

# Role of the professional security guard



It was 4 a.m., and while security guard Vijay was making his rounds, he encountered an open door leading to the employee parking lot. Further inspection revealed that the door had been propped open with a folded piece of cardboard. He immediately documented the incident by taking photographs of the open door. Then he stepped outside to check the parking lot. When he did not see anyone, he returned inside and closed the door. Security guard Vijay radioed the incident in to the command post, informing the on-duty guards of the situation and instilling a sense of heightened vigilance. After completing his rounds, Vijay filed an incident report so, further action could be taken to address the event.



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Does this sound like a plausible event? Did security guard Vijay fulfill his duties? In the security field, guards must be keenly aware of the important responsibilities associated with their position.

The value of private security lies in the three-prong role of a security guard—Deter, Detect and Report. These are at the core of a Securitas India guard's position and expected by our clients in the course of a day's work. This may seem like a straightforward concept, but it is important to understand the interrelated assignments associated with these functions. To better comprehend, let's examine each of the three major roles.

### Deterrence in security

Deter means to be watchful and alert; know your surroundings. Unlike law enforcement officials who respond to an incident, security guards have a preventive role. They diligently work to help minimize risks and deter crime while on the job at a site location. One of the ways this is accomplished is by being clearly visible to the public. A person considering a criminal act might think twice upon encountering a uniformed security guard on the way to do so. The presence of a security guard on the premises often serves as a deterrent to would-be offenders. By executing the assigned responsibilities, one of the three prongs, Deter, is being accomplished. This correlates to the Securitas India core value of Integrity.

### Detection in security

Detect means to be observant and detail oriented; do not take anything for granted. Guards employ this skill detecting items out of the ordinary — objects out of place, unusual sounds and smells. While performing his or her daily duties, there may be things that a guard comes across that could indicate an incident or crime is being planned, is about to occur, or has already happened. Spotting the difference between normal, everyday events and those that might escalate is what separates an average guard from a superior one. By honing their detection skills, Security personnel guards can respond to situations well prepared and ready to execute proper procedures.

Securitas' core values are Integrity, Vigilance and Helpfulness. These are the foundation on which employees build trust with customers, colleagues and the surrounding community. Detection is directly tied to the Securitas India core value of Vigilance.

## Reporting in security

Reporting means to complete an accurate and detailed report of daily activities and incidents. This is important for several reasons. Completing the Daily Activity Report (DAR) and Incident Reports (IR), allows Security personnel to demonstrate completion of contracted services to the client. The actions of Security guards are documented and that reinforces to the client that their interests are being looked after.

Entries in the DAR become part of the company records and can provide protection to the client, agency, and the guard who wrote the report, should the details of an event ever be called into question. A guard's reports can also provide valuable information to guards on other shifts and serve as an eyewitness record of security, safety and procedural issues at the client site. At any point in time a report, whether it be the DAR, IR or one of many others that a guard completes, can be used in legal proceedings. For this reason the accuracy, clarity and completeness of the reports are essential. This is directly tied to the Securitas India core value of Helpfulness.

## Conclusion

In fulfilling the mission of a security guard, **Deter - Detect - Report** will be crucial in achieving the goals of the client and Securitas India. It is important to understand the requirements and limitations of the position and act accordingly. Security guards must be keenly aware of the important functions associated with their position.

