



Unarmed Security Guard

(Job Role)

Qualification Pack : Ref. Id: MEP/Q7101
Sector : Private Security

Textbook for Class X

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NCERT

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FOREWORD

The National Curriculum Framework (NCF)–2005 recommends bringing work and education into the domain of the curricular, infusing it in all areas of learning while giving it an identity of its own at relevant stages. It explains that work transforms knowledge into experience and generates important personal and social values, such as self-reliance, creativity and cooperation. Through work, one learns to find one's place in society. It is an educational activity with an inherent potential for inclusion. Therefore, an experience of involvement in productive work in an educational setting will make one appreciate the worth of social life and what is valued and appreciated in the society. Work involves interaction with material or other people (mostly both), thus, creating a deeper comprehension and increased practical knowledge of natural substances and social relationships.

Through work and education, school knowledge can be easily linked to learners' life outside the school. This also makes a departure from the legacy of bookish learning and bridges the gap between the school, home, community and workplace. The NCF–2005 also emphasises Vocational Education and Training (VET) for all those children, who wish to acquire additional skills and/or seek livelihood through vocational education after either discontinuing or completing their school education. VET is expected to provide a 'preferred and dignified' choice rather than a terminal or 'last resort' option.

As a follow-up of this, the NCERT has attempted to infuse work across subject areas and also contributed towards the development of the National Skill Qualification Framework (NSQF) for the country, which was notified on 27 December 2013. It is a quality assurance framework that organises all qualifications, according to the levels of knowledge, skills and attitude. These levels, graded from one to ten, are defined in terms of learning outcomes, which the learner must possess regardless of whether they are obtained through formal, non-formal or informal learning. The NSQF sets common principles and guidelines for a nationally recognised qualification system, covering schools, vocational education and training institutions, technical education institutions, colleges and universities.

It is under this backdrop that Pandit Sunderlal Sharma Central Institute of Vocational Education (PSSCIVE), Bhopal, a constituent of the NCERT has developed learning outcomes based modular curricula for vocational subjects from Classes IX to XII. This has been developed under the Centrally Sponsored Scheme of Vocationalisation of Secondary and Higher Secondary Education of the Ministry of Education, erstwhile Ministry of Human Resource Development.

This textbook has been developed as per the learning outcomes based curriculum, keeping in view the National Occupation Standards (NOSs) for the job role and to promote experiential learning related to the vocation. This will enable the students to acquire necessary skills, knowledge and attitude.

I acknowledge the contributions of the book development team, reviewers, and all institutions and organisations for supporting towards the development of this textbook.

The NCERT welcomes suggestions from students, teachers and parents, which would help us to further improve the quality of the material in subsequent editions.

New Delhi
September 2020

HRUSHIKESH SENAPATY
Director
National Council of Educational
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ABOUT THE TEXTBOOK

Security is an important sector as it provides protection from potential risks and threats that may cause damage to life and property. One can spot Unarmed Security Guards, dressed in a distinct uniform, at the entry and exit gates of housing societies, offices, organisations, industries, shopping malls and Automated Teller Machine (ATM) booths, to name a few.

An Unarmed Security Guard is one of the most important persons in the Private Security business. The main responsibility of the Unarmed Security Guard is to monitor the area one is guarding, and protect life and property against damage or criminal attack. The person is responsible for performing various other duties as well, such as entering visitors' details in the visitors' logbook, after carrying out the verification process; maintaining a written record of incidents or events taking place in the premises one is guarding; patrolling; monitoring the footage captured by Close Circuit Television (CCTV) cameras and providing necessary information about incidents to the authorities concerned.

The person is governed by a set of legal regulations, which include requirements for eligibility, jurisdiction, training and contractual regulations. Therefore, the person needs to be active and alert at all times.

This textbook for the job role of an 'Unarmed Security Guard' has been developed to impart knowledge and skills through hands-on learning experiences, which form a part of experiential learning. It has been developed with the contributions of subject and industry experts, and academicians. Care has been taken to align the content of the textbook with the following National Occupation Standards (NOSs) as mentioned in the Qualification Pack (QP) for the job role of an Unarmed Security Guard.

- MEP/N7101 — Perform security tasks, in accordance with basic security practices
- MEP/N7102 — Conform to regulatory and legal requirements governing security tasks
- MEP/N7103 — Provide guarding services to people, property and premises
- MEP/N7104 — Control access to the assigned premises
- MEP/N7105 — Carry out screening and search activities to maintain security
- MEP/N7106 — Control parking in designated areas
- MEP/N7107 — Provide security escort

- MEP/N7108 — Maintain health and safety standards
- MEP/N7109 — Perform security tasks in commercial deployments
- MEP/N7110 — Perform security tasks in industrial deployments
- MEP/N7111 — Project positive image of self and the organisation

The textbook consists of three Units. Unit 1 explains the various duties and responsibilities that the Unarmed Security Guard needs to perform. It also throws an insight into the personal safety measures and hygiene standards that the guard needs to follow at the workplace.

Unit 2 describes how the Unarmed Security Guard needs to respond to emergency situations and tackle hazards. It focuses on the safety measures that the guard must adopt in order to ensure the safety of oneself and others while carrying out day-to-day work.

Unit 3 deals with documentation and access control procedures, which are an indispensable part of private security. It gives a detail of various machines, tools and equipment required for carrying out access control, levels of access control, and the need for conducting authentication and authorisation procedures in access control.

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CONTENTS	
<i>Foreword</i>	<i>iii</i>
<i>About the Textbook</i>	<i>v</i>
Unit 1: Duties, Personal Safety and Hygiene	1
Session 1: Duties and Responsibilities of an Unarmed Security Guard	1
Session 2: Maintaining Personal Safety and Hygiene at the Workplace	12
Unit 2: Tackling Hazards and Emergencies	20
Session 1: Hazards	20
Session 2: Emergencies	26
Unit 3: Documentation	40
<i>Glossary</i>	51
<i>Answer Key</i>	53



Nirmalya Chakraborty, College of Art, New Delhi

Unit 1



Duties, Personal Safety and Hygiene



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Private security consists of self-employed individuals and private companies that provide security services to people and businesses at a price. The Private Security Agencies (Regulation) Act 2005 defines private security as “security provided by a person, other than a public servant, to protect or guard any person or property or both and includes the provision of armoured car service.” A security guard, therefore, is a person, who provides private security with or without arms to another person or property or both (Fig. 1.1).



Fig. 1.1: An Unarmed Security Guard at work

SESSION 1: DUTIES AND RESPONSIBILITIES OF AN UNARMED SECURITY GUARD

An Unarmed Security Guard has to perform a number of duties as the person is responsible for saving the lives of people and protecting the property one is guarding. Thus, the main responsibility of the Unarmed Security Guard is to protect the life and property of people.

Duties and responsibilities

Some of the important duties performed by the Unarmed Security Guard are as follows.

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Observing and reporting

Observing does not mean only seeing but paying attention to all activities and events happening around and taking down notes in a notebook or logbook. The Unarmed Security Guard, thus, needs to maintain notes of all activities and events taking place in the area or premise(s), where one is deployed, and reporting those to one's supervisor or concerned official or authority. Incidents regarding violation of rules or any untoward incident or threat must be reported immediately. Carefully and accurately prepared reports about unusual incidents play an important role in case a further course of action is required.

Safeguarding people and property

Ensuring the safety of people and property is the prime responsibility of the Unarmed Security Guard. The person must be able to identify existing and potential hazards at the workplace, report them to the authorities concerned and record them according to the workplace procedures so that the required action(s) may be initiated. The guard must take note of unusual incidents in order to maintain the safety and security of people and property.

Traffic management

The Unarmed Security Guard is also required to manage and control pedestrian and vehicular flow on the premises, where deployed. Traffic management includes guidance that the guard must provide as regards to the arrangement and control of both stationary and moving vehicles, pedestrians and cyclists in order to ensure their orderly, safe and smooth movement. Therefore, the guard needs to be trained in traffic management and control. The person must be able to identify traffic signs, particularly, in relation with pedestrian and bicycle facilities, intersections, traffic signals, parking, roadside safety and roadway lighting.

Types of traffic control

The basic types of traffic control that the Unarmed Security Guard must be aware of are as follows.



Pedestrian control

It includes directing people walking on road in the premise(s), especially, in case of an emergency or heavy traffic.

Vehicular control

It includes helping drivers with directions and parking to ensure their safety and efficiency, especially, in case of emergency response.

Dealing with a hostile crowd

A hostile crowd consists of a group(s) of noisy and unruly people, who may pose a threat to residents or staff inhabiting a facility, where the Unarmed Security Guard is deployed. Such a crowd easily gets infuriated even over a minor issue and is ready to take up a fight, for example, a group of angry protestors.

Though the police are responsible for handling hostile crowds, a situation may arise, where private Unarmed Security Guards may have to assist them. For example, if an unruly crowd gathers at a site, which could be a factory, and there is a protest against the company's management over some issue, then the Unarmed Security Guards stationed there may be asked by the police to take charge of the situation and ensure that there is no casualty or untoward incident.

The police, usually, deal with a large hostile crowd by breaking it up into small groups as these are easy to handle at a given time. People tend to control their behaviour when part of small groups. The police divert the crowd's attention by arresting a few people, who may agitate or fiercely influence other protesters, and separating leaders from the crowd. The police separate such people so that others do not get carried away by their words and participate in any sort of anti-social activity.

While dealing with a hostile crowd, the Unarmed Security Guard must always be polite, calm and patient, and communicate convincingly with influential members in the crowd. One must never argue or raise the voice while talking to the leaders as it may invite trouble.





Fig. 1.2: One must stop for security check on spotting such a sign at the entry or exit gate of a premise.

Visitor management

It refers to guarding visitor and vehicular movement at the entry and exit gates, sentry posts and watchtowers of the premise(s), and carrying out patrolling duty. An outsider or visitor first meets the Unarmed Security Guard at the entry gate of a facility. It is at the entry gate that one may often spot a 'STOP' sign (Fig. 1.2). This sign is, sometimes, noticeable at the exit gate of some facilities as well. It suggests that the visitor must stop for security check.

Moreover, it is at the entry gate that the guard stops the visitor and makes the person sign in the visitors' logbook or register (Fig. 1.4).



Fig. 1.3: An Unarmed Security Guard stops a visitor at the entry gate of a building.



Fig. 1.4: Registration of a visitor at the entry gate of a facility is mandatory.

Registration of a visitor involves recording the person's personal details like name, address, phone number, vehicle number, ID card details (like election card, Aadhaar card, driving licence and passport), date and time of entry and exit, and name of the person one has come to see. Only after these details are recorded, the Unarmed Security Guard issues a 'visitor pass' to the person and allows one to enter the premise(s). The guard collects this pass from the visitor at the time of exit.



Who is a visitor?

A visitor is neither an employee, nor a permanent resident of a site, where the Unarmed Security Guard is deployed. Visitors can broadly be classified into following.

- Staff and employees of different organisations, including e-commerce companies
- Contractors and their staff
- Persons with or without an appointment
- Government officials like administrators or delegates
- Labour union leaders and workers
- Vendors
- Representatives of essential service providers like water, electricity, Liquefied Petroleum Gas (LPG) and maintenance companies, or contractors
- Sanitation workers
- Emergency service personnel like fire brigade, police and ambulance

Security personnel must permit entry only to a visitor having an appointment that too after filling in the visitors' logbook and checking the person's identity card or authorised document(s).

In case there is a visitor without an appointment, then the Unarmed Security Guard must allow the person to enter the premises only after obtaining permission from the concerned authorities. In the meantime, the guard must request such a visitor to wait in the waiting lounge or area. Therefore, it is important to maintain a waiting area near the entry gate.

Visitors are searched or frisked as per the security company procedures. On certain premises, visitors, carrying items like laptops, pen drives, compact discs, mobile phones, cameras, firearms and weapons, are not allowed. While carrying out frisking and searching, the security guard may have to deal with people carrying such articles.

Points to remember

- Always be calm and polite even while dealing with difficult people.
- Never show impatience or arrogance.
- Do not ignore people seeking help. If unable to do so, try to find someone who may help the person concerned.
- Be cordial and confident. Never sound casual while interacting with people one is duty-bound to protect.



NOTES

- Have an open mind and do not be judgmental.
- Often use words like 'thank you', 'please' and 'sorry' as such words present a positive image about the person. Never use slang at the workplace.
- One must not discriminate on the basis of caste, creed, gender or colour.

Dealing with aggressive visitors

The Unarmed Security Guard must be trained in handling complex situations, involving aggressive and emotionally disturbed people. The person must be patient and alert while handling such people. Whenever such a situation arises, the person must try to take charge of the situation and ensure that it does not worsen, applying one's common sense, tactfulness, alertness and patience. Besides, one must inform the authorities concerned to take control of the situation at the earliest. The Unarmed Security Guard must behave sensitively while dealing with aggressive people. The guard must see to it that one's outward behaviour and actions deter eve-teasers and anti-social elements. Many a time, a situation may be in control or get worsen, depending on the way the guard deals with the situation.

In case the security guard is dealing with an aggressive person, it is important to be polite and listen to the person's concerns patiently. The guard must always be careful with one's words, tone, facial expressions, mannerisms and body language.

Dealing with alcoholics or drunkards

Such people are characterised by consuming too much alcohol. They often get drunk and lose control over their senses, creating nuisance in an area. Sometimes, they may even turn violent. Such a person can often be seen threatening the guard or other residents with statements like "You don't know who I am". The Unarmed Security Guard must deal with such a person tactfully and with caution. The guard must take note of the following points while dealing with such a person.



Dos

- Always show concern towards the person.
- Always be polite, calm and helpful.
- Firmly tell the person to behave.
- Reassure the person that all possible help would be provided.
- Seek help from the authorities concerned, if the person becomes unruly or in case of an impending medical emergency.
- Do not leave the person alone.

Don'ts

- Do not offer food, tea or coffee to the person as it may cause choking or vomiting.
- Do not administer any sort of medication to the person on one's own.
- Do not induce vomiting.
- Do not allow the person to drive a vehicle.

Professional qualities

Professionalism is the ability to accomplish a task efficiently and effectively. Apart from providing security services to people and property, the Unarmed Security Guard has to perform a number of other duties as well. The person's professionalism depends on how effectively and proficiently one performs various functions attached to the job role. Professionalism comes with knowing the goals and objectives of the occupation and working towards achieving them.

Maintaining public relations

A popular adage goes — the first impression is the last impression. Therefore, the Unarmed Security Guard must wear a uniform, along with one's ID card, and be presentable at all times while on duty. As part of the job, one needs to interact with a number of people, comprising colleagues, supervisors, inhabitants, visitors, police and other emergency service personnel, etc. Therefore, the person must always be calm, polite, punctual, disciplined, honest, reliable, responsible and be able to take control of emergency situations. The guard must be able to maintain public relations, which is

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the act of managing and spreading information between individuals, organisations and various publics. One must maintain a cordial relationship with residents and other visitors. But at the same time, one needs to ensure that it is done according to the rules as prescribed by one's security agency or concerned authority.

Meet and greet procedure

The Unarmed Security Guard is, usually, the first person a visitor interacts with on reaching a government or private facility or residential area. The person must greet the visitors with a smile, be polite and helpful. Hence, the conduct exhibited by the person leaves a lasting impression on the visitors. Some of the etiquettes that the security guard must display are as follows.

- Welcome the visitor with a smile.
- Answer the phone call promptly (within three rings) and speak in a welcoming tone with the caller.
- Always be patient and polite even while dealing with an irritated or agitated visitor or caller.
- Never be disrespectful or lose cool.
- Do not show signs of being disturbed or angry, or that of dislike or sarcasm.
- Address the visitor or caller by one's last name at least once during the conversation, or simply address the person as 'sir' or 'madam'.
- Do not leave the caller on hold for a long period.
- Do not engage in personal conversation with the visitor or caller.
- Always stand and sit in a straight position.
- Do not recline while sitting on a chair.



Fig. 1.5: The Unarmed Security Guard must always be polite and helpful while talking on the phone.

Telephone etiquettes

According to the *Advanced Oxford Learner's Dictionary*, etiquette refers to “rules of correct or polite behaviour in society or among members of a particular profession”. The different elements of etiquette are to do with a person's appearance, choice of words and body language. The Unarmed Security Guard must take care of the following while talking on the walkie-talkie or phone (Fig. 1.5).



- Try to answer the phone by the third ring.
- Greet the caller. Some words that one may use to greet the caller are 'hello', 'good morning', 'good afternoon', 'good evening', etc.
- Identify oneself right at the beginning of the conversation.
- If the caller does not introduce oneself, then politely ask: "May I know who is on the line?"
- In case the caller does not say who one wants to speak with, ask: "May I know whom would you like to talk to?"
- Speak clearly. Use short, crisp and concise sentences. As two-way radio allows only one person to speak at a time, it is important to keep the conversation short, clear and to-the-point.
- In case the person with whom the caller wants to speak with is not available, the guard must say: "I am sorry, Mr/ Ms XYZ is busy at the moment. May I please take down your name, message and contact number? I would request Mr/ Ms XYZ to call back once free?"
- Always write the name, phone number, time the caller had called and the message delivered by the caller legibly and accurately.
- Do not make the caller wait for more than two minutes. It is better to return a call than to keep someone waiting on the call for long. Do not forget to return the call.
- At the end of the waiting period, one must thank the caller for being patient.

Common words used in walkie-talkie or phonic conversation

- Say again — Please repeat the message.
- Standby — I acknowledge your transmission but cannot respond right now.
- Go ahead — I can respond. Please share your message.
- Roger — The message has been received and understood.
- Over — I have finished speaking.
- Affirmative or Negative — Yes or No.
- Out — The conversation is over and the channel is clear for other users.

Be a team player

The Unarmed Security Guard needs to work with one's colleagues in order to secure the premise(s) of a facility. Lack of team spirit may lead to major gaps in various security operations like patrolling or access control at the gate, and in the long run, tarnish the name of the security agency that they represent. Some of the important qualities of a team player are as follows.



Fig. 1.6: Team spirit is an important trait of an Unarmed Security Guard.





Fig. 1.7: The guard must respect the visitor's Right to Privacy.

Right to Gender Identity

It refers to a person's individual choice of gender. Transgenders, whose identities are different from the stereotypical gender norms of male or female, are also known as the 'Third Gender'. The Right to Equality under Article 14 and 21 of the Constitution guarantees all citizens no discrimination on grounds of caste, race, religion, sex or place of birth, and hence, ensures equal rights. The Government of India enacted the Transgender Person (Protection of Right) Act, 2019, to provide prohibition against discrimination in matters of jobs, education and health services to transgender people. A transgender person may send an application to a District Magistrate, requesting a certificate of identity, indicating one's gender as 'transgender'.

- Other members in a team can depend on the person.
- The person must be ready to adapt oneself quickly, if it helps other teammates.
- One must appreciate the working style of other team members.

Respect the Right to Privacy

To control the movements of the people, the Unarmed Security Guard may be required to check the identification of the visitors and also inspect their baggage. While frisking an individual or searching a person's baggage or vehicle, the security guard must be mindful of the Right to Privacy. If the visitor refuses to get one's baggage searched and insists on taking it along to the premise(s), citing the Right to Privacy, while the security agency's policies require the guard to stop any baggage for screening, then the guard must politely convey it to the visitor and not allow such things under any circumstance. If needed, the guard may inform the supervisor or concerned authority. The security guard must only allow a 'permissible' baggage inside a facility that too after screening.

Respect people's Right to Dignity

Every human being is worthy of respect. The Right to Human Dignity is protected not only by national laws but also international human rights laws. These rights are called 'inalienable rights' as they can never be separated from a person. Since the Unarmed Security Guard has to deal with various publics, one must ensure that one's action never goes against the right to human dignity.

Gender sensitivity

Just like a female visitor must be screened or frisked only by female a guard in a demarcated curtained enclosure, a 'transgender person' has the right to self-perceived gender identity. So, the person choose in terms of the gender of the guard, who may screen or frisk one during security service. The guard must ensure that the visitors are not harassed or treated harshly during security checking.



What have you learned?

After completing this Session, you will be able to:

- describe the duties and functions of an Unarmed Security Guard.
- identify the professional attributes of an Unarmed Security Guard.

Practical Exercise

Activity

Make a profile of an Unarmed Security Guard, consisting of the person's name, work and experience.

Material required: writing material

Procedure

- Select a housing society, hotel, parking lot or an ATM booth, where an Unarmed Security Guard may easily be spotted.
- Greet the person and inform about the activity that you are required to perform as part of your studies. Seek the following information from the guard.
 - Name and age of the person
 - Duration of working at the site
 - Total work experience as an Unarmed Security Guard
 - Responsibilities one has to perform
- Note if the security guard is wearing the uniform and identity card. Also, note if the person looked presentable and maintained hygiene.
- Talk to the guard and ask how important is it to maintain personal hygiene.
- Ask the guard if one has ever managed a hostile situation. Also, ask how an Unarmed Security Guard may maintain one's personal safety while dealing with a hostile situation.

Check Your Progress

A. Fill in the Blanks

1. Visitor's _____ involves recording a person's details like name, address, phone and vehicle number, date and time of visit and exit.



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2. Visitor's _____ deals with guarding the movement of visitors and vehicles at the entry and exit gates and patrolling the premise(s).
3. Maintaining the safety of _____ and property is the prime function of an Unarmed Security Guard.
4. The Government of India enacted the Transgender Person (Protection of Right) Act, 2019, to provide prohibition against _____ in matters of jobs, education and health services to transgender persons.
5. The Right to Dignity is a/an _____ right.

B. Multiple Choice Questions

1. The Government of India enacted the Private Security Agencies (Regulation) Act in the year _____.
(a) 2005 (b) 2001
(c) 2015 (d) 2006
2. A _____ is a group of people, who are noisy and unruly, and may even pose a threat.
(a) street crowd (b) festival crowd
(c) hostile crowd (d) None of the Above
3. In a phonic or walkie-talkie conversation, the word 'roger' means _____.
(a) please repeat the message.
(b) I acknowledge your transmission, but cannot respond right now.
(c) please share your message.
(d) the message has been received and understood.
4. While dealing with an alcoholic, the Unarmed Security Guard must be _____.
(a) cautious and tactful
(b) polite, calm and helpful
(c) harsh
(d) Both (a) and (b)

C. Subjective Questions

1. Write any five professional attributes that an Unarmed Security Guard must possess.
2. What do you understand by 'visitor management'?
3. Write a short note on the 'Right to Privacy'.
4. Write a short note on how a transgender person may be assisted in security check.

SESSION 2: MAINTAINING PERSONAL SAFETY AND HYGIENE AT THE WORKPLACE

Personal safety means recognising and avoiding harmful or hazardous situations and persons in a surrounding.



As already discussed, one of the foremost responsibilities of an Unarmed Security Guard is to ensure the safety of people and property in the area, where one is deployed. But, at the same time, the guard must also ensure one's own safety by avoiding potentially harmful situations and risks.

'Risk' implies the possibility of something bad happening sometime in future. It refers to a situation that could be dangerous or have undesired results. Risks associated with the job of an Unarmed Security Guard increase significantly, especially, when the person is deployed alone at a site.

Maintaining personal safety

Personal safety is also known as 'occupational safety'. Considering the risks associated with the profession, the personal safety of an Unarmed Security Guard becomes paramount to ensure the safety of people and property. Personal safety at the workplace depends on one's awareness of potential threats and hazards. While patrolling, the Unarmed Security Guard must be mindful of the risks and take the following precautions.

- Anticipate potential risks and threats.
- Be vigilant and alert so as to identify potential danger and threats.
- Be aware of the surroundings.
- Immediately report about persons, things and situations that may seem to be suspicious and may pose a security threat to the supervisor or concerned authority.
- Prepare a daily schedule, keeping in mind the safety aspects and risks.
- Be in regular contact with colleagues and supervisor over the phone, especially, during night shifts.
- While one guard patrols the premise, the other may watch activities taking place in different areas of the premise with the help of a Closed Circuit Television (CCTV) monitoring system installed in the guard room or any other dedicated area.
- One must quickly move to a safe place in case of risk to personal safety and immediately report the matter to the concerned authorities.



Fig. 1.8: A CCTV camera



Personal hygiene and appearance

An Unarmed Security Guard is, usually, visible from a distance, and hence, automatically fosters a sense of safety and security among the public, including residents of a locality or visitors to a public place like malls, parks, etc.

Therefore, maintaining personal hygiene and professional appearance is of paramount importance to the job role. 'Hygiene' is the practice of keeping oneself and one's surroundings clean in order to prevent the occurrence and spread of diseases, infections and illnesses. The Unarmed Security Guard is expected to maintain personal hygiene and be well-groomed while at work.

Some of the hygiene standards that the person needs to maintain are as follows.

Personal grooming

It is important as the Unarmed Security Guard not only represents oneself but also the security agency, where one is employed. Personal grooming includes maintaining personal hygiene. A well-groomed security guard is taken seriously by visitors and commands respect.

Uniform

A security agency specifies the uniform and badge to be worn by its security personnel. The uniform must be clean and ironed.

The uniform worn by a private security guard is different than that of officials of the Army, Navy, Air Force or police. According to the Private Security Agencies (Regulation) Act 2005, if a private security guard wears the uniform of the Army, Navy, Air Force or police, then the guard and the proprietor of the security agency are liable to punishment with one-year imprisonment, or a fine, or both.

According to the Private Security Agencies (Regulation) Act 2005, the uniform of a private security guard must include the following.

- An arm badge, depicting the agency's name for which one is working



Fig. 1.9: An Unarmed Security Guard in uniform



- Shoulder or chest badge to indicate one's position in the organisation
- Whistle attached to the whistle cord in the left pocket
- Shoes with eyelets and laces
- Headgear that may also carry the agency stamp

Hand hygiene

Maintaining hand hygiene is of utmost importance, especially, in these times of COVID-19 pandemic. Corona virus is spread through respiratory secretions or droplets and contaminated surfaces. This makes it imperative to clean the hands at frequent intervals with an alcohol-based hand rub or an anti-bacterial soap or hand wash. The Unarmed Security Guard must, especially, wash the hands before and after meals so that it does not smell of food and to check infections. The nails must be cut to the skin level. The guard is also expected to promote a culture of frequent and thorough hand washing among workers and visitors at the worksite. It becomes all the more important when the Unarmed Security Guard is deployed in a hospital, where patients with various diseases — communicable and non-communicable — come for treatment.



Fig. 1.10: Some of the personal hygiene practices that an Unarmed Security Guard must follow.

Hair care

The security guard must keep one's hair clean and combed at all times. Combing the hair helps keep the scalp clean. Besides, it adds sheen to the hair. One must also clean one's hair brush at regular intervals. Guards with long hair may tie it into a neat bun or ponytail. Those with short hair must keep them trimmed and tidy. Men must shave their beard and moustache or keep them neatly trimmed.

Bath

Security personnel must take a bath, using soap and water, daily, especially, before coming to work and also post-exercise. They must wash their face and eyes twice a day to avoid dryness of the skin and eyes. Besides, they must check body odour and apply deodorant or talcum powder.

Oral care

Dental problems are caused by bacteria formation in the teeth and gums. Some of the common dental problems are plaque, tartar, periodontal diseases and tooth decay. A dental hygiene routine includes brushing the teeth for 2–4 minutes, using a soft-bristled toothbrush, at least twice a day, i.e., in the morning after a person wakes up and post-dinner. Besides, one must wash one's mouth with water after every meal. One may also use a mouth wash. Flossing, which removes food trapped between the teeth and gum lines, must be done regularly to check tooth decay. Oral care, thus, helps ward off gum diseases, tooth decay, infections and bad breath. It is important for the security guard to maintain oral care as the person may sometimes have to interact with people at a close distance.

Feet care

The Unarmed Security Guard must clean one's feet with soap and water at least twice a day, i.e., before coming to work while bathing and on reaching home after work to prevent infections and ward off odour. After washing the feet, one may apply a lotion to prevent the feet from dryness. The guard must always wear a fresh pair of socks daily. One must wear formal shoes that are fitting



Fig. 1.11: One must brush one's teeth for 2–4 minutes with a soft-bristled toothbrush at least twice a day.



and comfortable as the person may be required to stand for hours as part of the job. An uncomfortable pair of shoes may lead to foot fatigue. The guard must see to it that the shoes are polished.

Avoid intoxicating products

The Unarmed Security Guard must not consume alcohol and tobacco products as they adversely affect mental and physical health. Besides, one must never consume such items, especially, at work as it creates a bad impression about the security services being offered in the premise and may even affect the person's work. The job requires the Unarmed Security Guard to be alert and active at all times, and observe, deter and report incidents, which the person may not be able to perform efficiently and effectively in the influence of intoxicating products. Frequent consumption of alcohol may cause a number of health ailments like loss of appetite; depression; anxiety; vitamin deficiency; skin, heart, liver and brain problems, etc. Besides, there is a probable loss of physical coordination, unclear vision, slurred speech and memory impairment. Excess drinking over a short span may also lead to headache, nausea, vomiting, unconsciousness, and eventually, death. Moreover, it limits the constructive coping capacity of a person, thereby, making one vulnerable to crimes and other forms of abuse.

Basic exercises

One must exercise daily in order to be healthy. Some of the basic exercises (warm-up and warm down) that one must perform are shown in Fig. 1.12. Warm-up exercises include running, push-ups, sit-ups and chin-ups, while warm down exercises consist of quadriceps stretch, gluts stretch, hamstring stretch and chest exercise. At the end of a workout, there is a possibility that the muscles may become stiff, leading to injury. So, it is better to do a stretch and hold it in static position (without any movement) for at least 15 seconds.



(Quadriceps stretch)



(Shoulder stretch)

Fig. 1.12: Some of the warming exercises that the Unarmed Security Guard must perform daily in order to remain healthy.

NOTES

What have you learned?

After completing this Session, you will be able to:

- describe the importance of personal hygiene and safety for an Unarmed Security Guard.
- follow personal hygiene practices.

Practical Exercise

Activity 1

Group discussion: divide the class into groups, each consisting of four members, and discuss why personal hygiene and appearance are important for an Unarmed Security Guard.

Material required: writing material

Procedure

- Divide the class into groups, each consisting of four members.
- The group members discuss why personal hygiene and appearance are important for an Unarmed Security Guard.
- They discuss the measures the Unarmed Security Guard must follow to maintain personal hygiene.
- One of the group members makes a note of the points being discussed.
- Based on the discussion and notes prepared, the group members make a presentation before the class.
- They may even perform a role-play as part of the presentation.

Check Your Progress

A. Fill in the Blanks

1. The Unarmed Security Guard must avoid consuming _____ and _____ products as it adversely affects the person's mental and physical health.
2. _____ is the practice of keeping oneself and one's surroundings clean in order to prevent the occurrence and spread of diseases and illnesses.
3. An Unarmed Security Guard's job requires the person to be _____ and _____ at all times so as to observe, deter and report incidents.



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4. A _____ security guard is taken seriously by visitors and commands respect.
5. An Unarmed Security Guard may use _____ monitoring system to watch activities occurring in different areas of the premise, where one is deployed.
6. According to the _____ Act 2005, if a private security guard or supervisor wears the uniform of the Army, Navy, Air Force or Police, the guard and the proprietor of the security agency are liable to punishment.

B. Subjective Questions

1. Why should an Unarmed Security Guard avoid consumption of intoxicating products?
2. What type of uniform should an Unarmed Security Guard wear at work?
3. List any three personal hygiene practices that an Unarmed Security Guard needs to follow.



Unit 2



Tackling Hazards and Emergencies



171049CH02

SESSION 1: HAZARDS

A hazard refers to a situation that is dangerous or has the potential of causing damage to life or property. It is different from a disaster, which is sudden and unexpected in nature. Hazard is often used interchangeably with the term 'risk'. A risk is characterised by the probability that a person will be harmed or experience an adverse health effect, if exposed to a hazard.

Types of hazard

Hazard may broadly be classified into natural and manmade.

Natural hazards

These are caused by natural or environmental phenomena (Fig. 2.1). A natural hazard has the potential of causing natural disasters like cyclones, earthquakes, tsunamis, volcanic eruptions, etc. Natural disasters frequently witnessed in India include earthquakes, floods, including tsunamis, and landslides (in hilly areas during the rainy season).

Manmade hazards

These occur because of human negligence or accidents. Manmade hazards include explosions,



Fig. 2.1: Signage for an environmental hazard

leakage of toxic wastes and gases, pollution, wars, civil strife, accidents, industrial mishaps, fires, cyber and terrorist attacks, etc.

Classification of hazards

Hazards may further be classified into the following, depending on the driving forces of the event.

Biological hazards

These are caused by living organisms like bacteria, viruses, insects, plants, birds, animals and humans (Fig. 2.2). The COVID-19 pandemic is an example of a biological hazard.

Hydrological hazards

These are identified by extreme events associated with water processes like its movement and distribution. Hydrological hazards include droughts, tsunamis, floods and related events like landslides, river scour and deposition (Fig. 2.3).

Geological hazards

These occur due to volcanic activity and movements in the tectonic plates, for example, landslides and earthquakes (Fig. 2.4).

Meteorological hazards

These occur as a result of processes in the atmosphere, for example, extreme temperatures and droughts.

Chemical hazards

These occur because of a chemical reaction (Fig. 2.5). The severity of damage caused depends on the toxic properties of the chemical(s) involved.

Ergonomic hazards

These refer to physical conditions and postures that may pose the risk of an injury to the musculoskeletal system (Fig. 2.6). These are caused due to faulty sitting postures, uncomfortable chairs, inappropriate usage of tools and equipment, etc.



Fig. 2.2: Signage for a biological hazard



Fig. 2.3: Signage for a tsunami



Fig. 2.4 Signage for a landslide



Fig. 2.5 Signage for a chemical hazard



Fig. 2.6: Signage for an ergonomic hazard



Be careful with postures

An Unarmed Security Guard may, sometimes, have to stand for long hours. One may even have to bend frequently as part of the job. Standing for long hours, faulty bending and carrying loads may lead to musculoskeletal disorders, affecting the neck, limbs and other body parts. Therefore, one must always be mindful with one's postures at work, especially, while bending, lifting and carrying load. Sudden and heavy lifting may lead to muscle pull and ligament rupture. Some of the measures that one may adopt to avoid posture related problems are as follows.

- Do not strain a particular body part for long.
- Move and stretch the body between services every half-an-hour.
- Often change the posture by performing a variety of services or activities.
- Ensure that the chair is comfortable and of appropriate height as one may have to sit to perform certain duties.
- Exercise to keep the body fit and flexible.



Fig. 2.7: Signage of physical hazards

Physical hazards

These are caused by radiation, exposure to the magnetic field, pressure extremes (high pressure or vacuum), noise, etc. (Fig. 2.7).

Psychological or cognitive hazards

These are caused due to violence, excess pressure and conflict at the workplace, etc.

Safety hazards

These hazards include slipping and tripping, inappropriate handling of machines and equipment, or their breakdown, etc., (Fig. 2.8). There are a number of safety hazards that one may encounter at home, the workplace or a public place. Occupational health and safety is an area concerned with ensuring the safety, health and welfare of people engaged at a worksite. Some of the common causes of occupational hazards are as follows.

- Wet or slippery surfaces
- Short circuits
- Falling from heights
- Manual handling of heavy weights



Fig. 2.8: Safety hazards include slip, trip and fall



- Inhalation of toxic fumes
- Fires
- Faulty handling of machines, equipment and tools, or their breakdown
- Hazardous or sharp objects in the waste

Preventing slips, trips and falls

Slips

These happen when there is not enough friction or traction between the feet and the surface while walking. Some of the measures that may be adopted to prevent slips are as follows.

- Watch the steps while walking on a slippery floor.
- See to it that there is no litter on the floor.
- Ask the concerned cleaning staff to clean spillages and litter immediately.

Trips

These happen when the foot strikes an object, causing loss of balance. Some of the ways one may adopt to avoid trips are as follows.

- See to it that there are no hanging wires and cables.
- Be cautious in dimly lit areas and while walking on wet floor.

Falls

These are identified by circumstances associated with incidents, involving a fall. Some of the precautions that one must take to avoid falls are as follows.

- Use both the hands while climbing a ladder.
- Keep one hand free for support while climbing up or down the stairs.

Hazard reporting procedure

Hazards are common at the workplace. Some hazards may be communicated verbally to the supervisor, while some may require the Unarmed Security Guard to duly fill in a 'hazard report form' and submit it to the concerned authority. Acute hazards must always be reported to the supervisor or workplace health and safety officer immediately. An organisation for which security arrangements have been made will have specific



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procedures for tackling emergency situations, which are, usually, specified in the Emergency Procedures Manual.

Hazard report form

It is a common way of reporting hazards. This form helps maintain a record of a hazardous incident, and ensures that appropriate and timely action(s) is taken. It describes the nature and location of the hazard, who noticed it first, to whom was it reported and the action taken.

Sample of a hazard report form
1. A brief description of the hazard or health and safety issue
2. Date, time and location (where at the workplace) of the incident
Date: ___/___/___ Time: am/pm
Location:
3. How did it affect residents or workers in the area?
4. Who all were informed to look into the matter, apart from the health and safety department?
5. What action was taken to fix the problem?
6. Has the hazard been addressed? (Yes/No)
7. Do you consider the hazard fixed? (Yes/No)
Signature:
Date: ___/___/___ (dd/mm/yy)



What have you learned?

After completing this Session, you will be able to:

- describe hazard and its types.
- fill in a hazard report form.
- perform hazard reporting procedure.

Practical Exercise

Activity

Group discussion: divide the class into groups, consisting of four students each, and initiate a discussion on hazards.

Material required: writing material

Procedure

- The teacher divides the class into groups, consisting of four students each.
- Encourage each group to discuss the difference between hazard and risk, and the different types of hazard that an Unarmed Security Guard may encounter at the workplace.
- The teacher may also ask the students to differentiate between natural and manmade hazards.
- After discussion, the groups need to summarise the points and jot them in a notebook.
- They may also make a chart on the basis of these points and give a presentation before the class.
- The teacher may initiate class participation by encouraging students' feedback.

Check Your Progress

A. Fill in the Blanks

1. _____ is the probability that a person will be harmed or experience an adverse health effect, if exposed to a hazard.
2. Occupational _____ and _____ are concerned with ensuring the health, safety and welfare of people engaged in a work.
3. A _____ hazard is caused by living organisms like bacteria, viruses, insects, plants, birds, animals, humans, etc.
4. The severity of damage caused by chemical hazard depends on the _____ of a chemical.



B. Multiple Choice Questions

- _____ hazards are caused due to faulty sitting postures, uncomfortable chairs, tools and equipment, etc.
(a) Ergonomic (b) Physical
(c) Chemical (d) Biological
- _____ hazards occur due to a chemical reaction.
(a) Ergonomic (b) Physical
(c) Chemical (d) Biological
- _____ hazards are caused due to violence, excess pressure and conflict(s) at the workplace.
(a) Psychological (b) Physical
(c) Chemical (d) Biological
- _____ hazards are caused due to radiation, exposure to the magnetic field, pressure extremes (high pressure or vacuum) and noise.
(a) Psychological (b) Physical
(c) Chemical (d) Biological

C. Subjective Questions

- Explain slip, trip and fall. What precautions one must take to avoid slip, trip and fall?
- Why is hazard reporting procedure important? Make a sample hazard report form.

SESSION 2: EMERGENCIES

An emergency is a sudden and unexpected occurrence, requiring immediate action. An emergency situation may pose a threat to life and property. In case of an emergency situation, government, non-government organisations and volunteer agencies carry out immediate response and relief measures, which may include taking control of and handling the situation, carrying out search and rescue operations, and providing food, clothing, shelter, first aid and medicines to those affected.

Emergency management

An emergency management programme helps protect life and property from hazards and disasters. A comprehensive emergency management programme includes the following steps (Fig. 2.9).



Fig. 2.9: Components of an emergency management programme



- Mitigation
- Preparedness
- Response
- Recovery

'Mitigation' can be done only after identifying the risks. It may be done either before or after an emergency. Mitigation includes steps carried out to eliminate or reduce the probability or severity of a risk, such as framing building codes (a set of rules that specify the minimum acceptable level of safety for constructed objects like buildings and non-building structures), conducting vulnerability analysis (using remote sensing system to assess the disastrous effects a hazard may cause), carrying out zoning and land use management (the practice of designating permitted use of land on the basis of mapped zones that separate one set of land use from another), adopting preventive health care and public education practices.

An Unarmed Security Guard may serve as a key resource person in the mitigation process as the person is intimately aware of the facility one is guarding, and the threats the property and people present there may face.

'Preparedness' entails taking appropriate steps to ensure effective and timely 'response' and 'recovery'. It includes a plan of action that must be followed in case of an emergency and the arrangements made to tackle the situation. The arrangements are made only after assessing the risk.

Hence, 'response' includes taking appropriate measures to respond to the emergency. It involves working on the action plan. The aim of response operations is 'recovery', i.e., to save lives, protect the properties from damage and make the affected area safe.

Fire

One of the common emergency situations that the Unarmed Security Guard may encounter at the workplace is fire, which may be caused due to various reasons like careless disposal of burning matchsticks and cigarette buds, short circuit, etc.



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Components of fire

The three components that cause a fire are heat, oxygen and fuel. Fuel (in non-gaseous state) does not burn directly. When heat is supplied to the fuel, it releases gas. When oxygen present in the air combines with this gas, there is fire. Even if one of these components is removed (for example, pour water on to the fuel to eliminate heat, or cover it with dirt or sand to eliminate oxygen), the fire will extinguish.

Classes of fire

Fire may be divided into five classes — A, B, C, D and K — on the basis of the substance that fuels them. Categorising fuels in this way may help identify the type of extinguisher required (Table 2.1).

Table 2.1: Classes of fire, their causes and extinguishing agents

Classes of fire	Causes	Extinguishing agent
A	Ordinary combustibles like wood, paper, cloth, trash and plastic	Water may be used to extinguish this type of fire.
B	Flammable liquids, such as oils, gasoline, petroleum paint, paint, paraffin and gases like propane and butane	Cutting oxygen supply may help extinguish this type of fire.
C	Energised electrical equipment like motors, transformers and other electric appliances	Disrupting the power supply and use of non-conductive agent like Carbon dioxide (CO ₂) may help extinguish this type of fire.
D	Combustible metal fires caused by potassium, sodium, aluminum, magnesium and titanium	Dry powder, which works by absorbing the heat and smothering it, may be used. Water must not be used to extinguish it.
K	Kitchen fires ignited by cooking oils, greases, animal and vegetable fat, etc.	These may be doused by using Purple K found in kitchen extinguishers. Wet chemical extinguishers may also be used.



Fire extinguisher

Every facility — whether residential or official — must have a portable fire extinguisher. The Unarmed Security Guard must be aware of its location and operation. However, before one sets to use the extinguisher, one must conduct a risk assessment, evaluate the size of the fire and ascertain the evacuation plan. The process of operating a fire extinguisher is shown in Fig. 2.10.

Steps to follow

Follow the PASS method to extinguish the blaze.

Step 1: Pull the extinguisher's pin.

Step 2: Aim at the base of the fire.

Step 3: Squeeze the fire extinguisher's handle.

Step 4: Sweep the extinguisher's nozzle to the side.

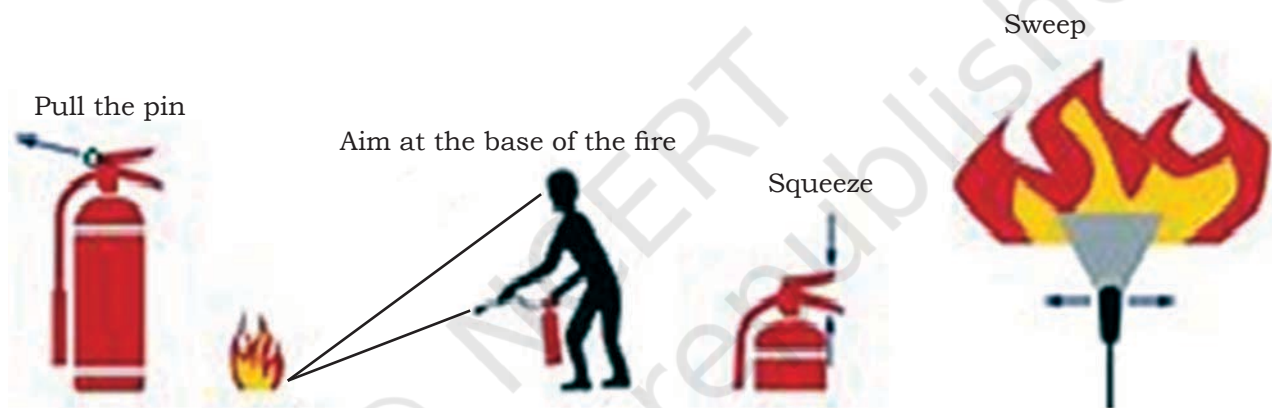


Fig. 2.10: Follow the PASS method to operate a fire extinguisher.

Types of fire extinguisher



Fig. 2.11: Different type of fire extinguishers

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Water extinguisher

It works by eliminating the heat element. It is used only for Class A type fires as it may be hazardous in case of other fires. If water is used to douse Class B type fires, the flammable liquid may spread, whereas, in case of Class C fire, it may lead to an electric shock.

Foam extinguisher

It may be used to douse Class A and B type of fire but not Class C type fire.

Carbon dioxide extinguisher

It works by eliminating two components — oxygen supply and heat. It is used for dousing Class B and C type fires but is ineffective in case of Class A type fires.

Dry chemical extinguisher

It is effective in case of Class A, B and C type fires. Therefore, it is also called a 'multipurpose dry chemical' extinguisher. It creates a barrier between oxygen and fuel, and hence, douses the blaze.

Wet chemical extinguisher

It works in case of Class K type fires (those caused by cooking oils, fats, etc.). It eliminates heat, and creates a barrier between oxygen and fuel.

Clean agent extinguisher

These use Halon and Halocarbon agents to interrupt the combustion process. They are commonly used for dousing Class B and C fires. They leave no residue when used, hence, the name 'clean agent'. Larger clean agent extinguishers are used for dousing Class A type fires.

Specialist dry powder extinguisher

It creates a barrier between oxygen and fuel, thereby, dousing the fire. It is effective for Class D fire, involving combustible metals—lithium, magnesium or aluminium.

Water mist extinguisher

It cuts the heat element and may be used as an alternate to a clean agent extinguisher. It is mainly used for dousing Class A type fires. However, it may be used for dousing Class C type fires as well.



Cartridge operated dry chemical extinguisher

It is mainly used for dousing Class A type fires. It cuts oxygen supply to the fuel and extinguishes the blaze.

Responding to fire

First action

Every mishap can be dealt with efficiently and effectively, if a person acts promptly and knows what to do in case of a breakout. The Unarmed Security Guard needs to do the following in case of fire at the workplace.

- Stay calm and do not panic.
- Alert the people around.
- Dial the fire service helpline number 101 (India) immediately.
- Try to escape in case of a major fire. However, one may try to extinguish the blaze, if it is a minor one.
- If one decides to extinguish the fire, then choose the type of extinguisher carefully, depending on the type of fire.
- If one is not able to douse the blaze, it is better to escape the building, and call the fire brigade.
- Make way to the nearest assembly point or designated area in case of an emergency.
- If a person is on a floor other than the ground floor, one must always use stairs to evacuate the building and never the lift.
- If someone is left trapped inside the affected building, then the Unarmed Security Guard must immediately inform the firefighting personnel. Do not re-enter the building.

First aid

If one catches fire, one must stop, drop, cover and roll. This is the first thing that needs to be done to douse the flames on clothes. If the Unarmed Security Guard spots such a person, one must follow these steps.

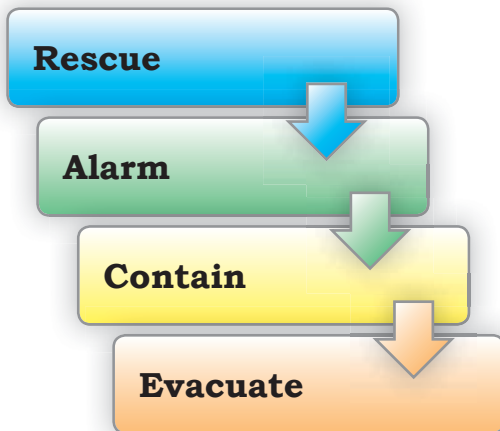
- Help the victim and put the burnt area under running cold water for at least 20 minutes.
- Use a wet cloth to cover the burnt area, if running water is not available.
- Do not apply ice, butter or cream on the burn.



- Immediately remove clothing and jewellery from the affected area in order to protect the skin from further heat and prevent blood flow from stopping.
- Do not burst the blisters as it may be painful and increase chances of infection.

RACE formula

The Unarmed Security Guard must follow the RACE (Rescue, Alarm, Confine or Contain and Evacuate) formula in order to tackle fire emergencies effectively.



R — Rescue

Carrying out search and rescue operations requires trained staff, effective planning and teamwork. When a minor fire is detected, the Unarmed Security Guard must stay calm and assist in rescuing people. But one must not endanger one's own life. In case of major fires, the guard must immediately inform the nearest fire station and seek help.

Rescue operation

Follow these steps for a safe rescue or exit.

- Look for the nearest exit point — a door or a window.
- While making one's way out, ask loudly if anyone is left trapped inside.
- If there is a casualty, protect the injured person from falling debris using a blanket.
- Be careful while removing the debris to make way for safe exit as it can trigger a collapse.
- Touch the doors with the back of the palm as the palm is sensitive and can easily burn.
- If a door feels hot, do not open it.
- Smoke is poisonous. So, stay close to the ground.
- One must cover the mouth with a damp cloth to prevent inhalation of fumes.
- Move quickly and safely through the building and proceed to the nearest stairway.
- Do not use the lift.

A — Alarm

The Unarmed Security Guard must sound the alarm by pulling the lever of the firebox and calling out (for help and warning the inhabitants) from a safe distance.



C — Confine and Contain

One must ask the habitants of a building to close all doors, windows and other openings to prevent the fire from engulfing their houses or offices. The guard must try to contain the fire by putting non-combustible barriers, such as a heap of sand in the way.

E — Evacuate

The Unarmed Security Guard must help people evacuate the affected building immediately. However, one must take all necessary precautions while entering the area. One must always use the stairs to evacuate the building and never the lift or escalator (Fig. 2.12). In case someone is left trapped inside, the guard must immediately alert the fire personnel and not try to enter the building oneself.

Drill

Responding to fire emergencies involves taking a systematic set of timely steps. In case, timely and effective steps are not taken, it may lead to loss of life and property. One of the activities that security personnel, including Unarmed Security Guards, practise in order to tackle fires is conducting fire drills.

‘Drill’ is a physical activity performed by security personnel mainly belonging to the police, Armed forces, firefighting units, National Cadet Corps, etc., wherein, they demonstrate discipline, teamwork, authority and uniformity to people working in the area.

Some of the advantages of conducting drills are as follows.

- Drills allow a team to respond quickly and effectively in case of an emergency.
- These help an individual or a group to become familiar with the standard operating procedures of an equipment or a weapon.
- Such activities make the teammates confident and train them to perform various activities efficiently and effectively.



Fig. 2.12: Always use stairs to evacuate the building.



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Fire drill

The Unarmed Security Guard needs to do the following while practising a fire drill.

- Check if adequate number of fire extinguishers is installed in the building.
- Ensure that the fire extinguishers are operational and have not expired.
- See to it that all fire alarms installed in a facility are switched on and functional.
- Use emergency equipment as per the specified standard operating procedures.
- Strictly follow the emergency response procedures.
- Immediately administer first aid to victims (however, one must do so without putting one's own life in danger).
- Immediately inform the fire brigade and Rapid Action Force (RAF).

Electric shock and electrocution

When a person comes in direct contact with an electrical energy source, having a voltage high enough to cause current flow, one experiences an electric shock. Exposure to electrical energy may cause no harm at all, or severe damage and even death. Injury like burns, fibrillation, severe neurological damage, damage to the bones and respiratory system or death due to electric shock is called 'electrocution'. Shocks caused by faulty electric appliances, equipment and cables may cause severe injuries and even lead to permanent disability. Therefore, one needs to observe utmost caution while working around machines or exposed electric cables. Safety depends on how one deals with a situation and one's alertness.

Preventing electric shocks

Electric shocks occur when a human body comes in direct contact with an electric source. Therefore, it is important to observe utmost caution while working in a place that extensively involves the usage of electric appliances, equipment and cables. Some practices that one must observe while working around electric appliances, equipment and cables are as follows.



- Ensure that all electrical appliances are unplugged when not in use and at the time of a power cut.
- Ensure that an extension cord is not overloaded.
- Replace the extension cord in case it is faulty or damaged.
- Pull out an electrical appliance's plug from the socket only after turning off the switch.
- Ensure that electric appliances are always kept away from water.
- Do not keep or use an electronic appliance near a washbasin. Never spill water on electronic appliances and electric switches.
- Do not touch an electronic appliance or cable with wet hands.
- Make sure that the insulated grounding system or earthing is functional.
- Do not repair an appliance. Always seek an electrician's assistance for such work.
- Keep electronic appliances away from the reach of children.

First action

- Ascertain the source of electric current before getting down to rescuing a victim.
- Do not touch the victim with bare hands. However, try to separate the person from the source of current.
- Remember rescue is safe only when power supply to the source of electric current is disconnected and the rescuer stands on an insulating material like wood.
- Call the emergency helpline number(s) immediately.

First aid

- Separate the victim from the source of electric current and turn off the switch or electronic appliance in question.
- Provide cardiopulmonary resuscitation (CPR) in case the person is unable to breathe.
- Check for injuries like burn(s) or fracture(s) if the victim fell after suffering the shock.
- Call the emergency helpline number(s) immediately.



Personal Protective Equipment

Apart from the regular uniform, the Unarmed Security Guard must always wear Personal Protective Equipment (PPE) while handling an emergency situation. PPE includes the following items.



Fig. 2.13: Non-slippery black boots protect from slips and trips at work.



Fig. 2.14: Belt may be used to carry equipment and tools.



Fig. 2.15: Fluorescent jacket increases the guard's visibility.

Hard hat

It is worn while patrolling at manufacturing, construction or industrial sites, where there are chances of heavy objects falling onto the guard's head. The hat protects the person from head injuries that may be caused due to such falling objects.

Footwear

The Unarmed Security Guard must wear black boots with a non-slippery sole (Fig. 2.13). It protects the person from slips and trips, and ensures workability even in adverse weather conditions.

Belt

The Unarmed Security Guard may sometimes wear a belt, especially designed to be used to carry equipment and tools, if required (Fig. 2.14).

Face mask

It is important to wear a face mask if the guard is deployed in a parking lot, or at a traffic site, or near the entry and exit gate of a premise(s). A face mask has an expiry date and requires periodic cleansing of the filter.

High visibility light reflecting (fluorescent) jacket

The Unarmed Security Guard must be visible from a distance as the person may, sometimes, be required to control and manage vehicular and pedestrian movements in case of heavy traffic or at construction sites. Therefore, while doing such works, one must always wear a distinct florescent jacket (Fig. 2.15). The jacket enhances the security guard's visibility.



Tools and equipment required during patrolling

Some of the tools and equipment that the Unarmed Security Guard must carry while patrolling are described as follows.

Torch

One must always carry a torch while performing patrolling duties in dark areas (Fig. 2.16).



Fig. 2.16: A torch is necessary while working in dark areas.

Baton

The guard must carry a baton while patrolling as it deters criminals and anti-social elements from physically attacking the person (Fig. 2.17).



Fig. 2.17: A guard must carry a baton while patrolling.

Cell phone or two-way radio

The guard must always carry a cell phone or a two-way radio while patrolling (Fig. 2.18). It is useful in case of an accident, assault or mishap as the guard may use the device to seek immediate help.



Fig. 2.18: A cell phone or two-way radio is required to communicate while patrolling.

Points to remember

- The Unarmed Security Guard must be aware of the site's emergency procedures and risk areas.
- The guard must have access to first aid supplies.
- In case the guard is suffering from a medical condition that could make it dangerous to work alone, it must be conveyed to the concerned authority immediately.
- One must understand workplace related risks and find out ways so that they could be minimised or eliminated. For instance, a risk associated with securing a supermarket in a crime-prone urban area is different from the one related to protecting a grain warehouse in a rural area.



What have you learned?

After completing this Session, you will be able to:

- describe the duties that an Unarmed Security Guard needs to perform in case of a fire or an electrocution.
- demonstrate the safety measures that may be taken in case of a fire or an electrocution.
- identify different types of fire and fire extinguishers.
- demonstrate the use of fire extinguishers.

Practical Exercise

Activity

Group work: divide the class into groups, consisting of 10 members each. Ask the students to imagine a fire emergency situation. Now, ask them to demonstrate the RACE formula to tackle the situation.

Material required: nil

Procedure

- The teacher asks students of a class to imagine their classroom having caught fire.
- The teacher divides the class into groups, consisting of 10 students each.
- The students of each group are asked to demonstrate the RACE (Rescue, Alarm, Confine or Contain, and Evacuate) formula to tackle the situation.
- They also need to explain the importance of each of the steps involved in the RACE formula.
- The teacher asks the students about their experience and the challenges they faced while performing the task.
- The teacher encourages other students to share their feedback on each performance.

Check Your Progress

A. Fill in the Blanks

1. An Unarmed Security Guard must wear a _____ jacket while controlling traffic.
2. The sequence of steps involved in using a fire extinguisher is called _____.



3. _____ extinguishers use Halon and Halocarbon agents to interrupt the combustion process.
4. Wet chemical extinguisher works in case of _____ type fires.

B. Multiple Choice Questions

1. Emergencies like fire in a building can be tackled by the _____.
 - (a) traffic police
 - (b) health department
 - (c) fire department
 - (d) None of the Above
2. Drill is a form of physical activity carried out by _____.
 - (a) an individual or a group
 - (b) security personnel
 - (c) boys or girls
 - (d) None of the Above
3. Foam extinguisher cannot be used in case of _____ type fires.
 - (a) Class C
 - (b) Class A
 - (c) Class B
 - (d) None of the Above
4. Dry powder extinguisher is effective only for _____ type fires.
 - (a) Class C
 - (b) Class A
 - (c) Class D
 - (d) Both (a) and (b)

C. Subjective Questions

1. Write a note on different kinds of fire extinguisher.
2. What is the importance of conducting a fire drill?
3. What do you understand by electrocution? What would you do to rescue an electrocution victim?



Unit 3



Documentation



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‘Documentation’ refers to the process of gathering information and evidences, which may serve as vital records in case of an untoward incident. It needs to be done as per the standard procedures as specified by an organisation.

An Unarmed Security Guard needs to conduct regular surveillance of the area, where deployed, and maintain a written record of the happenings taking place during one’s duty hours. Other than maintaining formal reports and basic security logbooks or registers, the notes taken by the guard during patrolling and surveillance may serve as evidence to a case in future, if required. It may also help the organisation’s health and safety department identify safety hazards on its premises.

This Unit gives an insight to the guidelines that the Unarmed Security Guard needs to follow while writing a report. The format of report writing has also been dealt with in the Unit.

MAINTAINING REGISTERS

All activities involving gate control need to be recorded. Entries and observations are recorded in registers or logbooks to ensure that nothing goes unnoticed by the Unarmed Security Guard. Registers are maintained at the entry and exit gates of a facility or an organisation.

Common security registers

Some of the important registers that may be maintained at the gate office of a facility, including a residential premise, are as follows (Fig. 3.1).

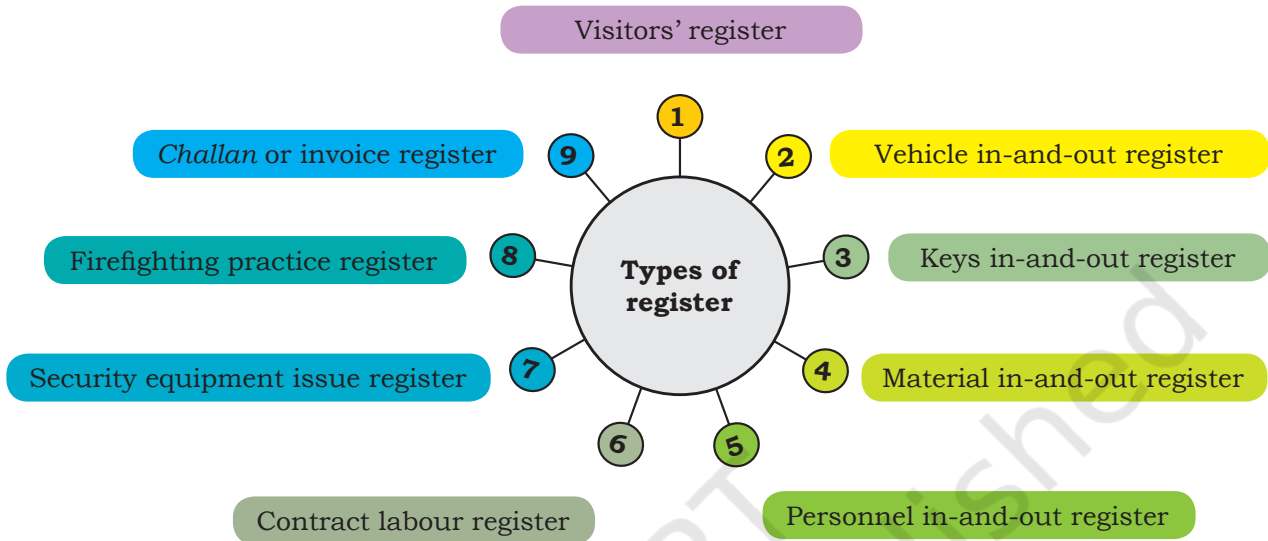


Fig. 3.1: Security registers commonly maintained at the entry and exit gates of a facility

Visitors' register

This register is maintained to record basic details of people visiting a facility, i.e., their names, contact details (mobile number and postal address), ID card details, in-and-out time, purpose of visit, etc.

Vehicle in-and-out register

It includes information on the type of vehicle, place from where it is coming, details of the driver, material it is carrying and the site, where the material is to be used or delivered.

Keys in-and-out register

It includes details of an authorised person, who hands over the keys of different sections a facility after shift changes, and the time when they were handed over.

Officer in-and-out register

It carries the names of officers visiting a facility, their entry and exit time, and contact details.



Postal mail and courier

The guard may sometimes be expected to receive, store and deliver mail, messages or parcels. However, this is not the responsibility of the guard and one must do such work only if instructed by the authorities or people concerned.

The guard must always be alert as packages may contain dangerous material like explosives or prohibited drugs. In order to ensure the foolproof security of the premises one is guarding, the guard stationed at the entry gate must record the postal or delivery agent's personal details and check the person's ID card authorised by the government. Therefore, one must receive a parcel from the postal or delivery agent only after recording the person's antecedents and checking the ID card authorised by the government. It is only after recording these details in an appropriate register that the Unarmed Security Guard must issue a visitor's pass to the person, and direct or help one with the way.

Authorisation and access control

One cannot enter a cinema hall beyond a certain point without a ticket. The ticket is valid for a show. Once inside the hall, one cannot enter the projection room. Besides, the person's movements are monitored by a CCTV camera installed on the premises. This is an example of exercising access control. Identification and access documentation enable the security staff to monitor, control and maintain a record of visitors.

The Unarmed Security Guard often has to monitor and control the movements of people, vehicles and material entering and exiting the premises. Therefore, one must not allow the entry of people, vehicles and material to the premises without valid authorisation.

'Authorisation' involves defining and specifying policies, whereas, access control is related to the implementation of these policies. Authorisation and access control work hand-in-hand. It is only after due authorisation that visitors and vehicles may be allowed to enter the premise(s) and directed to the designated area(s) to avoid physical and economic losses.





Fig. 3.2: The Unarmed Security Guard must allow visitors and vehicles to enter a premise only after carrying out due authorisation process.

People and vehicles are searched as per an organisation's policies. Queues are maintained to manage people at the screening point.

Equipment used for checking authorisation must be maintained and used as per the manufacturer's instructions.

The Unarmed Security Guard must report incidents as regards to faulty access control equipment to the authority or technician concerned immediately. In case of sudden breakdown of some equipment, the guard must see to it that minimum discomfort and inconvenience is caused to the visitors.

A violation or security breach must be immediately reported to the authorities concerned.

Documents for access control

Employee identity card

It is a document that establishes the identity of an employee working in an organisation. Each employee of an establishment is issued a photo identity card, which has a serial number and contains basic details of the employee like name, address, phone number, date of birth, designation, and date of issuance and expiry of the card. Employees display their identity cards to gain access to the premise(s). With the advancement of technology, identity cards are becoming increasingly sophisticated. They are now being used for various



NOTES

administrative purposes like marking the attendance, gaining access to the premises electronically, etc. Guards at the organisation's entry gate must verify an individual's identity before allowing access.

In case an employee reports to work without an identity card, the security guard must establish the person's identity with the help of relevant documents and report the matter to the concerned security officer or supervisor. Since an identity card is valid for a certain timeframe, it is the duty of the cardholder to apply for renewal in advance, i.e., before the card's expiry date. The security guard must not permit entry to a person carrying an expired identity card.

Temporary employee entry pass

Contractual employees or those appointed on a temporary basis are issued temporary entry passes to gain access to a premise. In some organisations, a pass may carry the photograph of an employee and the person's personal details. After the termination of service contract, the employee needs to hand over the pass to the authorities concerned to prevent its misuse. Temporary passes are, usually, valid for a short period.

Contractor worker photo pass

Workers engaged by a contractor for a job on an organisation's premises are issued photo identity passes, which are valid till the completion of the job. To obtain photo identity passes, the contractor is required to submit a police verification report of the workers (carrying their personal details like name, permanent address, phone number, photograph, etc.) and other details to the organisation's security pass section. The contractor is answerable for the conduct of one's staff working on the premises.

Visitor's pass

To gain entry to an organisation's premises, a visitor is required to obtain a visitor's pass from a receptionist or an Unarmed Security Guard deployed at the entry gate. The pass is issued to the visitor only after seeking the permission of the person, whom the visitor would like



to meet. The guard or receptionist records the details of the visitor in a visitors' logbook. The visitor must always carry the pass with oneself while on the premises. While exiting the premises, the visitor must hand over the pass to the receptionist or guard.

Visitor vehicle pass

In case of issuing a vehicle pass to a visitor, the Unarmed Security Guard must always ask the person to show one's driving licence. It is only after examining the driving licence, and recording the details of the visitor and one's vehicle that the person may be allowed to enter the premises.

Employee vehicle pass

An employee, who comes to the workplace by one's own vehicle, is also issued a vehicle pass by the authorities concerned. This pass may be in the form of a sticker pasted on the vehicle. The employee needs to produce certain documents like driving licence, vehicle registration certificate and insurance document to obtain a vehicle pass.

Contractor and vendor vehicle pass

Contractors and vendors, wanting to bring their vehicles to the premises, may also obtain a vehicle pass, which is issued the same way as an employee vehicle pass.

Material gate passes (in and out)

An important aspect of gate control is to check, control and monitor the movement of materials being brought inside or taken out of a premise. A gate pass is required for incoming or outgoing materials. Necessary documentation is done at the entry and exit gate to maintain a record of all incoming and outgoing materials. Certain organisations like factories may even install a 'weigh bridge' near the gate area. All materials and stores moving in and out of the premises need to be checked and recorded correctly. In factories, production units and warehouses, where large quantities of materials move in and out, a system of *challan*, invoice and gate pass is followed for security and record keeping reasons.



Fig. 3.3: A visitor's pass



Returnable material gate pass

There are occasions when certain material is required to be returned after repair or modification. In such a case, a returnable material gate pass is issued. A separate record is maintained for returnable materials. The security staff and the department concerned ensure timely return for such material.

Documentation guidelines

Some of the points that need to be taken care of during documentation are as follows.

Audience

It refers to individuals or groups, who may read a document or report as recorded by the Unarmed Security Guard. However, it is possible that a report may not be read by someone at all. For example, the security guard may observe a suspicious package lying in a parking area during patrolling but does not see it there on return and records it in the logbook. No one may ever read the note regarding the package but may read it in case of an untoward incident.

Purpose

Documentation serves as a record of events that have taken place during the security guard's duty hours. It is always better to make a detailed note of incidents and happenings as it may serve as an important tool in case of an untoward incident. Documentation is done for the following purposes.

- Remember events and incidents.
- Inform colleagues, security agency and supervisor about incidents that have taken place during one's duty hours.
- Indicate the duty of a particular security guard at the time of an incident.
- Record risks that may lead to hazards on the premises.
- Inform the police about the crime scene before they take charge of the matter.
- Testify in the court of law.



Format

A note must be taken immediately after an incident as one may forget its chronology. The note must be recorded in a register. Format refers to the structure of the note. The following points must be taken care of while writing a note.

- Write the name and address of the facility, where one is working, and name of the agency responsible for maintaining its security on the front page of the register.
- Always use a ball point pen with blue or black ink to write a note. Avoid using ink or gel pen.
- Write legibly so that others are able to read it.
- Each note must start with a fresh page.
- Mention the date and time of the incident on the page.
- Write a detail about the incident in a chronological manner.
- While striking off a line, the guard must put one's initials alongside that line.
- If space is left on a page, the guard must strike it off and put one's initials for reliability.

Recording and reporting

The Unarmed Security Guard has to record everything that may help in filing a report at a later stage. Each incident must be recorded. A record must include the following.

- Details of suspicious people, packages and vehicles
- Dangerous work practices, risks and hazards that led to the incident
- Complaints or grievances of people living in an area or those of the visitors
- Damage to machines and equipment
- Chronological detail of a crime, including description of the crime scene
- Details of unknown phone calls like the time when the call was received, male or female caller, what did the caller say, etc.
- Trespassing or vandalism



NOTES

Guiding questions in report writing

Follow the five Ws (who, when, where, what and why) and one H (how) formula while recording and reporting an incident. Some of the questions that may be included in a note or report are as follows.

Who was involved?

- Name(s) and contact detail(s) of the person(s) involved

When did it happen?

- Date and time of the incident

Where did it happen?

- Location of the area, where the incident took place
- Location of the area, where the evidence or suspect was found

What happened?

- Chronology of the incident
- Actions of different people, including those taken by the authorities concerned

Why did it happen?

- If the reason is obvious for the incident, state it.
- In case the reason is not obvious, do not guess.

How did it happen?

- How did the incident take place?
- How did one event lead to another?

What have you learned?

After completing this Session, you will be able to:

- list the different kind of security registers and describe their purposes.
- fill in the visitor's logbook.
- record and report incidents.



Practical Exercise

Activity

Your school is organising a district-level sports festival. Students, along with their parents, and teachers from many schools in the district would be visiting your school. Government officials and general public of nearby areas may also attend the function. You have been given the responsibility to conduct access control of people and vehicles at the entry gate during the daylong festival. Describe your plan of action with respect to the following.

- Type of registers to be maintained and the format to be followed in each register
- Authentication of visitors
- Authorisation process that you would follow for allowing entry to a visitor
- Template of the temporary identify card to be issued to the visitors (details in the card)
- Visitor vehicle entry passes

Check Your Progress

A. Fill in the Blanks

1. A security guard needs to maintain a _____ record of what happened during one's duty hours.
2. Documentation needs to be done as per the _____ procedures as specified by an organisation.
3. A security guard must not allow a person carrying a/ an _____ ID card on a premise.
4. When a material or store is required to be returned after repair or modification, a _____ gate pass is issued.

B. Multiple Choice Questions

1. Reports prepared by an Unarmed Security Guard should be _____.
 - (a) brief
 - (b) written and detailed
 - (c) always oral
 - (d) written with pencil

NOTES



NOTES

2. In case a line is struck in a report, a guard must put one's signature along that line. This is done to _____.
 - (a) increase its reliability
 - (b) make it presentable
 - (c) make it legible
 - (d) None of the Above
3. A _____ pass is always required for incoming or outgoing material.
 - (a) vehicle
 - (b) visitor
 - (c) material
 - (d) None of the Above

C. Subjective Questions

1. What do you understand by access control? List any three documents required for carrying out access control.
2. Why is it important for the Unarmed Security Guard to maintain a report? List any two guiding questions for report writing.



GLOSSARY

Access control: a mechanism of limiting access to a system, which could be a physical or virtual resource. It is a process by which a system grants or revokes the right to access some data, or perform some action.

Authorisation: a process that involves defining and specifying policies.

Breach: failure to do something that must be done as per law.

CCTV (Closed Circuit Television): a television system, in which signals are not publicly distributed but are monitored, primarily, for surveillance and security purposes.

Confidentiality: a situation, wherein, one expects somebody to keep certain information secret.

Crowd: a large group of people gathered in a public place, for example, streets.

Data: facts and statistics collected for reference or analysis.

Document: written or printed paper, bearing the original, official or legal form of something, that may be used to furnish decisive evidence or information.

Documentation: involves maintenance of documents that may serve as evidence in case of an untoward incident.

Evacuation: the process of moving people from a place of risk to a safer place.

Frisking: to pass one's hands over a visitor's body in order to search for hidden drugs, explosives, weapons, etc.

Hygiene: the practice of keeping oneself and one's living and working areas clean in order to prevent diseases and illnesses.

Logbook: is a register, containing a record of important events, and people or material entering or exiting a facility. Such information is recorded in the logbook daily.

Monitoring: observing and checking the progress or quality of something over a period of time or conducting a systematic review.

Occupational health and safety: keeping people and property safe at the workplace by preventing accidents, injuries, diseases and illnesses.

Patrolling: to go around an area or a building at regular intervals in order to ensure the safety and security of life and property.

Personal Protective Equipment (PPE): equipment used by Unarmed Security Guards to protect themselves from hazards at the workplace. These include hard hat, safety boots, gloves, goggles, etc.

Record: a written account of an event or incident, which may be referred to in case a need arises in future.

Recording: the process of maintaining and storing information for official purposes.

Report: a document containing information organised in a narrative, graphic or tabular form, prepared on ad hoc, periodic, recurring or regular basis, as required. Reports may refer to a specific timeframe, event, occurrence or subject(s), and may be communicated or presented in oral or written form.

Risk: the possibility of an untoward incident at some point of time in future; a situation that could be dangerous or have adverse results.

Surveillance: the act of carefully watching a person suspected of a crime or a place, where a crime may be committed.

Suspicious: feeling that somebody has done something wrong, illegal or dishonest, without having any proof.

Threat: the possibility of trouble, danger or disaster.

Transgender: a person, whose gender does not match the gender assigned at the time of birth. It includes trans-men, trans-women, persons with intersex variations, queers and people with socio-cultural identities, such as kinnar and hijra.

Verification: the act of showing or checking that something is true or accurate.

Visitor: a person, who visits a premise for personal or official purpose.

Visitor pass: a temporary pass issued to a visitor by an Unarmed Security Guard. The visitor must return the pass on leaving the premise(s).



ANSWER KEY

Unit 1: Duties, Personal Safety and Hygiene

Session 1: Duties and Responsibilities of an Unarmed Security Guard

A. Fill in the Blanks

- | | |
|-----------------|-------------------|
| 1. registration | 2. management |
| 3. people | 4. discrimination |
| 5. inalienable | |

B. Multiple Choice Questions

- | | | | |
|--------|--------|--------|--------|
| 1. (a) | 2. (c) | 3. (d) | 4. (d) |
|--------|--------|--------|--------|

Session 2: Maintaining Personal Safety and Hygiene at the Workplace

A. Fill in the Blanks

- | | |
|---|-----------------|
| 1. alcohol, tobacco | 2. Hygiene |
| 3. alert, active | 4. well-groomed |
| 5. CCTV | |
| 6. Private Security Agencies (Regulation) | |

Unit 2: Tackling Hazards and Emergencies

Session 1: Hazards

A. Fill in the Blanks

- | | |
|---------------|-------------------|
| 1. Risk | 2. health, safety |
| 3. biological | 4. toxic property |

B. Multiple Choice Questions

- | | | | |
|--------|--------|--------|--------|
| 1. (a) | 2. (c) | 3. (a) | 4. (b) |
|--------|--------|--------|--------|

Session 2: Emergencies

A. Fill in the Blanks

- | | |
|----------------|------------|
| 1. fluorescent | 2. PASS |
| 3. Clean agent | 4. Class K |

B. Multiple Choice Questions

- | | | | |
|--------|--------|--------|--------|
| 1. (c) | 2. (b) | 3. (a) | 4. (d) |
|--------|--------|--------|--------|

Unit 3: Documentation

A. Fill in the Blanks

- | | |
|------------|------------------------|
| 1. written | 2. standard |
| 3. expired | 4. returnable material |

B. Multiple Choice Questions

- | | | | |
|--------|--------|--------|----|
| 1. (b) | 2. (a) | 3. (c) | 4. |
|--------|--------|--------|----|

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