

Security News and Tips to Help Keep Your Business Safe

In This Issue

*Private Security
Officer Act* pg. 1

*Multi-Tenant
Facilities* pg. 2

*FBI Spam
Preventing Car Theft
U.S. Crime Declines* pg. 4

*Proper Treatment
of Officers* pg. 4-6

*The Weiser Post is a collection of news and tips
designed to help you remain informed. Call your
Weiser Representative for more information, or
visit www.weisersecurity.com.*

© 2005 Weiser Security Services, Inc.

Private Security Officer Act Enacted

In late 2004, the National Intelligence Reform Act, which included the Private Security Officer Employment Authorization Act, passed both the House and Senate. The Act was signed by the President on 12/17/04. But what does this mean?

The intention is for security service businesses and internal security departments to be able to vet prospective employees for possible disqualifying criminal histories. The employer would receive a "yes" or "no" from the state criminal justice records bureau that would liaise with the FBI records unit.

Before June 2005, the exact system will be published in the Federal Register. It will then be open to comment, refined if necessary and become policy. Currently, there are unanswered questions about the new measure.

The new Act should make it easier to screen-out people with a relevant criminal record or who are on the FBI's database for other reasons. Fears will be diminished about security guards who are working in critical infrastructure, but who are "sleepers" for terrorist organizations.

The USA Patriot Act defines "critical infrastructure" as: "Systems and assets, whether physical or virtual, so vital to the United States that the incapacity or destruction of such systems and assets would have a debilitating impact on security, national economic security, national public health or safety, or any combination of those matters."



INFRASTRUCTURE SECTORS AND ASSETS

- ✓ **Agriculture and food**
- ✓ **Banking and Finance**
- ✓ **Chemicals**
- ✓ **Defense industrial base**
- ✓ **Drinking water/water treatment**
- ✓ **Emergency services**
- ✓ **Energy**
- ✓ **Information Technology**
- ✓ **Key Industry/technology sites**
- ✓ **Large gathering sites**
- ✓ **National monuments and icons**
- ✓ **Postal and shipping services**
- ✓ **Public health and healthcare**
- ✓ **Telecommunications**
- ✓ **Transportation systems**

For example, some of Weiser's "critical infrastructure" clients include chemical plants, oil refineries, and ports.

The Administration's *National Strategy for the Physical Protection of Critical Infrastructure and Key Assets* concludes that security officers are "an important source of protection for critical facilities." Infrastructure sectors and assets fall under the definition used by the *National Strategy*.

Infrastructure sectors, to varying degrees, will require more security than in the past. A recently released Congressional report by Paul W. Parfomak entitled, "Guarding America: Security Guards and US Critical Infrastructure Protection," determines that security officers play a vital role in infrastructure protection.

The report states, based on Bureau of Labor Statistics, that overall employment of US security guards has declined in the past five years, despite increased security measures since 9/11.

One reason an increase in employment has not occurred is because private sector reaction to 9/11 may have been short-lived. Secondly, the economic recession following 9/11 forced companies to cut expenses, including security guard expenses.

#

Securing Multi-Tenant Facilities

Excerpted from CSO Magazine, April 2005

Security consultant and past chairman of the physical security council for ASIS International helped identify some basic principles and necessary steps for those businesses that share rented space with other businesses.

The landlord is not likely to cover your security measures.

A landlord that knowingly and contractually undertakes the protection of its tenant may be held liable should an incident ever go to court, though the tenant will always have responsibility to minimize risk.

Do not rely on the landlord for anything that is not spelled out explicitly in a contract, and in many leases, security isn't covered at all.

There are no universal standards in safeguards provided.

Even in the post-9/11 world, it is hard to come by security standards for multi-tenant office buildings.

There are no generally accepted security provisions beyond a lock on the door. It is changing - slowly. Most high-rise owners have uniformed security officers in the lobby to control visitor access, where ten years ago they had none. Since 9/11, prospective tenants have been more likely to ask that security arrangements be spelled out in the lease, with responsibility clearly laid out to each party. Real change in building codes and compliance takes many years.

Every building and surrounding property faces a unique set of risks.

A suburban office park presents a different set of concerns than does a downtown high-rise or an industrial park call center. Most security managers know it is essential to do a through risk assessment and will often call in a third party to review the location as well.

Sometimes the simple solution works, and sometimes it doesn't.

Security measures must match closely the facility's risk assessment. Businesses are often wary that tight security measures will hamper their employees' and guests' business activities. When security measures are too restrictive, employees will find a way to circumvent them.

For example, having someone at the entrance who greets visitors and makes eye contact is powerful. This simple step tells visitors "that someone knows you're there." Others feel electronic card readers, which automatically scan the wearer's security pass before admittance, is better.

Greeter versus card reader - it depends on the facility. In some cases, both will be necessary.

Know your neighbors.

Join your tenant association, if there is one. It can help you get to know your neighbors before a crisis situation. Tell your fellow tenants if they are doing

something that puts you at risk so they have a chance to make changes.

A strong network can provide early warning if something (like a rash of thefts) crops up.

Take into consideration companies that are appealing targets of financial crime, those associated with political bodies, hot-button issues or could be regarded as icons of American capitalism.

Even tenants that seem unobjectionable may bring unexpected risks. Doing a cursory web search may reveal not-so-hidden problems. In some cases, investigating complaints or doing a background check may produce results that affect your choices for access controls, lighting, parking and surveillance.

6 Commonly Overlooked Details

1. Good lighting in common areas such as parking lots may not be enough. Dark surrounding areas make people feel uneasy. Placing lights on the perimeter will let people see further out.

2. Some leases require that cleaning crews employed by the property owner receive criminal background checks.

3. The security measure for tenants is a security awareness training program, revisited throughout the year and as new employees are hired.

4. If a security breach occurs, all of the security managers should get together to discuss what happened, included a presentation by the victimized company.

5. Secure the air intakes to each building. Are they accessible to the point that a toxin could be introduced into the air supply?

6. Put in access controls for the telecommunications center. Check credentials of outside contractors and repairmen.

#

Beware of FBI Spam

The FBI issued a warning on February 22, 2005 urging the public “to avoid falling victim to an ongoing mass e-mail scheme” in which computer users receive e-mail seemingly from the bureau. The e-mails state that the government has been monitoring the recipients access of “illegal websites” and directs the user to open an attachment for more information. “The FBI strongly encourages computer users not to open such attachments,” the bureau said.

#

Book Review: Understanding and Preventing Car Theft

Michael G. Maxfield and Ronald V. Clarke have edited and contributed to this, the 17 th volume in the Crime Prevention Series published by Criminal Justice Press/Willan Publishing. The series has provided fresh research on studies aimed at reducing, eliminating, or understanding crime and other deviant behavior.

Here are a few examples in this volume:

Motor vehicle thefts are down by half. Cars are harder to steal. Tapered door lock buttons on window sills, central locking systems, steering wheel ignition locks, electronic immobilizers, partsmarking, and tracking systems to increase apprehension of thieves.

Cutting parking lot crime with more regular patrols/higher visibility of staff, CCTV, good lighting, ample customer traffic, barriers controlling access/egress of vehicles, location of the lot, lack of hidden spots, and a help desk or intercom service.

Theft can be strongly regional. The closer to the freeways, the greater the risks.

Pub. by: Criminal Justice Press,

www.criminaljusticepress.com, \$37.50.

#

U.S. Crime Declines

Violent crime decreased 2.0% and property crime fell 1.9% for the first half of 2004.

The National Crime Victimization Survey, an organization that uses surveys to identify crimes less likely to be reported to police, reports that crime rates are the lowest experienced in the last 30 years.

The efforts of private security in many ways deserve credit for the trend. Workplaces are safer, and more residences use security services and systems. People are more likely to report crimes to police because they are having more faith in them, increasing from 34% on 1990 to 38%.

#

Avoid Problems With Proper Treatment of Security Officers

It may seem that proper treatment of security officers is common sense. However, we often learn about problems that could be easily avoided by keeping in mind a few principles. Our service is only as good as each individual at each workplace.

Weiser Security Services has been working closely with The Gallup Organization, a leader in statistical data analysis. Their evidence, validated over millions of employees throughout the world, proves that employee productivity is a function of workplace conditions. The most important conditions are relationship, communication of expectations and recognition.

Our own research reveals that security officers want

to be helpful, to be of service, and most of all, to be recognized.

We have statistical evidence that customer satisfaction improves with employee satisfaction. All of us share in the responsibility of satisfying employees.

Basic Needs

It is important for all of us to have empathy for the security officers that work for us. Basic needs should always be met, such as clean and operating washroom facilities, drinking water, and a means to communicate with family members if emergencies arise at home.

We trust our officers with millions of dollars in assets and should treat them with the utmost respect by providing for them the essentials of a quality workplace. Once basic needs are provided for, each employee must be able to answer the question, "Do I have the materials and equipment I need to do my job right?" with an overwhelming, "Yes!"

When employees feel they do not have what they need to do the job, it results in a poor workplace, a negative attitude, and eventually, turnover. When expectations cannot be achieved because employees lack the tools to perform, they become frustrated and think, "Why should I try?"

It is not only important that people are treated properly by supplying them with basic needs, but also that they are provided the necessary tools and equipment to do their jobs.

Expectations

Security officers are trained to follow procedures; what to do when and how to do it. Therefore, specific procedures must be defined to lower risk.

Knowing what is expected is the path that guides us. If expectations are not clear, we are hesitant, indecisive, and become unsure of ourselves. Not knowing what is expected causes great anxiety and stress. Change can be good, but consistency must prevail.

Gallup's research reveals that setting clear expectations is important, but the focus should not be on the small, incremental steps of any task. Employees who are told exactly what to do in the manner in which they should do it, it translates into control, setting expectations becomes controlling employees.

The conclusion is to define the right outcomes, first. Then let each person find his or her route to those outcomes. This encourages responsibility and guides different people with different styles to produce the outcome that is wanted.

Before we assign post orders, we ask ourselves, "Are the steps clear on the desired outcomes? Or, do they obscure the outcome resulting in activity that has no purpose?"

Our goal is to define outcomes and remain consistent while keeping the primary need for safety and security in balance.

Why Tell "Why"

While giving an officer direction, it is important that we explain why. No one likes to be told to, "Just do it." It makes them feel unimportant. Taking the time to explain the reasons for an assignment shows respect.

Chances are, good employees will be lost when they are not told why they must perform certain tasks. Taking time up front to talk in depth with employees will save time and the cost of finding a replacement.



Good security officers are motivated to be helpful, to be of service, to be recognized. We must make them feel important by giving them the courtesy of an explanation.

The Quitters

70 percent of our applicants quit their supervisor, not their organization. Therefore, the employee/employer relationship is highly important.

A great number of security officers work alone, removed from their branch office. It is not unusual for an officer to see their supervisor only once or twice a week for possibly 15-20 minutes at a time. This makes building relationships difficult, and may explain why the guard industry is plagued with such high turnover.

Our customer often becomes a substitute supervisor for our officers, having a greater opportunity to talk to the officer and watch her in action. We encourage our clients to make those interactions count.

Every employee needs to know how to win at her workplace. She must know how to win each day and with her supervisor. If an employee does not know how to win, she may begin to think there is no way to win.

She may then think, "Why should I try?" If she does not find an answer soon, she will most likely quit and leave. An employee may also quit working, but remain on the job. This creates a virus, destroying the attitudes of others and preventing us from providing the necessary customer service.

We have learned that a person's supervisor is typically the third most important in her life. Make that relationship work by developing it by giving the right expectations, letting her know how to win, and providing on-going recognition.

Tour Systems

Electronic tour systems, the modern version of the watchman's clock, provides a record of the time an officer visits checkpoints. It shows reliability and motivates the faithful making of rounds. The data tells us where the officer was and when he was there.

We should use caution when assigning tour stops. When too much emphasis is placed on punching a button or turning a key station, we lose sight of the true mission of security - to observe and report.

Recommended tour station points should be set up at strategic points at your site and at the perimeter, but should not be overdone. Rely on your Branch Manager to plot the points for you.

We must also consider that the officer may feel we do not trust him by asking him to "just punch buttons." His job requires much more than that.

Feedback & Praise

If an officer is doing a good job, let them know. Our need for approval is as essential as air, food and water. It is very important to find good things and praise them. The results are astounding!

Our studies show that the psychology and motivation of a good security officer is to be of service, to be helpful. The lack of positive feedback and praise affects the quality of an officer's performance. Nothing hurts more than being ignored. It is insulting and unnecessary.

Because of the nature of the security officer's job, working mostly alone and receiving little attention from others, the only time she may hear something is when there is a security incident. Generally, this has negative connotations. If we step up the praise, the negative communication won't be the only form of attention she gets. People get good and do a lot when they are recognized. Remember to recognize officers not only for what they do great, but also for what they just do right.