driver's acknowledgment before motioning with a downward swing to the driver's right side.



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Allow traffic to move

Emergency vehicles have priority. Halt all traffic and pedestrians when one approaches. Signal drivers to proceed only when the intersection is clear. If the emergency vehicle indicates a turn, point and confirm the way is clear. Stay vigilant for other emergency vehicles.

Here are key reminders for handling emergency vehicles:

Familiarize yourself with the layout of your surroundings, indoors and outdoors, for effective emergency response. Identify the closest access points for trains and emergency vehicle gates, and be prepared to give directions both inside and outside the incident area. Maintain awareness of vehicular and pedestrian movements, and be ready to provide timely updates as necessary.

Understanding the location and importance of fire lanes is crucial. Ensure these lanes remain unobstructed as part of your responsibilities. Specific orders will outline your duties and designate the officer accountable for maintaining these areas vacant, tailored to the site's requirements

Familiarize yourself with the layout of all fire brigade locations to efficiently direct them when needed, providing clear directions for reaching each spot. It's essential to manage both vehicular and pedestrian traffic, ensuring a safe distance from these areas at all times.

In times of crisis, you may be assigned with the task of managing crowds observing incidents, particularly those hindering emergency responders. Utilizing barricades, you can maintain order, ensuring the safety of both the public and those involved in emergency operations.

Stay vigilant about evacuation procedures, responsibly guiding staff or visitors to secure locations as circumstances demand.

Before heading to the incident site, it's imperative to review your deployment order to confirm your presence is required. Familiarize yourself with the protocol for summoning emergency personnel and ensure you're equipped with any necessary access credentials for restricted areas, such as keys or access cards, to swiftly navigate through secured spaces when needed.

Remain vigilant and avoid engaging in arguments.

It's essential to stay calm and composed, refraining from engaging in arguments when provoked, as doing so not only compromises professionalism but also impedes your ability to effectively manage the situation at hand. Maintaining focus on your duties is crucial for maintaining control and ensuring a successful resolution.

Remain flexible and adapt to the situation as needed.

Exercise heightened caution in densely populated areas like busy streets and roads. Prioritize the safety of pedestrians, including children, and be attentive to individuals with physical or mental vulnerabilities, such as the visually impaired or those with hearing impairments.

Emergency vehicles, including fire trucks, police cars, and ambulances, equipped with sirens and lights, should be given priority on the road.

Security personnel may be summoned to fulfil diverse responsibilities at the scene of an incident or vehicle collision, requiring careful prioritization. Tasks should be sequenced based on urgency, addressing the most critical matters first before moving on to less pressing



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concerns. This systematic approach ensures efficient handling of the situation and optimal utilization of resources.

Upon arrival at the accident site, ensure to check:

- Are there any life safety concerns?
- Is any other traffic endangered?
- Identify any involved individuals.
- Preserve evidence
- Take notes on the incident.
- Record as much detail as possible.

Record only factual observations, avoiding speculation or assumptions about the situation. Any multi-storey parking structure with amenities located inside or below the building. Parking equipment must be available.





SKS-N0007- Security Escort

Performing security escort duties:

The escort security guard receives orders and briefings from superiors to execute vehicle escort duties, providing protection and guidance to individuals.

The primary responsibility entails evaluating security threats to customers and implementing requisite security protocols, while also ensuring protection. This role often requires being discreetly attired in plain clothes, equipped with weapons, and adept at both drawing minimal attention and evading potential hazards, involving keen detection skills.

Escort security guards undertake a variety of tasks, including:

- Ensuring the protection of communications
- Analysing and assessing threats and vulnerabilities.
- Chemical and Explosives Detection
- Implementing various types of security measures
- Crowd screening and control
- Searching/exploring areas where there may be potential for danger
- Planning travel routes
- Maintain communication systems as instructed.

General skills required during escort duty include:

- Exhibit a mature and responsible attitude in the workplace.
- Honesty and Dignity
- Maintain a polite and helpful demeanour.
- Maintain an appropriate level of physical fitness.
- Capable of taking concise notes and adhering to written instructions.
- Confidence in confronting individuals when required.
- Able to take initiative and make prompt decisions during emergencies.
- Skilled in operating technical equipment like CCTV.

Interpersonal technology

- Active listening
- Interpersonal technology proficiency for non-critical tasks.
- Respectful and non-biased
- Control the tone of voice effectively
- Demonstrate cultural awareness and sensitivity to language and sentiment.
- Demonstrate flexibility and willingness to negotiate.
- Providing constructive feedback
- Allocate ample time for questions and responses.
- Use English language in a user-friendly manner.
- Express positivity through language.
- Utilize questions, reflection, and summary for effective understanding and learning.



Professional skills required for escort duty include:

- Enforce workplace safety regulations diligently.
- Direct vehicular and pedestrian traffic efficiently around the workplace.
- Ensure familiarity with all workplace-related special and general orders.
- Inspect and enforce all implemented systems to monitor and identify individuals and vehicles entering or within the workplace premises.

What is escorting process?

- Hiring an escort entails providing security to an individual throughout an event or during an entire journey.
- During an escort assignment, your responsibility for your client's safety begins upon arrival and continues until you safely conclude the assignment. Your duty spans from the moment you pick them up to the moment you ensure their safe departure.
- Upon completing escort duty, it's crucial to rely on your instincts and emotions; if something feels amiss, trust your intuition and take appropriate action, such as altering your route or initiating emergency procedures as per the established plan.
- These facts will be very helpful for you in handling escort assignments.
- Driver usage
- During emergency escort work, close collaboration with the driver is essential.
- Your role involves escorting the customer and providing route instructions to the driver.
- Crowd
- When escorting numerous people, ensure your client navigates the crowd safely.
- Maintain constant radio contact with the driver and vehicle.
- In rare cases, you might get separated from your client in crowded situations.
- Always communicate with your customer before entering the crowd.
- Designate a meeting point for emergencies.

Communication

- Familiarize yourself with the necessary communication channels, radio call signs, and protocols in advance for efficient functioning.
- Maintain constant communication with your supervisor regarding your activities to streamline assistance during emergencies and alleviate their workload when needed.
- Ensure consistent polite, tactful, and courteous communication with your customer at all times.

Luggage/Goods /Belongings

- Do not agree to pick up a customer's luggage.
- Keep your hands free at all times.
- Holding the bag may hinder your ability to swiftly and effectively address potential dangers.

The middle of the road

- Exercise caution when your customer is safely seated inside the vehicle.
- If you sense someone is following or perceive danger, activate your emergency procedures.
- Keep your customer informed of the situation consistently.



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In-vehicle safety and protection

- Keep all doors and windows closed and locked throughout the entire journey once inside the vehicle.
- If doors and windows are not closed:
- Objects of concern can be thrown through open windows.
- Fans or opposing team members may enter the car.
- In this scenario, customer safety cannot be guaranteed.

Emergency procedures

- When planning escort duty, preparations for emergencies should also be made.
- Always have an alternative route planned.
- In case of any difficulties, reach out to your supervisor for assistance or report the situation promptly.
- Prioritize your customer's safety above all else.
- Respond promptly to emergencies.
- Keep communication open with your customer.
- Seek assistance when necessary.

Safely guiding employees after work.

- Ensure the female employee doesn't travel alone with the driver for safety.
- Prioritize picking up women employees first if they finish work early, and avoid leaving their return trip until last whenever possible.
- Accompany the female employee to her residence and ensure their safe arrival if the company vehicle can't drop them off directly at the door.
- Will ensure cab drivers don't withhold information from women employees and will drop them off outside their house, waiting until they confirm their safe arrival home by phone.

What essential and additional items need to be kept?

- Communication in the workplace includes:
- Mobile and landline phones
- Radio
- Forms of communication include oral, non-verbal, or signed methods.

Personal protective equipment includes:

- Gloves
- Protective helmet boots
- Guns
- Two way radio

Diagnostic equipment

- Checking all equipment is crucial.
- Before heading to work to ensure everything is in order.
- After returning back from work
- Hazardous and defective equipment pose risks to your safety and the well-being of your co-workers.



Battery operated equipment

- With battery-powered devices like radios, video cameras, and torches, ensure they are functioning properly.
- Batteries are always charged
- Movies, videos, audio, or video cassettes are ejected from the devices after use, and their details are recorded in the logbook for documentation.
- Torch bulbs are lit.

Vehicle equipment check

- Ensure road directories, PAN card, notebook, and logbook are in the car before heading to work.
- Perform a thorough vehicle inspection.

Batteries and other devices

- Ensure there are no loose or broken parts that could cause tripping and injury.
- Verify that all items are in good condition.

While returning tools used

- After completing a task, inspect and clean all equipment, ensuring it is stored in the designated area.
- Neglecting equipment maintenance can pose occupational health and safety risks.

If you discover a fault, address it promptly.

- Solve
- Record
- Report Damage

Ensuring driver preparedness

The escort security guard should:

- Monitor crowds and traffic for signs of suspicious activity.
- Be capable of transporting customers between different areas.
- Be a skilled driver.
- He can assist in case of potential danger.
- Avoid any area where the issue has already begun.

Customer travel plans may change abruptly for security reasons.

- The escort security guard must be familiar with the customer's travel itinerary.
- In any situation requiring rapid and secure evacuation, the client's safety is paramount.
- The escort security guard can work collaboratively, following instructions from both their team and team leader, and also take the lead when necessary.
- If leading the team, he must strategize and adjust the day's plan to accommodate any changes.



What is escorting cash in transit?

- Safeguarding cash in transit.
- Arranging the exchange of cash and valuables with individuals, businesses, or institutions, followed by ensuring security and protection until reaching the destination.
- Escort service involving the secure transportation of cash or valuables with a trained security guard.
- When carrying cash or valuable items, exercising caution is crucial for personal safety and the protection of valuables. Ensure you remain vigilant and follow security protocols to mitigate any risks.
- Communication and team spirit
- Risk factor
- Know when to seek help and guidance.
- If you face unexpected issues, reach out for help without delay, starting with your team colleague.
- If unable to assist, escalate to the supervisor for a decision; if needed, involve the police or arrange alternative security assistance.



SKS-N0008-Health and Safety

Health, Safety and Hygiene

Occupational hazards are inherent risks in all workplaces, unavoidable due to the nature of the tasks at hand.

Awareness empowers workers to safeguard themselves against these hazards.

Workplace hazards can be classified as

1. Physical-Extreme temperatures and high-risk occupations like mining or construction contribute to these hazards.
2. Excessive or insufficient lighting poses risks, while inhaling coal or cotton dust can lead to lung diseases.
3. Chemical-Chemical handling, processing, storage, or manufacturing can lead to allergies, cancer, or leukaemia.
4. Biological-Healthcare workers face ongoing risk of contracting diseases during tasks like blood sampling or close patient contact, with the danger persisting.
5. Mechanical-Improperly aligned or maintained machines pose harm to workers and can become a threat if safety procedures aren't followed regularly. Neglecting safety protocols also elevates the risk of danger.
6. Violence at the workplace-Violence at the workplace manifests in various forms beyond physical assaults, often exacerbated by factors like late-night shifts, payday stress, or financial pressures from outstanding bills. Understanding these triggers is crucial for preventing and addressing workplace violence effectively.
7. Psychological hazards –Psychological hazards in the workplace can lead to stress, depression, and subsequent symptoms such as fatigue and irritability when employees struggle to adapt to their work environment. Recognizing these signs early and providing support mechanisms can mitigate their impact on employee well-being and productivity.

Employers should take proactive measures to prevent workplace hazards. Need to carry out the following:-

- Identify potential hazards across all operations, from manufacturing to processing and storage.
- Establish safety protocols and precautionary measures in the workplace.
- Provide essential information, instruction, training, and supervision for all employees.
- No work should commence until all precautionary measures are implemented.

Employees must comprehend all health and safety hazards linked to their work.

The guard must be aware of the items being manufactured, processed, or stored in the factory where they are stationed.

The guard has the right to ascertain if the employer implemented precautionary measures to prevent injury or illness.



Personal hygiene

- Maintaining personal hygiene is crucial in the workplace.
- Good personal hygiene aids in disease prevention.
- Wash your hands frequently, especially after working in areas where chemicals were applied.
- Inform your supervisor about any skin rashes or similar issues promptly.
- Washing hands several times daily is important.

Additionally, wash hands before and after activities like using the toilet, handling chemicals, or applying a bandage.

Employees should be provided with the following types of personal protective equipment at work:

- Apron
- Winter clothes
- Safety shoes
- High visibility Jacket/Vests
- Safety helmet

Thus, workplace safety, awareness, and adherence to rules, including personal hygiene, form a vital combination.

Control Measures:

- Ensure regular inspection and testing of all workplace electrical circuits and equipment.
- Any faults in wiring or fittings should be promptly repaired by a qualified electrician.
- Turn off electrical appliances when not in use, particularly after a long workday.





Classification of Fire:

Fires are classified based on the fuel they consume.

Fire is classified into four categories according to ISI 2190/1979

INDIAN	CAUSED BY (SOURCE)	EXAMPLES
CLASS A	ORDINARY COMBUSTIBLES	WOOD,CLOTH ,RUBBER OR SOME PLASTICS
CLASS B	FLAMMABLE LIQUIDS	GASOLINE ,OIL,PAINT
CLASS C	FLAMMABLE GASES	GOBAR GAS (BIOGAS) OR SUBSTANCE UNDER PRESSURE INCLUDING LIQUEFIED GAS LIKE LPG
CLASS D	COMBUSTIBLE METALS	SODIUM,TITANIUM,MAGNESIUM, POTASSIUM,STEEL, URANIUM, LITHIUM, PLUTONIUM AND CALCIUM

TYPES OF FIRE EXTINGUISHERS

- Class A fire extinguisher
- Class B fire extinguisher
- Class C fire extinguisher
- Class D fire extinguisher
- Class K (Class one in European/Australian region)

Multi-category rating Fire extinguishers

Numerous fire extinguishers on the market are versatile, suitable for different fire types and labeled with multiple designations like A-B, B-C, or A-B-C. It's crucial to ensure that if you have a multipurpose fire extinguisher, it's labeled as leak-proof, enhancing safety and reliability in emergencies.





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Different types of fire extinguishers are used to extinguish different types or categories of fires.

The various types of fire extinguishers are as follows:

- Water
- Foam
- Dry chemical (powder)
- Wet chemical
- Carbon dioxide (CO₂)
- Fluorocarbon

How /Instructions to operate a fire extinguisher

1. Seek assistance promptly when needed.
2. Prioritize your own safety before assisting others.
3. Assess the fire
4. Review the available fire extinguisher types.

Remember the acronym PASS: Pull, Aim, Squeeze, Sweep, for effective fire extinguisher use.

- To initiate, pull the safety pin located on the top of the fire extinguisher handle, which releases the locking mechanism. Once removed, you can discharge the fire extinguisher to combat the fire effectively.
- When using a fire extinguisher, direct the nozzle or hose toward the base of the fire to target and eliminate the fuel source effectively. Keeping the aim low is crucial as it ensures you address the root cause of the fire rather than wasting effort on the flames. By focusing on extinguishing the base, you effectively quench the fuel, thereby halting the fire's progression and mitigating its impact.
- To discharge the substance, gently press the handle or lever, ensuring to hold it down until the discharge is complete. Releasing the handle stops the discharge, so it's important to maintain pressure throughout the operation.
- Rotate the extinguisher from side to side, covering a span of about 6 inches or 15 centimeters, until the fire is extinguished. The speed of rotation aids in efficiently putting out the fire. Stand a few feet or meters away from the fire, as fire extinguishers are designed for remote use, like those utilized by firefighters.
- The action involves pushing the fire away from the burning material using a jet of material and propellant, with the fire possibly flaring up initially during firefighting. There's no need to worry unless the fire persists beyond the immediate response.



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Precautions to keep in mind during operation of the fire extinguisher

Begin at a safe distance before advancing closer.

Take charge by directing your spray effectively.

Avoid walking on areas where you've extinguished fires. (where you have done "fire-fighting".)

Remember: Practice using a fire extinguisher beforehand, and remember to refill or replace it after use.

FIRE FIGHTING GEAR AND PERSONAL PROTECTIVE EQUIPMENT (PPE)

Firefighting utilizes various methods and equipment, tailored to circumstances and resource availability.



FORCEFUL ENTRY TOOLS



LADDERS



VEHICLES/FIRE FIGHTING TRUCKS



EXTRICATION TOOLS



FIRE EXTINGUISHER



HOSE AND NOZZLE



HAND HELD RADIO



THERMAL CAMERA

FIRE FIGHTING RULES

Employees practice RACE procedures in case of fire incidents.

R: Remain calm, don't panic. Rescue individuals at immediate risk.

A: Alarm/Sign of Danger. Pull the nearest fire alarm and dial 100 for the fire department immediately. Please notify others.

C: "Contain the fire/ "Prevent Fire Spread"- "Stop fire by closing doors and windows."

E: Evacuate / "Evacuate the Premises"- "Guided by established procedures."

Extinguishing the fire

When using a portable fire extinguisher, tackle the fire immediately upon the first report of danger. However, only attempt to extinguish it when you can do so safely—never try if it risks your well-being.

Consider these factors before choosing to combat a fire.

- Identify the burning material to determine the suitable fire extinguisher type for effective suppression.



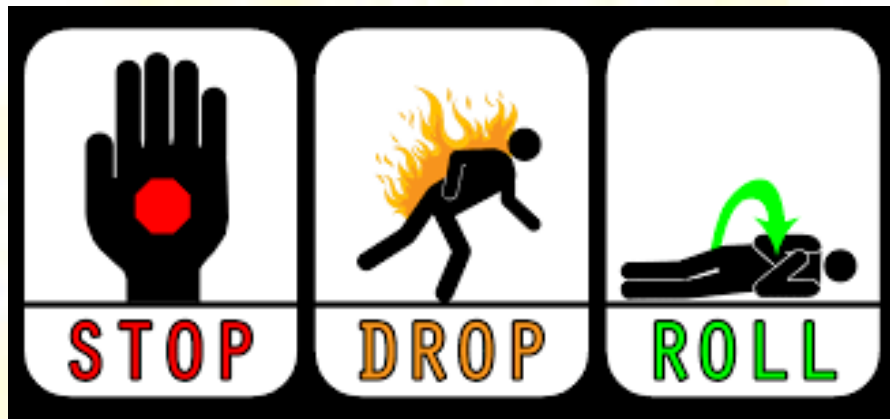
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- Even with an ABC fire extinguisher, be cautious as there might still be substances in the fire that could explode or emit toxic fumes.

Consider these factors carefully before engaging in firefighting.

- Identify the burning material to determine the appropriate fire extinguisher type for effective suppression.
- Despite having an ABC fire extinguisher, be cautious as there may still be substances in the fire that could explode or emit toxic smoke.

If your clothes catch fire, remember to:



- If your clothes catch fire - stop – fall/drop – roll
- Avoid running, as it can exacerbate the fire, causing it to spread more rapidly.

EVACUATION AND EXIT GUIDELINES

1. Do not use the lift
2. Please walk calmly; don't flee or run
3. Be ready to evacuate; use the nearest emergency exit.
4. When exiting, shut all doors without locking them.
5. Check closed doors for heat prior to opening them.
6. Assist visitors during alarm or emergency situations by ensuring they are evacuated or directed to alternative safe areas, as they may not be familiar with evacuation procedures or how to respond during danger situations.
7. After exiting the building and reaching the assembly area, maintain a distance of at least 20 feet from the walls and balconies. Employees are reminded to adhere to the company's exit plan and report to their designated assembly areas as specified.
8. Do not obstruct driveways, as this is necessary for fire department personnel to access and clear these areas efficiently.
9. Do not return to the evacuated area under any circumstances.
10. Emergency situations: When you are Unable to Evacuate Building
 - Remain calm; don't panic
 - Stay down; crawl if necessary
 - Cover your mouth with a cloth, preferably damp, to serve as a filter.
 - Signal for assistance from the window using a towel, cloth, or sign.



FIRST AID

- First aid involves providing immediate care to an injured or suddenly ill person.
- The primary goal of first aid is to save lives, shield the casualty from further harm, and alleviate pain. Additionally, it aims to offer reassurance to prevent the exacerbation of injury or illness.
- Immediate action is a fundamental principle of first aid.
- The term "first aid" denotes an individual certified by an authorized training institution or deemed eligible through a confirmation letter to provide initial medical assistance.
- The responsibilities of first aid include assessing the situation, identifying the illness or condition, providing immediate, appropriate, and adequate treatment, and arranging for the disposal of casualties.
- First Aid Skills: Observation, quick action, composure, crowd management, control, and self-confidence.
- A first aid kit is a collection of supplies and equipment essential for providing initial medical assistance.
- A basic first aid kit should include essential items such as medications, bandages, scissors, cotton, a flashlight, antiseptic lotion, a thermometer, and optionally soap and lotion.



SKS-N0009-Security in Commercial Deployments

Implementing security measures in business areas

How should you respond to risk and panic in a particular work area?

- Buildings, Colonies and Townships

Safety measures and vigilance are crucial for the protection of occupants in high-rise buildings, colonies, and townships, which are increasingly common today.

Security threats in buildings, colonies, and townships are primarily categorized into three groups:

- Crimes - such as theft, robbery, property damage, assault, and unauthorized entry pose significant security risks.
- Nuisance/Disturbance - Practical issues in buildings may include drug dealing, hostage situations, trespassing, suicide risks, and disruptive behaviour related to alcohol or drugs.
- Emergencies - can arise from man-made incidents or natural disasters.

The uniformed security officer provides:

- The presence of security personnel at the workplace offers relief to occupants and deters potential criminals.
- Monitoring violators to ensure compliance.
- Inspecting vehicle entries for security purposes.
- Managing the CCTV control room for surveillance and security purposes.
- Patrolling the premises to ensure security and safety.
- Responding to emergencies
- Administering visitor entry procedures for enhanced security.
- Inspecting and addressing violations promptly.

A security officer in uniform should maintain a vigilant presence and enforce safety protocols:

- Monitor unfamiliar and suspicious persons or activities closely.
- Unattended items /packages/goods lying around need to be watched closely and appropriate actions must be taken
- Unusual smell
- Investigate any light failures or defects promptly.

Gardens and public Areas

- Ensure that the garden is clear of individuals once work is completed.
- Managing alcoholism in public estates by implementing alcohol prohibition measures.
- Managing anti-social behaviour in the government garden through vigilant oversight and enforcement measures.
- Ensuring public safety in the public park through regular maintenance and surveillance.
- Ensuring the safeguarding of civic property and facilities.
- Creating a secure environment for park visitors to enjoy recreation and nature.
- In emergencies, swift responses are imperative.



Security guards may be required to perform a variety of other non-emergency duties:

- Settle disputes (Resolving conflicts peacefully.)
- Enforcing park rules and regulations
- Searching for lost children
- Giving directions or guiding people
- Responding to alarms at plant facilities departments etc.
- Carry out daily patrolling of parks and facility areas.
- Guarding the gate, opening gates, doors and guest rooms.
- Description or Details of special events
- Maintain and monitor traffic control

Educational institutions

In any educational institution, the presence of a security professional is essential to safeguard the well-being of staff, students, buildings, premises, and parking facilities. Ensuring the security of the site and carrying out related tasks are paramount responsibilities that cannot be overlooked.

Educational institutions face diverse threats frequently:

- Internet attacks and malicious activities online targeting various systems and networks
- Unauthorized entry
- Alterations and theft of documents and or data
- Theft of sensitive information
- Intimidation, bullying, ostracism, harassment, bias among students
- Gaining entry of unauthorized individuals

Exercising precautions beforehand:

- Verify the entry of actual students and ensure that external students do not gain access until authorized by the institution's authorities
- Investigate and seize potentially harmful weapons or other tools that could cause harm to anyone
- Inspecting and registering both internal and external visitors as they arrive, noting their arrival and departure times
- Checking the time log of students/staff for entering and leaving classrooms/workplaces to determine if they are quietly leaving their class/work or involved in suspicious activities
- Greeting people as they come and go
- Immediately report any incidents of harassment, substance abuse, sexual misconduct, or any other form of misconduct to the authorities
- Inform the local police immediately regarding serious cases of violence
- Summon the fire brigade/hospital department in case of emergencies
- Building harmonious relationships with all staff and students
- Completing other tasks as requested by the institution
- Assisting students/people in crossing the road if needed



BANKS AND ATMS

- Banks primarily face the following risks:
- Bank heists by force
- Robbery by financial couriers
- Theft and robbery.
- Forceful recovery from the bank
- Banking scams - including check and credit card scams
- Internal crimes, such as misuse of position
- Robbery/heist at the ATM machine
- Other forms of commercial robbery

Precautions

- Keeping an eye on those approaching each ATM machine
- Not sleeping on the job
- Ensure that the person entering the ATM machine is not wearing a mask, cap, or glasses
- If you have any doubts, immediately inform your supervisor
- Stay vigilant at all times during company duty

Commercial parks, offices, shops, and warehouses

Dangers in the Office Environment: The main objective in the office environment is to provide assistance to those working there along with appropriate security measures, including providing office-related data to security personnel and ensuring protection of employees.

- Fire
- Theft of company property or Data
- Unauthorized access to the server
- Theft of Personal Belongings
- Inappropriate work due to competition

If an error is found during security inspection, there are certain specific areas in the office where thorough examination and cautionary measures can rectify the security lapse, some of which are listed below:

- Screening at entry points
- Access control system
- Bag inspection
- Main management
- Visitor management
- IT, HR, and security

Risks in these areas:

- Security risks from communication and privacy perspectives
- Information security and data privacy
- Intellectual property theft
- Improper data/information handling



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To deal with a security guard and understand their duties, one should consider the following:

- Large-scale labour force
- Youthful workforce
- 24x7 monitoring/control
- 24x7 traffic
- Gathering customer information
- Crime

Hotels, restaurants, guesthouses, and motels

Hotels require effective and skilled security systems because they need to ensure the safety of guests and their belongings as long as they stay in the hotel. Guests and travellers are direct targets for thieves and terrorists. Installing security is a primary measure in any hotel.

To keep security guards vigilant, the following types of patrols should be conducted:

- Sporadic and routine patrols
- Hotel lobby patrol
- Security patrol

Hospitals, nursing homes, and diagnostic laboratories

A security guard is needed:

- Kindly ask the visitor to wait calmly and politely, ensuring their comfort by avoiding aggressive behaviour
- Obtain their visitor pass or any form of identification.
- Escort them to the elevator and accompany them further.
- Quietly inform your supervisor in the meantime.
- Take appropriate action against these visitors.

Malls and Multiplexes

Malls and multiplexes serve as comprehensive destinations, offering shopping, entertainment, and dining experiences all in one place. They provide the convenience of enjoying various cuisines and watching multiple movies under a single roof.

Multiplexes offer a luxurious cinematic experience, allowing viewers to watch movies in a comfortable, upscale 5 star or 3 star environment. They provide the opportunity for moviegoers to indulge in a premium setting while enjoying their favourite films.

- Display helpful, calm, and confident behaviour
- Provide directions and helpful information, and manage crowd attention through the public address system
- Do not use unnecessary force to keep the crowd at bay
- Escort them away and calmly issue a warning.
- Keep patrolling the premises until the fire inspection process is completed
- Prevent crime and assess the scene of ongoing criminal activity at the crime scene
- Provide available events or suspicious and relevant activities records, which will be helpful for the police to use
- Tourist spot and monument



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Security officers and staff are deployed to ensure the safety and protection of tourists. In some places, CCTV cameras are also installed for security purposes, which are monitored by guards. Security guards should ensure that visitors do not engage in the following:

- Do not consume food or tobacco, or engage in smoking, carry weapons, hazardous substances, fire, smoke-emitting objects, tobacco products, alcohol, knives, wires, etc.
- Taking mobile phones should be avoided, if necessary, it should be turned off
- Carrying heavy bags and books increases security surveillance
- Taking photos is prohibited in many areas.
- Touching or rubbing walls is prohibited as this tourist spot is a protected site and requires special care.

What are the good/moral values that need to be maintained?

- Alert and
- Well dressed and polite
- Responsive and helpful
- Communicating effectively and firmly
- Responsible and helpful



SKS-N0010-Security in Industrial Deployments

Implementing security works in industrial areas

How to respond to region-specific risks and terrorism?

Risk and terror in industrial areas

Unauthorized entry and forced intrusion

- Capture them before they escape
- Gather details from them regarding their admission objectives
- Inquire about his proof of identity
- Always remember to carry the following items with you:
- Notebook and pen
- Hand held lantern/torch
- Two-way radio
- Halt or detain the unauthorized person until the police arrive
- Ensure employees, customers, and visitors do not enter unsupervised or unauthorized areas
- Enable quick access for staff or police during emergencies
- Conduct routine checks on exterior doors, promptly replacing any damaged hardware
- Inspect door frames, sidelights, hinges, locks, and latches monthly for maintenance, including oiling, adjusting, and repairing as needed
- Prevent entry of hazardous individuals and items into the premises
- Deter criminals with strategically placed barricades
- Keep a log recording the names and entry/exit times of all individuals on the premises?
- Aggressive or intoxicated behaviour

At times during their duties, security personnel may encounter unforeseen situations, including individuals exhibiting disruptive or potentially aggressive behaviour. Dealing with such challenges can be daunting, yet it's crucial for security guards to navigate them safely and effectively. Understanding how to defuse tense situations and respond appropriately not only enhances security but also mitigates potential risks. By equipping themselves with the necessary skills and knowledge, security personnel can better manage difficult scenarios, minimizing the challenges they may encounter on the job.

- **When dealing with an aggressive person, it's essential to keep a few things in mind to prioritize safety and avoid escalating the situation.**
 - You should carefully assess the situation
 - Remain calm, be patient, be empathetic.
 - Engage actively with the person to demonstrate genuine interest in what they are saying
 - Maintain a relaxed yet attentive stance, positioning yourself at a right angle to the person.
- **Avoid these actions when dealing with an aggressive person at all times:**
 - Don't try to be a hero. Notify your supervisor
 - Don't make promises that you can't keep
 - Do not make physical contact with any person



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- **Molestation and sexual harassment of women/ladies/girls**

Despite the prevalence of daily crimes against women like molestation, perpetrators often evade punishment. Their unchecked actions continue to violate women's privacy, as if they believe they have the right to do so without consequence.

- Sexual harassment
- Eve teasing on the street harassment
- Molestation of women by men
- Aggressive behaviour by men

Robbery, theft, petty theft and burglary: Theft has become rampant across various work environments, posing a threat to valuable assets and confidential information. It's crucial to implement robust security measures to safeguard against unauthorized access and protect sensitive documents and data.

When theft is suspected:

- Maintain professionalism, politeness, and avoid making threats towards the suspect
- Errors may lead to termination of employment or legal action
- Adhere to security agencies and customer policies
- If in doubt, ask or consult your supervisor
- Ask the employee for identification and escort them to the security office
- If the employee refuses, remind them that refusal violates company policies
- This may result in them being detained
- Notify your supervisor about the incident through verbal and written reports.
- If instructed by the supervisor, take the suspect into custody and inform the police.

Warning signs to deter theft.

- Company vehicles parked outside their designated place
- Symptoms include abnormal walking, stiff ankles, and hands
- A vehicle parked unusually close to an entry or exit
- The book or magazine appears to be open, possibly concealing a small object
- Patrolling by employees in restricted area
- Transporting a large quantity of goods collectively
- The employees are in a hurry
- Taking personal clothing out in a bundled or balled-up condition
- Discovering employees in possession of tools or items used for their regular duties is unacceptable

Murder or suicide

Workplace murder involves an individual or group attacking or threatening a co-worker's life, leading to fatal consequences. In the workplace, suicide can occur for several reasons:

- Professional difficulties encompass resistance to change, performance decline, pressure, competition, conflict, or stress
- Overcoming addiction to alcohol or drugs
- Lack of confidence and self-esteem, etc



Important points to remember:

- A security guard should keep an eye out for employees who:
- Bullies or threatens others
- Constantly raising their voice or scolds (shouts/yells) for no reason
- Creates unnecessary enemies
- Abuses women
- Have become alcoholics
- Who has financial matters/issues?
- There are misunderstandings

Accidents

Factory workers face accident risks when operating machinery

Security guards should be trained in first aid

Public demonstrations, labour unrest and crowd control

Ways to deal with crowds

- Keep the evacuation route open to prevent commotion/disturbance
- Search for the trouble spot but do not respond to any provocation
- Do not give any statement in the media
- Immediately respond to the clash/conflict and crush it
- Stand outside the crowd in such a way that you appear distinctively good
- Do not participate in unnecessary conversations
- If there is any altercation or weapons are found, do not intervene, call the police

During labour strike

- Provide protection to assets and management personnel
- Prevent vandalism prior to the strike
- Document threatening phone calls
- Provide protection to non-union employees and ensure a safe passage for them
- Seek police assistance during shift changes at the protest site
- Provide security to temporary employees and those breaking the strike
- Fire safety inspection
- Cross the picket line only when necessary

➤ Traffic Control and Parking

- Here are five principles of traffic control:

1. Stay Safe
2. Use correct hand signals
3. Keep the traffic moving
4. Be cautious and do not engage in disputes
5. In case of fire incidents: Upon discovery or receipt of a report of a fire outbreak, security guards should adhere to at least the following procedures

- Ensure to sound the alarm to warn those at risk of fire
- Notify the fire brigade
- Evacuate the affected area.
- If it's safe to do so, attempt to extinguish the fire.
- Secure the area, prevent people from entering.
- Turn off the air conditioner.
- Shut down all machinery but leave the lights on.
- If possible, save the goods.



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- Disconnect gas or fuel connections from the main outlet.
- Provide emergency facilities information such as indicating directions, risk details, or communicating about people in the vicinity.
- Assist in the subsequent investigation process.
- Create a detailed accident report, including details of witnesses.
- Do not attempt to face the fire without the support of fire safety equipment.

- **Natural and man-made hazards**
 - Provide medical treatment to the injured until professional help arrives.
 - Evacuate and transport the injured to relief and hospital facilities.
 - Restrict entry to the affected area/site.
 - Control and manage the crowd.
 - Assist emergency personnel (police, fire brigade) at the disaster site.
 - Inform your fellow guards and supervisor about the current situation.
 - Remain calm and provide reassurance to the public.
 - Do not give any statements to the media.

Which security equipment is necessary for control?

- Personal equipment
 - Notebook and pen
 - Handheld flashlight/torch
 - Two-way radio and charger
 - Panic alarm button
 - Security clothing
 - Duty clothing

- **Security Equipment**
 - Fire extinguisher
 - Alarm panel
 - Spare padlocks
 - Hammer and nails
 - Rope
 - Emergency lighting
 - Emergency siren
 - Emergency lighting
 - Emergency flashlight
 - Basic medical equipment

Good attitudes/behaviours to maintain:

- Alert and cautious
- Well-prepared and courteous
- Cooperative and supportive
- Effective communicator and firm
- Responsible and helpful

How to create a basic safety register as mandated?

A safety register is a record that includes details about goods sold, especially in the context of noise emitted by the equipment, which is sent from the manufacturer or production site to the final retailer's location.

- This is collection, control, and protection
- Material, goods, and all processes
- Handling construction, distribution, consumption, and disposal



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- There is a need to maintain a register of your material intake.
- It manages the noise emitted by materials among customers.
- It organizes all registers of internal and external noise emissions in a structured manner.

How to inform senior officials about accidents

Inform senior officials about accidents.

- Security guards need to have:
 - Security guards should be capable of identifying risks and informing about them so that appropriate action can be taken and future hazards can be prevented or minimized.
 - They should also have knowledge of the location of sensitive areas to facilitate effective resolution of incidents in those areas.
 - Ensure that no disturbances occur due to any accident in their facility
 - Be mentally and physically capable of performing their duties
- When an accident occurs, it is necessary to write a report.
To write any kind of report, use the format provided below to write your report:

DATE	
TIME	
PLACE	
BRIEF DESCRIPTION OF THE EVENT	
REPORTED BY	
IMMEDIATE ACTION TAKEN	
TYPE AND DESCRIPTION OF THE INJURY	
POTENTIAL DAMAGE	
IMMEDIATE TREATMENT GIVEN	
RECOVERY TIME FRAME	
COMMENTS	



SKS-N0011-Positive Projection

Positive Forecast/Projection

- It is a set of characteristics that define commitment to excellence in an individual's performance.
- It signifies your accountability and responsibility towards your work.
- It is related to those individuals who consistently deliver their work with diligence and excellence.

The significance of showing a positive forecast is to display characteristics that indicate that whatever a person does is a measure of success.

The importance of a positive forecast -

Financial Benefits -

- Performance will be at its best.
- Incentives, salary increments, and other financial rewards will be provided as recognition.
- Personal development
- Additional responsibilities
- Professionalism
- Higher job satisfaction
- Increase in the organization's utility
- Employees keeping information about the company
- Ethical values that make employees valuable assets
- Building company reputation

A security professional

- Is responsible for the safety, protection, and prevention of harm to others' lives.
- Has a duty to promote general awareness of security measures.
- Needs to conduct oneself professionally.
- Must adhere to the laws of the country.

Here are some general indicators of positive forecast/projection given here:

1. Professionalism

- a) Appearance/presentation
- b) Organizational skills
- c) Attendance and punctuality
- d) Customer service

2. Character

- a) Positive outlook, self-motivated, initiative
- b) Dependability, reliability, trustworthiness
- c) Honesty, loyalty

3. Working in a team:

- a) Respecting others
- b) Collaborating

Behaviour:

He will always be -

- Polite and friendly
- Respected and assured
- Calm and composed
- Well-behaved and thoughtful
- Disciplined
- Interested in work



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- Reliable and responsible

Truthfulness: This is an internal direction that dictates how a person should react to the outside world. People who are truthful are:

- Respected
- Trustworthy
- Honest
- Principled

Discipline: Discipline or self-control is essential in a professional guard.

Self-control is a significant part of discipline. Some people may criticize you because you wear a uniform and represent authority. If you remain calm, you will improve the situation. It is also essential to remain calm in emergencies because people who are afraid look to you for guidance.

If you are disciplined, then you:

- Display strong self-control, even when faced with challenges;
- Remain calm even in stressful situations.
- They follow procedures without supervision;
- They are well-organized and meticulously complete their tasks with great care;
- They do not engage in gossip in the workplace, regardless of how much pressure others may exert to involve them or how they feel about it;
- They enforce rules and procedures in their workplace without regard to who is involved in these processes, from entry-level employees to executives.

Honesty

- Honesty is a quality of truthfulness in a person's actions, where anything done is done straightforwardly.
- If you sow the seeds of honesty, you reap the fruit of trust.
- Why should a person be honest?
- What are the benefits of being honest?

HONESTY IS THE KEY TO TRUST.

- When you do something with honesty, you invest your soul and heart completely in it.
- It not only improves the quality of work but also establishes deep relationships with people around you.
- As time passes, people acknowledge your honesty and start trusting you more and more.
- Gradually, they accept the fact that whatever you say or do is truthful, reliable, and honest.
- Keep yourself in the good books of everyone
- As soon as you start gaining trust from people, you get the opportunity to maintain a good reputation in their hearts. This policy especially helps you a lot in your workplace. If you are an honest person, you accept your success and failure in the right way. This definitely impresses people around you and earns you a good reputation in the eyes of others.
- If you do something different from the norm, you immediately succeed in establishing your reputation.
- But building character takes a lifetime.
- Every event and situation in your life shapes your character.
- You may have a lot of skills and talents; you may hold a position of authority, but when the curtain of honesty falls upon it, your character becomes strong.
- Honesty breeds trust and strengthens your moral character.
- As a result, people start thinking very highly of you.
- In other words, honesty, a quality embraced by honest individuals, earns more respect compared to wealthy and powerful people.



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- When you incorporate honesty into your principles, you carefully consider your words and actions before speaking or acting.
- Consequently, you become a responsible person who values integrity and moral principles.

HONESTY PROVIDES YOU WITH A PEACEFUL SLEEP.

- Can you imagine the plight of a person afflicted with the disease of stealing, who steals small items from shops just to satisfy his emotions? He often spends sleepless nights due to this guilty conscience.
- In such cases, honesty seems to be the best option because it not only keeps your conscience clear but also keeps your life stress-free, without any worries.
- Make honesty a central part of your character. You will lead a respectable and dignified life.

Time management at the workplace is an essential part of reliability. When an employee consistently arrives late for work, especially on a regular basis, its impact quickly escalates, including delays in meetings and completing tasks after the designated time. In addition to arriving on time for work, a reliable employee completes a project within the allotted timeframe provided. Failure by the employee to consistently complete work on time or prolonged waiting times, or not fulfilling a promise to deliver a product or service within a specified time frame can lead to loss of customers, resulting in business losses.



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IMPORTANT TELEPHONE NUMBERS

1. CLIENTS/SENIOR OFFICER'S NAMES

	NAME	OFFICE	RESIDENCE
a)			
b)			
c)			
d)			
e)			
f)			

2. LOCAL POLICE CONTROL NUMBER

3. LOCAL POLICE STATION NUMBER

4. LOCAL FIRE STATION NUMBER

5. POLICE - 100-108

6. FIRE BRIGADE - 101-108

7. AMBULANCE - 102-108

8. CONTROL ROOM NUMBER -

DESCRIPTION OF A SECURITY GUARD

1. PERFECTLY FIT AND HEALTHY
2. PHYSICALLY STRONG AND HEALTHY
3. MENTALLY FIT
4. CLEAN, NEAT, TIDY AND HYGIENIC
5. DISCIPLINED
6. PUNCTUAL
7. ALWAYS CHEERFUL
8. UNDERSTAND THE DUTY THOROUGHLY AND PERFORM THE DUTY EXCEEDING EXPECTATIONS
9. MAINTAIN UNWAVERING HONESTY, REFRAIN FROM WRONGDOING, AND ACTIVELY PREVENT OTHERS FROM STRAYING THROUGH VIGILANT OVERSIGHT.
10. ADHERE TO A CODE OF HONESTY AND LOYALTY BY PROUDLY WEARING THE COMPANY UNIFORM



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BASIC INSTRUCTIONS FOR ALL CISS SECURITY PERSONNEL

- 1. YOU ARE A PART OF THE CISS FAMILY.WE PLACE OUR COMPLETE TRUST IN YOU. AVOID ANY ACTIONS THAT COULD POTENTIALLY HARM THE SENTIMENTS OF THE COMPANY.**
- 2. IT IS YOUR RESPONSIBILITY TO INTERVENE AND REPORT TO YOUR SUPERIORS AT THE OFFICE IF ANY PERSONNEL OF THE COMPANY ACTS IN A MANNER THAT UNDERMINES THE HONOR AND DIGNITY OF THE ORGANIZATION.**
- 3. ALL INFORMATION, NO MATTER HOW SMALL, MUST BE COMMUNICATED TO HIGHER OFFICIALS, AS EVEN THE SLIGHTEST EVENTS CAN HOLD SIGNIFICANCE.**
- 4. ANY INFORMATION RECEIVED AT YOUR PLACE OF DUTY SHOULD BE PROMPTLY COMMUNICATED TO HIGHER OFFICIALS.**
- 5. YOU ARE PROHIBITED FROM ENGAGING IN ANY EXCHANGE OF MONEY TRANSACTIONS AT YOUR ASSIGNED PLACE**
- 6. AVOID FORMING ANY PERSONAL RELATIONSHIPS WITH FELLOW EMPLOYEES AT YOUR PLACE OF DUTY.**
- 7. IT IS IMPERATIVE TO SHOW RESPECT TOWARDS ALL COMPANY OFFICIALS.**
- 8. STRICT ACTION WILL BE TAKEN AGAINST ANYONE WHO VIOLATES COMPANY INSTRUCTIONS.**
- 9. SLEEPING DURING DUTY HOURS IS STRICTLY PROHIBITED.**
- 10. YOU ARE REQUIRED TO OBTAIN PRIOR PERMISSION BEFORE BEING ABSENT FROM DUTY OR DURING WORKING.**
- 11. YOU ARE EXPECTED TO REPORT FOR DUTY WEARING THE UNIFORM PROVIDED BY CISS AT ALL TIMES.**
- 12. YOU ARE REQUIRED TO SALUTE YOUR COMPANY OFFICIALS PROMPTLY AND RESPECTFULLY.**
- 13. READING NEWSPAPERS OR BOOKS DURING DUTY HOURS IS NOT PERMITTED.**
- 14. YOU ARE OBLIGATED TO ENSURE THAT YOUR DUTY POST IS NEVER LEFT VACANT DURING DUTY HOURS.**
- 15. NO GUARD IS PERMITTED TO REPORT FOR DUTY INTOXICATED OR BE INTOXICATED DURING DUTY HOURS; THOSE FOUND IN VIOLATION WILL FACE STRICT CONSEQUENCES AND MAY NOT BE ALLOWED TO CONTINUE WORKING.**
- 16. IT'S ADVISABLE TO REFRAIN FROM ENGAGING IN ARGUMENTS WITH HIGHER-RANKING OFFICIALS WITHIN THE COMPANY.**
- 17. ALL LOCKS, DOORS, WINDOWS, ELECTRICAL APPLIANCES, FANS, AND LIGHTS SHOULD BE CHECKED BEFORE AND AFTER DUTY, AND ANY INSTANCES OF ITEMS LEFT ON SHOULD BE PROMPTLY REPORTED TO HIGHER OFFICIALS.**
- 18. YOU ARE EXPECTED TO REPORT TO DUTY TEN MINUTES PRIOR TO THE DESIGNATED REPORTING TIME.**



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19. DURING SHIFT CHANGES AND DUTY CHANGES, IT'S ESSENTIAL FOR RELIEVER GUARDS TO RECEIVE A COMPREHENSIVE BRIEFING BEFORE ASSUMING RESPONSIBILITY.
20. YOU ARE EXPECTED TO CONDUCT YOURSELF RESPECTFULLY TOWARDS EVERYONE YOU ENCOUNTER OR PASS BY.
21. SALUTATIONS TO ALL DISTINGUISHED VIPS AND VVIPS, YOUR PRESENCE IS TRULY ESTEEMED AND HONORED
22. IN THE EVENT OF ANY UNCERTAINTY, PROMPTLY REPORT IT TO YOUR SUPERVISOR FOR SWIFT RESOLUTION AND GUIDANCE
23. ASSISTANCE OR GUIDANCE SHALL BE EXTENDED TO ANY VISITOR, PARTICULARLY SENIOR CITIZENS, AND THE SUPERVISOR WILL ENSURE THAT THE POST REMAINS ATTENDED TO PREVENT ANY VACANCY
24. MAINTAIN VIGILANCE ON DUTY AT ALL TIMES, WHILE RESTRICTING LIAISONS WITH OTHERS TO ESSENTIAL COMMUNICATION FOR OPTIMAL FOCUS AND SECURITY
25. STRICT MONITORING UNDER VIGILANT SUPERVISION IS ESSENTIAL FOR ENSURING THE SAFETY AND SECURITY OF EVERYONE.
26. MAINTAINING A DEMEANOR THAT IS BOTH POLITE AND ASSERTIVE IS MANDATORY FOR EFFECTIVE COMMUNICATION AND INTERACTION
27. IN THE EVENT OF AN EMERGENCY SCENARIO, YOU ARE REQUIRED TO PROMPTLY INFORM THE POLICE (108,100), FIRE BRIGADE (101), AMBULANCE (102), AND PROVIDING DETAILED INFORMATION REGARDING THE INCIDENT OR ACCIDENT.

THESE POINTS REQUIRE SPECIAL ATTENTION (TURNOUT)

1. CLEAN UNIFORM
2. IRONED UNIFORM
3. SHIRT COLLAR SHOULD NOT BE TORN OR WORN OUT
4. THE BUTTONS NEED TO BE INTACT, NEAT AND UNBROKEN
5. IT'S ESSENTIAL THAT THE TIE IS PROPERLY POSITIONED, NOT LOOSE, AND THAT THE BUTTON UNDER THE COLLAR IS SECURELY FASTENED FOR A POLISHED LOOK
6. UNIFORM TROUSERS MUST FIT PROPERLY AND NOT BE LOOSE TO MAINTAIN A SMART AND PROFESSIONAL APPEARANCE
7. WEARING THE IDENTITY CARD OR BADGE PROPERLY ENSURES THE CLEAR DISPLAY OF YOUR CREDENTIALS
8. SHOES SHOULD BE KEPT INTACT AND POLISHED TO MAINTAIN A PROFESSIONAL APPEARANCE.
9. ENSURE SHOE LACES ARE TIED PROPERLY FOR BOTH COMFORT AND SAFETY.
10. THE UNIFORM CAP SHOULD BE KEPT CLEAN WITH ITS COLOR WELL-MAINTAINED FOR A SMART AND PRESENTABLE APPEARANCE.



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- 11. MALE SECURITY GUARDS ARE REQUIRED TO SHAVE REGULARLY AND ENSURE THEIR MUSTACHE IS NEATLY TRIMMED**
- 12. MALE SECURITY PERSONNEL MUST MAINTAIN SHORT HAIR AT ALL TIMES, ENSURING IT IS NEATLY TRIMMED TO UPHOLD A PROFESSIONAL IMAGE.**
- 13. FINGERNAILS SHOULD BE KEPT CLEAN AND TRIMMED SHORT FOR HYGIENE**
- 14. BATHE REGULARLY ,IT IS MANDATORY**
- 15. BRUSH YOUR TEETH REGULARLY TO MAINTAIN FRESH BREATH AND PREVENT MOUTH ODOR**
- 16. DURING DUTY HOURS, MAINTAIN ALERTNESS, VIGILANCE, AND PROACTIVITY TO ENSURE OPTIMAL PERFORMANCE**
- 17. AVOID WALKING WITH YOUR HANDS IN YOUR POCKETS DURING DUTY HOURS TO MAINTAIN A PROFESSIONAL STANCE AND READINESS FOR ANY SITUATION.**
- 18. SPITTING SHOULD BE AVOIDED AT ALL TIMES.**
- 19. ALWAYS MAINTAIN AN UPRIGHT POSTURE AND REFRAIN FROM LEANING AGAINST ANYTHING DURING DUTY HOURS**

DAILY ASSIGNMENTS AND TASKS

- 1. ALL MATTERS WILL BE REPORTED MANDATORILY TO THE SHIFT SUPERVISOR**
- 2. PLEASE ENSURE TO THOROUGHLY CHECK VISITORS' INTRODUCTORY LETTERS OR BADGES, ISSUE THEIR VISITOR PASSES, AND REGISTER THEIR ENTRIES; IF A VISITOR LACKS PROPER DOCUMENTATION, ENTRY SHOULD NOT BE GRANTED WITHOUT VERIFICATION FROM THE COMPANY'S CHIEF SECURITY OFFICER**
- 3. ALL VISITORS SHOULD BE GIVEN GUIDANCE UPON ARRIVAL**
- 4. VISITORS ARE NOT PERMITTED TO BRING THEIR BRIEFCASES ONTO THE PREMISES UNTIL PERMISSION IS GRANTED BY ON-SITE SECURITY PERSONNEL.**
- 5. IT'S MANDATORY FOR EVERY ITEM OR GOODS TAKEN OUT OF THE PREMISES BY CASUAL LABOR TO UNDERGO A PHYSICAL CHECK UPON EXIT BY THE GUARDS PRESENT, IF THE GOODS OR ITEMS BELONG TO THE OWNER OR COMPANY WITH A VALID PERMIT OR PASS, THEY SHOULD UNDERGO INSPECTION, CROSS-VERIFICATION, AND BE ALLOWED TO PASS. IF THERE IS NO VALID PERMIT OR GATE PASS, THE MATTER SHOULD BE PROMPTLY REPORTED TO THE SHIFT SUPERVISOR OR ADMINISTRATION MANAGER.**
- 6. VISITOR GATE PASSES OR ENTRY PASSES WILL BE COLLECTED UPON THE VISITOR'S DEPARTURE FROM THE PREMISES.**
- 7. THE INCOMING MATERIAL REGISTER MUST BE DILIGENTLY MAINTAINED ON THE FACILITY PREMISES, DOCUMENTING COMPREHENSIVE DESCRIPTIONS OF ALL MATERIAL INFLOWS. A DETAILED OUTGOING REGISTER SHOULD BE UPHELD TO RECORD THE SPECIFICS OF ITEMS OR GOODS LEAVING THE PREMISES POST-INSPECTION, ALONG WITH THE MAINTENANCE OF A RETURNABLE GATE PASS REGISTER FOR ITEMS TO BE RETURNED AND A NON-RETURNABLE GATE PASS REGISTER FOR ITEMS THAT WON'T BE RETURNED**



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- 8. IF A SUSPICIOUS PERSON OR UNCLAIMED GOODS ARE NOTICED, IT IS CRUCIAL TO REPORT THE MATTER PROMPTLY TO THE SHIFT SUPERVISOR OR ADMINISTRATION MANAGER.**
- 9. UPON REACHING THE DUST POST, ENSURE REGULAR INSPECTION OF ALL FIRE EXTINGUISHING EQUIPMENT TO GUARANTEE IMMEDIATE USABILITY IN CASE OF AN EMERGENCY.**
- 10. ALL SAFETY AND SECURITY-RELATED DUTIES, INCLUDING FIREFIGHTING, WILL BE PERFORMED, AND IN THE EVENT FIRE CANNOT BE CONTAINED, CONTACT THE FIRE BRIGADE AT 101 OR THE POLICE AT 100 IMMEDIATELY, WHILE ALSO INFORMING THE ADMINISTRATION OFFICE AND CISS CONTROL ROOM ON..... PROMPTLY.**

DISCIPLINE

ALL DEPLOYED GUARDS MUST STRICTLY ADHERE TO THE FOLLOWING ORDERS WITHOUT EXCEPTION.

- 1. THE GUARDS SHOULD DISPLAY A Demeanour OF MEEKNESS AND ELEGANCE WHILE MAINTAINING A FIRM AND ASSERTIVE BEHAVIOUR**
- 2. SMOKING IS STRICTLY PROHIBITED WHILE ON DUTY**
- 3. ALCOHOL OR SUBSTANCE ABUSE IS STRICTLY PROHIBITED BOTH WHILE ON DUTY AND PRIOR TO DUTY**
- 4. TOBACCO, PAAN, AND GHUTKA CONSUMPTION ARE STRICTLY PROHIBITED WHILE ON DUTY.**
- 5. GUARDS ARE REQUIRED TO STAND PROPERLY AND REFRAIN FROM BEING SEATED DURING DUTY HOURS**
- 6. GUARDS ARE PROHIBITED FROM CONSUMING MEALS AT THEIR GUARD POST**
- 7. GUARDS MUST CONDUCT THEMSELVES IN A MANNER THAT UPHOLDS THE STANDARD OF A GENTLEMAN AT ALL TIMES**
- 8. ALWAYS MAINTAIN AN UPRIGHT POSTURE DURING DUTY HOURS, MAINTAIN ALERTNESS, VIGILANCE, AND PROACTIVITY TO ENSURE OPTIMAL PERFORMANCE**
- 9. AVOID WALKING WITH YOUR HANDS IN YOUR POCKETS DURING DUTY HOURS.**
- 10. SPITTING SHOULD BE AVOIDED AT ALL TIMES**
- 11. ALWAYS MAINTAIN AN UPRIGHT POSTURE AND REFRAIN FROM LEANING AGAINST ANYTHING DURING DUTY HOURS**



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SHIFT RELATED SPECIAL INSTRUCTIONS

1. IT'S ESSENTIAL TO CONDUCT THOROUGH BRIEFINGS BOTH WHEN TAKING OVER DUTY AND HANDING OVER CHARGE AFTER DUTY HOURS, ENSURING COMPREHENSIVE COVERAGE OF ALL IMPORTANT INSTRUCTIONS.
2. ALL FACTORY HIGHER OFFICIALS WILL BE ACCORDED THE RESPECT THEY DESERVE AT ALL TIMES.
3. A POLICY OF WEARING NEAT, CLEAN, AND TIDY UNIFORMS AT ALL TIMES WILL BE STRICTLY ENFORCED
4. IT IS MANDATORY TO CONDUCT THOROUGH CHECKS OF ALL LOCKS, WINDOWS, DOORS, TAPS, FANS, ELECTRICAL EQUIPMENT, AND OTHER RELEVANT FIXTURES.
5. WORKERS WHO CONSISTENTLY LEAVE THEIR POSTS SHOULD BE SUBJECT TO CONTINUOUS MONITORING.
6. THE GUARDS ARE STRICTLY PROHIBITED FROM SLEEPING ON DUTY AND MUST ENSURE THAT NO OTHER GUARD DOES SO AS WELL.
7. THE WORK POST MUST NOT BE LEFT VACANT UNTIL THE RELIEVER REPORTS FOR DUTY.
8. ACCESS TO KEYS FOR STORES, OFFICE AREAS, AND VEHICLES WILL NOT BE GRANTED TO INDIVIDUALS NOT ON DUTY; WRITTEN PERMISSION FROM A SUPERIOR IS REQUIRED, AND IF IN DOUBT, VERIFICATION SHOULD BE SOUGHT VIA SPECIFIED CONTACT NUMBERS TO AVOID UNAUTHORIZED ENTRY AT YOUR OWN RISK.
9. DURING NIGHT DUTY HOURS, IT'S IMPERATIVE THAT INDIVIDUALS REFRAIN FROM ENGAGING IN SMALL TALK OR READING MATERIAL AND REMAIN VIGILANT AT ALL TIMES.
10. NO STRANGER WILL BE ALLOWED ACCESS TO THE PREMISES WITHOUT PROPER IDENTIFICATION AND VERIFICATION.
11. ALL LIGHTS MUST BE SWITCHED OFF UPON SUNRISE.

PATROLLING DUTY

WHEN ON PATROLLING DUTY, STRICT ADHERENCE TO THE FOLLOWING INSTRUCTIONS IS MANDATORY.

1. REMAIN ATTENTIVE AND AGILE AT ALL TIMES TO PROMPTLY REACT TO ANY DISTURBANCE AND APPREHEND THE PERPETRATOR.
2. IF ANY UNATTENDED ITEM IS DISCOVERED IN AN UNAUTHORIZED LOCATION, PROMPTLY INVESTIGATE AND INFORM HIGHER OFFICIALS IMMEDIATELY.
3. ALWAYS CONDUCT THOROUGH CHECKS OF THE PREMISES TO ENSURE THERE ARE NO BREACHES OR HOLES IN THE WALLS OR BOUNDARIES THAT COULD FACILITATE THEFT OF ITEMS FROM THE PREMISES.



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4. IT IS IMPERATIVE TO NEVER LEAVE ITEMS LYING AROUND FIRE EXTINGUISHING EQUIPMENT, AND IF FOUND, IT IS YOUR RESPONSIBILITY TO PROMPTLY REMOVE THEM
5. IT IS YOUR DUTY TO INFORM SUPERIORS OR HIGHER OFFICIALS WHENEVER AN EMPLOYEE IS ENGAGING IN WRONGDOING
6. IF YOU DETECT THE SMELL OF SOMETHING BURNING ON THE PREMISES, IT IS YOUR RESPONSIBILITY TO INVESTIGATE IMMEDIATELY TO PREVENT A FIRE AND SAFEGUARD THE COMPANY'S VALUABLE ASSETS
7. ALWAYS METICULOUSLY INSPECT LAVATORY AREAS AND SIMILAR SPACES TO PREVENT ANY POTENTIAL WRONGDOING FROM OCCURRING.
8. IF YOU HEAR ANYTHING THAT POSES A THREAT TO THE COMPANY, PROMPTLY INFORM YOUR SUPERIORS; ANY DOUBTS SHOULD BE CLARIFIED THROUGH PROPER INVESTIGATION, AND STRICT ACTION MUST BE TAKEN AGAINST ANYONE NOT ADHERING TO COMPANY ORDERS.

GUARDS DUTY DURING THE NIGHT SHIFT

GUARDS CARRYING OUT NIGHT SHIFT WILL FOLLOW THESE INSTRUCTIONS

1. WILL ENSURE THAT ALL TAPS ARE PROPERLY CLOSED
2. UNAUTHORIZED INDIVIDUALS WILL NOT BE PERMITTED ENTRY INTO THE PREMISES UNDER ANY CIRCUMSTANCES.
3. IN THE EVENT OF AN EMERGENCY SITUATION DURING THE NIGHT SHIFT, IMMEDIATE REPORTING SHOULD BE MADE TO HIGHER OFFICIALS OR SUPERVISORS.
4. SLEEPING IS NOT PERMITTED ON NIGHT DUTY
5. THE ELECTRICAL PANEL WILL BE CONTINUOUSLY MONITORED FOR ANY INDICATIONS OR SIGNS OF MALFUNCTION.
6. WILL ATTENTIVELY HANDLE ALL TELEPHONIC CALLS AND PROMPTLY INFORM HIGHER OFFICIALS ACCORDINGLY

INSTRUCTIONS FOR EMERGENCY SITUATIONS

1. ACCIDENTS: IN CASE OF SUCH PROBABLE EVENTS THE FOLLOWING INSTRUCTIONS SHALL BE FOLLOWED-
 - a. SHIFT SUPERVISOR WILL INFORM THE MANAGER ADMIN IMMEDIATELY
 - b. INJURED INDIVIDUALS SHOULD RECEIVE IMMEDIATE ADMINISTRATION OF FIRST AID
 - c. WILL ASSIST IN AIDING THE VICTIMS
 - d. CISS CONTROL ROOM SHALL BE INFORMED IMMEDIATELY OF THE SAME ON



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2. **NATURAL DISASTERS- EARTHQUAKES, CYCLONES ETC. THE FOLLOWING INSTRUCTIONS SHALL BE FOLLOWED-**
 - a. OCCUPANTS WILL BE EVACUATED FROM THE PREMISES IMMEDIATELY USING STAIRS AND NOT THE LIFT
 - b. ALL VICTIMS WILL RECEIVE FIRST AID, AND ASSISTANCE WILL BE PROVIDED TO THEM PROMPTLY
 - c. CISS CONTROL ROOM SHALL BE INFORMED IMMEDIATELY OF THE SAME ON
3. **RIOTS, DISORDER,PUBLIC UNREST, WIDESPREAD VIOLENCE**
 - a. GUARD WILL INFORM THE SHIFT SUPERVISOR WHO IN TURN WILL INFORM THE MANAGER ADMIN /HIGHER OFFICIAL IMMEDIATELY
 - b. THE GUARD WILL MAKE EVERY EFFORT TO PREVENT THE RIOT OR CROWD FROM ENTERING THE PREMISES.
 - c. THE GUARD WILL ENDEAVOUR TO PREVENT VIOLENCE OR ANY DIRECT ENCOUNTER WITH THE MOB.
 - d. ALL VICTIMS WILL RECEIVE FIRST AID, AND ASSISTANCE WILL BE PROVIDED TO THEM PROMPTLY
 - e. THE GUARD WILL STRIVE TO PREVENT DAMAGE TO THE PROPERTY ON THE PREMISES OR DEVISE A REMEDY TO MITIGATE SUCH RISKS.
 - f. CISS CONTROL ROOM SHALL BE INFORMED IMMEDIATELY OF THE SAME ON



FIRE

1. **FIRE TYPICALLY ORIGINATES FROM THREE PRIMARY CAUSES**
 - a. WOOD, COAL, PAPER, ETC.
 - b. PETROL, DIESEL, OTHER FUEL, AND OTHER FLAMMABLE SUBSTANCES
 - c. ELECTRICAL WIRES
2. **TYPES OF FIRE AND THEIR EXTINGUISHING AGENTS**



CLASS A: CLASS A FIRES CONSIST OF ORDINARY COMBUSTIBLES SUCH AS WOOD, PAPER, FABRIC, AND MOST KINDS OF TRASH.



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CLASS B: FLAMMABLE GASES (PROPANE, BUTANE) OR LIQUIDS (GASOLINE, PETROLEUM OILS, PAINT)

- a. LIQUIDS THAT DISSOLVE IN WATER
- b. LIQUIDS THAT DO NOT DISSOLVE IN WATER, BASED ON THIS WE USE THE APPROPRIATE TYPE OF FIRE EXTINGUISHER



CLASS C: ENERGIZED ELECTRICAL EQUIPMENT (APPLIANCES, MOTORS, TRANSFORMERS)

THE BURNING OF FLAMMABLE GASES, WHICH CAN BE VERY DANGEROUS AND HIGHLY EXPLOSIVE. THIS TYPE OF FIRE CAN BE EXTINGUISHED WITH DRY POWDER OR DRY CHEMICAL AGENTS. SPLASHING WATER CAN EFFECTIVELY COOL DOWN THE AREA



CLASS D: COMBUSTIBLE METALS (POTASSIUM, LITHIUM, SODIUM, ALUMINUM, MAGNESIUM)

SPECIAL CARE MUST BE TAKEN WHEN EXTINGUISHING METAL FIRES. WATER AND OTHER COMMON FIREFIGHTING AGENTS CAN AGGRAVATE METAL FIRES AND MAKE THEM WORSE

3. SPECIAL INSTRUCTIONS

- a. ALL AVAILABLE FIRE EXTINGUISHING AGENTS ON THE PREMISES, SUCH AS SAND OR WATER, SHOULD BE UTILIZED EFFECTIVELY TO EXTINGUISH AND COMBAT THE FIRE.
- b. REGARDLESS OF YOUR DUTY LOCATION, IT IS IMPERATIVE TO ADHERE TO ALL INSTRUCTIONS CONCERNING FIRE SAFETY DEVICES AND PROCEDURES.
- c. YOU MUST BE PROFICIENT IN USING THE FIRE EXTINGUISHING AGENTS AVAILABLE AT YOUR LOCATION.
- d. AT LARGER LOCATIONS, THE FIRE DETECTING SYSTEMS SHOULD BE PERIODICALLY MONITORED, AND ANY ALERTS SHOULD BE IMMEDIATELY REPORTED TO THE SUPERVISOR OR RELEVANT AUTHORITY, AS FAILURE TO DETECT FIRE IN TIME AND TAKE APPROPRIATE MEASURES CAN HAVE DISASTROUS CONSEQUENCES



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Action in case of fire:- In case of fire, the security personnel will take the following action

- a) They will attract attention by shouting loudly and attempt to extinguish the fire using the taught method. If the fire becomes uncontrollable, immediately dial the fire brigade's telephone number, informing 101 without delay. This information will be provided via the telephone number of the control room, and immediate notification will also be made. The telephone number to call an ambulance is 102/108, and immediate notification will be made accordingly.
- b) Additionally, they will enlist the assistance of bystanders to help extinguish the fire using fire extinguishers, aiming to contain and prevent its further spread.
- c) In case of an electrical fire, promptly turn off the main switch.
- d) Upon the arrival of the fire brigade, he will direct them to the location of the fire.
- e) Once the fire is under control, they will inform the institution's managers via telephone.
- f) You will promptly notify all relevant officials associated with the location.

REMEMBER

In any company, growth hinges on the quality of work delivered. It's imperative to maintain integrity with all security protocols, adhering firmly to established traditions. Honesty is paramount, not just to those around you but to yourself as well. Respect is the cornerstone of the company, and in turn, the company reciprocates that respect. Upholding these values ensures not only personal integrity but also contributes to the collective success and reputation of the organization.



IMPORTANT STATEMENTS TO REMEMBER

- **HAVE A NICE DAY SIR/MADAM**
- **PLEASE MAY I CHECK YOUR BAGGAGE**
- **WOULD YOU MIND WAITING FOR SOMETIME**
- **PLEASE SIGN HERE**
- **I AM SORRY**
- **THANK YOU SIR**
- **THANK YOU FOR WAITING SIR/MADAM**
- **GOOD MORNING/GOOD AFTERNOON/GOOD EVENING SIR/MADAM**
- **HOW MAY I HELP YOU SIR/MADAM?**
- **PLEASE DISPLAY YOUR ID**

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SAFETY SYMBOLS

 <p>Toilets</p>	 <p>Disabled</p>	 <p>Bus Stop</p>	 <p>Food and Drink</p>
 <p>Hospital</p>	 <p>No Smoking</p>	 <p>Fire Exit</p>	 <p>Telephone</p>
 <p>Information</p>	 <p>Keep Tidy</p>	 <p>Recycle</p>	 <p>Danger / Warning</p>
 <p>Fire Alarm</p>	 <p>Parking</p>	 <p>Baby Changing</p>	 <p>Stop</p>
 <p>Wi-Fi</p>	 <p>No Entry</p>	 <p>No Mobile Phones</p>	 <p>Open / Closed</p>

CISS TRAINING ACADEMY

SAFETY SYMBOLS



Turn left ahead



No left turn



No motor vehicles



Bend to left



No overtaking



Two way traffic



Road work



Turn right ahead



No right turn



Crossroads ahead



Hump



Roundabout



Give way



Maximum speed



No cycling



Parking lot



One way traffic



Falling rocks



Wild animals



Merge



Stop & give way



No parking



Bend to right



Slippery road

