

## **Unit-7**

### **Work Integrated Learning-L4**

## Introduction

The Private Security Sector is the second largest employer in our country employing seven million people and growing at an annual rate of 25%. The scope and job roles in the sector are also expanding and becoming increasingly complex. Legislations of the recent past have sought to regulate the industry and get it into the organised sector. Security surveys and audits that were rarely carried out earlier are becoming the norm.



Principal employers are hiring security agencies and are becoming more discerning and demanding. Developing and managing relationships with customers, in such a scenario is becoming increasingly important.

Earlier when companies were small and departments few, a manual system of managing customers could work, but now considering the scope and complexity of issues involved, using Customer Relationship Management (CRM) systems and software is a necessity for Private Security Agencies also. CRM refers to the methodologies and tools that help businesses manage customer relationships in an organized way. Customer relationship management tools include software and browser-based applications that collect and organize information about customers. For instance, as part of their CRM strategy, a Private Security Agency might use a database of customer information to help construct a customer satisfaction survey, or to decide the specific training for the security guards their customers might be interested in. Besides maintaining relations directly with customers, the industry players have to look beyond the ordinary and consider fulfilling their corporate social responsibilities. Environmental issues are a major concern these days and the Private Security Industry can be a major force multiplier in the nation's efforts to address environmental concerns.

# Session-1

## Security Survey and Audit

### Relevant Knowledge

A security survey is the formal process to review specific areas, applications or processes of a business or residence to document risk and security vulnerabilities.

The survey is performed from the perspective of risk to physical security, facility security, life safety, etc. It is conducted by an expert in the field of security.

### Importance of Security Survey

The basic purpose of security survey is to identify any potential risk/loss to the premises/area for which the security survey is to be conducted. Loss prevention and asset protection is the main purpose behind securing any premises. The scope of conducting a security survey is very wide and varies from place to place. For example, a security survey can be of an industry, factory, hospital, hotel, or bank.

The idea behind conducting a security survey is to foresee any loss to person or property which is in the premises that is to be surveyed. The person conducting the security survey has to keep in mind every possible threat which could be there to the premises and give suggestions and recommendations to prevent any incident or breach of security.

The common security risks to any premises are trespassing, unauthorised access, theft, damage to property, security breach, fire incidents, loss of material, loss of information or critical medical condition. The security survey identifies the security and safety requirements of the place/property and suggests recommendations to reduce and prevent such risks.

### Conducting a Security Survey

The various factors to be considered while conducting a security survey should include the following:

- a) **Previous History:** Inquires about any past history of incidents pertaining to security of the place. The risk/loss history will give an idea about common security threats to that place.
- b) **Workplace Operation:** Understand the basic work/operations which are related to the place where the survey is being conducted. For example, is it a hospital, a call

centre or a bank? It is very important to understand the nature of work, which takes place at the premises to assess the nature of risks in the site.

- c) **Existing System:** The study of existing security system is very essential to identify if there is any weakness/vulnerability in the current security system which is in force. It is important to fill gaps, if any, in the present system.
- d) **Assessment:** After gathering all relevant information about the security setup, the assessment of internal and external threats is made.
- e) **Recommendations:** Detailed recommendations are made on each aspect of security to plug various loopholes in an effective and efficient manner in order to secure the premises.

### Planning a Security Survey

There is no such thing as ONE-SIZE-FITS ALL checklist for conducting a security survey, because every place which is to be surveyed has different security requirements and different security threats. However, there are some general things which are normally included in a security survey.

- a) **Building/ Site Security Features:** These include the location, address, the structure in place e.g. number of floors, basements, etc) and parking.
- b) **Social Environment:** It is very important to know the social environment around the place which is being surveyed. Whether the place is situated in a city, town or near a village and what is the social environment in the area. Is the area prone to any disruptive activities or is it peaceful?
- c) **Perimeter Survey:** The survey of the perimeter and boundary includes height of the wall, whether the perimeter fencing is present, Are there any exterior doors/windows and are they secured properly? Are there sufficient security guards to secure the perimeter area?
- d) **Lighting Provisions:** Is the lighting in exterior and interior of the building sufficient? Is it adequate to illuminate the secured area and does it have a backup lighting arrangement in case of power failure?
- e) **Access Control:** What is the system followed for access control in the premises to prevent any unauthorised entry? What is the visitor management system and the employee access management system? Are all persons required to show identity cards/proofs?

- f) **Lock and Keys Management:** Are offices/desks locked when unattended? What is the key management system that is followed?
- g) **Alarm Systems:** Are fire alarm systems and intrusion alarm systems installed in the premises?
- h) **Fire Prevention:** Are fire alarm systems in place? Does the area have sufficient fire hydrants, water sprinkler system, and fire extinguishers?

Are all relevant types of fire extinguishers available to control all/ different types of fire?

- i) **Security Reports and Policies:** Is the site security policy given in writing and signed by the site security manager? Are there proper registers being maintained for people and material movement record? Is there an incident report register?
- j) **CCTV Coverage:** Does the site have proper CCTV coverage at all the places? Is there a CCTV control room with monitors for proper surveillance of the site?
- k) **Physical Security Deployment:** This is a very important aspect of site security. The surveyor must ensure
  - ◆ That there are sufficient number of security personnel deployed to safeguard the premises. All important posts and places at the site are guarded by security guards.
  - ◆ That the deployed security force is well- trained to handle the site security. They are aware of the security policy and procedures, which are followed at the site.
  - ◆ That there are security officers/ security supervisors to manage and control the security guards for functional efficiency of the site security.
  - ◆ That the shift pattern is being followed. It should be as per laid down norms.
- l) **Emergency Response Preparedness** should be ensured, which could include the following:
  - ◆ Emergency exit doors at the site should be known to all personnel at the site.
  - ◆ Mock fire and evacuations drills should be regularly conducted at the site.
  - ◆ Availability of a trained Emergency Response Team (ERT) to handle any situation.
  - ◆ Emergency telephone numbers like those of hospital, police, fire brigade, etc, should be displayed at common places.

All the above mentioned guidelines are very important while conducting site security survey. However, the security needs and security setup of every site is different, one

must be vigilant while conducting the survey so that every aspect depending on the site is covered in the survey report.

## Security Audit

A security audit is a systematic evaluation of a company's/organization's security system by measuring how well it conforms to a set of established criteria. A thorough audit typically access the security of the system's physical environment, information handling processes and practices. Security audit are used to determine regularly compliance.

### Exercise

Visit an institution (Mall, hospital, multi storied building, school) and prepare a security survey to cover the following:

- ◆ Building/ Site Security Features
- ◆ Social Environment
- ◆ Perimeter Survey
- ◆ Fire Prevention
- ◆ Physical Security Deployment

### Assessment



#### A. Short Answer Questions

1. List five aspects that you would consider while conducting a security survey.

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2. What are the points to considered when assessing the factor of "Access Control" during a security survey ?

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### **B. Fill in the Blanks**

1. It is very important to know the \_\_\_\_\_ environment around the place which is being surveyed.
2. The idea behind conducting a security survey is to \_\_\_\_\_ any loss to person or property which is in the premises that is to be surveyed.
3. The study of existing security system is very essential to identify if there is any \_\_\_\_\_ in the current security system which is being used.

### **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) Trespassing and Unauthorized Access
- (b) Security Survey and Perimeter Survey
- (c) Site Security Survey and Perimeter Survey
- (d) Security Audit and Security Survey

#### **Part B**

Discussed in class the following:

- (a) What are the specific points that need to be considered for planning a security survey?

#### **Part C**

#### **Performance Standards**

The Performance Standards may include, but not limited to:

Performance Standards	Yes	No
Demonstrate the knowledge of various elements of security survey		

## Session-2

# Customer Relationship Management

### Relevant Knowledge

Security services form a major part of the service industry. The focus of the industry is to provide security to the customers and the assets. Security services are generally outsourced to the security agencies. Clients or customers expect very high quality of service and if the service provide falls short of the expectation, the client chooses to change the service provider. This results in loss of business to the service provider and loss of job to the security guards till employed on another assignment. Therefore understanding customer needs, sensitivities and expectations and matching up to them is of importance. Every member of the security staff has to be aware and deliberately works towards maintaining an enhancing relationship with customers.

### Managing Relationships

Managing and maintaining good relations with customers is the duty of every individual in an organization, particularly security personnel.

Customer relationship, management includes identification of customer needs, effective communication competencies, resolution of a conflict situations and addressing the concerns of the customer by overcoming challenges that may emerge during provision of services.

### Customer Relationship Management

Customer Relationship Management (CRM) is a term that refers to the methodologies and tools that help businesses manage customer relationships in an organised way.

### Relationship

The relation between the security service provider and the customer is to be maintained and enhanced. The following has to be done:

- ◆ **Identifying the Needs of the Customer:** This is needed to specifically address the security concerns of the client. For instance in a housing society, the clients may be concerned about visitor's cars being brought in the complex and parked in the areas reserved for them. The security staff should work with the residents to match a visitor parking area and ensure that it is used by every visitor. This will ensure that no inconvenience is caused to residents and thus relationship is maintained.



- ◆ **Effective Customer Communication:** The security staff should overcome barriers in communication, if any, and ensure that reasonable customer suggestions or corrections are taken immediately. Note of suitable follow up action should be taken quickly and a feedback should be provided in all cases. It would be useful to develop a mechanism where customers could raise their issues on which action is taken.
- ◆ **Addressing Grievances:** If despite best efforts, the customers have any grievance, it should be promptly addressed. Proper review of all grievances and action taken should be maintained. If a particular issue cannot be resolved, it should be escalated to higher levels.

After effectively resolving customers concerns, the issue should be closed. Any issue that is taking time to address, feedback and progress should be given to them.

- ◆ Security personnel should behave courteously with all, especially with senior citizens and differently-abled people. Children should be treated with care without being indulgent. Correct and proper behaviour by all personnel of the security department is of critical importance.
- ◆ Pro-actively taking actions to prevent accidents or incidents helps in developing good relations.

## Benefits of CRM

Customer Relationship Management can prove to be an effective tool in enhancing customer's satisfaction. Some of the uses and benefits of CRM are as follows:

- ◆ Company is able to build individualised relationships with customers, with the aim of improving customer satisfaction.
- ◆ It provides employees with the information and processes necessary to know their customers, understand and identify customer needs and effectively build relationships between the company, its customer base, and partners.
- ◆ It helps the marketing department to identify and target their best customers, manage marketing campaigns and generate leads for the sales team.
- ◆ It helps to improve telesales and sales management by optimising information shared by employees of different branches of the company.
- ◆ It helps in streamlining existing procedures of a company for improved efficiency.

## Exercise

### Case Based Problem

1. In a gated housing colony XYZ security is providing security services. One of the customer's has reported that the guard in their area was not present at 10.30 PM when he returned from outside.

(a) What actions should be taken till the issue is closed?

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2. A security guard noticed that the staircase that has to be used during emergencies by the residents has some boxes of a resident obstructing movement. What actions should the guard take?

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## Assessment



### A. Short Answer Questions

1. List out any three things that you think are a part of managing and maintaining good relations with customers?

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## B. Fill in the Blanks

1. Managing and maintaining good relations with customers is the duty of every \_\_\_\_\_ in a security agency.

### 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) Customer and Client
- (b) Grievance and Complaint
- (c) Incident and Accident
- (d) Needs and Desires

#### Part B

Discussed in class the following:

- (a) What are the general expectations of a client from a security agency?
- (b) How customer relationship management helps in building and maintaining relationship with customers?

#### Part C

##### Performance Standards

The Performance Standards may include, but not limited to:

Performance Standards	Yes	No
Demonstrate the knowledge of identifying customer's needs		
Demonstrate the knowledge of communicating effectively with the customer's		
Demonstrate the knowledge of addressing the grievances of the customer		

## Session-3

# Gender and Cultural Sensitivity

### Relevant Knowledge

Building relationships with people from different cultures is a key to building a strong organisation, despite the diversities in the organisation. Relationships are powerful and assume greater importance in the Private Security Sector since security deal with people day in and day out. The one-to-one relationship is the foundation for effective functioning.

With our cities becoming increasingly cosmopolitan and more women joining the workforce, it is imperative that all of us are gender and culturally sensitive. Indians worship the Mother Goddesses and place motherhood on an exalted pedestal, but on the other hand, the position of women is characterized by the disparities in wages and job employment between women and men. Discrimination, exploitation, vulnerability to poverty and violence, and many subtle forms of subjugation is the order of the day.

### Gender Sensitisation

Gender sensitivity is the act of being aware of ways people think about gender. Ladies now form a major part of security workforce in India. There are occasions when female and male guards are assigned security duties. Female co-workers have to be treated with dignity and respect, without any undue favour or prejudice. Women can handle difficult situations as effectively as men. However, if some unsocial elements misbehave, obstruct or harass them while performing their duties, then male counterparts must react and take appropriate action.

Security personnel at all workplaces interact, assist or support ladies who might be working at a site. Being sensitive towards work is an obligation.

Security personnel should take proactive actions to ensure no harm comes to a lady. A few examples are:

- (a) A lady employee is leaving office. A security person observes this. He walks closely before the employee to the place where she gets into her transport and sees her off to safety.
- (b) A guard is deployed close to a lift in a multi storied building. He observes a lady getting into a lift and sees an unknown person who appears suspicious also getting into the lift. The guard quickly gets up and gets into the lift and drops the lady employee

to the place she intended to go. This proactive action of the guard preempted an unpleasant situation.

### **Cultural Sensitivity**

India is a land of diversity. Here people from various religions, caste, greed, colour and beliefs live together. Every religion of the country has special characteristics and people who come from an area have values and ethics of their community or the area. We have a number of languages that are spoken in different parts of our country. While Hindi and English are widely understood, they are not universally spoken.

Thus in some groups of people the security setup may be from different places and be diverse in their beliefs, languages and cultures. It is thus important that the group works as a team without any prejudices.

Human beings are essentially different from each other but adherence to a basic decent human behaviour where each person treats other with dignity creates an environment for working together as a team.

A few points that assist in a diverse group are:

- (a) Treating every one with decency and dignity.
- (b) Being sensitive about religious and cultural belief of the co-workers.
- (c) Ones behaviour should be such that it does not cause inconvenience to co-workers.
- (d) Helpful nature.
- (e) Effective communication
- (f) Gender and social sensitization
- (g) Good work ethics and practices in the company
- (h) Not having any religious bias.

### **Exercise**

1. You have a new neighbor who has come to your state from another Indian state. Write about your initial hesitation in mixing with them and how your close interaction with the family broadened your outlook.
2. While it is expected that others should be culturally sensitive to your feelings, we should also learn to be broad minded, tolerant and not be too sensitive about minor

issues. Educate and inform your colleagues about the practices and habits of their culture to address cultural sensitivity. Be culturally sensitive and promote it too.

In addition to the cultural groups we belong to, we also each have groups we identify with, such as being a student, an athlete, an immigrant, a small business family, or a wage worker.

Now list out those who you think are most close to your culture and group and those who are different.

<b>Exercise:</b>		
In the following listing tick all the cultures and identities you have: (This is just a list of suggestions to get you started. Add as many as you think describe you.)		
<b>What is your:</b>	<b>Are you:</b>	<b>Have you ever been:</b>
Religion:	A female:	Poor:
Nationality:	A male:	In prison:
Ethnic: Group	Disabled:	Wealthy:
Occupation:	From an urban area:	In the middle class:
Marital status:	From a rural area:	In the working class:
Age:	A parent:	
Geographic region:	A student:	
Ambition:		

## Assessment



### A. Short Answer Questions

1. What do you understand by gender sensitivity?

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2. What do you understand by gender discrimination?

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3. What do you understand by culture?

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4. What do you understand by cultural sensitivity?

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5. Give one example of where you felt offended by a culturally insensitive act of another person.

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6. Give one example of signboards, cartoons or advertisements that you found to be culturally insensitive.

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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) Sensitivity and Intolerance
- (b) Gender and Culture

#### Part B

Discussed in class the following:

- (a) What are the safety issues with regard to women at workplace?
- (b) Why do we need to be sensitive to gender and cultural diversity?

#### Part C

#### Performance Standards

The Performance Standards may include, but not limited to:

Performance Standards	Yes	No
Identify physical risk factors for women at workplace		
Identify psychosocial risk factors at workplace		
Demonstrate the knowledge of gender sensitivity in a given situation		



## Session-4

# Corporate Social Responsibility

### Relevant Knowledge

Corporations are a part of the society and function to carry out business activities. Besides engaging in business, corporations are also expected to adhere to certain norms. Their functioning is regulated by law and international norms. They are expected to take responsibility for their actions and at the same time have a positive impact on the environment, society and the public sphere at large. That is to say that their actions are expected to be socially responsible and environmentally sound. This function which is expected of corporations is termed as corporate social responsibility.

Let us begin by understanding the term corporate social responsibility and consequently what this concept entails. This concept can be understood as involving two basic aspects:

- ◆ Firstly, the corporations are expected to take responsibility for their actions and the impact they have on the public sphere at large;
- ◆ Secondly, corporations should assist the government in carrying out welfare activities for the betterment of the society.

You must be wondering as to why corporates, especially Private Security Agencies should shoulder Corporate Social Responsibility. They should do it for the following reasons:

- ◆ Firms and businesses are expected to exhibit a sense of accountability to the people as their actions have an impact on the lives of the people who inhabit the public sphere.
- ◆ Secondly, as the government faces increasing pressures to carry out welfare programmes on the one hand and on the other maintain conducive policies for business to thrive, a sharing of responsibility eases the pressure on the government.
- ◆ Areas which are developing and are in need for assistance gain immensely from socially responsible firms. These firms contribute in terms of health care, education, awareness building programmes and other socially beneficial activities.

Often social initiatives are difficult to undertake and hence corporations are assisted by NGOs which carry out the social initiatives with the support of the corporations. This

support can be in the form of financial assistance or in many cases human resource. You must be wondering as to why would a corporation want to be socially responsible and what benefits it will gain from socially responsible initiatives. Here are some of the benefits:

- ◆ Once a citizen is aware of the socially responsible measures and initiatives a corporation undertakes, she/he is more likely to remain a loyal customer and also promote the corporations product.
- ◆ During times when protection of the environment is one of the major concerns, socially responsible firms reduce the pressure on the government to keep a check on corporations for violation of norms with regard to the environment. In this way it helps build the reputation of the firm.
- ◆ Also corporate social responsibility keeps workers contented as they are taken care of. The efficiency of workers automatically increases once they are happy with the condition of work. However do remember that the scope of Corporate Social Responsibility extends much beyond the boundaries of the firm.

There are several different ways that companies express their corporate social responsibility. Wal-Mart, for example, has made a commitment to use 100 percent clean energy and to produce zero waste. Boeing is another company that takes corporate citizenship seriously. The aviation company has set aside a percentage of its revenue to be given to nonprofit organisations that work in education, health and human services, arts and culture, civic life and the environment. Similarly in India we have major companies like Tata's, Wipro, Infosys etc who have taken major Corporate Social Responsibility initiatives.

The Central Association of Private Security Industry (CAPSI) India is conscious of its responsibilities and to that end the Security

Areas in which CSR initiatives could be taken include the following:

- ◆ Promoting Education
- ◆ Eradicating Poverty & Hunger
- ◆ Skill Development Programmes
- ◆ Social Business Projects
- ◆ Socio-Economic Development



Employees Welfare Actions (SEWA) was set up on 4th Dec 2009 for the welfare of security guards whose companies are member of CAPSI. Under this scheme following initiatives have been taken:

- ◆ **Secure the Girl Child Scheme:** Under this scheme the girl child of a private security guard would get economical support from the time of birth right through her education upto the time of marriage since it is education that empowers any individual to earn and live with dignity.
- ◆ **Low Cost Housing for Security Guards:** It was launched as a first of its kind endeavour aimed at improving the quality of life of security guards by setting up of subsidised housing societies with units costing between 3-5 lakhs.

### Corporate Philanthropy vs. Corporate Social Responsibility

Corporate philanthropy has a narrower, more limited scope than corporate social responsibility. It refers primarily to donations made to charitable and nonprofit groups, whether by the corporation, its employees or both. It might also refer to company wide fundraising efforts or pledge drives, or to toy donation or blood donation drives. Corporate social responsibility, on the other hand, has a much broader scope, referring not just to specific efforts, but to a company's overall attitude toward its neighbours, customers, and even the environment. For example, a company might designate a portion of all profits for charitable donations, education programs or even its own nonprofit efforts. CSR can include things like the methods a company uses to secure ingredients or materials, the way it conducts business in and with other countries or even its own employee policies.

All of us individually as well as collectively have to be socially responsible. John D. Rockefeller, whose success in business enabled him to start the Rockefeller Foundation in the early twentieth century, articulated the essence of corporate social responsibility. He said, "I was trained from the beginning to work and save. I have always regarded it as a religious duty to get all I could honorably and to give all I could." A similar foundation has been set up by the chairman of Wipro called the 'AzimPremji Foundation'. Similarly the Tata's have a long history of social service and have always exhibited exemplary attitude towards CSR. Their steel township at Tatanagar, Indian Institute of Science, Tata Institute of Fundamental Research and Tata Institute of Social Sciences, etc. are all outstanding examples of CSR.

## Exercise

### Assignment

1. Search the various sources (magazines, newspapers, internet, etc.) and list out 10 major corporations (5 Indian and 5 foreign) which are doing social work under CSR initiative

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2. Write a short note on one of the CSR initiatives of an Indian Corporation, mentioning clearly the benefits accruing to society from it.

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## Assessment



### A. Short Answer Questions

1. What are the two basic aspects of CSR?

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2. Why should Corporates shoulder CSR?

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3. What are the benefits that accrue to corporates for CSR initiatives?

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4. What is the difference between corporate philanthropy and CSR?

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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**

Differentiate between

- (a) Corporate Philanthropy and Corporate Social Responsibility
- (b) Individual Philanthropy and Corporate Philanthropy

**Part B**

Discussed in class the following:

- (a) What is Corporate Social Responsibility?
- (b) Why corporations should shoulder the responsibility of doing social work for the welfare of people?
- (c) How corporations and organizations can get involved in discharging their social responsibility?

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

The Performance Standards may include, but not limited to:

<b>Performance Standards</b>	<b>Yes</b>	<b>No</b>
Identify the role of security organizations in philanthropy		
Identify the areas of social work		

## Session-5

# Environment Protection - Going Green

### Relevant Knowledge

One of the most contentious issues today is environment protection because humans are dependent on the environment not merely for survival but also for development. Often in the name of development what really takes place is plunder and degradation of natural resources. This issue is becoming of increasing concern as degradation of environment affects not only the present generation but the future generations and all life on earth. Going green refers to adoption of practices which will contribute to the protection of the environment. The aim is to cater to the present generation and at the same time preserve the environment for future generations. In short, it focuses on sustainable development. The Private Security Industry can contribute greatly to environment protection as it is a large body of personnel who can be easily mobilized for green initiatives.

### Going Green

The concept of going green focuses on promoting environmentally friendly practices in our daily lives as the environment today is under pressure due developmental projects that degrade it. Stress is laid particularly on the fact that development can take place alongside safeguarding of the environment. In our everyday lives we can take measures which can contribute to the conservation of energy, reduce waste that is generated and also reduce pollution in its various forms. Adopting environment friendly practices benefits the individual, his family and the global environment at large.

### Green Practices

The question which must be plaguing your mind is what can you do to address an issue of protecting our environment that the world leaders are grappling with. You can do a lot by becoming conscious and taking small measures that are environmentally friendly. The next time you go to the market with your mother, carry a shopping bag and refuse the plastic carry bag offered by the vendor, Always remember to throw the paper plate in the dustbin after eating that plate of Patties, Pastry or 'Momos'. If you do that, you will be taking a small green step. Let us think of some other things that you can do to protect the environment. Here are some of them:

- ◆ **Time your Shower:** As water is scarce and there is increasing pressure to preserve this natural resource it is imperative to use water judiciously. Shorter the length of the shower, more water can be saved.

- ◆ **A Walk with Nature:** Taking a walk or using your bicycle rather than depending on vehicles reduces the levels of pollution. Vehicles contribute to carbon emissions which are a major cause of pollution
- ◆ **Don't Let the Water Run:** More often than not we waste water simply because we are not concerned. As a natural resource which is scarce, care has to be taken to preserve this natural resource. When we brush our teeth the normal tendency is to keep the water running- Just stop it and shut the tap.
- ◆ **Recycling:** This contributes significantly to environmental protection. Certain items which can be recycled should undergo recycling rather than being thrown away. Items such as newspapers, magazines and old books should be recycled rather than being thrown after one time use.
- ◆ **Share a Ride:** One of the major problems today is the increasing number of vehicles on the road. As pollution in its various forms is becoming a major concern, efforts have to be made to reduce the number of vehicles.

Carpooling is a measure which has been suggested. Sharing a ride with friends rather than driving separate vehicles contributes to environmental protection by reducing levels of pollution.

- ◆ **Plant a Tree:** This is one of the easiest ways in which you can contribute to environmental protection. As trees are cut to make space for developmental activities, the climate is adversely affected. Planting trees helps reverse these adverse effects.

### Benefits of Going Green

You must be wondering as to what would be the use of you going green if others especially the rich individuals and nations are so wasteful. It is a valid viewpoint, but then the environment is a collective concern and you children are going to inherit the earth and the greatest benefit would be that you will inherit a better place to live in. Let us look at how some green practices have benefited us.

- ◆ The ban on use of Chloro Fluoro Carbons (CFC) for refrigeration helped reduce the Ozone hole in the atmosphere, the effect of which has in turn reduced harmful Ultra Violet rays that cause skin cancer.
- ◆ Many village communities have benefited from the improved water table that was a direct result of planting of trees and restricting uncontrolled grazing.
- ◆ The Bishnois of Rajasthan are well known for their green practices. They go to great lengths to preserve the flora and fauna in their areas and because of that there is an abundance of it in their areas despite being in the desert. The above examples are but a few illustrative ones.



All of you should be aware about how environmental degradation is leading to changing weather patterns, global warming, drying up and pollution of water bodies, extinction of species at alarming rates among other ill effects. Your awareness and actions can usher in the desired change.

The Chipko movement which was one of the most successful environment protection movements which involved the simple act of hugging the trees once the contractors came to cut them. This saved the trees from being felled and preserved the forests.

## Exercise

### Assignments

1. Prepare a scrapbook on a theme related to Environment Protection and Conservation movements and practices.
2. Prepare a questionnaire on various aspects related to environment protection and conservation and administer it to your fellow students and teachers. Prepare a report of the findings and make a presentation before the class.

## Assessment



### A. Short Answer Questions

(a) What is re-cycling?

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(b) What are the advantages of Water Conservation?

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(c) Mention three ways in which you conserve water?

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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

Differentiate between

- (a) Environment Conservation and Environmental Protection
- (b) Degradation and Biodegradation

#### Part B

Discussed in class the following:

- (a) How can we save water at home?
- (b) How can we recycle kitchen waste at home?
- (c) How can we conserve fuel?

#### Part C

#### Performance Standards

The Performance Standards may include, but not limited to:

Performance Standards	Yes	No
Demonstrate the knowledge of environment friendly practices		
Participate in programmes and activities promoting environment protection.		