

Unit-4

Basic Security Operations

Introduction

Patrolling and crowd control operations are gaining increased importance with increase in theft cases and political activities. Moreover with financial and manpower resources being limited, it becomes necessary to use the limited manpower to cover larger areas and functions.

One of the characteristics of our democracy is the tradition of expressing dissent through peaceful protest. Our constitution lays down that all citizens have the right to assemble peacefully and without arms. This right is subject to reasonable restrictions in the interest of the sovereignty and integrity of India and public order.

While political rallies may be handled by the regular police, crowds and protests at public places like factories, offices, malls, hospitals and events. Crowd control is a very delicate operation because even a slight provocation can transform the crowd into a mob and lead to a riot. Moreover the private security guards do not have powers like the police. Therefore, they should understand the limitations of authority and powers.

In this unit you will learn about the various aspects of dealing with crowd and how to manage with crowd control effectively. You will understand how to exercise limits in use of authority when dealing with disorderly/threatening behaviour of crowd and unlawful assemblies.

Session-1

Purpose and Types of Patrols

Relevant Knowledge

Patrolling duties are difficult and complex but are cost effective as large areas can be covered through their activity and thus prune down manpower deployment. Patrolling is useful in preventing crime, apprehension of criminals and maintaining of peace.

Purpose of Patrols

The Purposes of Patrolling are:

- ◆ To keep an area under effective surveillance and control even when the physical deployment is restricted.
- ◆ To keep a watch on areas in proximity of the premises which may pose a threat from anti-social elements.
- ◆ To instill fear in unlawful elements.
- ◆ To act as a link between post in bad weather or low visibility conditions.
- ◆ A patrol party is capable of reacting to an emergency.

Types of Patrols

The patrols vary depending upon their mode of patrolling or the purpose. Patrolling can be carried out on foot or in vehicles. The patrols may be tasked to instill fear in anti-social elements or to keep unmanned area under surveillance or to react to an emergency in some other part of the site. The Private Security patrols are normally unarmed; however, armed guards may well form a part of the patrol if the situation so warrants. Electronic devices are used either to replace or supplement patrols or to guide them in emergency situations.

Patrolling on foot is the most common. It is normally resorted to when an area to be patrolled is relatively small and restricted or when a vehicle or electronic surveillance is not available. Foot patrol are generally carried out in shopping malls, parks, in front of pubs, crowded markets and streets to prevent crimes like chain snatching, eve teasing, robbery, car thefts and apprehend the offender quickly. A security guard on a foot patrol has to remain alert and use all his faculties as the patrols move slowly to take in

the activities around. This gives them the preferred option to patrol factory premises, institution and gated residential societies.

The Advantages of Foot Patrol are as under:

- ◆ More economical than other means.
- ◆ Leads to greater familiarity with the area.
- ◆ Is able to access restricted areas like narrow alleys and stairways.
- ◆ Makes more contact with the public and therefore has a greater opportunity of fostering better relations.
- ◆ Knowledge of people on the beat provides more scope for developing sources of information.

The Disadvantages of A Foot Patrol are as under:

- ◆ A foot patrol has restricted mobility and the area that it can cover is limited.
- ◆ It takes longer to cover the given area.
- ◆ The capabilities of the patrol are affected by inclement weather like rain and snow.
- ◆ Capacity for pursuit is limited.
- ◆ It is difficult to carry additional equipment.
- ◆ Armed foot patrols are vulnerable to weapon snatching.
- ◆ It is very difficult to monitor these patrols, particularly in congested areas.

Vehicular Patrol

Patrolling using a vehicle, such as a bicycle, motorcycle or multi utility (MUV) vehicles, enables a Security Guard to cover a larger area, the driver has lesser time to absorb the surroundings and also has to concentrate on the road. This is what often necessitates that vehicular patrol has at least an additional person on the vehicle.

Advantages of a Vehicular Patrol are as under:

- ◆ Vehicular patrols on motorcycles and MUVs are highly visible and have a good deterrent effect.
- ◆ The patrols can carry additional equipment and can also make notes while on the move.

- ◆ Larger areas and multiple sites can be covered in a shorter period of time.
- ◆ Speed of response to incidents in other areas is very high as is the ability to chase.
- ◆ Less vulnerable to the vagaries of weather.
- ◆ Armed vehicular patrols are less vulnerable to weapon snatching.

Disadvantages of a Vehicular Patrol are as under:

- ◆ The patrol party has to ensure the serviceability of its vehicle which is an added responsibility.
- ◆ The patrol route is restricted to areas accessible by the vehicles.

Vision may be partially restricted inside a vehicle and the patrol is generally not able to exercise other senses like smell and hearing adequately, particularly in enclosed vehicles or if the patrol is on a noisy vehicle like a motorcycle.

Visual Fixed Patrol

With the advent of technology it is now possible for a guard to remain static but still keep 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 often called visual or fixed patrols.

Exercise

I. Case Based Problem

Read the following situation and answer the questions that follow:

Scenario

There are some unsocial elements, who disturb the students and girls students of the school when they are coming or going to School. The principal of your school assigned a task to conduct a patrol to provide security to the students.

1. What is the purpose of patrol in this case?

2. What type of patrolling will be more effective in this case?

II. Assignment

Form patrol parties of 10 persons and nominate a patrol leader. Select a patrol route around the school of about 03 kms length for a foot patrol after discussing it with your teacher.

Set out on the patrol to observe the area and find potential breaches in security and answer the following questions.

1. What was the patrol route followed and what was its length?

2. What were the obstacles if any on the route, and how did you overcome them?

3. What are the likely areas from where an intruder could enter the premises?

4. Did you observe any signs of breaches in security like a break in the fence or wall? If yes, what is your assessment?

5. How much time did you take to cover the patrol route?

6. Could the patrolling have been done in a vehicle, and how much time would the patrol party have taken?

7. Was vehicular patrol more effective than foot patrol?

8. What were the advantages of doing the patrol on foot?

9. What were the disadvantages of doing the patrol on foot?

Assessment



A. Short Answer Questions

1. What are the areas where a foot patrol is the common form of patrolling?

2. What are the advantages of foot patrols in malls and residential colonies?

3. What is the type of patrol that should be used for highways and large residential areas? Give three reasons.

4. What are the advantages of vehicular patrols?

5. What are the disadvantages of a vehicular patrol, especially in a crowded market?

6. Give two examples where you feel Visual or Fixed Patrol can be used effectively.

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) Foot and Vehicular Patrols
- (b) Patrolling by Army and Private Security Personnel

Part B

Discussed in class the following:

- (a) What is the purpose of patrolling?
- (b) What are the skills that are necessary for effective patrolling?

Part C

Performance Standards

The Performance Standards may include, but not limited to:

Performance Standards	Yes	No
Demonstrate knowledge of different types of patrolling		

Session-2

Preparation and Conduct of Patrolling

Relevant Knowledge

Patrolling is an intense activity that necessitates deliberate planning and preparation. It starts with the person who orders the patrol. The person ordering the patrol has to clearly state the “Aim” of the patrol, and tasks. For example, the aim of the patrol is to ensure security of the factory perimeter. The tasks may include checking for breaches in the perimeter fence, check the security lights on the perimeter and check the alarm hooters at the posts on the perimeter, etc. All preparations should be made to ensure that the aim is met. The following preparations will be made once the patrol orders are issued

Routine: Patrolling in the private security field is generally repetitive where security of equipment is involved, but routines must be varied where the patrol is undertaken to protect against criminal or disruptive activities. For example a patrol by a team of one security person and one technical staff to check the plant functioning may have a fixed routine. They will go on their round at every hour, but the perimeter security patrol must vary its timing and not be predictable so that the criminal minded elements do not take advantage of the predictable routine.

Site Orders: Aim and orders for a patrol flow out of the site and post orders. The security officer must brief all the staff about the complete site orders and all security personnel must be aware of them beside their individual site orders. For example, if one of the tasks of a patrol is to check that there are no intrusions from a particular point, then a post in that area will probably also be having it as one of its tasks.

Familiarisation: The patrol party must be familiar with the site, route, and all aspects pertaining to the tasks of the patrol. For example, the perimeter security patrol must

have thorough knowledge of the entire perimeter fence ways of entry, location of gates, security lights and switches. Similarly the plant patrol must have knowledge of the location of alarm panels, valves, switches, hydrants, telephones and the like. It is also very important that you are familiar with people in your area, so that you are immediately alerted if there is a stranger in your area.

Route Chart: In military this is by far the most important aspect because the route is often through enemy territory. In private security, the person ordering the patrol will normally lay down the route and all activities to be carried out at different points on it. Alternate route selection is a must to ensure that a patrol is not trapped or aborted because of a problem on a particular route.

Equipment: Consider the aim and tasks of the patrol and ensure that you are appropriately clothed and equipped. The common equipment on a foot patrol would include torches for night patrols, communication equipment, whistle, baton, notebook, pen and observation devices. Persons on a technical patrol must have the right tools for the task.

Patrol Plan: After all the aspects of the patrol have been considered, a detailed plan is prepared to cover all tasks and contingencies. Where patrols are repetitive, the patrol plan merges with the patrol orders, only the routine may be varied for maintaining surprise.

Conduct of Patrolling

To be proficient in patrolling you have to be a keen observer and a quick thinker. You have to anticipate incidents and ensure they do not overwhelm you.

A simple thing like using your torchlight away from your body so that you are not hit by someone using it as a target reference point will go a long way in protecting you and others in the patrol. Some of the other aspects are as follows:

(a) **Ensure Safety:** Some of the actions that can protect you and ensure the safety and success of your patrol are :

- ◆ Do not use strong perfumes or talcum powders on a night patrol.
- ◆ Do not smoke while on a patrol duty.
- ◆ Use the shadows and move next to buildings while on a night patrol.
- ◆ Use your torch sparingly. It should be used for studying objects and not continuously for illuminating the routes.
- ◆ Stay away from glass windows and barbed wire fencings and obstacles.

- ◆ Do not talk on the patrol.
- (b) **Deterrence:** Your presence is a deterrent to crime, so be there and if you are on a day patrol, be seen and do not just be there in some corner.
- (c) **Observation:** Be a keen observer and look for the unusual. A tall person in a burqa with an unusual gait could be a man. A lock hanging open could indicate a break in. A man looking into all the cars in the parking lot may be planning to steal one.
- (d) **Buddy Pairs:** For safety, security and ease of conduct, patrolling activities should be done in pairs or a team that is familiar with each other. The team should cover each other and also distribute loads and tasks suitably.
- (e) **Make Notes:** You should make notes of unusual activities and events for drawing conclusions and also for future references. Analyse your observations deliberately.
- (f) **Familiarization:** It is a good idea for night patrols to familiarize with the area during the day and look for changes if any as they will give a lot of indications of crime.
- (g) **Security Breaches:** Maintain a special lookout for indicators for security breaches like:
 - ◆ Broken locks, doors and windows.
 - ◆ Lights being on in an office at an unusual time.
 - ◆ Unusual movements at odd times.
- (h) **Approaching a Suspect:** Patrolling should preferably be at least in pairs. In any case never approach a suspect alone. In case you encounter a suspect when you are alone, follow him at a discreet distance and call for help. Approach him when you have help.
- (i) **Be Deliberate:** Patrolling is a very deliberate and intense activity. Never be in a hurry, take your time, make notes and wait if you observe an event unfolding. Take preventive and protective action as the situation may warrant.

These are just some of the points for the preparation and conduct of patrols. Practice, training and rehearsals go a long way in improving the skills of security personnel at patrolling. Moreover you have to use your skills and intelligence according to the situation at hand. For example while it is taught that you should not make noise while

patrolling, some patrols may require your being noisy like on a beat patrol where you blow your whistle or beat your stick to warn criminals of your presence and deter them from committing a crime.

Exercise

Assignment

Consider the layout of your school and its security needs. Discuss with your teacher and prepare a patrol plan for the security of the school premises after school hours under the following heads:

(a) Aim

(b) Tasks

(c) Routine

♦ **Working Days:** Day - Night

♦ **Holidays:** Day - Night

(d) Route

(e) Composition of Patrol Party and Equipment to be Carried.

Assessment



Short Answer Questions

1. What are the tasks that may be given to a patrol party in the Private Security Sector?

2. List five measures to ensure safety of a patrol.

3. List three indicators of a security breach.

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) Aim and Tasks of a Patrol
- (b) Patrol Orders and Patrol Plan

Part B

Discussed in class the following:

- (a) What are the preparations required before conducting patrolling?
- (b) What are the equipment needed for patrolling?
- (c) What are the safety measures adopted in patrolling?

Part C

Performance Standards

The Performance Standards may include, but not limited to:

Performance Standards	Yes	No
Demonstrate the knowledge of various steps to be followed while patrolling		

Session-3

Responsibility and Authority of Patrolling Team

Relevant Knowledge

In the earlier sessions we have learnt about the various types of patrols and how to conduct them. You would have realized that just like any other activity in your life, a patrol is carried out with a specific purpose. In the earlier lesson, we restricted ourselves to saying that the main purpose of a patrol in the private security industry is to maintain security of the premises, but you would have realized by now that patrolling is a security operation that can serve some other purposes too. Let us go to the next level and consider some other purposes. These could be:

- ◆ To prevent and detect offences against the property of the undertaking.
- ◆ To locate, prevent and detect shortcomings in security measures.
- ◆ To collect information about crime and criminals.
- ◆ To collect information regarding worker's activities.
- ◆ To prevent any outbreak of fire and other industrial accidents.
- ◆ To monitor performance and implementation of security measures.

Have you noticed that to realize the purposes given above patrols the management or the person ordering the patrols require information from the patrol. For example, if the management is to prevent and detect offences against property of the company it will require information about persons and activities that are damaging the property.

Similarly a patrol to prevent outbreak of fire will provide information about places where there may be short circuits, or dangerously stored inflammable material.

This information is included in the reports that the patrols make. A patrol may make a verbal report about an emergent situation but it should always be followed up by a written report.

Reporting

It is the communication of information to the authority concerned for their necessary action. Normally a patrol is debriefed by the ordering authority after which a detailed report is submitted by it. The format for patrol report is given in table 1.

The patrol leader must understand the aim of the patrol clearly and include in the report all incidents and observations that will help further the aim of the patrol. Similar reporting formats may be designed for the specific purposes of the patrols especially technical patrols which may even be required to fill in a specified inspection log.

Responsibility and Limits of Authority of Patrolling Team

Patrolling and its subsequent honest reporting is an activity on which many subsequent activities depend. Failing to carry out patrolling and its associated tasks correctly is a serious professional misdemeanor so it is important that security personnel know the responsibilities with regard to it that are as follows:

- ◆ Carry out the patrolling when ordered and follow specific instructions that are given such as reporting at particular points and carrying out laid down activities like checks, etc.
- ◆ Ensure that they are not under the influence of alcohol or drugs and do not sleep on a patrol.
- ◆ Do not deviate from the patrol and visit other sites without proper authority.
- ◆ Ensure that the reports are correctly and honestly made and are in time.

Private Security Personnel are likely to encounter numerous cases of criminal activity while on a patrol. They are not the police, and they have limited powers, and under no circumstances are they supposed to exceed their authority. When dealing with the public, the security personnel must work within the law and laid down instructions at all times. They must immediately inform their superiors and call for the police, whose job it is to enforce the law.

Exercise

1. Conduct a patrol in the school and prepare a detailed Patrol Report.

Assessment

Short Answer Questions



1. List the various purposes for which a patrol could be used?

2. What do you understand by Reporting?

3. What are the responsibilities of security personnel while performing patrolling duties?

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) Duties and Responsibilities
- (b) Responsibility and Authority
- (c) Instructions and Orders

Part B

Discussed in class the following:

- (a) What are the duties of security personnel patrolling a premises?
- (b) What are the responsibilities of security personnel patrolling a premises?
- (c) Why is it important to write a report?

Part C

Performance Standards

The Performance Standards may include, but not limited to:

Performance Standards	Yes	No
Demonstrate the knowledge of authority of security personnel.		
Write patrol report in the format		

Session-4

Types of Crowd

Relevant Knowledge

In the early twentieth century French psychologist Gustave Le Bon observed several characteristics of what he called the “organised” or “psychological” crowd. In sum, his theory contends that:

- ◆ Crowds are unified masses whose behaviour can be categorised as active, expressive, acquisitive or hostile.
- ◆ Crowd participants are given to spontaneity, irrationality, loss of self-control, and a sense of anonymity.

A crowd is a temporary congregation of a large number of people whose anticipated behaviour requires preventive measures for the maintenance of order and to save it from turning into a mob. A crowd or demonstration will deteriorate into a mob if it has been preconditioned by irritating events, aroused by rumours and inflamed by professional agitators, who appeal to emotional levels rather than to reason. Once an act of violence against persons and property is committed it is termed a riot. Generally members of a crowd think and act as individuals and are without any organisation like the crowd at an accident site or a departmental store sale. However, a characteristic feature of Indian democracy is the tradition to express grievances through protest marches and dharnas. Organised, non-violent protest marches were a key weapon in the struggle for independence, and the right to peaceful protest is enshrined as a fundamental right in the Constitution of India. These events often involve huge crowds, have political reasons and backing and are handled by the police and the civil administration. Such crowds are called demonstrations.

The behaviour of crowd varies depending on what brings them there. Crowds may be classified in accordance with their behaviour and reasons for congregating and it is imperative that security measures are based on the type of crowd that has assembled. Let us see the various types of crowds that the security guards may have to handle.

Types of Crowd

Onlookers: This type of crowd gathers almost spontaneously at the scene of an accident or incident. The members are generally all curious bystanders who just stand and stare aimlessly. This type of crowd suffers from the bystander effect wherein everyone thinks

that the other will do something to help and it results in no one coming forward to help victims, however when directed by a person in authority most of them will be co-operative and willing to assist. This crowd could also be agitated by the events and turn unruly. For example, crowds blocking the road and agitating because a car hit a pedestrian.

- ◆ **Spectator:** This is a planned crowd that gathers to watch an event or for entertainment. Such crowds are generally well-behaved but have potential to transform rapidly and become unruly and violent depending on the outcome of the event, like say loss in a club football match or a boxing bout.
- ◆ **Regular:** These are crowds that are a regular feature like those at the market place, metro station or movie halls. Their routine, composition and behaviour is generally predictable and control measures can be planned and put in place easily.
- ◆ **Casual:** These crowds are those attracted by temporary events like street plays and magicians. They are akin to onlookers but differ from them in that there is no incident or accident and hence do not suffer from the bystander effect. They are generally peaceful and happy crowds.
- ◆ **Acquisitive:** The members of an acquisitive crowd are motivated by the desire to “acquire” something. Typical examples are crowds behind the water tanker supplying water and crowds gathered to receive emergency food packets in a flood affected village. The striking feature of this crowd is that they have no leaders and each member is driven by self-interest.
- ◆ **Expressive:** Members of this type of crowd gather or march to express their feelings peacefully. These crowds are generally well-behaved but have a potential to become unruly if provoked. Religious processions and peaceful political rallies may also be placed in this category.
- ◆ **Aggressive:** Anger is a characteristic feature of these crowds and members are prepared to fight for what they want. The most prominent types of aggressive crowds are dharnas, strikers, gheraos, political demonstrations, and rival mobs. Hostile crowds usually have leaders who direct and maintain a high degree of hostility in the crowd.

While the private security guards may not be involved in managing crowds at political rallies, they are being increasingly involved in crowd management at events, strikes in factories, malls, movie halls and residential areas. In fact it can be said that just as the private security guard is the first aider in the case of a fire till the fire brigade arrives, s/ he is also the first aider in the management of unruly crowds till the police arrives.

Exercise

Read the following situation and answer the following questions.

There is an ABC company. It has its labour union. Mr. Sham is the president of the labour union. One day the Manager of the company announced that 20 workers of the company will be terminated from the job. Mr. Sham passes message to all workers to stop the work and assemble near main gate. They gave a notice to the manager, to take back his order otherwise they will go on strike from today. The Manager refused to do so and strike begin by the workers.

The crowd of employee starts from main gate to manager office. The Security guards try to stop them by hands chain, barricade and by locking gate. The employee gate of a factory is under repair. The security guard at the gate is asking the employees to park their vehicles outside the gate and enter the factory through the materials gate which is at a distance from the main gate. The employees are angry and there is an argument at the main gate. What should the guard do?

This image shows a full page of white paper with horizontal dashed lines, typical of primary-ruled notebook paper. The lines are evenly spaced and run across the entire width of the page. There are no margins, text, or other markings present.

Assessment



A. Short Answer Questions

1. What do you understand by a crowd?

2. What do you understand by an onlooker crowd?

3. What do you understand by a spectator crowd?

4. What do you understand by an acquisitive crowd?

B. Fill in the Blanks

1. You are watching a cricket match along with fifty other people in front of a TV shop. You are a _____.
2. An accident takes place on your way to workplace. People are stopping their vehicles to go and see what happened. You also stop your scooter and join the people who have gathered at the accident site. You are _____.
3. You are also there to buy tickets for a movie. You are a part of a _____ crowd.

4. Hundreds of people are moving about in the lobby of a picture hall. A new movie has been released. You want to buy a ticket for the first show first day. You are a part of an _____ crowd.
5. A procession of women are on the streets to protest against the cruel treatment of a girl by her in-laws. You are a part of an _____ crowd.
6. The workers of a factory are upset that they have not been given their bonus by the management. They are shouting slogans near the gate. They are an _____ crowd.

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 Onlookers and Spectators Crowds
- (b) Differentiated between Casual and Regular Crowd
- (c) Differentiated between Aggressive and Expressive Crowds

Part B

Discussed in class the following:

- (a) What are the different types of crowds?
- (b) Why is it important to understand the behaviour of crowd?

Part C

Performance Standards

The Performance Standards may include, but not limited to:

Performance Standards	Yes	No
Demonstrated the knowledge of the type of crowd in a given scenario		

Session-5

Controlling Crowd

Relevant Knowledge

Crowd control is the controlling of a crowd, to prevent the outbreak of disorder and possible riots. Materials such as stanchions, crowd control barriers, fences, markings on the ground and gentler tactics than riot control are used to direct a crowd. Keeping the crowd comfortable and relaxed is also essential, so things like awnings, cooling fans (in hot weather), and entertainment are sometimes used as well.

Security forces use their understanding of crowd psychology to control and manipulate crowds. Crowd manipulation is the intentional use of techniques based on the principles of crowd psychology to engage, control, or influence the desires of a crowd in order to direct its behavior toward a specific action. The crowd manipulator usually appeals to a segment of the masses assembled into a crowd in real time. Crowd manipulation differs from crowd control, which serves a purely security function. The private security industry uses crowd-control methods to contain and deffuse crowds and to prevent and respond to unruly and unlawful acts such as rioting and looting. Ability to manage crowds can be greatly enhanced by preparation and training by the Security Staff.

Crowd Process

Generally crowd undergo a process, as under:

- ◆ **Mobilization:** This process may take a few minutes like in spontaneous crowds of onlookers or may extend over many days like in political rallies. Once the security staff becomes aware that a crowd will assemble, necessary preparation should begin. For example, once a music concert in the mall grounds is advertised the security staff can take the following actions: Barricade the grounds (in coordination with the management).
- ◆ Prepare the routes in and out to the venue.
- ◆ Plan the deployment of staff and equipment and procure additional equipment, if required.
- ◆ Carry out rehearsals and coordination.
- ◆ Check communication networks and channels and carry out rehearsals, if required.
- ◆ If the event is at night, check the lighting of the area especially the routes in and out.

- ◆ Carry out rehearsals and coordination with other agencies like police and fire brigade.
- ◆ **The Assembling Process:** The process again may take just a few minutes like in the case of an accident where the mobilization may happen by word of mouth or may last a few hours like in cricket matches where people trickle in and out. The actions of the security staff will be dictated by the desirable/undesirable activity of the people assembled for the event. The following actions may be taken by the security staff to manage the crowds.

(a) **Undesirable Assembly, like accident sites**

- ◆ The security staff should reach the site in the shortest possible time and cordon off the area.
- ◆ Unwanted persons should be asked to disperse so as to prevent buildup of the crowd.
- ◆ If traffic is affected it should be cleared and properly directed.
- ◆ If any persons are involved in an altercation they should be taken aside and calmed down.
- ◆ Injured persons should be moved to a site and administered First Aid or taken to a hospital.
- ◆ Police should be called, if necessary.

(b) **Desired Assembly**

The following actions should be taken by the security staff:

- ◆ Channelize the assembling crowds through the planned routes.
- ◆ Do not allow loitering or adoption of alternate routes.
- ◆ Make the assembling crowd occupy their allotted seats / enclosure.
- ◆ If the crowds are getting restless because of delays, keep the managers and organisers informed.

(c) **The Assembled State :** In this state, the crowd is involved in the event for which it assembled. The security staffs have to keep an eye and take necessary action to ensure that the crowd does not turn unruly and there is no riot. Some actions that the security staff should take are:

- ◆ Observe the crowd keenly.

- ◆ Make note of boisterous, disruptive and drunken behaviour.
 - ◆ If a section of the crowd gets restless or violent report to your superiors and isolate the persons involved, if necessary.
 - ◆ Prevent movement of sections of the crowds to or from groups who may be antagonistic to each other.
- (d) **Dispersal** : This process is extremely important as spirits may be high or low depending on the event. It also happens that security becomes lax at this time as everyone is usually having a sigh of relief at the successful conduct of the event.

The following actions are to be taken by the security staff:

- ◆ Channelize the dispersing crowds through the laid down routes.
- ◆ Do not permit activities like bursting of crackers, burning of papers and throwing of bottles, etc. that may injure others.
- ◆ Keep track of agitated and boisterous persons and if necessary take special measures to speed up their departure.
- ◆ Do not permit VIPs assemble in immediate vicinity of the venue as it may inflame passions of supporters or rivals.

Exercise

Case Based Problem

Read the following situation and answer the following questions:

Make two groups. One of the group goes out and comes to the entrance of the class shouting slogans and looking aggressive. From the group that is within the class there will be security guards handling the crowds. Brief the security guards before the role play as to what techniques they can use to control or disperse the agitating crowd.

Points to Remember

- ◆ Controlling traffic at the gate in the midst of crowd control efforts.
- ◆ At times there are media people when agitations take place.
- ◆ Keeping the management informed at regular intervals is also important.

Assessment



A. Short Answer Questions

1. What do you understand by crowd control?

2. What is mobilization?

3. What action should be taken by a security staff during mobilization?

4. What action to be taken by a security staff during dispersal?

5. What do you understand by assembling process?

6. Write at least five characteristics of a crowd.

- (i)
- (ii)
- (iii)
- (iv)
- (v)

7. What preparations should the Security Department of an organization undertake before a major event to control the crowd? Write in points.

- (i)
- (ii)
- (iii)
- (iv)
- (v)

8. List the steps the security staff should take to control the unwanted crowd that assembles when a Film Star visits their workplace.

9. A group of people watching a magic show on the street and a group of people assembled near a pickpocket who has been caught stealing a wallet. What are the threat perceptions from this crowd.

10. What precautions do you have to take when the crowd is dispersing after a major event?

- (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 Desired and Undesired Assembly.
- (b) Differentiated between Assembled State and Dispersal.
- (c) Differentiated between Passive and Volatile Crowds.

Part B

Discussed in class the following:

- (a) Why do we need to control undesired assembly of people?

(b) What are the legal aspects involved in controlling undesirable assembly?

Part C

Performance Standards

The Performance Standards may include, but not limited to:

Performance Standards	Yes	No
Demonstrate the knowledge of controlling undesirable assembly of people		

Session-6

Managing Unruly Crowd

Relevant Knowledge

There is always a possibility that a crowd may turn unruly and rioting may take place. The private security guards do not have the powers of the police, making control of an unruly mob virtually impossible for them. Their primary aim is to prevent a crowd from becoming unruly and they must ensure the following in their conduct while controlling crowds:

- ◆ **Do not Take Sides:** The task of the security personnel is to manage the crowds and uphold the law. They must not allow personal beliefs and issues to affect their conduct.
- ◆ **Remain Calm:** Protesting crowds often jeer and incite the security staff who must remain calm and not retort or use foul or offensive language under any circumstances.
- ◆ **Use the Law:** The security staff must be aware of the rules and laws and calmly separate violators. Help of the local police may be taken, if necessary.
- ◆ **Co-operation:** The security staff should take help of the co-operative leaders for maintaining calm.

Notwithstanding the preventive actions of the security staff, a crowd becoming unruly and hostile can never be ruled out especially in protest crowds. This may lead to a riot, therefore, sufficient manpower must invariably be requisitioned and the local police

informed. Under no circumstances should force be used. Some of the methods that could be employed to control the crowds are as follows:

- ◆ **Remove the Leaders:** Removing or isolating the leaders who are inciting the crowds helps greatly in eventual crowd dispersal. Isolating the more aggressive leaders and vocal participants should only be attempted after adequate manpower is available and no guard should act individually. Force should not be used under any circumstances.
- ◆ **Use a Leader:** A politician, labour leader, religious head, film star or any other respected figure can often successfully plead for order and reason. Depending on the origin and cause of the crowd formation an appropriate public figure or official may greatly assist in calming the excitement and emotions of the crowd.
- ◆ **Fragment the Crowd:** This is a very effective means of controlling crowds and should preferably be put in place at the time of assembly itself, with the security staff directing the crowds to different areas using barriers, bollards, fences, etc, thereby breaking up the crowd into smaller groups.
- ◆ **Diverting Attention:** The use of a public address system urging the people to disperse and go home can help in crowd dispersal. This can also be used to divert attention from inflammatory speeches of members of the crowd.
- ◆ **Changing Focus:** Members of a crowd are generally focused on the crowd's objectives. Instead of making a direct assault on the crowd, a series of random arrests is made of individuals on the fringes of the crowd. The crowd sees that large number of persons are being arrested randomly.

The fact that arrests are random causes them to fear for their safety, forcing the individuals to focus attention on themselves rather than the objectives of the group.

- ◆ **Prevent Panic:** One of the major causes of panic in a crowd is the fear or news of the escape/exit route being blocked. Security personnel must ensure that the exit routes are not blocked and necessary action should be taken to channelize the crowd in a regulated manner. Additional gates may be opened or exits created and announcements made to encourage the crowd to disperse. No announcements of blockage of exits or injury to persons should ever be made as this will only cause further panic.

Crowd control is a delicate and difficult operation that must be carried out with utmost caution. Sometimes the successful control and dispersal of a crowd results in an escape

mob that is attempting to flee from something it fears. It is without a leader and completely disorganized, with each person motivated by the same desire to escape. The greatest amount of danger involved in handling a crowd of this type is encountered during the period when blind panic is rampant during the stage when the crowd is on the move. Great care should be taken to ensure that dispersal does not result in an uncontrolled escape.

Assessment



A. Short Answer Questions

1. Why do we need to control undesirable assembly of people?

2. List the primary aims of security person to prevent assembly of undesirable people.

3. List the methods that could be employed to control the people assembled for no reason or rhyme.

4. There is a mob in front of the main gate of an organization. The workers are agitating about the poor standard of food being served in the canteen. The union leader is shouting and provoking the crowd.

- (a) What strategies can you use to handle this crowd? Explain at least two of them.

- (b) What precautions should you take in such a situation?

5. What do you understand by an escape mob?

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 Passive and Unruly Crowds.

Part B

Discussed in class the following:

(a) What are the tactics involved in managing unruly crowd?

(b) What are the various ways by which security personnel can divert the attention of the crowd?

Part C

Performance Standards

The Performance Standards may include, but not limited to:

Performance Standards	Yes	No
Demonstrated the knowledge of using various tactics for controlling mob		