



Security Spotlight

An Informational Guide for Securitas Clients

Intuition

Don't dismiss feelings of unease. Intuition can be useful in helping to alert you to a threat. Being mindful of your subconscious and conscious environments is part of being vigilant. Assess the situation and consider what actions to take. If you are unsure, contact a manager or other personnel for help.

Try not to become complacent with routine tasks. Maintaining operative situational awareness requires real effort. Remain vigilant and attentive to your responsibilities and surroundings, even those that are most familiar. Try to avoid things that lock your focus. These are things that prevent you from maintaining active awareness. Making situational awareness part of your workday can help you reduce risks and help improve the safety of your work environment.



Vigilance at work

Employee vigilance can play an important role in workplace security. Part of vigilance is maintaining situational awareness. This means knowing and understanding what is happening around you, anticipating how it can change with time, and being aware of the dynamics in your environment. Situational awareness is demonstrated when performing everyday tasks such as driving a car or preparing a meal. Situational awareness at work involves being aware of what is happening around you and staying vigilant for any changes or threats. Being aware and observant in the workplace can

help employees maintain a safer working environment.

Typical activity

Understanding what is typical at your workplace can help you recognize when something is not right. Take stock of your surroundings. Routine monitoring of daily activities can help determine typical patterns for where you are. Who do you usually see, and what do they look like? What are they doing? What sounds do you often hear? Notice when something changes and determine if action is required on your part. Identifying typical activity patterns allows you to establish a situational baseline.



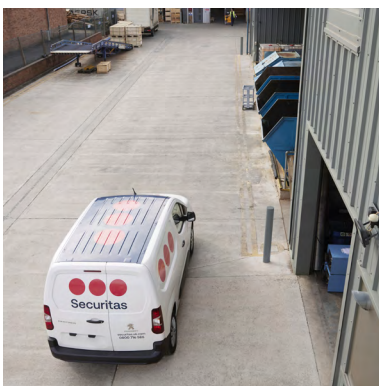
The **SLAM** technique provides a useful framework work for practicing situational awareness.

Stop: Observe your surroundings and become aware of what is going on around you.

Look: Pay attention to what you see and notice whether anything looks unusual or out of place. Take note and report anything that looks unsafe or unusual to a manager.

Assess: If you think you have identified a potential threat, decide what action to take. Report anything that looks unsafe or unusual to a manager.

Manage: If you feel unsafe at any time, stop. Tell your coworkers and immediately report to your supervisor. If you have solutions that would help improve the safety of yourself and others in your workplace, alert a manager.



Baselines can change depending on the environment, time of day, or even the weather. Establishing one is an on-going process and should be assessed daily.

Know who's coming and going

Familiarity with the people in your workplace will help you be vigilant to someone who's out of place or acting suspiciously. Assess the situation and determine an appropriate response. Contact a manager if you are uncertain about a person or their intentions.

Certain kinds of activities at the workplace might raise suspicions, especially if they occur at or near high-profile sites or places where large numbers of people gather. Watch for behavior that doesn't fit. Suspicious behaviors can include:

- unauthorized monitoring or surveillance of the workplace,
- unusual items on site or improper acquisition of supplies (like access or ID cards),
- persons who do not appear to belong in or near the workplace,
- suspicious questioning about your workplace or personnel,
- behavior that indicates a dry run or suspicious activity, and

- unauthorized attempts to test security procedures.

Practice and prepare

Learn how to respond to an emergency before there is one. Practicing vigilance and actively maintaining your sense of situational awareness can improve decision-making under pressure. Take time to learn how the action plans for different circumstances at your workplace affect you and others. Lack of knowledge is not an excuse for poor job performance. It is a good idea for all employees to educate themselves about any potential hazards that their environment or actions can pose to themselves or others. Stay up-to-date with the systems, processes, and procedures where you work. Doing so may help increase your confidence about managing situations that might arise.

Employees can demonstrate vigilance by always being alert to their surroundings, and using their experience, training, and skills to assess their workplace environment. Situational awareness can add value to the workplace by cultivating enhanced preparedness, essential new knowledge, and improved response to safety concerns.

