

Observation & Documentation

Module II.B

www.ussecurityguardtraining.com



Study Guide

Table of Contents

- Report Writing & Documentation** 4
 - Types of Security Reports 6
 - Shift/Daily Logs 6
 - Vehicle Logs 7
 - Visitor/Contractor Logs 8
 - Material Control, Passes/Logs 10
 - Incident Reports 10
 - Note Taking 11
 - Recordkeeping, Storage, and use of Computers 12
- English As A Second Language** 13
 - What to Do? 13
 - Responsibilities 14
- Observation** 15
 - Use of Senses 15
 - Facts Affecting Observation..... 16
- The Observation Process 16
 - Attention 16
 - Perception 17
 - Report 17
 - Physical Descriptions 17
 - Physical description 19
 - Incident Scene 20
 - The Survey 20
 - The Search 21
- Methods of Search 21
 - Strip Method 21
 - Spiral Method 21

Precautions	21
Evaluation	22
Reconstructing the Incident	22
Mental Reconstruction	22
Equipment	22
Photographs & Sketching	23
Patrol Procedures	25
Fire Prevention	25
Theft Prevention	25
System Failures & Accident Prevention	26
External Patrols	27
Vehicle Patrols	27
Bicycles	28
Internal Patrol	29
Problems In Patrol	33
Use of Senses	33
The Sixth Sense	34
Asking Appropriate Questions	35
Types of Security Investigations	35
Proceed to the Scene	36
Render Assistance to the Injured	36
Effect Arrest of Perpetrator	36
Locate & Identify Witnesses	36
Interview Complainant & Witnesses	37
Maintain Scene & Protect Evidence	38
Note All Conditions, Events & Remarks	39
Arrange for the Collection of Evidence	40
Report Incident Fully & Accurately	41
Yield Responsibility to Investigators	42

Observing Suspects 43

 Employee Education & Awareness 43

 Security Officer Training & Experience 44

Report Writing & Documentation

Written reports have existed since men and women were first able to read and write. Documents such as the Bible and the Koran have existed for thousands of years. These books are considered to contain detailed reports of mankind's years on earth during the past 5,000 years. Because past events were recorded in writing, permanent records exist which allow generation after generation to learn the exact same information. The comment, "If it's not written, it didn't happen", is of particular importance in the study of history.

For security personnel, written reports are used for several purposes:

1. To provide a permanent record of an incident
2. To verify the job duties performed
3. To explain confusing events
4. To provide evidence in a legal proceeding
5. To provide information for follow-up action

Provided that security reports are clear, concise and accurate, a security department will maintain a high degree of credibility within an organization. Security logs and reports are subject to being used in court proceedings both civil and criminal. It is essential that security personnel factually record all information in their logs and reports which answer the following:

- WHO?
- WHAT?
- WHEN?
- WHERE?
- WHY?
- HOW?
- CONCLUSIONS?

Answering the above mentioned questions seems very simple but security officers will often fail to answer these basic questions. In fact, many times security officers fail to write reports or documents incidents. When

information is not documented and a security officer must be called at home to answer a question, credibility of the officer and of the entire security operation is damaged.

The following guidelines are suggested to ensure that reports are written in an acceptable, professional manner.

1. Document everything! If, as a security officer you have to pause and ask yourself if something should be written down, you have answered the question...WRITE IT IN YOUR LOG!
2. Write clearly and neatly! Few adults possess penmanship skills which are neat and easy to read.
3. Report all the facts! Don't give your opinion. Simply state the facts. Remember the classic line from Sgt. Joe Friday of the television series Dragnet, "Just the facts, ma'am."
4. Protect the information contained in logs and reports! Never allow anyone to read information in a security log or report unless you know for certain they are permitted to do so by your superiors. Often, union officials or department managers may ask for a copy of a security log or incident report. A good rule of thumb, if you are unsure if they are permitted to review the information is to reply, "I'm sorry, but I can't release that information. I will note on the report that you have requested a copy. If my supervisor grants permission to release the information, I will be happy to provide you a copy."
5. Know what information your supervisor wants included in security reports. Often, security officers include information in reports which is not necessary. Remember to keep things simple. The KISS (Keep It Simple, Stupid) approach is always preferred. In addition, conflict between security officers might result when one officer documents information in his/her report (such as finding a door open) which an officer on the preceding shift should have found. Know what your supervisor wants documented in reports. Don't intentionally try to embarrass the preceding shift officers. Just state the facts!

Types of Security Reports

Most security departments use a variety of reports including:

- Shift Logs or Daily Logs
- Vehicle Logs
- Visitor/Contractor Logs
- Material Control Passes/Logs
- Incident Reports

These may cover a wide variety of events such as fire, theft, injury, safety hazard, maintenance or housekeeping item, etc.

Shift/Daily Logs

These logs are used to document all of the significant events which occur during a particular shift. For example:

- Officer's name
- On-duty time
 - Name of officer relieved
 - Notation as to obtaining keys, card access devices, etc.
- Name of officer going off-duty
- Times of all patrols
 - Notation of any unusual observations after first patrol
- Number of personnel/vehicles on site
- Doors/Windows open or unlocked
- Coffee pots which are in the "on" position.
- Special notes or instructions regarding visitors, contractors or a special delivery which is expected
 - Equipment out of service and status (i.e. fire protection sprinkler system out of order due to repair, etc...)
 - Pick-up and delivery times of parcels
 - Condition of security equipment (note any problems with CCTV cameras, radios, etc.)
- Times of officer's breaks for lunch or restroom
- Unusual phone calls

- Alarm notification (type of alarm and time)
- Notation of incident
- Off-duty time
- Name of relieving officer
- Notation as to keys and equipment given to arriving security officer

Shift or daily log reports are the most common and frequent types of reports written by security officers. Often, for these reasons, they are the most boring. Security officers only create problems for themselves and their departments when they fail to note the most basic facts and incidents which took place on their shift.

Vehicle Logs

Vehicle logs are maintained by security personnel to document most vehicular traffic at a facility. Usually, this is primarily restricted to pick-up and delivery of material. Trucks which are entering a facility normally stop at the main security post for the following reasons:

1. **Weight Measurement** — Many facilities have scales which all in-bound and outbound trucks must drive upon to have their weight recorded.
2. **Driver Assistance** — Many truck drivers will be entering a facility for the first time. The security officer will need to instruct them on where they need to go to pickup or deliver their shipment. Often, the security officer will need to call the shipping or receiving department in order to obtain the necessary information for the driver.
3. **Recording Tractor and Trailer Number** — The proper recording of tractor and trailer numbers by security officers is extremely important. Often facilities are either waiting for a delivery of material which is called a “hot” load, or a trailer has already been loaded and is awaiting shipment. Accurate recordkeeping of trailer numbers by security personnel will assist in ensuring that the correct shipments are taken by the drivers. Security personnel are often the final “check and balance” to ensure a shipment leaving the facility is correct.
4. **Recording of “Manifests” and “Bills of Lading”** — “Manifests” are documents which are given to a truck driver which represent the

cargo or material they are removing from a facility. At many facilities, security personnel are required to inspect “manifests” prior to a driver departing to ensure the driver has been given the proper shipment. The number on the manifest will often be noted on the vehicle log. “Bills of lading” are documents which represent the material a driver has in his possession that he is delivering to a facility. Usually, security personnel will only inspect a “bill of lading” to determine where the driver should be directed with his/her shipment.

5. **Time In / Time Out** — The times that a driver arrives and departs from a facility are also very important. Often, deliveries and shipments are scheduled in advance. It is essential that a driver’s delivery be on time and prompt when entering and leaving a facility. Drivers are often given times when they are to arrive at a facility. If a driver is early or late in their arrival, their delivery or shipment may not be immediately processed. Security personnel must be certain to accurately record all delivery times.

6. **Seals and Locks** — Many trailers are “sealed” and/ or locked prior to departing a facility. A “seal” is a device which is placed into the latch of doors of a trailer. These seals cannot be removed unless they are broken, cut, or otherwise removed. Seals are stamped with a number which is also placed on the manifest or bill of lading. The purpose of a seal is to determine if a shipment has been opened or tampered with prior to arriving or in transit to its destination. Seals also can serve as locks. Security personnel will generally inspect a “sealed” trailer to be certain the seal has been properly secured and that the number on the seal matches the number on the manifest or bill of lading. If a security officer suspects that a load has been tampered with or the seal number is improper, a shipping or receiving supervisor should be immediately notified regarding the problem.

Visitor/Contractor Logs

Visitor and Contractor logs are normally maintained by security to document the visitors who are entering the facility and contractors who are working at the facility.

Most visitor and contractor logs require the following:

Notes:

1. Date & time of visit

2. Employee or person to be visited

3. **Escorted/Unescorted Visitor** — Some facilities will allow for certain visitors to enter a facility and after the person they are to visit has been notified, they are permitted to walk or drive their vehicle unescorted into the facility. By unescorted, it is meant that an employee does not have to be with the visitor at all times. Some facilities never allow for unescorted visits to a facility. Therefore, an employee must always escort the visitor.

4. **Material Entering the Facility** — Many facilities (especially those that are government contractors and defense contractors) will require visitors to announce to security personnel what material they are bringing into a facility. Items such as tape recorders and cameras will normally be prohibited from entering the facility.

5. **Materials Leaving the Facility** — Visitors, often vendors, may be removing certain material from a facility for testing, or engineering or manufacturing modification. If a material control pass is not used to document this fact, the material may be noted on the bottom or back portion of the visitor pass.

6. **Time Departed** — It is essential that security personnel properly record the time a visitor or contractor departs a facility. In the event of an emergency such as a plant evacuation, it is critical that emergency officials know precisely who is in or out of a facility. To a far lesser degree, associates or other employees at the visitor's place of employment may call for the visitor or inquire when the visitor departed the facility.

As previously noted, it is essential that security personnel maintain accurate records of all visitors and contractors who enter a facility. Situations may occur regarding questions to the timeliness of warranties or maintenance agreements at a certain facility. When the visitor or contractor's logs are reviewed, it may be proven that the manufacturer's representative was, in fact, at the facility during the warranty timeframe. The point to be made is

that while it is often boring and tedious, the proper maintenance of visitor and contractors logs can be essential to the overall operation of a facility.

Material Control, Passes/Logs

Most facilities have some sort of recordkeeping control of material, tools or equipment which is occasionally removed from a facility by employees. Usually, employees are borrowing a tool or taking home a personal computer or typewriter to complete an assignment. Most material control passes or logs will contain the following information:

- Date and time
- Name of employee/person removing the material
- Description of material
- Ownership (company or personal property)
- Length of time material is to be borrowed
- If the material is not to be returned, the reason why?
 - (Example: scrap lumber, etc.)
- Person authorizing property removal

While material control/property passes seem to provide a means of ensuring that company property is returned, often proper follow-up of material control passes is not conducted. Problems develop in that while security may know when material is removed, security is often not notified when material is returned. Security personnel should audit material control passes frequently and follow-up with employees who still have material which should have been returned.

Practical Example:

A security manager was contacted by an employee who stated that she would soon retire and she would like to purchase the company's typewriter that she had at home. It seems the female employee had removed the typewriter some five years previously on a material/control pass. She had never returned the typewriter because no one had ever called her to ask her when she would return it.

Incident Reports

Many security departments use separate forms for serious incidents. These

are called incident reports. The purpose of documenting incidents via Incident Reports rather than recording them in the daily/shift logs is that special notice or attention is given to an incident when a separate report is written. Incidents such as attempted thefts, fires, incidents involving employees, vehicle accidents, property damage, etc. would be examples of incidents which should be reported. It is suggested that a brief notation be made in the daily/shift log such as: "Incident involving employee Pete Smith, see incident report number ___."

The following questions must be answered when writing an incident report:

- WHO?
- WHAT?
- WHEN?
- WHERE?
- HOW?
- WHY?
- CONCLUSIONS?

Note Taking

The essential parts of any report are the facts. Names, descriptions of individuals, vehicles, buildings, surroundings, correct dates and times are critical when attempting to reconstruct on paper what actually took place.

Often a report is written several minutes or several hours after an event has occurred. People who can provide answers may no longer be available for questioning.

Every security officer and supervisor should carry a pen and small pocket notebook to document key facts as they occur. Names, titles and even descriptions can often be quickly noted even during an emergency. This information can prove to be critical months later.

The following are some helpful hints to remember when you are reconstructing the incident from your notes in preparation for writing your report.

1. Write what happened in chronological order. What happened first, what happened next, and next, etc....

2. Be sure to include the names, titles, positions and department numbers of all employees involved.
3. Include names, addresses and, if possible, social security numbers of all non-employees who are either witnesses or who were involved in the incident.
4. Explain in plain, simple English what happened. If you mention a building by its name or number, give its location as well. Remember many people who will read this report are not as familiar with directions and locations as you are.
5. When you begin to write your report, constantly refer to your notes. Don't include your opinion or comments and don't editorialize. You can give your opinion or comments about the incident in person to your superior.
6. Don't discard your notes. Keep them until your superior advises you to discard them.
7. Write your report before you leave work. Leaving the job before your report is written gives a bad impression of your security department.

Recordkeeping, Storage, and use of Computers

Security reports and logs should be kept secure at all times. Many security departments maintain these records for several years. These reports, when retained, are valuable in proving or disproving claims against an organization. Many security departments track all incidents and categorize them by event. By tracking incidents, security managers are better prepared to conduct investigations such as theft and accidents.

Many security departments have personal computers available for their security officers to directly input their reports. Other departments use computers to track incidents.

As stated previously, it is essential that all security reports be written factually, clearly and neatly. A security manager should never be embarrassed over the quality of written reports.

English as A Second Language

Security officers will often encounter individuals who do not speak English as their primary language or those who speak no English at all. In some situations a critical emergency may exist and information must be obtained quickly from a person who speaks Spanish, Chinese, Japanese, Vietnamese, or some other language with the security officer understanding little if anything of the person's primary language.

What to Do?

First and foremost, security officers must understand that the inability to communicate with a person will, in all likelihood, be just as frustrating for the person involved as it is for the officer. Remember to maintain your composure and refrain from raising your voice! This will not improve communication.

If a situation arises such as a lost child or a person who is ill needing help, and the security officer cannot understand the person, be certain to ask others in the vicinity if anyone can assist you in communicating with the person. Often, someone accompanying the subject may be able to better communicate. If you cannot find someone in the immediate area to assist

you in facilitating communication the following suggestions are offered:

1. Use your radio or telephone to contact a supervisor who may be able to assist you.
2. Use hand gestures to attempt to advise the person you are trying to help them but are struggling to communicate. Hands held in an upward position, with palms open, with hand gestures to your ears, may alert the person to your difficulty in understanding them. Remember to remain calm so you can better assist the individual seeking aid.
3. Obtain and carry a card which has several key phrases in the languages you are most likely to encounter while performing your security duties.

4. Maintain a list of employees who may be fluent in languages other than English within the post orders for easy access.
5. While attempting to locate a person who can speak the needed language it may prove helpful to provide the individual with a pen and paper and, using hand gestures, encourage them to draw a picture of the assistance that is required.

Notes:

Responsibilities

Security officers have a duty to their employers and clients. With the great mix of cultures prevalent in the United States and especially in California, security officers who attempt to learn the very basics of another language will greatly improve their level of job performance and client satisfaction. They will feel empowered in challenging situations and thereby lessen the frustration they would otherwise feel. Perhaps, most importantly, they will be able to quickly and professionally assist those who may often feel isolated and marginalized in our society.

Observation

Security officers will often have to rely on their own senses when they are observing a situation which ultimately requires their intervention to one extent or another. When conducting surveillance or when casually observing a situation for a period of time, the security officer will need to describe the appearance of subjects and possible suspects if a crime or offense has occurred. When conducting a preliminary investigation at the scene of a possible crime, the security officer will need to rely on his/her own observations for a comprehensive and truly significant representation of the facts. The accuracy of the security officer's observation will often depend on the training they have received and their ability to communicate with others both orally and in written form. Security officers must be trained to describe as well as observe.

Use of Senses

In recording the data at a scene, the security officer must employ his or her senses; primarily those of sight, hearing, smell, and touch. Security officers should never intentionally use their sense of taste in an effort to test a substance. The many examples displayed on television where the private investigator or police detective touches a substance and announces the contents, (for example): "This is pure heroin!" is simply a farce. To taste a substance which could be lethal would result in the death of a security or law enforcement officer. The eye is the greatest source of information, but in the absence of training it is also one of the most unreliable due to the tendency of the observer to fill in the gaps that inadequate observation may leave. Hearing is the most objective sense; however, the observation of sound is subject to errors such as mistaken estimates of distance and illogical comparisons. The sense of touch is usually unreliable because of the inexperience of most persons in the accurate use of this sense. Smell, the olfactory sense, is considered to be for the most part unreliable because it is easily swayed by suggestion. The sense of taste suffers from the same defect. It has been estimated by pathologists that approximately 85% of our sensual knowledge is gained through sight; 13% through hearing; and the remaining 2% through smell, touch and taste. The reliability of the information obtained

through the particular sense may be considered to be in the same relation.

Facts Affecting Observation

If a person is a witness to an incident involving violence to another person with whom they are emotionally close to such as a mother, father, daughter, son, husband or wife, their observations may have been altered or perhaps even enhanced. Consider a mother who witnesses the death of her child from injuries sustained in an automobile accident. The mother may not be able to recall specific details about the incident or she may be able to provide explicit details since the event is so ingrained in her mind.

The point to be made is that an effective investigator must take into consideration how emotions, the environment and the physical limitations of any witness may adversely affect their ability to recall actual events as they occurred. A witness who has poor eyesight may be a poor witness if it is later proven that the person was not wearing their glasses at the time of the incident. Poor lighting or inclement weather conditions may affect the degree of accuracy with which a witness actually witnessed the suspect commit the crime.

The effective investigator or security officer who is responding as the first person to the scene of an incident will note the physical conditions at the scene such as lighting, weather, obstruction points, as well as the emotional and physical condition of any material witnesses. A security officer who searches the adjacent area to an incident scene may discover additional evidence which will alter, prove or disprove the stated facts.

The Observation Process

For the purposes of the security officer the process of observation can be divided into three stages: attention, perception, and report.

Attention

The psychological process of being brought into the presence of a fact is called attention. The observer cannot observe something unless he or she is aware of it. Attention is usually divided into three phases, voluntary, involuntary and habitual. Each of these phases is influenced by factors such as size, change, interest, physical condition, suggestion and repetition.

Perception

Perception is the recognition of the significance of an event or situation. With perception, the security officer not only observes a situation but also understands what is occurring. The understanding of an event is influenced by the following factors:

1. **Intelligence** - the mental ability of the observer.
2. **Educational Background** - observation depends in large part on the ability to make reference to other situations. The educated person has an obvious advantage in being able to refer observed situations to other matters that have been learned as a direct result of their education.
3. **Experience and Occupation** - these elements consist of a frame of reference for the observer. Security officers who have witnessed violence on a picket line during a labor strike will have a clear greater advantage in accurately describing the events than the security officer who is experiencing a strike for the first time.

Report

Report is the third element of the observation process. Report refers to the identification of facts such as the identity of a subject or vehicle known to be at the scene of the event.

Physical Descriptions

General Information

The ability to describe a person accurately is invaluable to a security officer. This ability is not present in most persons, including security officers. For the most part, security officers have previously received little training in the way to accurately identify persons.

To fully identify a person, the following background information should be obtained:

- **Names, Aliases, and Nicknames** — The full name should be obtained and not simply the initials. The varied spellings of the

different aliases should be included.

- **Social Security Number** (Note that new privacy laws may restrict the use of Social Security Numbers. Check with your supervisor or employer.)
- **Military Serial Number**
- **Present & Former Address**
- **National Origins** — A good way to more accurately describe a person is to include identification of their national origin, if known. For example: describing a person as African-American, Asian-American, Italian-American will assist an investigator in identifying witnesses or suspects.
- **Scars & Marks** — Birthmarks and tattoos that are visible are valuable identification points. Both visible and covered scars and marks should be reported when known.
- **Physical Traits** — Significant physical habits are important.

Walk - The manner of walk is highly individual. Such terms as the following are commonly used: athletic, limping, shuffling, bowlegged, flat-footed, and pigeon-toed.

Voice -The voice may be high or low-pitched, loud or soft, or it may be between loud and soft.

Speech - The obvious trait of speech is the local characteristic of enunciation or how people speak. Speech differs between a New York Italian and a Southerner from Alabama. "Educated and uneducated" speech can also be distinguished.

- **Personal Habits** - Unless a person was to attempt a disguise, the personal habits that characterize how a person dresses are rarely changed.

- **Dress** - Type and style of clothing.
- Other Habits

Notes:

Physical description

The verbal description whereby a person describes another based on the physical description of the person is considered a reliable aid in the conducting of investigations. The degree to which an investigator can give the details of the physical description given by a witness will vary depending on the training and experience of the witness. The following items are considered basic in providing a physical description:

- General Impression: personality, social status, comparison to a famous person with similar physical characteristics.
- Approximate Age
- Sex
- Estimated Height
- Estimated Weight
- Build: thin, slender, medium, stout
- Posture: erect, slouching, round-shouldered
- Head: size, whether small, medium or large
- Hair: color, part, straight or curly; baldness
- Face: general impressions
 - Forehead: high, low, bulging or receding
 - Eyebrow: bushy or thin, describe shape
 - Mustache: length, color, shape
 - Eyes: small, medium or large; color; clear, dull, bloodshot; glasses, type
 - Ears: size, shape
 - Cheeks: high, low, fat, sunken
 - Nose: short, medium, big or long; pug, hooked

Mouth: side, small or medium

Lips: shape; thickness, color

Teeth: shape, condition, defects, missing

Chin: size, shape, general impression

Jaw: length, shape, lean, heavy

- Neck: shape, thickness, length, Adam's apple
- Shoulder: width and Shape
- Waist: size and shape of stomach
- Hands: length, size, condition of palms
- Fingers: length, size, shape of nails and condition
- Arms: long, medium or short; muscular, normal or thin
- Feet: size; deformities.

Incident Scene

The search of the incident or crime scene is in many cases the most important part of any investigation. Non-violent offenses such as employee theft will normally not involve a crime or incident scene. Crimes of violence however do involve physical contact with the victim and the immediate surroundings. Traces of the criminal may be left in the form of clothing, shoe impressions, fingerprints, blood stains, damaged furniture, etc. A trained investigator will be able to visualize the way in which the criminal carried out the offense. Samples of clothing, carpet, hair, human bodily fluid, fingerprints, etc., may all remain as part of a crime scene.

The Survey

For most security officers, they will not be responsible for conducting an investigation. However, their initial observations can greatly aid in a more thorough investigation carried out by a trained investigator. The best advice at this preliminary stage is to stand back and attempt to determine what occurred based upon initial impressions. The security officer should

determine how he or she will physically enter and exit the area without disturbing the evidence. At this time the security officer may want to decide what photographs will be taken of the scene.

The Search

A method should be utilized when preparing to search an incident scene. A plan of search should be formed which will cover all of the ground. A security officer should carry a notebook and pen in order to draw or sketch diagrams.

Methods of Search

If the incident occurred indoors, the search will be dictated by the size and shape of the room and its contents. When the scene is outdoors, various methods of searching can be utilized. One or more persons can assist in a search if it is orderly. One person, usually the lead security officer or security

supervisor, should assume a leadership role in directing the search.



Strip Method

With the strip method of searching, an area is blocked out in the form of a rectangle. Three searchers are used, A, B, and C, who proceed slowly at the same pace along paths which are parallel to one another. When a piece of evidence is found, all searchers should stop until the evidence is properly stored for safekeeping.



Spiral Method

The three searchers follow each other in the path of a spiral, beginning on the outside and spiraling in toward the center.

Precautions

The security officer should use his or her imagination as well as

thoroughness in conducting the search. Every possible form of entry and exit the criminal may have used needs to be identified.

Evaluation

After the main search has been completed the security officer will want to take some time in evaluating the evidence in relation to what is known about the incident. Questions such as the following should be asked:

1. What exactly does the evidence prove?
2. What other evidence must be looked for to support the initial evidence?
3. What can be said regarding the incident based upon the information which has been obtained?

Reconstructing the Incident

Prior to the search of the scene, an effort should be made to determine from the appearance of the scene and its objects, what has actually occurred, and what were the movements and methods of the criminal. This may include a physical reproduction of the positions of the articles and persons during the occurrence. Physical reconstruction is the reconstruction of the physical appearance of the scene based upon the descriptions of witnesses, physical evidence, lighting and weather conditions.

Mental Reconstruction

From the physical reconstruction, some conclusions can be made. The security officer should test his or her theory and logic. The mental reconstruction should be done from the point of view of the criminal. No assumptions should be made concerning actions which are not supported by the evidence. The theory should be a basis of further investigation and will need to be modified as new or additional facts are learned.

Equipment

Before beginning a reconstruction and search of an incident scene, a security officer should be certain to have a flashlight, sketch pad, measuring tape, evidence preservation containers or envelopes and some basic tools such as

pliers and a screwdriver.

Photographs & Sketching

Before a room or area is returned to its normal condition, photographs or sketches of the incident scene should be made. The following guidelines should be followed when photographing an area:

1. The objects which are presented should not be immaterial or irrelevant.
2. The photographs should not unduly incite prejudice or sympathy.
3. The photo should be free from distortion; it should not misrepresent the scene.

When photographing a scene, measurements need to be taken and included as part of any written report. If an object is being photographed which is rather small, a point of comparison should be included adjacent to the object and photographed. For example: a 6" ruler can be placed next to small piece of evidence in order to denote proper size.

Direction should also be included with every photograph or sketch taken as it is usually essential in determining the exact location and point of relevance. North is always noted with an arrow pointing toward that direction.

When sketching or photographing a room, an outline should be provided displaying all windows, doors and furniture. Distance between any of the objects within a room should also be measured.

When using a sketch to document an incident, if possible, a scale should be used to accurately detail distance. To show a distance of 3 feet, 3 inches may be used on the scale. Therefore, a one foot distance at the scene equates to a one inch distance on the sketch. Whatever distance scale is used, it should be clearly noted on the sketch. Likewise, if the officer is not attempting to draw a scene exactly to scale, the statement "not drawn to scale" should be clearly noted.

Legends should be used to identify symbols with objects in the room (i.e. furniture, restroom, lights, etc.).

Finally, a title that denotes the case number, date and time the photograph

or sketch was provided along with the name and identification of the person taking the photograph or making a sketch should be included at the very top of the document.

Notes:

Patrol Procedures

The primary purpose of security is to prevent and deter loss. A key element in this strategy is the use of patrols conducted by security officers. Patrolling is defined as the act of moving about an area to provide protection and to conduct observation.

Patrols have existed since security measures were first implemented. Security Supervision states, "Patrols are necessary to insure the integrity of the overall security program. Frequent and total coverage of the protected area is needed to provide the most timely discovery and correction of security, safety and fire hazards." 1.

Fire Prevention

Patrols can be very effective in the overall role of fire prevention provided the security officer is attentive to equipment which may have been unintentionally left on by an employee. Examples would include: coffee pots, typewriters, copier equipment and certain machinery or equipment which a security officer can turn-off, provided they have received instructions to do so. Equipment such as personal computers should never be turned off by a security officer since information stored in the computer's memory may be lost if the equipment loses power.

While patrolling, a security officer should be observant to fire hazards such as the improper storage of combustible or flammable material, blocked fire exits, exposed wiring, fire extinguishers which are inoperable or inaccessible, and equipment which may be malfunctioning. It is essential that prior to any patrols, a security officer has been instructed as to what to look for when patrolling, how to determine when an abnormal situation exists, and what to do and who is to be notified to report an abnormal situation.

Theft Prevention

While patrolling, a security officer must know what doors and windows are normally open/closed, locked and unlocked. Again, if a door or window is open when it is to be closed and locked, what action should the security officer take? Does he merely close and lock the door and note the same on his shift report, or should someone be immediately notified? There are many

situations when, depending upon the circumstances, the police are to be notified if a certain door or window is found unsecured.

Often while patrolling, a security officer will notice that there are several other persons in the facility. How does the security officer know that these persons are authorized to be in the facility? Do employees and visitors wear identification badges? Are certain areas restricted from access for certain employees? It is essential that prior to patrolling, a security officer obtain as much information as possible as to which employees/visitors are in the facility? When are these persons scheduled to depart? After they depart, which areas are to be secured? Once all of this information has been obtained, a security officer should not be startled to find other persons in the facility, assuming these persons are authorized. Much of this information should be known by the security officer who is going off duty.

A final part of theft prevention when patrolling will occasionally require a security officer to inspect equipment being removed from the facility. The security officer must know what material can be removed from the facility with proper paperwork and authorization. Are shipping documents, or material removal passes provided to the security officer before removal? If no paperwork is required, the security officer should note in the shift log the identity and description of the person removing the material and what material was being removed.

System Failures & Accident Prevention

Usually, a security officer conducting a patrol in an industrial or manufacturing environment should note a potential safety hazard (leaking pipe, water on the floor, etc.) virtually every time a patrol is conducted. This is due in large part to the vastness and age of many facilities. Even though potential safety hazards may have been previously reported and not corrected, a security officer cannot simply ignore the hazard and not document what has not been corrected. Security officers must be certain that a condition previously reported is known to the proper management officials, before deciding not to document the hazard again believing that, "Nothing ever gets fixed around this place!" Failure to document safety hazards may cause the security officer and their employer to be liable for damages which result from a hazard.

External Patrols

“External patrol covers the grounds, parking areas and streets surrounding the facility. The basic purpose of the external patrol is to protect vehicles and persons entering or leaving the grounds, to provide surveillance of persons attempting to use unauthorized exits, to prevent the carrying of unauthorized property from the facility, and to prohibit or discourage unwanted persons from entering the facility.”².

A security officer conducting an external patrol will greatly enhance the overall level of protection provided to a facility. By constantly observing and noting any changes or discrepancies with doors, windows, lights, etc., a security officer can determine unusual situations, which if reported can be properly investigated.

Vehicle Patrols

Vehicle patrols can support external patrols either by supplementing foot patrols or in place of them. A prerequisite for each security officer, prior to operating a motorized vehicle, is to possess the necessary state driver’s license. Additionally, some security personnel may be required to show proof of insurability prior to their operation of a vehicle.

A vehicle offers a security officer mobility while providing protection from the elements. Additionally, a vehicle permits a security officer to carry more equipment which can be readily used when needed. Security vehicles are of

all types, shapes, and sizes. Some are battery powered while many are automobiles, trucks, or vans which are utilized as the security department vehicle. No matter what type of vehicle is used, appropriate maintenance and care must be given the vehicle to insure it is functional when needed. Daily and shift vehicle logs should be utilized to document levels of fuel, oil, water, tire pressure, etc. Mileage has to be documented and verified according to IRS regulations. If any problems develop with the security vehicle, they should immediately be noted in the vehicle log. All damage to a security vehicle must be noted immediately. Unfortunately, since several persons usually drive a security vehicle, wear and tear of the vehicle is often accelerated. Some security managers restrict driving of a vehicle to only two or three persons.

Bicycles

Recently, many security departments, especially those that serve a multi-facility or campus-type setting such as colleges and universities, have incorporated the use of bicycles as part of their vehicle patrols. The advantages of a bicycle include dramatically reduced maintenance costs as well as the fact that the purchase of a bicycle is a fraction of any other type of motorized vehicle. Additionally, many individuals who utilize bicycles enjoy the physical exercise which occurs when conducting patrols. Disadvantages of bicycles include their restricted use during inclement weather and during hours of darkness. Some resistance toward required bicycle use may also exist initially but this resistance is usually for only a short time. Industrial-type tricycles have become popular with many departments since they are usually easier to operate.

No matter what type of vehicle is used when conducting external patrols, the purpose is the same— Observation. A security officer must put forth an effort while patrolling that increases the likelihood that, if something abnormal or unusual were to occur on the exterior of the facility, the event would be noticed. Far too often, external patrols become very routine, tedious and boring. The security officer finds himself daydreaming, listening to the vehicle radio, smoking a cigarette and/or, in general, just waiting for time to pass. Usually it is during these times that an unexpected event occurs in the parking lot and the security department is then reacting to the event rather than actually preventing or deterring an incident.

While conducting an exterior patrol, security personnel must be aware of the normal routine and behavior of all individuals who enter and exit the facility. A security officer must know that the behavior of an observed individual appears normal (i.e. when walking to their vehicle they do not appear frightened or in a hurry) or unusual (i.e. a person continues to sit in a vehicle 10 minutes after leaving the facility). The point to be made is that it is often difficult to distinguish between the behavior of an individual preparing to commit a crime and the innocent employee or visitor who may be having a problem of some kind. The key point is that as security personnel, we remain alert and make reasonable inquiries such as, "May I help you?" to individuals whose behavior appears unusual. By taking an active interest in learning what is routine from what is unusual and by investigating suspicions, hunches or observations, security personnel will greatly increase their

probability of success in providing effective loss prevention.

Notes:

Internal Patrol

Purpose

Internal patrols are a key element of an overall loss prevention program and are an integral part of the daily duties of security personnel. Generally, internal patrols are conducted for the same reason as external patrols; to observe, act and report on abnormal or unusual conditions. As part of internal patrols, security personnel should include the following:

- Checking doors & windows; correcting & reporting abnormal conditions (i.e. open, closed, locked, unlocked)
- Checking machinery and/or maintenance instruments
- Observing fire protection equipment (sprinklers, risers, fire exit, etc.) for proper condition
- General Observations

Assigned Areas

Usually internal patrols are arranged in some sort of systematic manner which includes the times and routes of the patrols. Often a facility of considerable size will have various internal patrols which may be conducted simultaneously by two or more officers or may be alternately patrolled at prearranged times. Whatever the situation, it is essential that security personnel remain in their assigned patrol areas unless requested to aid or assist someone. If the security officer is required to leave his assigned patrol area, a supervisor or other officer (if practical & possible) should be notified. This absence from the assigned area should also be noted in the appropriate logs. Unfortunately, incidents will occur in an area that is patrolled by a security officer. Without fail, if security did not observe the incident in any manner, questions will be asked by management as to where the security officer was and what was he or she doing during the time of the incident.

First Patrol

Whenever one security officer is relieving another at the change of shifts, after the normal discussion of events on the preceding shift the relieving officer will often conduct a patrol of the facility. This patrol is the most

important one since it is at the beginning of a shift. At this time, a security officer should note and correct any unusual occurrences. By documenting and correcting any problems during the first patrol, a basis of comparison will be established which may prove invaluable at a later time.

During this first patrol, the professional security officer will note the doors and windows which are opened or unlocked but should be closed and locked. Lights which are left on should also be noted. Particular attention should be given to those areas where problems have occurred in the past such as vending machines, cafeterias, restrooms, conference rooms and executive offices.

During subsequent patrols, the professional security officer will be able to quickly determine if something is out of place because of the diligence paid during the first patrol.

Pattern Variations

Virtually every security textbook stresses the importance of varying the route and time of patrols. No two security officers conduct their patrols in the exact same manner. One officer may pay close attention to open doors and windows while another walks through out-of-the-way places. The point to be made is that even patrols made in a reliable yet systematic routine diminish the effectiveness of patrols. Employees of the protected facility will often joke that they can set their watch to the patrols of a security officer.

In an effort to break monotonous, routine patrols, security officers should be encouraged to be creative during their patrols; staggering the time and route of patrols. Merely conducting a patrol while simply “going through the motions” serves little use.

Entrance & Exit Points

The easiest and simplest way to enter a facility is through an entrance or exit. Usually these points of ingress and egress are controlled either by a receptionist, security officer, lock, camera or some other access control mechanism. However, some entrance points are not controlled adequately, especially visitor and employee entrances. Even with sophisticated electronic security devices, compromises occur. That is why, as part of an internal or external patrol, the security officer should review activity at entrance and exit

points.

Persons, who intend to steal from a facility or commit some other sort of act which would damage an organization will usually enter or exit the building the easiest and quickest way possible. An observant security officer visible at entrance and exit points may never apprehend a criminal but will no doubt prevent some losses from occurring.

Watchclock Rounds

The use of a watchclock to record the time at which a security officer was at a particular location is still in use today. Many companies have changed to a computerized version of the watchclock which serves the same purpose: to provide supervision with a tool to document and evaluate the patrols of a security officer. A record is produced which allows for a proper evaluation to be conducted on the time and route of patrol.

A major problem with the watchclock system is that “punching the clock station” becomes the primary objective of the security officer as opposed to observing, correcting and reporting on anything which appears out of the ordinary.

Proper care and maintenance of the watchclock is required to insure proper operation. Damage to the unit is the primary cause for reliability problems. Any damage to the watchclock should be immediately noted in the daily shift log.

Keys

Keys are usually carried by a security officer during patrols. Many departments have restricted the number and type of keys a security officer possesses while on patrol. A good rule of thumb is for the officer to carry with him only those keys required to effectively conduct a patrol and respond to requests for doors to be unlocked. Some persons may argue that a security officer should carry an entire set of keys so that in any situation, at any time, access to a particular area could be gained. However, a greater likelihood exists that keys will be lost or misplaced, thereby compromising the entire key system as opposed to a devastating fire that went uncontrolled because a key to unlock an area was not at immediate disposal. It is important for security personnel to know the key system so that undue

delay and embarrassment does not occur because the officer was struggling to find the right key to unlock an area. In addition, serious credibility problems may exist for the security department when a security officer misplaces the keys or accidentally takes the keys home. Many departments place a large key ring around all of the security keys to decrease the likelihood of loss or misplacement.

Radio Communication

Two-way radio communication is also essential and commonplace in most security departments. Radio communication provides quicker response to a problem and affords added protection for a security officer should an injury occur or other problem develop.

It is essential that security personnel be properly trained in the use of two-way radio equipment. Additionally, proper radio etiquette must be practiced by security personnel while using two-way radios. Persons who are unfamiliar with radio etiquette tend to verbalize and babble. This impoliteness appears as unprofessional and creates embarrassment to both the security officer and the entire department. Two-way radio communication may be a shared process with other departments. One must always remember, you never know for certain how many other people are listening to the conversation. When speaking on the radio, a person should assume he is speaking in public. Items of sensitive or confidential nature should be discussed on a restricted channel, or better yet, over the telephone or in person.

Notebook

Security personnel should always carry a small notebook and pen with them while on patrol. Anything of significance should be noted in this notebook as a patrol is conducted.

Flashlight

In order to properly view all areas when patrolling, at least a minimal amount of lighting is required. A security officer needs to know what lights are to be turned on or off during off-shifts. If lighting is extremely poor, a handheld flashlight will be required. Some departments require security officers to provide their own flashlights. Officers must know if they are permitted to

carry large flashlights which may “double” as nightsticks.

Problems in Patrol

When patrolling, a security officer may come upon a variety of problems that are not encountered on a daily basis. These include traffic accidents and involvement with unruly persons. At these times, it is extremely important for the security officer to maintain composure and to handle and control the situation in a professional manner. At all times, a security officer must consider his safety and the safety of others before rushing into a situation.

At times, a security officer may actually come upon a crime in progress. Again, safety is of prime consideration. Information should be gathered as quickly as possible and this information must be forwarded to the appropriate emergency response units at once! Be certain to be in a position to communicate to arriving emergency units the situation at hand.

A security officer must remember that normally he/ she will not come into contact with these special problems. However, on occasion, an emergency will occur which will require the officer to rely on their previous training in order to safely and professionally handle the incident.

Use of Senses

Security officers, when patrolling, will rely upon their natural senses to determine if conditions are normal or abnormal.

A security officer will use sense of vision to recognize familiar objects in familiar places. Additionally, vision will inform the security officer if an obvious change in the surroundings has occurred since his last patrol. The

sense of hearing will enable a security officer to distinguish glass breakage and malfunctioning equipment from normal operations.

The sense of touch will allow the security officer to determine a possible fire in progress by touching a door prior to entering an area. Malfunctioning equipment may also be hot to touch. Finally, the sense of touch will allow a security officer to come to the aid of an injured person.

The sense of smell allows an officer to distinguish normal aroma from acidic, chemical, or burning fumes.

The Sixth Sense

Many times a person is said to have a “sixth sense”. This is normally meant as a compliment to the person. What is often meant is that the person always seems to know what is going on around them. Certain teachers, particularly those in the elementary grades, are credited with having this “sixth sense”. This “sixth sense”, whether referring to a teacher, coach, parent or supervisor, is the ability of someone to know from previous experience what is about to occur, or the ability to know who is being truthful, or what appears out of the ordinary or does not seem “just right.” Another term for this “sixth sense” is intuition or insight. Usually, intuition or insight is developed from experience. Experience permits an individual to sense what is abnormal or unusual. As security officers, it is vital to learn as much about the facility as possible. Then, when confronted with a situation which does not appear normal, the security officer should investigate further in order to determine if the situation requires further attention or action.

Notes:

Asking Appropriate Questions

Conducting a security investigation is a primary function of any security organization. Most security officers and supervisors will be called upon to conduct preliminary investigations due to a theft, injury or other type of incident. Most of these investigations will be of a non-criminal nature but are, nevertheless, important since they may result in civil litigation.

Types of Security Investigations

In any type of investigation, there are usually two phases. Most security officers will be involved with preliminary investigations.

O. W. Wilson described the preliminary investigation as follows:

P – Proceed to the scene with safety & speed

R – Render assistance to the injured.

E – Effect arrest of perpetrator.

L – Locate and identify witnesses.

I – Interview complainant & witnesses.

M – Maintain scene & protect evidence.

I – Interrogate suspects.

N – Note all conditions, events, & remarks.

A – Arrange for collection of evidence.

R – Report incident fully & accurately.

Y – Yield responsibility to investigators

Care should be given in minimizing destruction of evidence when treating victims. A second step at the scene is to gain control of the situation so that further injury to victims is minimized. This may require a security officer requesting assistance from other security personnel and, possibly, from public emergency services (i.e. police, fire, rescue).

Proceed to the Scene

- Get there as fast as possible.
- Get there safely; don't violate laws or become reckless.
- Think as you are in route:
 - What might you come into contact with?
 - Rely upon past experiences to help you. Have you had similar incidents? In some cases it may be a situation involving the same people or equipment.
- Begin to make mental notes:
 - Will you have to call for outside emergency services?
 - Will there be someone else at the scene who will assume responsibility or will you be the person in charge?

Render Assistance to the Injured

Once at the scene, attempt to quickly analyze the situation and prioritize what must be done.

1. Provide first aid to the injured or remove a person(s) from harm's way (i.e., fire).
2. Identify the need for additional assistance, radio for additional help, and if necessary call for police and fire units to respond.
3. Attempt to stabilize the situation by treating the injured, calling for assistance, and providing general direction.

Effect Arrest of Perpetrator

If a criminal offense has occurred resulting in a serious injury caused by a vehicular accident or assault, attempt to keep all parties at the scene. If you are not certain of the facts be cautious about arresting or even detaining persons. Be extremely cautious in pursuing individuals off the grounds of your facility. You must remember what legal authority and power you possess. Additionally, your organization may not want you to pursue possible suspects. Instead, you may only be required to provide the police with a physical description of the alleged suspects.

Locate & Identify Witnesses

Upon arrival at the scene and once you have determined who requires first-aid, attempt to identify anyone and everyone who may have knowledge of what occurred. Ask witnesses to remain in the area until you have had a chance to talk to them. It is critical in this situation that you have a notebook and pen at your disposal. Attempt to interview those persons who were actually involved, whether they are the alleged victims or perpetrators.

Interview Complainant & Witnesses

As mentioned, if a person requested your presence at the scene, this should be the first person you speak to after you have arrived on the scene. Naturally, if persons are injured or their safety is in danger, you must wait to interview the complainant.

Many security officers are not proficient in interviewing persons simply because they have not had much experience in this area. It is essential at this time that security officers maintain their composure and demonstrate a cool and calm demeanor. Security officers who demonstrate coolness under pressure instill confidence with witnesses.

The best place to start the interview process is at the beginning by obtaining the following:

Date & Time of Accident _____

Date & Time of Report _____

Name of Person _____

Address of Person _____

Complainant/Witness _____

Phone Number _____

Social Security Number _____

An effective opening statement without directing or prejudicing the witnesses is to say, "Tell me what happened!" Often, other witnesses present will interpret and interject their own opinions of what happened. If possible, walk away from the other witnesses in order that the main witness can talk without interruption. If this is not possible, you may have to ask the other

witnesses to please be quiet until you have an opportunity to talk with each of them. If the witness is upset or extremely excited you may have to continue to prompt them with additional questions such as, "What happened next? Then what?" "What did the person do or say then?" This type of interview may continue for several minutes.

Once the witness has completed telling his/her story, you should repeat the story based upon what you've written in your notes. Any changes in the story should be marked with an asterisk * to remind you that a portion of the story changed. This may not necessarily indicate the person is lying. However, it may reflect that the facts are not as clear as first thought.

After the main witness or complainant has been interviewed, other witnesses must be interviewed until everyone has been spoken to concerning the incident. In many situations, because of time constraints and/or the number of witnesses involved, more than one security officer will be required to conduct the interviews. Therefore, it becomes critical that each officer explore the interviews in similar fashion to be certain as many facts as possible are gathered. Remember, you are on a fact finding mission. Obtain as much information as possible. Normally, it is at this time when witnesses will be the most cooperative and truthful.

Maintain Scene & Protect Evidence

When dealing with incidents which may be criminal in nature, it is extremely important to attempt to gather as much evidence as possible. The job of the security officer in attaining this objective may be extremely difficult.

Fingerprints, footprints, tire marks, torn clothing, etc. which may be essential in a criminal investigation may be altered or destroyed unintentionally, especially if first aid must be rendered to victims. As security officers become more proficient in responding to crime scenes, valuable evidence can be preserved prior to the arrival of the police.

As quickly as possible, a security officer must attempt to cordon off the area from sightseers and people who are just simply curious. Three inch wide yellow and black tape provides a good resource in notifying sightseers to refrain from crossing into the crime scene area. Careful attention should be given to not disturb any possible evidence with exposed hands or fingers. Often, the main responsibility of a security officer will be to maintain the

integrity of the crime scene until the police arrive.

Security officers who work for banks, museums, hospitals and/or colleges will usually be more familiar with crime scenes due to the nature of their jobs as opposed to security officers who work in manufacturing or office facilities. In addition, officers in manufacturing and office settings may not have the frequent contact with the public.

Note All Conditions, Events & Remarks

Sometimes during an emergency which requires a security officer to render first aid or assist in other emergency procedures, actual note taking may not be possible. However, as soon as possible after an incident, the security officer must reconstruct the order of events. If little or no notes were taken, before writing an incident report, the security officer should make notes of all relevant conditions, starting with when the officer was first notified of the incident.

The following items may be of critical importance when documenting the incident:

- Date
- Time
- Location
- Weather Conditions
- Witnesses
- Complainant
- Physical Descriptions
- Clothing
- Odor or smells
- Statements made by victim, witnesses or suspect

The essential parts of any report are the facts. Names, descriptions of individuals, vehicles, buildings, surroundings, correct dates and times are critical when attempting to reconstruct on paper what actually took place.

Often a report is written several minutes or several hours after an event has occurred. People who can provide answers may no longer be available for questioning.

Every security officer or supervisor should always carry a pen and small pocket notebook in order to document key facts as they occur. Names, titles and even descriptions can often be quickly noted even during an emergency. This information can prove to be critical months later.

The following are some helpful hints to remember when you are reconstructing the incident from your notes in preparation for writing your report:

1. Write what happened in chronological order. What happened first, then what happened next, and next, etc.
2. Be sure to include all names, positions, titles, and department numbers of all employees.
3. Include names, addresses and, if possible, social security numbers of all non-employees who either witnessed or were involved.
4. Explain in plain, simple English what happened. If you mention a building by its name or number, give its location as well. Remember, many people who read this report are not as familiar with directions and location as you are.
5. When you begin to write your report, constantly refer to your notes. Don't include your opinion or comments and don't editorialize. You can give your opinion or comments about the incident in person to your superior.
6. Don't discard your notes. Keep them until your superior advises you to discard them.
7. Write your report before you leave work. Leaving the job before your report is written gives a bad impression of your security department.

Arrange for the Collection of Evidence

In any type of incident where an accident or crime has occurred, evidence exists. Sometimes evidence is obvious and apparent and easy to collect. Other times however, evidence is difficult to see and may be difficult to collect. Imagine a theft from an office area.

Evidence could include:

- fingerprints
- footprints
- broken glass
- scratches or dents
- broken glass
- forgotten burglary tools
- torn clothing

Evidence from a car accident may include:

- skid marks
- broken glass
- damaged vehicles
- empty liquor containers

Assuming that all injured parties have been cared for, the security officer must (as discussed earlier) protect all evidence and maintain the integrity of the (crime) scene. Usually, this will entail an officer cordoning or blocking off the area from all bystanders. If evidence may be lost or damaged due to the weather or something else, the security officer should collect the evidence. Care must be used when gathering evidence. Putting additional finger or footprints onto evidence will only serve to delay or impair the investigation. Evidence preservation kits including plastic bags are convenient ways for even novice security officers to succeed in the gathering of evidence which may be destroyed if not immediately recovered. This evidence must be carefully sealed with the name, date and time, and name of the person recovering the material. Evidence must be properly stored and secured for safekeeping.

Report Incident Fully & Accurately

In the manual Effective Report Writing for the Security Officer, specific outlines are presented which assist the security officer in obtaining all the facts necessary to write a clear and accurate report.

Common mistakes made by security officers when writing reports include poor grammar, misspellings, poor penmanship, inaccurate statements and in general, offering opinions or commentary when it is not appropriate. A

favorite saying used by many security directors is a quote from Dragnet detective, Joe Friday, "Just the facts, ma'am!" Far too often personal opinions are interjected into a report when it is totally inappropriate.

Yield Responsibility to Investigators

As mentioned throughout this chapter, most investigations conducted by security officers are of the preliminary variety. Once an investigator has arrived at the scene, the security officer should relinquish control of the investigation. A word of caution: some security directors may prefer to retain some control over an investigation prior to relinquishing authority to a law enforcement detective. If an actual crime has occurred, the security officer may have no choice but to yield to a detective.

Observing Suspects

Security officers, if alert, will often come into contact with persons who appear suspicious. The person's behavior is different from a normal person. For security officers who work in retail establishments, the opportunity to witness suspicious behavior will occur daily.

Since retailers need to display their products or merchandise in ways to stop and attract potential buyers, they are susceptible to product being stolen.

A shopkeeper is vulnerable to theft from many different threats:

- Non-employee who steals (shoplifting)
- Employee who steals (internal theft or embezzlement)
- Theft of merchandise
- Theft of cash

Employee Education & Awareness

All employees, but particularly all sales associates and security officers, should be educated as to what they need to be suspicious of concerning the activities of possible shoplifters:

1. Watch for persons who hang around and handle items but make no effort to purchase anything.
2. Look for acts that would distract sales clerks while an accomplice steals.
3. Watch for people who hang around rest rooms or lounges.
4. Be wary of the customer who is extremely nervous handling merchandise.
5. Watch people who hang around displays which are hidden from clerks.
6. Watch for people who wear heavy clothing in mild weather.
7. Watch for persons with oversize handbags, open packages or shopping bags carried or in shopping carts.

8. Be careful of the person who always has a handkerchief
9. Watch for teenagers grouped around displays.
10. Be alert for unauthorized persons entering receiving rooms or stock rooms.
11. Watch for persons whose eyes are constantly looking around to see what is going on around them rather than paying attention to the merchandise they are handling. Be particularly suspicious of persons whose eyes glance from right to left and back again.
12. Be cautious of people who want to take several items of clothing into a dressing room. Be very suspicious of people who select the identical type and size of clothing and who quickly enter a dressing room.

Security Officer Training & Experience

Security personnel who have received proper training from their employer and who have years of experience in observing human behavior will be a very valuable asset to their employer!

Remember - the primary objective of security is deterrence. A security officer who is constantly alert while moving about on patrol and who can distinguish between normal and suspicious activity will greatly minimize theft.