

Security Newsletter

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Physical Security Continued (III)

Whilst creating the overall physical security network, the following has been completed:

- Threat and risk assessments
- Separate independent perimeter has been established (or using the building itself as a perimeter),
- Secured internal spaces
- Locked doors and windows
- Secured confidential information
- Created staff, visitor and vehicle access controls
- Installed adequate security lighting
- Set-up electronic surveillance and recording systems, and
- Created a manned security force

All the necessary components are in place, now the challenge is how to effectively deploy the resources, supervise their operation and respond to any security incidents.





Knowing when an incidents occurs Security officers are expected to effectively respond to a wide variety of incidents. So how do supervisors and management know when and where these are occurring?

Our information on incidents comes from a number of sources such as:

- An alarm is activated.
- When the incident is observed either on camera or by observation.
- Where the incident is reported either face-to-face, by telephone or other method.

How are incidents responded to?

Security personnel are usually tasked to respond to incidents by the security control room unless they actually see the incident themselves and have to take immediate action. Alternatively they may be advised by any member of staff or the public that an incident is occurring or has previously occurred which requires their response.

Security response depends on the type of incident which has occurred but all security responses should be covered by the organization's own Standard Operating Procedures (SOPs).

Standard Operating Procedures

The SOPs are the operational instructions available to an organization's security personnel detailing the actions they should take during specific incidents. They inform security officers of what to do in a particular incident, what actions they should take, who they should report to, what information is required etc. They also instruct security control room staff in their responsibilities to support and manage incident response.

SOPs should cover the various threats and risks which have been identified for a particular facility. They are many and varied but can include:

Some Standard Operating Procedures

- Incident response
- Fire
- Bomb Threat
- Evacuation
- Patrol procedures
- Pedestrian access
- Vehicle access
- Incident reporting
- Typhoon
- Door alarms
- Request assistance
- Person collapsed
- Key security
- Control room
- Supervisory procedures

Armed with the knowledge and procedures contained in their SOPs security officers can then respond efficiently and effectively to an incident.

However, to be fully effective the SOPs must cover all of the actions required during a particular incident, but most importantly the officers responding must be well trained and highly competent in their usage.

Training

As mentioned above, a security organization is likely to have a considerable number of SOPs. Some of these will be used regularly while others may only be used occasionally. Effective training and simulation exercising must be used in combination to ensure correct incident response.



It is vital that all security personnel are well trained in their use and that mini-simulation exercises are regularly scheduled especially for the incidents that seldom occur.

Once a program of small exercises is undertaken and ongoing, a large-scale exercise (fire or evacuation) can be introduced to test the larger components of the overall security response system. In addition, at some stage this should include senior management so that they can practice crisis response and business continuity in a lowkey simulated environment.

Effective Incident Preparation

- 1. Creation and publication of detailed and workable SOPs.
- Effective training for all security officers to ensure that SOPs are familiar.
- Conducting mini simulation exercises to ensure that small teams are prepared.
- 4. Conducting large-scale exercises to test a wider response.
- Regularly reviewing the SOPs to ensure that lessons learned are captured.

About the Author

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Control and Supervision

As we know, there are a wide variety of security duties performed by our security personnel. Such as:

- Static security post operations
- · Pedestrian access control
- Escort duties [people or money]
- · Vehicle access control
- Foot or mobile patrol
- · Control room duties
- Incident response

Each of these duties requires a different set of skills and all of the duties need to be covered by the appropriate SOPs. In addition, they must be covered by an effective control system.

Control

There are a number of terms used in this area. These include security control, command post, security control room, emergency control center, coordination center and others. They all describe an area with the following requirements:

Control Requirements

- A quiet, secure room or suite of rooms
- A control room supervisor
- Control room operators
- CCTV terminals
- Alarm Panel
- Radio base station
- Fixed line communications
- Where necessary hotlines to Fire and Police

Some facilities operate with large control organizations others with much smaller ones. But their overall function remains the same. To monitor the radio traffic, monitor the CCTV live feeds, monitor the alarm system, pass instruction and information to security officers on the ground and in the event of a security incident to support, monitor and assist responding security units. In some organizations, the security supervisor takes over incident management while in others this is left to the patrol supervisor. In major incidents it is likely that the security manager and senior organizational management will eventually take charge and may manage the incident from the center.

Supervision

As itemized above, there are a wide variety of security duties performed for an organization by its security personnel. It is the responsibility of the on-duty supervisor and his/her assistants, to ensure that these duties are being performed properly and in accordance with the various SOPs. In the event of an incident the supervisor will be required to take charge and manage the event until where necessary the security manager takes over.

It is essential that the training program for supervisors is more complex so that they are able to perform the responsible duties expected of them more effectively.

What can Omnirisc do to help you!

We provide bespoke consultations for businesses and organizations on security and on various levels of vulnerability and risk assessments.



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