Lecture & Presentation Notes

BASIC SECURITY TRAINING

INTRODUCTION TO BASIC SECURITY PROCEDURES

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Before we begin our discussion. Let's look at some definitions of terms you will encounter in your work as a security guard.

Standing Orders: Standing Orders are a written or electronic document that details guidelines, policies and procedures as they relate to the safety and security of your jobsite, and the scope of your security duties.

Post Orders: Post Orders are a written or electronic document that details practical, actionable guidelines and procedures for a specific security post on the jobsite, such as the front desk, gatehouse, parking lot or main entrance to name a few.

Standard Operating Procedures or S.O.P.'s: are the procedures and immediate action items outlined in the Standing and Post Order documents.

C.C.T.V.: is the abbreviation for Closed Circuit Television which refers to a security camera and video system.

C.A.C.F.: is the abbreviation for Central Alarm Control Facility. This is the room in commercial, industrial and residential buildings that contains the main equipment for the fire alarm, intrusion alarm, access control and CCTV systems.

Life Safety Equipment: Life Safety Equipment refers to fire alarm systems, fire alarm pull stations, fire extinguishers, fire hoses, smoke and heat detectors, sprinklers, emergency lighting and emergency back-up power to name some of the items in this category.

P.P.E.: stands for Personal Protective Equipment, this is equipment designed to personally protect you, the person. Examples of PPE are safety helmets, safety boots, protective gloves, protective goggles and glasses, high visibility vests, body armour such as ballistic and stab vests, safety harnesses, and personal respirators and masks to name some of the items in this category.

The primary duties of a security guard are:
To protect people, property and information from natural and human-made risks and threats.
This is accomplished by access control, security-safety patrols, and the surveillance of premises, people and vehicles.
Leading to the elimination, reduction or management of identified risks and threats through personal observation, detailed reporting and interaction.

SECURITY FUNCTIONS

There are three primary security functions that security guards must focus on while performing security services. These three functions are:
ACCESS CONTROL, the execution of **SECURITY/SAFETY PATROLS** of the premises and **SURVEILLANCE** of the premises in order to observe, report and act on security risks.

The functions of ACCESS CONTROL, SECURITY/SAFETY PATROLS and SURVEILLANCE are conducted using physical and technical modalities. Physical is where the security guard directly performs one of these functions such as signing in visitors, doing a walking foot patrol around the premises or conducting a surveillance by personally observing an area or people. Technical is where the security guard uses technology to register and track visitors via a computerized access card system, uses motion detection sensors and closed circuit television in order to conduct surveillance in order to observe an area and people from a remote location.

ACCESS CONTROL

The Security Guard must ensure that all external perimeter doors are locked as per Standing and Post Orders. That only those staff members who have keys or those visitors escorted by staff are permitted to enter the premises after hours. Further, any suspicious or out of place individual found loitering in, attempting to enter the premises or attempting to remove property must be stopped by the Security Guard, and asked for their reason or authorization to do so. Access Control also involves the monitoring of vehicles parking on the premises. Suspicious, unfamiliar, unauthorized, or illegally parked vehicles anywhere on the premises must be dealt with and reported.

Unauthorized removal of property from the workplace is a major concern for all security guards.

In the absence of an established procedure set by the client, the security guard must:

1) **CONFIRM** that the individual is legally authorized to remove property from the premises and/or is the legitimate owner of the property in question.
2) **CONTACT** the client or client supervisor to confirm the individual is authorized to remove the item if the individual cannot produce a written authorization form or valid signed letter authorizing removal of the property.
3) **ESTABLISH OWNERSHIP** of the item if the individual claims the item is their own personal property, by examination of a bill of sale, receipt or if the item in question bears an identification plate, owner registration or markings that clearly name/identify the individual as the owner.
4) **IN THE ABSENCE OF AUTHORIZATION OR PROOF** for item removal, advise the individual to return during regular business hours and speak with their supervisor or manager.
5) **RECORD** complete details, including name of the individual, date/time and item in question or when it was or attempted to be removed; regardless of outcome.

CROWD CONTROL

When crowd control is necessary, efforts to control the crowd must be made with these factors in mind:

The risk to life and/or property whether or not action is taken.
The personal risk to the security guard.
Post orders and instructions of the guard's employer or client.
The risks posed by leaving the post.
The availability and response time of support or backup.
The level of urgency and potential for physically aggressive behavior.
The development of tactics or plans for dealing with the situation that will de-escalate it rather than escalate it.
After considering all these factors, if the crowd becomes physically aggressive or out of control, the security guard may exercise the option of contacting the police.

SECURITY/SAFETY PATROLS

The Security Guard must conduct hourly Security/Safety Patrols of the premises; including common areas such as hallways, lobby, utility/storage rooms, stairwells, parking areas and the building exterior. The purpose of conducting the patrol is to detect/deter unauthorized persons loitering in common areas, monitor and provide a physical security presence in parking areas, and to detect fire and water hazards. During patrols of halls and stairwells, the Security Guard must ensure that all fire doors and stairwell doors are closed. When patrolling an occupied building, guards must execute their patrols with as little disruption as possible to working staff or tenants.

Conducting Patrols

Patrols are an important part of a Guard's duties. Patrols are conducted to ensure the safety and security of the job site. Here are some patrol tips:

- The first patrol is always the most important, as any changes observed in later patrols become a reason to investigate further.
- Patrols are conducted to ensure the safety and security of the premises. During patrols be on the lookout for liquid spills, materials blocking exits and missing or damaged life safety equipment (ie. Fire extinguishers, sprinklers, alarm pull stations, etc.) and doors and windows left open or ajar. Also visually observe the condition of life safety equipment and locks to determine if maintenance may be required.
- It is always a good idea to have a small flashlight with you when you conduct a patrol of the building interior regardless of the time of day; as underground parking, mechanical rooms and stairwells may not have windows and will be dark during a random power failure.
- Physically rattle padlocked chains and twist door knobs to ensure they not only appear locked but indeed are locked.
- If you unlock a padlock to enter an area or room, take it with you, never leave an unlocked padlock outside when you are inside, as you may run the risk of someone locking you inside.
- If you spot suspicious activities; individuals or vehicles, record a detailed description and contact the appropriate authorities immediately. Never try to apprehend individuals undertaking suspicious activity by yourself.
- If you see smoke coming out from around or under a door or hear what might be the sound of a smoke alarm from behind a door; feel the door first before opening it.
- If the door is warm or hot to the touch do not open it as when you open the door you will add more oxygen which will cause flames to escape through the door injuring you, and spreading the fire. In any case, the Fire Department must be called immediately.

- During a fire or fire alarm condition DO NOT use the elevators, as there is a high risk of being trapped in the elevator. Go to the nearest exit stairwell and use the stairs.
- On internal patrols pay special attention to ensure that coffee pots have not been accidentally left on, or that water leaks are present.
- When patrolling it is always important not to set a predictable pattern but rather to start each patrol from a different location and end the patrol at a different location.
- While on patrol, you must always be mindful of fall or trip hazards. This means using a handrail when going down or up stairs, staying at least 3 feet away from any temporary guard rails and using a flashlight when patrolling outside in the evening.

SURVEILLANCE

Surveillance is a critical tool in providing security service and as such, our discussion here will focus on surveillance as it applies to security services rather than as an investigative aid. The word surveillance originates from late 18th to early 19th century French which means to keep a close watch on a person or thing.   In order to provide any form of security, the ability to observe or conduct surveillance is crucial in the protection of life and property, and in ensuring your own personal safety.   As a matter of fact, the word watchman which originated in the 15th century and continued in common usage through to the mid 19th century was used to refer to an individual who performed the duties of a security guard, in that they kept watch over people and things.

There are two types of surveillance, they are covert and overt.

Covert surveillance is done secretly without the knowledge of individuals knowing they are being observed, and in areas where low profile or passive surveillance methods are used to monitor activity. Examples of this may be the plainclothes security guard patrolling a retail store for shoplifters, a hidden camera in a vault or placing an access card activated turnstile to enter and exit premises in order to monitor employee activity.   In these examples, the plainclothes guard is considered low profile, the hidden camera is both low profile and passive, and the turnstiles are considered passive.

Overt surveillance is done openly and for the most part, it is quite obvious that security is watching or observing. Overt surveillance also offers a visible and psychological deterrent to someone who might otherwise consider committing a crime of opportunity such as vandalism, theft or mischief. Examples of overt surveillance are a uniformed security guard conducting patrols of a premises by foot or in a vehicle, the placing of security cameras on the premises, and having all guests, tenants and employees sign in and sign out at a security desk.

Surveillance whether covert or overt may be conducted personally by a security guard performing patrols or directly observing a person or area, or it may be conducted electronically using closed circuit television cameras, access cards that create a computer record of users movement or other digital methods of recording and monitoring people and premises. In Canada, when technology is used to conduct surveillance, specific rules with regard to the privacy of the individual must legally be taken into consideration. Of particular importance is that while security camera video is allowed, the recording of audio and video by security cameras is not permitted. As well, storage and access to surveillance recordings and records whether done covertly or overtly must be restricted to only those authorized who have a legitimate reason for access. It is very important you have an understanding of privacy issues as they relate to the surveillance technology you are using.

CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN – C.P.T.E.D. – (pronounced sep-ted)

CPTED is a system consisting of the complimentary use of physical and technology based barriers, access control and surveillance modalities. Barriers such as fences, pedestrian walkways, designated drive and roadways, tree lines and gates are used to establish physical property lines of the protected area. As well, barriers establish a subtle psychological deterrent to trespassers and vandals. Access control methods are used to restrict and control the movement of people through or to a specific area or areas. Access control uses locks, biometric systems, access cards, fobs, exit or enter only doors and the posting of a security guard at designated access control points. Access control points include doors, turnstiles and gates. Access control establishes a definitive deterrent to trespassers. Surveillance is the observing of areas and people in order to detect, deter and manage security and safety risks to property and people. Surveillance may be conducted directly by an individual or through the use of technology such as cameras and motion detectors. CPTED also uses architectural and landscape design to modify access and flow of individuals, as well as incorporating social programs at the community level to foster crime prevention.

ARRIVING ON SITE FOR THE FIRST TIME

When you arrive on a new job site you must:
1) Make a note of the exact address & site telephone number.
2) Familiarize yourself with the locations of major emergency exits, fire alarm panels, pull stations and other emergency equipment.
3) Obtain a list of client emergency contact telephone numbers.

DURING AN EMERGENCY

As a Security Guard your duty is to notify the appropriate authorities, assist emergency services personnel as required, assist members of the public at the job site should evacuation be required and to do your part to ensure the emergency situation is handled in a calm and orderly fashion with minimal risk to life and property.

REPORTING EMERGENCIES

Whenever the Ambulance, Fire, or Police are called by the Security Guard or arrive on the job site, the following details must be recorded:
1) Why the Authorities were on the Job Site
2) Time the Security Guard Called the Authorities
3) Time the Security Guard notified the Client
4) Time Emergency Services Arrived on the Job Site
5) Time the Client arrived on Job Site if applicable
6) Emergency Vehicle Numbers
7) Badge Numbers or Names of the Officers in Charge
8) What did emergency services do while on the Job Site
9) If an Ambulance arrived, who was the patient and what hospital did they take them to
10) Time Emergency Services Left the Job Site
11) Names of all people involved in the Incident
12) Descriptions of suspects and vehicles if an alleged crime had been committed

THE TELEPHONE

Security Guards answering the telephone should do so in a clear, polite manner as follows:
"Good (morning, afternoon, evening)
<<company or building name or address>>,
Security Guard (name or number) speaking.
How may I help you?"

Security Guards may not use the job site telephone for personal use, except in an emergency. This policy equally applies to other personal use of devices such as FAX machines, computers, wifi and Internet services.

Security Guards placing a call on the telephone must identify themselves and then ask for the person they wish to speak to, as follows:
"Good (morning, afternoon, evening)
This is (name or guard number) speaking.
May I please speak with (name of person you are calling)?"

SHIFT CHANGE

All Security Guards must arrive 15 minutes prior to their shift start time so they may be briefed on relevant information pertaining to their location and shift.
Security Guards must not leave the job site unless they are properly relieved either by the client representative or another Security Guard.

At the time of a shift change, it is the responsibility of the outgoing Security Guard to fully inform the incoming Security Guard of any incidents or items for special consideration that may have occurred during the previous shift and to hand over any keys or access cards. It is the responsibility of the incoming Guard to ensure the outgoing Guard does not leave the site until all information, keys and access cards have been handed over.

KEY CONTROL

- The Security Guard must maintain an inventory control of all access cards, keys, fobs and remote controls.
- The Security Guard will document the issuing and return of these items and will report all transactions to the client contact.
- Access cards, keys, fobs and remote controls intended for the issue to authorized individuals must not be issued to any individual unless they can produce sufficient identification confirming they are actually authorized. Access cards, keys, fobs and remote controls intended for the issue to authorized individuals are under no circumstances to be issued by the Guard to anyone else.
- All Guards must count the number of keys on their security key ring at the beginning of their shift and note the exact number received on their Security Shift Report.
- The security key ring is to be kept locked in the key box when not in use.
- Keys must never be left unattended at the security desk or unattended in any other location.
- Keys should not have tags on them that identify the physical address or item they belong to, as if they are lost this identifies the access they can provide for a criminal opportunist.

ELECTRONIC SECURITY SYSTEMS

Electronic Security Systems are used to:

Detect – intruders, smoke & fire, and mechanical problems.

Monitor – access and movement of people/vehicles, heat (fire), environmental conditions (such as temperature, humidity, etc.), mechanical equipment status (such as on/off, wear, pressure, etc.) in both "live" real time and by creating a permanent record.

Notify – provide an audible, visual (light) display or printout of the alarm event or condition.

Limit Access – using access (key) cards, fobs and keypad PIN entry.

ELECTRONIC SECURITY SYSTEM CLASSIFICATIONS

Local – where alarms sound and control is maintained on the same premises as is protected by the system.

Remote – where alarms sound and control for one premises is linked to another location and its alarm monitoring & notification system. The remote location may be located within the same community or be a few miles across the city or town.

Central Station or Monitored – where alarms sound and control is maintained not only on the protected premises but also at a dedicated alarm monitoring facility whose staff will notify emergency services, security and the client in an event of an alarm condition. The central station may be located a few miles away from the protected premises or could be in another city or province.

Electronic Security Systems use special switches in the form of what are referred to as detectors, sensors or readers in order to temporarily switch on or off the electricity in a part of the system to signal a specific condition.

This switching on or off of the electricity in the circuit sends information to a microprocessor (computer) chip inside the system control panel which will indicate the situation, also known as status, by way of an indicator light, siren, bell, readout on a panel display, printout or by locking or unlocking a door.

3 BASIC APPLICATIONS OF ELECTRONIC SECURITY SYSTEMS

Intrusion or Burglary/Hold-Up

Fire

Access Control

In addition to the basic system applications, specialised applications of Electronic Security Systems also include Building Environmental Systems and Closed Circuit Television Systems.

INTRUSION & HOLD-UP SYSTEM DETECTOR TYPES

Magnetic contact switches – used on doors and windows
Glass break sensors – used on windows and display cases
Motion sensors – used to monitor movement in a specific room or area
Electric eyes – used to detect movement across a doorway, driveway or specific area
Seismic sensor – used to detect movement in vaults, museum displays
Pressure sensor – used to detect movement on floors or on display case shelves
Panic/hold-up button – used to manually activate a silent alarm

FIRE SYSTEM DETECTOR TYPES

Heat detectors – used to detect intense level of heat in order to protect property
Smoke detectors – used to detect smoke in order to protect lives
Pull stations – used to manually activate the fire alarm by an individual
Water pressure sensors – used to detect the water pressure drop in fire sprinklers when they are activated

ACCESS CONTROL SYSTEM PERIPHERAL DEVICE TYPES

Magnetic contact switches – used on doors to monitor opening/closing
Magnetic or Mag locks - used to lock doors and gates
Access card readers – used to unlock doors
Keypad stations – used to lock/unlock doors
Mechanical locks & keys – used to lock/unlock doors and gates
Access cards & fobs – used to unlock doors and gates

All Electronic Security Systems typically have a back-up power system in the form of a rechargeable back-up battery or power generation system that will go on automatically should there be a power failure.

TWO-WAY RADIOS

Two-way radios also known as walkie-talkies are used to maintain communication between a security guard and other guards or the security office. While over the years, cellular telephones have replaced two-way radios in general security work, the use of two-way radios is still necessary because they can operate in areas where cellular service may be unavailable, they provide faster access to other security staff on the system and the units are quite often more rugged and durable than cellular telephones.

RADIO SAFETY AWARENESS
When using a hand-held radio:
- Keep the antenna at least 25mm (1 inch) from any part of your body, especially your face and eyes when transmitting.
- Do not use any portable radio that has a damaged antenna. If the damaged antenna comes into contact with your skin, a minor burn may result.
- Turn your radio off when you are near detonators or explosives.
- Do not place the portable radio in the air bag area of a vehicle. Air bags inflate with great force and the radio may be propelled and cause serious injury to vehicle occupants.
- Do not use earphones or headsets set at high volume levels.
- Turn off the radio if you are entering an area with an atmosphere that has the potential for fire or explosion from dusts, gases, liquids, vapours or solids. Explosive atmospheres are areas such as fuel/gas stations, fuel or chemical transfer or storage facilities, and areas where air contains chemicals or particles such as grain, dust, or metal powders.
- Do not replace or change batteries or accessories in a hazardous atmosphere. Contact sparking may occur and cause an explosion or fire.
- Turn off your radio when radio waves could interfere with electronic devices found in hospitals and medical centers. Hospitals or health care facilities may be using equipment that is sensitive to radio frequency energy.
- Maintain a minimum of 15cm (6 inches) between a hand-held radio and pacemaker.
- Do not carry your radio in a breast pocket if you have a pacemaker. When using the radio, hold it to your side opposite the pacemaker to minimize potential interference. Turn the radio off immediately if there is any reason to suspect that interference is taking place.
- Exercise care when handling any charged battery, particularly when placing it inside a pocket, bag or other container with metal objects such as keys, coins, metal pens, etc. Batteries can cause property damage (explode) and/or personal injury such as burns if the metal battery terminals are short circuited by another metal object.

THE RADIO BATTERY

Charging The Battery

- Always turn the radio off before charging or changing the battery.
- Replace or recharge the battery as soon as the radio indicates that the battery is low.
- Always inspect the radio battery for chemical leakage in the form of a clear liquid or white "cake" powder substance at the battery seams or metal terminals. Do not touch this substance as it is battery acid and can seriously burn your skin and clothing. If you get this on your skin or clothing, flush with cold water for at least 15 minutes, and if severe seek medical attention. Safely dispose of the battery.
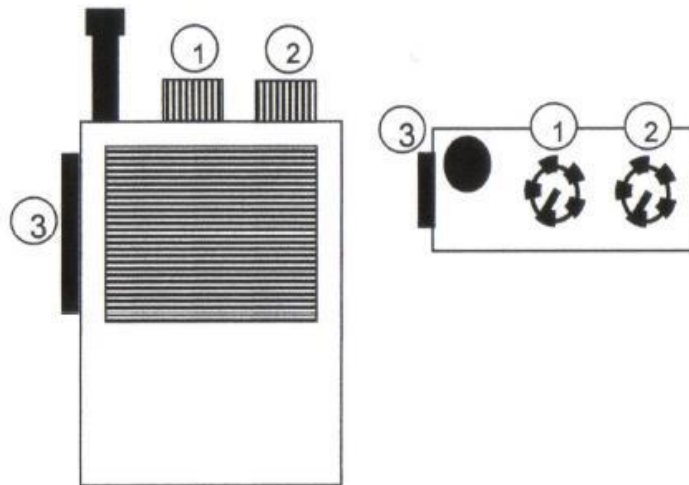
To Recharge or Charge The Battery

- Turn the radio off.
- Insert the battery or complete radio into the charger or plug the charger into the battery or radio as applicable.
- It takes approximately 8-12 hours to recharge a completely discharged battery. A brand new, never charged battery may need to be charged for approximately 24 hours the first time. Some chargers may have an indicator light that will be red or orange when they are charging the battery and then turn green or blue when charging is complete. If there is no charging indicator the battery is charged, the rule is that if the battery in the charger feels warm to the touch, it is more than likely charged and may be removed from the charger. Once fully charged, the battery or radio must be removed from the charger and should not be stored or kept in the charger as this may shorten the useable service life of the battery.

Low Battery Warning

Some radios will have a low battery warning indicator where the radio will sound three consecutive beeps, or a battery level indicator may flash or the radio will receive static through the speaker that can only be stopped by turning the radio off. These are clear signs the battery requires charging.

BASIC HAND-HELD RADIO CONTROLS

1. **ON/OFF VOLUME CONTROL KNOB.** Turns radio on/off and adjusts volume level.
2. **SQUELCH SENSITIVITY KNOB.** Adjusts the sensitivity of the radio to receive incoming transmissions and to reject static and noise. The squelch knob may not be present if the radio has automatic or digital squelch. On some models, this second knob may be a channel selector switch with markings "A", "B", "C" or "1", "2", "3".
3. **PUSH-TO-TALK (PTT) SWITCH.** Hold and press the PTT switch while you are speaking into the radio to transmit your message. While doing this, you cannot hear messages from other users. Release (Do not press) the PTT switch to listen to, or receive a message/reply from other users. The
PTT switch must not be pressed and held unless you intend to have everything you say heard by everyone who has a radio. When the PTT switch is pressed, no other radio users can use their radios.

Initial Use
1. Rotate the ON/OFF/VOLUME control clockwise to turn the radio on and then slowly increase the volume.
2. Rotate the SQUELCH control if the radio has one, all the way clockwise and then slowly counter-clockwise until no static or noise is heard through the radio speaker.
3. Ensure the radio is operating properly by conducting a radio check transmission.

Making Calls – Transmitting

1. You cannot transmit over a busy radio channel, so be sure the channel is free before trying to make a call. If you try to make a call on a busy channel, your message will be garbled over top of another radio user's message.

2. Press the Push To Talk (PTT) switch, the bar located on either side of the radio and speak clearly into the front of the radio at the same rate and volume level as you would in normal conversation. Always identify yourself and the party you are trying to reach using the assigned callsigns or names for your location.

3. Release the PTT switch and listen for a response. To acknowledge the message, press the PTT switch again and speak your response.

Receiving Calls

When the radio is on, it will remain silent until there is radio activity on your channel. If you hear your callsign or name, respond promptly by pressing the PTT switch and replying verbally.

Radio Protocol

Radio protocol refers to the way that conversations are conducted over two-way radios. It is important to remember that ISED Canada (Federal Government) Radio Inspectors randomly monitor all radio transmissions. As well, members of the general public may purchase special radio receivers capable of monitoring two-way radio communications. Do not transmit anything you do not want the public to hear, and never let an unauthorized or untrained person use your radio.

General Radio Guidelines

- Use your radio for brief security related communications that contain specific instructions or information. The radio must not be used for general conversation.

- Do not transmit any communications that anyone might find offensive.

- Make no personal references about clients or co-workers, the public or other persons except where necessary in the performance of duties.

- Never transmit a false emergency or distress call or relay a message that is false.

- Never interfere with or obstruct a radio transmission.

- Improper use of any radio equipment, or violation to these general guidelines and procedures will result in the revocation of radio privileges.

Radio Regulations

In Canada all two-way radio communications are subject to the General Radio Regulations. These regulations establish operating procedures and equipment requirements. All commercial radio equipment that operates in the VHF (Very High Frequency) and UHF (Ultra High Frequency) ranges with a transmitter output power of over 100mW (milliWatts) must be licensed.

Secrecy of Radio Communications

Under the radio regulations, radio operators and others who become acquainted with radio communications must preserve the secrecy of the communication.
The only time what is heard over a commercial radio system can be revealed is if it is an emergency or distress call, or one of a safety-security nature or in a court of law.

Superfluous Communications

Transmissions must be restricted to authorized messages. No unnecessary transmissions of any kind are permitted.

Profane Language

Profane and offensive language is strictly prohibited.

Penalty

Under the General Radio Regulations, anyone who violates any of the regulations is liable, on summary conviction, in the case of an individual, to a fine not exceeding five thousand dollars or to imprisonment for a term not exceeding one year, or to both, or, in the case of a corporation, on summary conviction, to a fine not exceeding twenty-five thousand dollars.

Phonetic Alphabet

When spelling words or dictating license plate numbers over the radio or telephone, a "B" may sound like a "D" or a "V". "I" may sound like "Y". To avoid this confusion use the phonetic alphabet to identify letters when spelling out names, license plate numbers, etc.

The phonetic alphabet is:

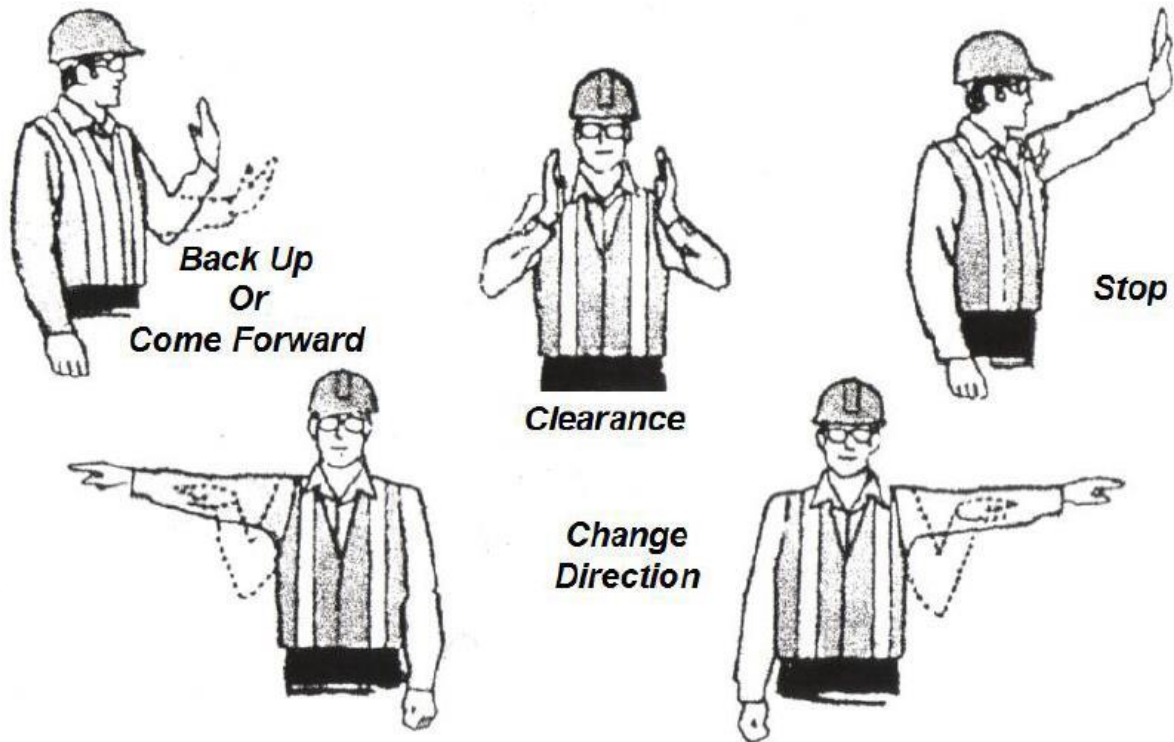|		
A – ALFA	J – JULIETTE	S – SIERRA
B – BRAVO	K – KILO	T – TANGO
C – CHARLIE	L – LIMA	U – UNIFORM
D – DELTA	M – MIKE	V – VICTOR
E – ECHO	N – NOVEMBER	W – WHISKEY
F – FOXTROT	O – OSCAR	X – X-RAY
G – GOLF	P – PAPA	Y – YANKEE
H – HOTEL	Q – QUEBEC	Z – ZULU
I – INDIA	R - ROMEO	

Radio Terminology & Phrases

The words "over" and "out" are seldom used in radio communication today. The word "repeat" is not used as it could be interpreted as a request to repeat a previous action. Use "say again" instead of "repeat". The use of ten codes, with the exception of a select few are gradually being phased out of public safety work involving joint agency activity as codes have different meanings in each agency, and memorizing the codes is difficult. However, The Association of Public Safety Communications Officials, APCO have a standard ten code that has been used internationally and is the basis for most ten code systems used in public safety and the private security industry.

Here are some of the more common codes you may encounter and need:

10-4: Message Received, Yes
10-7: Out of Service
10-8: In Service
10-9: Say Again
10-18: Urgent
10-20: What is your location or my location is.
10-21: Call by telephone
10-22: Disregard
10-33: Emergency
10-36: What is the correct time or the correct time is
10-78: Request Assistance

Back Up
Or
Come Forward

Clearance

Stop

Change
Direction

Traffic control involves the security guard to control and regulate the flow or access of vehicular and pedestrian traffic to and from a client specified area such as a parking lot, open field, private roadway or structure.

Traffic signaling involves the security guard to control the movement of a single vehicle or line of vehicles with respect to, and in the safe coordination of existing pedestrian and other vehicular traffic. A traffic signaler may be required because reversing vehicles entering and exiting the job site may pose a safety risk to other vehicles, workers and pedestrians. The main job of the traffic signaler is to assist the vehicle operator by being their eyes when it comes to blind spots and to ensure the safety of other vehicles and those on foot by either making sure the way is clear or by temporarily stopping vehicular or pedestrian traffic in order to allow the reversing, incoming or outgoing vehicle a clear, safe path.

Parking involves the security guard to monitor access to a designated parking area, direct patrons to designated parking areas, issue parking violation tickets or warnings if authorized, and to ensure the safety and security of drivers, passengers and their vehicles while on the property.

Traffic Control & Traffic Signaler Responsibilities

The security guard must know the correct hand signals in order to communicate to vehicle drivers and pedestrians. Only standard hand signals must be used. When executing any hand signal, the hand and wrist must be positioned above the shoulder level, ensuring maximum visibility.

The security guard performing traffic signaling must be familiar with the "blind spots" of the types of vehicles that signals must be given for. For example, the "blind spots" that are present in a 4 door sedan are different than those present in a pick-up truck, SUV, dump truck or concrete truck.

The security guard must ensure their own personal safety by wearing the correct personal protective equipment (PPE).

The security guard must always give the right of way to emergency vehicles (police, fire, ambulance) and is to never permit any vehicle to block or take precedence over these vehicles.

The security guard must maintain a clear view of the path that the vehicle will be traveling and must maintain visual contact with the operator of the vehicle.

The security guard performing traffic signaling must warn approaching vehicles, pedestrians and the vehicle operator of any and all hazards along the path.

The authority of a security guard to do traffic control, traffic signaling or parking services on private property comes from the property owner.

Safety Considerations
- Always face traffic, even if it is stopped.
- Plan an escape route before you begin.
- Always wear the correct personal protective equipment for the job (reflective vest, safety helmet and green triangle Grade 1 certified safety boots). After sunset additional personal protective equipment will include a flashlight with a traffic cone wand and additional reflective strips to be worn around the legs and arms.
- Maintain contact and communication with other traffic controllers and traffic signalers
- Stay alert at all times
- Do not engage in any other activity or duty while performing traffic signal or traffic control functions.
- Stay visible at all times
- If a driver disobeys your signals, record the license plate number, colour and make of the vehicle, and report them to your supervisor. Do not attempt to stop or detain a moving vehicle that disobeys your signals, this puts both you and other vehicles in an unsafe situation.
- Be courteous and professional
- If you are unsure about how to do any task safely, you must ask your supervisor BEFORE you begin.

Traffic control and traffic signaling duties require specialized training and those performing such duties are required by law to have a valid Record of Training certificate card on their person while performing such duty for presentation to the Police or public upon demand.

Whenever you work around motor vehicles whether you perform Traffic Control, Traffic Signaler or Parking duties, you can only be safe if drivers see you. Always wear a reflective vest when you work around moving motor vehicles.

Be seen. Be safe. Stay Alive.

ROBERT ING
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