



Security Spotlight

An Informational Guide for Securitas Clients

Guided by values

Two of Securitas' core values, Vigilance and Helpfulness, form the basis for each patrol. Vigilance means sensing, evaluating, assessing, and attempting to protect and report. Helpfulness involves making every effort to serve clients by being alert for potential threats to their property or personnel.



Patrol vigilance

An officer noticed a vehicle in a parking lot with individuals that looked out of place. The officer documented the license plate of the vehicle and notified the authorities when he observed the vehicle occupants going under one of the client's employee's car in the parking lot and attempting to remove the catalytic converter.

An officer observed a male adult nervously pacing back and forth in the parking lot of a client's facility. The man signaled an approaching vehicle, which stopped and allowed the man to enter the vehicle. The officer alerted local authorities about the suspicious activity. When the

authorities located the vehicle and searched it, they discovered a black ski mask, a set of black gloves, and a loaded handgun.

During a routine patrol at a client's facility, an officer noticed unusual noises and sparks being emitted from an electrical sub-station. The officer quickly alerted the plant manager; resulting in a shutdown of the sub-station preventing a potential explosion which could have disrupted electrical power distribution to a large area surrounding the plant.

These anecdotes are actual incidents in which the vigilance of Securitas officers was critical in protecting a client's property and the public welfare. Patrol is central to security



Clients rely on their security officers to help protect their employees and property. Doing so is key to the service provided by Securitas officers who are trained to employ effective patrolling techniques to detect, deter, and report threats and hazards. Effective officers use their senses to determine whether a threat is present. Accurate threat assessment is essential to determining the appropriate actions to take. Security officers patrol according to Post Orders but typical duties can include patrolling access points, monitoring the post site and occupants, assisting occupants as permitted by post orders, and observing and reporting any incidents or unusual occurrences.



and is one of the key activities that Securitas officers “provide” to clients. Patrol is the act of moving about the premises alertly, cautiously, and curiously to make certain that, “All is well.” Officers can secure the premises they are guarding during their patrol. A well-trained security officer respects the purpose of patrol and knows how to patrol effectively.

Effective patrol techniques

Securitas officers are trained to conduct patrols with a professional attitude and attention to duty. They are advised to use the techniques below to help increase patrol effectiveness.

Be familiar with Post Orders. Review and follow post orders while on duty. Learn the emergency action plan for the site and try to understand the client’s mission and the nature of their business.

Review reports or logs from the prior shift. These reports may contain information about problems or potential security threats encountered by the previous shift.

Conduct rounds on time, as directed by Post Orders, and carefully observe the site conditions. Avoid being predictable; vary patrol route when possible.

Write accurate reports. Accurate and timely reports can help mitigate threats or hazards.

Be observant. Use all senses to try to detect potential threats or hazards. Use caution and common sense in managing any observed threats or hazards. The safety of the security officer and those around them is always the priority.

Check all equipment. Some Post Orders require security officers to use equipment such as a vehicle, radio, flashlight, or SecuritasVision device while on patrol. Security officers must verify that the equipment is present and in proper working order. These tools are designed to help them work effectively and efficiently.

Be vigilant on duty. Look up, down, and all around. If directed by Post Orders,

verify that doors and windows are locked. Check that public areas are clear of unauthorized personnel, and do not allow unauthorized persons to access restricted areas. If appropriate, question anyone removing client property without authorization. Consult a supervisor and/or the client contact if there is doubt.

Be alert for potential hazards.

Conditions such as smoke, burning smells, puddles, dripping pipes, the smell of gas, suspicious packages, or obstruction hazards may cause damage or injury and should be reported.

Watch for unusual vehicles or things that seem out of place.

Persons loitering, inadequate lighting, hazardous road conditions, and obstructions may cause vehicle accidents or pose another threat to physical safety.

Know your post. A security officer who knows their post will more easily recognize the unusual, such as a suspicious package or an unfamiliar person. Their training and senses help them observe and evaluate. Does the package have a strange odor or oily stains? Does the unfamiliar person seem nervous? Security officers receive training to prepare them to evaluate these and other factors. Securitas offers the Advanced Certification Training (ACT) training series to teach security officers how to manage suspicious packages and persons.

Conducting effective patrols serves the client’s needs and honors the Securitas values of Integrity, Vigilance, and Helpfulness.

