

## **Unit-5**

# **Security through Surveillance and Protection Systems**

## Introduction

People visit a site or establishment for various purposes. It is important for security personnel to understand the type and nature of visitors coming to the premises as persons inimical to organisational interests may gain entry in the garb of bonafide visitors. While bonafide visitors need to be ushered in with courtesy and efficiency, due discretion and care should be exercised in case of those who may pose a threat or are unwanted. The importance, type and nature of visitors should be clearly understood to ensure correct etiquettes and scrutiny during interactions. There are a series of activities that start with making acquaintance with the visitor, enquiring about personal details, purpose of visit, etc. and registering them. The registration is normally done either by an entry in the log books or by punching in the details into the visitor management software. These then move on to include ushering, assisting, monitoring and facilitating the visit. The activities form the point a visitor is invited or shows intent to visit premises through his/her entire call, till he or she departs and forms a part of “Visitors Management System”. The defining events of the past decade have altered paradigm of human interaction in urban areas where scanning, frisking, surveillance have become a way of life. The challenge faced by security personnel is how to implement visitor management systems without fashioning a negative image. While surveillance is important for the security of an establishment, care has to be taken to ensure that it does not intrude into the privacy of an individual or violate the law. You will learn how to deal courteously with visitors, manage visitors and maintain visitor’s records. In this Unit you will learn about ensuring the security of an establishment by discreet observation, monitoring and surveillance of visitors, their belongings and properties.

## Session-1

# Recording of Visitor Information

### Relevant Knowledge

A visitor is defined as a person who pays a visit as a caller or guest or for reasons of business, duty, travel or the like. Visitors can be broadly categorised into two categories, namely prescheduled and unscheduled visitors.

**Prescheduled Visitors:** Prescheduled visitors are those visitors who have either sought an appointment earlier or have been invited by the establishment/organisation or by one of their employees. Since prior intimation is available, these visitors can be quickly and efficiently registered into the system. Prior to a guest's arrival, a designated person could record pertinent visitor data, an employee could be assigned to host the visitor, time for the person's scheduled visit could also be pre-apportioned and access privileges specified.

**Unscheduled Visitors:** Other than pre-scheduled visitors, all other visitors fall under the category of unscheduled visitors. They fall into potentially high threat category as practically no information is available about them. Handling of this category of visitors requires effort, resources, time for registration, and for monitoring till their final exit. Almost all the visitors to a commercial establishment like a store or a 'shopping mall' fall in this category. Frisking and checking of all such personnel and their vehicles to preclude any security threat, recording of foot-fall, facilitating their way around the establishment, monitoring to prevent any untoward incident, will comprise the basic duties of the security personnel.

### Visitor Management

Visitor management facilitates the business of visitors in an enterprise, establishment, facility, site and the like. In doing so, it enables the organisation to maximize the advantage of the visit without compromising on the security aspect. A typical visitor management system comprises systems to record, track and facilitate the visitors' stay in a premise or a site. Analysis of this information can lead to the following benefits in an organisation:

- ◆ Help monitor the usage of facilities.
- ◆ Provide information about the whereabouts of visitors at a point in time.

- ◆ Act as evidence in case of a security breach.
- ◆ Bring in efficiency in the organisation in use of resources and deployment of personnel.

With electronic visitor management systems becoming more common and powerful, these systems are taking over many of the functions of building security and access control.

### Necessity for Visitor Management

Organisations carry out detailed background checks for their permanent employees and to a lesser degree in case of temporary employees. It can thus be assumed that they pose comparatively very low threat from the physical security perspective. However, in case of visitors the security knows almost nothing about them, moreover the stopover in the premises is normally only for a few hours and there is high probability that the person may not visit again. Thus they pose somewhat higher threat and it is therefore necessary to keep a tab on them. Visitor monitoring is vital for effective protected area management and involves systematic gathering, analysis and integration of all data regarding them into management information system. The table below lists the necessity of the visitor management:

Type of Individual	Knowledge about the Individual from a Security Point of View	Duration within the Premise	Security Threats Perception
Employees	Background Check	Every Day till the Tenure Ends	Low
Temporary Workers	Partial – Contractor Details are Available	Short Duration from a Week to Couple of Months	Mild
Visitors	Almost Nil	Few Hours	High

### Guidance of Vehicles and Persons

Visitors arriving in premises have to be guided. In some cases there may be a separate parking area earmarked for visitors, however, in most cases the visitors may be required to either park their vehicles in the common area or even outside the premises. A few important visitors may be accorded special rights to drive through to the main entrance. In all cases guidance from the very beginning is essential. It is important that instructions regarding parking or waiting are clear so that no disruptions or traffic snarls result. The

security personnel should know the status of parking lot, as to whether it has space to park or it is already full, so that guidance to alternate site is done without causing confusion. Hand held radios between various members or putting in place boards indicating status of available parking space prove helpful in vehicular traffic management.

Checking of visitors' vehicle must be carried out to obviate any threat. This has been already covered in earlier chapters. A proper record of entry/exit of all vehicles must be maintained. The movement and activities of visitors and drivers after they park their vehicles must be monitored closely. It is not uncommon to find drivers in underground or isolated parking lots indulging in theft and other nefarious activities.

### **Courtesies to be shown towards Visitors**

Visitors are to be treated with courtesy. It is expected that the security staff shows a helpful and friendly attitude without becoming familiar. Professional conduct is always helpful in avoiding embarrassing situations. It meets the requirements of being helpful and yet expresses the correct perception of broking no nonsense. The instructions regarding making entries and conduct during their stay in the premises must be explained slowly and clearly leaving little room for ambiguity. The staff should be prepared to answer any questions that might be asked. The body language and the entire atmosphere should convey an impression of alertness and perceptive competence.

The visitors should be attended to promptly and all formalities must be completed quickly. The person to whom the visitor is to meet should be informed of the guest's arrival. The visitor should be given precise instructions on how to proceed to the intended destination. In a high security establishment, the visitors are invariably escorted in and out of the establishment. The staff within the establishment should be ready to assist visitors in reaching their intended place by either giving instructions or by escorting them. During the visit, should the visitor be required to visit another person or office escort, or should be provided alternatively directions should be given to enable him/her to reach the destination.

The visitor should be informed at the reception itself to contact the security staff in case of any difficulty. The staff should be looking at visitors not only to monitor their movement but also to come to their help in a proactive manner. There may be instances when either the visitor has not fully comprehended the instructions or the staff concerned is less than perfect in explaining them and it might result in visitor losing time, patience or showing annoyance.

The staff on the spot must immediately handle the situation by taking corrective action. It is useful to accept one's own inadequacies and put the visitor at ease by apologizing.

Feedback to the authority concerned must be given of all such instances so that corrective actions are taken. In case of an emergency, staff should take care to evacuate the visitors by guiding them in greater detail than the employees who have detailed knowledge of the emergency procedures. Proper search and rescue for guests who might have lost way should be organised after ascertaining their last known location. They should be provided all assistance to get them to safety. Professional conduct of the responding security staff is perhaps the best re-assurance for any person who needs evacuation in an emergency.

On the way out, similar courtesies should be accorded. The security staff should collect the entry pass, make relevant entries and arrange for driven vehicle to be placed to drive them away. In case the visitor is in a self-driven vehicle, the staff at the parking lot should be available to assist in reversing the vehicle and to guide the person out of the premises. A smile while bidding goodbye will always create a lasting good impression.

### **Handling of Difficult Visitors**

There would be occasions when the security staff encounters visitors that are acting in an unreasonable manner. This could happen at any stage of the visit viz., at the visitor's parking, reception, or while moving to and from the intended place of visit. It is important that the security staff quickly identifies whether the guest is being unreasonable or there is a genuine concern that is bothering. In case of valid concern the manner of handling has been explained above.

In other cases there is a need to act with firmness without being impolite. The visitor should be told that the behaviour is unacceptable and the rules cannot be waived off. He/she has to conform to the rules of business. In such cases the visitor might wish to speak to the superior. The staff should promptly contact the supervisor and request his presence after briefing him/her of the happenings.

The supervisor should make haste in reaching the visitor and during this period the staff should remain firm. The person should be informed that a senior person is coming over. On arrival, the supervisor should hear both sides giving first chance to the visitor. In case, the visitor is being unreasonable he should be clearly told that his request is unacceptable. Tact and politeness without showing any defensive attitude invariably is helpful in such situations. In case of continued trouble, the higher ups including the

visitor intended to meet are informed. Clear company policies to tide over such situations should exist and should be known not only to the security staff but to all other employees.

### Exercise

#### Assignment

(A) Mr. Prakash, the CEO of XYZ company has asked Mr. Kapoor to meet him in his office at 11 o'clock on Monday morning. Mr. Kapoor is an important visitor who can give a lot of business to visitor to XYZ company. You are the security supervisor at XYZ company. Fill in the grid as shown below:

Information Needed		Actions to be taken
1		
2		

### Assessment



#### Short Answer Questions

Answer the following questions by completing the sentences:

- (a) It is easier to register a pre-scheduled visitor into the visitor management system because \_\_\_\_\_
- (b) If I inform the organisation of my arrival, well in advance, it helps the organisation in the following ways:
- (i) \_\_\_\_\_
- (ii) \_\_\_\_\_
- (iii) \_\_\_\_\_
- (iv) \_\_\_\_\_
- (c) All the visitors who visit a Shopping Mall fall in the category of \_\_\_\_\_ visitors.

(d) The basic duties of the security staff

At the entrance is to \_\_\_\_\_.

At the visitors shop is to \_\_\_\_\_.

During his stay in the Mall is to \_\_\_\_\_.

(e) A visitor arrives in his car. He looks at the visitors sign and drives in that direction. A few minutes later he returns and is angry because the parking lot is full. What do you think he should do to avoid such scenes?

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(f) It is necessary to keep a record of all visitors vehicles both while entering and learning the facility because:

(i) -----

(ii) -----

(iii)-----

(iv)-----

### Checklist For Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity.

#### Part A

(a) Differentiated between Scheduled and Unscheduled Visitors.

#### Part B

Discussed in class the following:

(a) What are the different types of visitors?

(b) What are the benefits of visitor management system?

(c) What are the behavioural aspects that need to be considered while dealings with visitors?



## Part C

### Performance Standards

The Performance Standards may include, but not limited to:

Performance Standards	Yes	No
Demonstrate the knowledge of receiving visitors in appropriate manner		
Demonstrate the knowledge of checking the bonafides of persons entering the premises		
Demonstrate the knowledge of dealing with persons attempting to gain entry without authentication		
Demonstrate the knowledge of dealing with scheduled and unscheduled visitors		

## Session-2

### Monitoring of Visitors

#### Relevant Knowledge

There are essentially two types of Visitor Management Systems the first one being the legacy system that is referred as the 'Pen and Paper System' and the second one is modernized system, known as 'Computer Based System'.

#### Pen and Paper Visitor Management System

A pen and paper visitor management system records basic information about visitors in a logbook. The system uses a book format where visitors enter their details like the visitor's name, reason for the visit, date and time of check-in and check-out. This log also acts as an evacuation register. In case of an emergency, the register is referred to and used to provide emergency service personnel with a list of visitors on the site. A pen and paper visitor management system is a low cost solution for which training requirements are basic and the equipment to implement the same is both readily available and cheap. Some advanced systems use sets of carbonless copy paper as an alternative. These are used to make copies of an original, handwritten or typed document without

the use of any electronic aids. A tear-off pass can be generated using the technology. This paper allows for the automatic generation of visitor register as the carbonless paper transfers the information from the pass on to the register allowing the site to have a log of all the visits. There are some negative points of the system. Visitors must physically write entries thus creating a hold-up effect. The problem gets accentuated in case of large groups or a number of visitors arriving simultaneously. Security personnel must check each visitor's credentials and manually initiate any further actions, for example, a call to the person whom the visitor intends to meet. Visitors passes rarely have photo identification and can easily be misused by the unscrupulous people.

In order to maintain the records, considerable effort is required to either manually enter the logbook information in a computer or storing the logbook itself for safekeeping. Retrieving information is time consuming and strenuous. A Visitor Register contains vital information pertaining to visitors and their movement in and out of an establishment. The primary importance of maintaining this register is to enable identification of genuine visitors, as well as to detect intruders since it keeps a record of the number of people visiting the unit. The format of Visitor Register is given in table 1.

**Table 1: Format of a Visitor Register**

(1)	(2)	(3)	(4)	(5)	(6)
Visitor No.	Name of the Visitor	Representing	Whom to Meet	Purpose of Visit	Contact Number
(7)	(8)	(9)	(10)	(11)	
Time in	Signature of the Visitor	Time Out	Signature of the Security Staff	Remarks	

### **Computer Based Visitor Management System**

Basic computer or electronic visitor management system uses a computer network and custom made software to record information and to monitor visitors. The visitor management software applications consist of three fundamental components; the first is visitor registration, second is visitor card printing and the third is reporting. Some of the applications are capable of automatically capturing visitor information directly from a visitor's driver license, passport or other government issued identification document. An electronic visitor management system improves upon most of the negative points of a pen and paper system. Visitor ID can be checked against existing databases for potential security issues. Photo ID cards can be custom printed.

Use of e-mail makes it possible to fix appointments, receive confirmation, schedule events as well as gather necessary information about an individual visitor or a group prior to their arrival. This allows them being ushered in without waste of time. Using a combination of electronic devices, it becomes possible to monitor movement of visitors and their whereabouts in real time. Electronic visitor management systems are more expensive to implement than a pen and paper system. They also require a longer familiarization period for both the security personnel, building staff and visitors than a pen and paper system. With large amount of information gathered by an electronic visitor management system the issues of its handling and maintaining confidentiality assume great importance. It becomes imperative to put safeguards in place to prevent its misuse.

### **Touch Screen Kiosk**

A touch screen based solution can help implement visitor management in a very user friendly manner. Touch kiosk is placed at the reception area. If a visitor comes to the gate, the security personnel check the credentials of the individual and allow him/her to go to the reception. At the reception the person can create his / her own badge by just clicking on the options provided. The Digital Camera takes the photograph of the person and the badge is printed. It is possible to keep the pre-set appointments on the Kiosk so the visitors do not have to add the relevant details. Just by providing the appointment number they can generate the badge. This kiosk can also provide directions to the visitor to a specific department or building. These directions can be downloaded as SMS/text messages!

### **Visitor Access Procedure**

There are a few standard requirements that visitors must follow. Some are highlighted below:

- (a) All visitors are required to enter and exit the facility via the main facility entrance located by the reception area.
- (b) The security guard should inspect backpacks, laptops, hardware devices, etc. upon entry and exit to the facility.
- (c) Complete the visitor log online or in the logbook.
- (d) A pass or a badge should be given to the visitor who should wear it prominently or produce the pass on request.
- (e) The pass or the badge is not-transferable and must be returned at the end of the visit. Every loss must be properly investigated and findings recorded for future reference.

- (f) In case the visitor is carrying items that are not permitted, they must be deposited with the security staff and a receipt obtained. The items must be taken back at the end of the visit after returning the receipt. In case some equipment is being taken in, then appropriate transaction form must be completed.

### **Maintaining Confidentiality of Visitors' Personal Details**

The database of the visitor management systems can be used to protect sensitive areas from potential threats such as terrorists of criminal activity by feeding in details beforehand of unwanted elements. An information based visitor management system not only tracks a visitor's stay in the premises, but also can check the visitor's information against criminal databases maintained by the Police department. However, the amount of data recorded by a modern visitor management system is formidable. This brings up the issues of information privacy and possibility of misuse of personal information stored in these visitor management systems. However, terrorist activities, school violence and child protection issues necessitate comprehensive visitor management systems in sensitive locations.

Database security, at the level of the end-user of an electronic security system is of critical concern. It is, therefore, imperative that security measures to protect the information itself should be put in place. The responsibilities regarding security of the records and information must be clearly defined. Under normal circumstances this should not be shared within anyone except those who may require as a part of their duty. Proper Standard Operating Procedures (SOPs) regarding handling of visitor information must exist and their implementation monitored. Information theft by an employee is a possibility and must be guarded against by putting in place various mechanisms. Periodicity of destruction of records must also be laid down. However, it must be ensured that information that might be required either for analysis or for investigation is preserved. Proper record must also be kept of the same.

The level of security given to the access cards is also an issue. If security of these cards is compromised, it would allow thieves to pilfer personal information of the employees and the visitors. Suitable measures need to be instituted for the same as well.

### **Escorting**

In a high security establishment visitors are invariably escorted. In case of important visitors, escorts are arranged in advance. They may be from the security department or

from the concerned office where the person is visiting. Escorts should be familiar with the route to be taken to the concerned office. The escort should lead the individual or the delegation. In case of a large delegation more than one escort may be detailed lest some trailing members should lose their way. The escort should make sure that the person concerned has met the visitors. In case if the receiving person is not available for some time and the guest has to wait, the escort should stay on till the official arrives.

Escorting the visitors out after the business is also important. For this purpose either the office where the visitor had come for business arranges for the escort or requests the security department to escort the visitor back.

Proper record of escorts should also be maintained along with that of the visitor for reference in case of an investigation at a later date.

### Exercise

#### Role Play

Divide the class in four groups. The first group will be of security personnel, second group of visitor, third group of escorting the visitors and fourth group of management. Perform the different task and note the mistake of each other.

### Assessment



- (i) List the differences between the pen and paper visitor management system and computer based visitor management system.

Pen and Paper Visitor Management	Computer Based Visitor Management

- (ii) What are the drawbacks of a pen and paper management system?
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(iii) List the three things a computer based management system software does.

(a) \_\_\_\_\_

(b) \_\_\_\_\_

(c) \_\_\_\_\_

(iv) The database of the visitor management system helps an organisation in many ways.  
Write about two of them.

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### Checklist For Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity.

#### Part A

(a) Differentiated between pen and paper visitors management and computer aided visitor management

#### Part B

Discussed the following in class:

(a) Why do we need a visitor management system for the security of an organisation?

(b) What are the precautions to be taken while dealing with visitors and information about them?

#### Part C

#### Performance Standards

The Performance Standards may include, but not limited to:

Performance Standards	Yes	No
Identify the various elements of pen and paper visitor management system		
Identify the various elements of computer aided visitor management		
Demonstrate the knowledge of tracking a visitor from the entry and exit		
Demonstrate the procedure to be followed for identifying visitors carrying prohibited items in the bag		

## Session-3

### Visitor Material Management

#### Relevant Knowledge

Checking of vehicles, parking, monitoring and is applicable for the visitors as well. In case, a separate area has been earmarked for the visitors, suitable staff and equipment for checking will have to be assigned for the same. Vehicle passes or tickets are normally issued in all commercial establishments. They carry details of the vehicle and time-in. While this suffices in case of commercial establishments, in case of housing complexes, offices, factories or other establishments there may be requirement of more elaborate recording of particulars of the visitors. This record could be kept using pen and paper or a computer. The record keeping is quite similar to the record keeping explained earlier in the visitor management system.

The vehicle may be classified as passenger or load carriers. The passenger vehicles may be self-driven or driven by a driver. While the recording may not materially differ in case of passenger vehicles some additional details like type of load and purpose may have to be recorded. Management of drivers assumes importance. They normally prefer to stay close to the vehicle or at other times sit within the vehicle. In case of long stay, the drivers usually sit around together in groups to play cards or to chat. In case, there are no facilities for them to sit in an organised manner, proper instructions must exist for the security staff. For example, proper instructions should be given to allow the drivers in the parking lot or request them to move out (as is usually the case in basement parking

in a mall). In either case the staff will have to keep a close watch, lest there are thefts or untoward instances. Smoking and quarrels among the drivers must be particularly watched for as they lead to fires and law and order issues.

In case of valet parked vehicles, there may be a requirement of having a system of hailing the vehicles. The same can be used to call drivers to get their vehicle for the passenger to board. This system is especially useful in case of events where a large number of vehicles are required to line up at the end of events. Guards and points men should be placed in sufficient numbers to regulate the traffic. A proper traffic management plan will have to be made for such occasions. Due care should be taken of protocol for important dignitaries by placing their vehicles in correct order and at the right time. Security staff must be briefed and rehearsed to preclude any possibility of an embarrassment.

### **Checking and Tagging Accompanied or Unaccompanied Luggage and Items**

Visitors/Guests to a hotel or hospital carry personal belongings and other luggage with them. Similarly visitors to an establishment often carry laptops, ipads and other material for presentations or for other purposes. With increased threat perception of terrorist and anti-national activities, it is important that all luggage is screened from the security point of view. The idea is to screen the luggage without causing inconvenience and discomfort to the visitors. The luggage is to be screened for arms, explosives, narcotics and any other suspicious material. The best way is to screen the luggage items through an X-ray scanner, that is monitored by a trained expert. Accompanied or unaccompanied luggage should be subjected to checks. It is prudent to be stringent while checking unaccompanied baggage.

It would be useful to keep a track of any unusual movement of luggage to a particular room or a set of rooms. Unscrupulous elements might take advantage of lapse in security by moving large quantities of arms, explosives or narcotics to their place of stay and utilise the same to create unpleasant situations.

This will have to be done unobtrusively and with proficiency, lest either a wrongly suspected guest is harassed or a suspect is prematurely warned. Care should be taken that the luggage is properly tagged. It helps in speedy and correct delivery as well as to track any suspicious piece and to pin down a suspect. Normally the hand baggage is also put through scanners. The security staff would do well to inform the guests that eatable, water and other items that may get affected by the X-ray should be removed during the scan. It is advisable to put up this warning prominently for all to see.

While escorting the visitors back their luggage is not normally put through the scanner. However, in case of suspicion this practice could be adopted. The visitor must be explained the reason for the action to screen luggage.



## Detection and Handling of Prohibited or Dangerous Items

Explosives, arms, ammunition and narcotic can be detected both by using appropriate scanners and by use of trained dogs. Dogs are handled by experts who understand how to guide the dog and also what the dog wishes to convey. It would suffice to say that experts will be employed to detect dangerous/undesirable material. The security staff's job starts once the dangerous substance has been discovered.

In normal circumstances, the package is not disturbed after detection. The first action is to isolate the package. Immediate action is required to be taken to create an artificial barrier by using sand bags all around the package. All other stuff around is removed so as to reduce chances of collateral damage and also to create space for experts to work on the suspected piece of luggage. Immediate action should be taken to inform the experts to come and diffuse the package.

Crowd management assumes great importance at this stage. All personnel including visitors should be moved away from the spot. Proper demarcation of the caution area using a tape should be done. The spectators should be restricted beyond the tape. Proper traffic management and movement plan should be made so as to have control over the situation and also to facilitate movement of vehicles and personnel of emergency services.

Handling and disposal of dangerous devices falls in the domain of personnel trained for the purpose. However, once the investigations begin, the security staff and the records maintained by them will be called upon as evidence. Hence, it is imperative that the record keeping is accurate and up to date at all times. The staff should be able to recount exact details of events so as to help the investigators piece the information to reach the right conclusions. The records will also be scrutinised for evidence and sealed to be produced in court of law.

The security staff may be requested by the government agency to label the objects and help collect evidence. Staff deputed for the purpose must be trained for the same. Proper record of all such personnel deputed with timings must be maintained for future reference. It would be useful to maintain a diary or log of events in which all details are faithfully recorded by a responsible person.

## Tracking of Luggage

The luggage should not only be scanned at the entrance but must be tracked as it is moved to the intended destination. For this purpose CCTV and IPTV cameras are installed at various locations in the installation. This is monitored at the control room. Control room is manned and the person is trained to track various events together.

In case the control room detects any anomaly, they inform the concerned staff immediately. Staff is mobilised to get to the suspected baggage. Diversion and pilferage can be monitored using the above devices. It needs to be ensured that proper instructions exist on scanning area, duration of the scan and duration for which recordings have to be preserved. Care needs to be taken to maintain confidentiality and preventing encroachment of privacy.

In case digital surveillance is not available, the same task will have to be done by suitably deploying guards at different locations within the establishment. The guards have to have inter-communication so as to pass information of movement of baggage till it reaches its intended location.

### **Record-Keeping and Using the Data**

Recordings and physical records of movement of baggage or material will have to be preserved. They can be used to tally the 'coming-in' and 'out' details. In case of a breach of security these will be of use to the investigating agency. The data will have to be kept so as to allow its easy retrieval when required. Some staff should be trained to monitor the movement electronically and analyse the tapes. This analysis would be useful to detect any wrong-doing as well as act as a deterrent.

### **Exercise**

#### **Group Discussion**

Discuss in class the following aspects with regard to private security agencies and personnel:

- (i) When a passenger vehicle enters your facility, what details do you note down?

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- (ii) When a vehicle loaded with goods enters your facility, what details do you note down?

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(iii) A group of drivers who have brought goods in their vehicle to the company want to spend the night in the basement parking lot. Can they be given permission? Why/Why Not

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(iv) What precautions and procedures do you have to follow, when a VIP vehicle drives into your facility?

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(v) When a baggage scanner is used to check a visitor's luggage, what are the advantages?

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vi) When luggage is unaccompanied, very stringent checking should be carried out. Give reasons.

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(vii) Why eatables and water should be removed before passing the luggage through a scanner?

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(viii) Name the two ways of detecting explosives, arms, ammunition and narcotics?

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(ix) When a bag is passed through the baggage scanner, some explosive are detected. What steps should be taken?

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### Checklist For Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity.

#### Part A

Differentiated between

- (a) Hand Baggage and Luggage
- (b) Accompanied and Unaccompanied Baggage

**Part B**

Discussed the following in class:

- (a) What is the procedure of checking vehicles of visitors?
- (b) Why tagging of baggage is done?
- (c) How to detect and handle prohibited or dangerous items?

**Part C****Performance Standards**

The Performance Standards may include, but not limited to:

<b>Performance Standards</b>	<b>Yes</b>	<b>No</b>
Demonstrate the knowledge of prohibited items		
Demonstrate the tagging procedure of visitor items		
Demonstrate the knowledge of tracking a luggage		

## Session-4

# Security Surveillance and Protection Systems

### Relevant Knowledge

With the advent of technology it is now possible for a security guard to remain static but still keep a watch over an entire area using sensors, cameras and other devices. Though this activity is not patrolling in the classical sense, as no one physically moves in the area of responsibility, it is now called visual or fixed patrols.

### Surveillance

Surveillance is the observation of people, places and activities in a given area for a period of time. It could be preventive or deterrent in nature by imposing caution on wrong doers as they would be found out even as they indulge in an unlawful act. It could also be mounted to keep an area or a person suspected to be part of or involved in the commission of the crime by investigators to develop investigative leads. Its objective then becomes to bring an investigation into sharp focus by supplying detailed information about the activities of a person or place and about individuals who may have visited a place or taking part in an offence or wrong-doing.

### Types of Surveillance

**There are Four Basic Types of Surveillance:** Physical, Visual, Audio and Contact.

**Physical Surveillance:** This is done using human beings. The physical surveillance may be fixed, mobile or a combination of the two. For fixed surveillance, a stakeout is located within a building, with the observations being made through available windows or doors. Rooftops are excellent for a long-range surveillance; whereas stores and hallways are suitable for short-range viewing.

**Mobile Surveillance:** It is a dynamic technique in that it does not depend on the appearance of the suspect at a certain place, rather it keeps the subject in view from place to place. To avoid being noticed or detected, a mobile surveillance system often uses more than one person surveillance team, with members rotating in the “close contact” position.

A combination of fixed and mobile surveillances (that is both on foot and vehicle) has been found to be effective in on-the-scene apprehensions of criminals who have committed a

crime. During the surveillance, notes should be made in the field to record the activities of the suspect, the persons in contact with the suspect, the suspicious plate numbers, the places frequented, etc.

**Visual Electronic Surveillance:** Visual surveillance is keeping a watch on a particular suspect, vehicle, or place using digital means. The equipment that may be used includes optical devices like binoculars and telescopes CCTV, IPTV, digital cameras and other viewing devices. These electronic devices are remotely monitored from a control room which has multiple screens depicting activity at different locations simultaneously in time.

**Audio Surveillance:** This is done through listening. For this, wire-tapping and electronic eaves dropping are used as the primary forms of surveillance. This is very sensitive and as per the law of the land can only be carried out by state agencies and that too after a stringent process of granting sanctions. Private security agencies do not have the jurisdiction in this field.

**Contact Surveillance:** Contact surveillance techniques are based on the capability of certain fluorescent preparations to stain a person's hands or clothing upon contact and thus to offer observable proof of a connection between the stained person and the object under surveillance.

It is difficult to deny the connection and to offer a reasonable explanation for extensive and vivid fluorescent stains in blue, orange, or green. Contact surveillance techniques may be used alone or with visual surveillance. They are very useful when visual surveillance is not feasible, as in cases of dishonest employees and transactions involving the payment of money. These tracer preparations usually are in the ultraviolet spectrum and become visible only under ultraviolet light. The other kind is invisible when dry but visible when wet and is difficult to wash off.

### Undertaking Electronic Surveillance

For this purpose CCTV and IPTV cameras are installed at various locations in the installation. The location of the cameras is decided as per the threat. The cameras can be focused on a particular stretch like a corridor to monitor the activities there or can even be focused on a particular activity like an event, or a place containing object of high value or of immense security importance. These cameras are monitored at a control room. A system of multiple screens is used for the purpose. Control room is normally

manned round the clock and the personnel manning them are trained to track various events together. The activities can be recorded as required. The tapes can be either preserved or re-formatted periodically and put to re-use.

The guard manning the station can survey the area without having to physically traverse it. It amounts to undertaking a virtual tour of the designated areas. This has the added advantage of observing more areas than would be visible while undertaking physical patrol. During the physical patrols the area is restricted to the extent that can be observed by the person using various devices. In case of electronic monitoring, this limitation is removed. It remains only to the extent restricted by placement of cameras and their field of view. It also results in reduced manpower deployment.

Besides personnel manning the control room there would be a requirement of a few responders who may be required to react in a contingency.

It needs to be ensured that proper instructions exist on scanning area, duration of the scan and duration for which recordings have to be preserved. Care needs to be taken to maintain confidentiality and preventing encroachment of privacy.

### **Record-Keeping and Using the Data**

The recordings may also be called upon at a later date to verify any details or to assist in investigation of any kind. In case of a breach of security these will be of use to the investigating agency. The data will have to be kept so as to allow its easy retrieval when required.

### **Actions to be taken on Encountering Untoward Activity during Surveillance**

In case the control room detects any anomaly they inform the concerned responders immediately. Staff is mobilised to get to the suspected spot immediately. Usually, Standard Operating Procedures (SOPs) exist on how to take action in an emergency. It is imperative that inter-communication exists between the control room and the responders. This is used not only to convey the initial report but also to guide them subsequently as the control room can monitor both the responders and the activity simultaneously. This will result in efficient and quick response to the emergency.

The recordings of the episode and a log of action taken by the control room staff would be helpful, both during subsequent investigations and as evidence. Automatic alarms can also be programmed within the system to be sounded in emergencies like theft or fire to preclude any human oversight or error.



### Exercise

- (i) Observe activities at the main gate of your school from an elevated place and read your observation

Time	Place	Activity	Comments
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### Role Play

Divide the class in group of 5 students. Perform the role of security personnel for doing surveillance in the premises of the school and intruders for creating/doing unlawful activity. Make three security persons and two intruders. Ask the security persons to note down the observation while surveillance.

### Assessment



#### Fill in the Blanks

- \_\_\_\_\_ is the observation of people, places and activities in a given area for a period of time.
- Physical surveillance could be fixed or \_\_\_\_\_.
- \_\_\_\_\_ is the most common electronic device used for surveillance.
- SOP stands for Standard \_\_\_\_\_ Procedure.

### Checklist For Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity.

#### Part A

Differentiated between

- Physical and Electronic Surveillance
- Mobile and Physical Surveillance

#### Part B

Discussed the following in class:

- What are the advantages and disadvantages of visual electronic surveillance?

## Part C

### Performance Standards

The Performance Standards may include, but not limited to:

Performance standards	Yes	No
Demonstrate the knowledge of procedure adopted for recording and preserving surveillance data		
Demonstrate the knowledge of procedure to be adopted for reporting when suspicious activity is observed during surveillance		