Principles of Minimising Personal Risk for Security Officers in the Private Security Industry F/618/6846

Self-Study (Top-Up) Textbook

Name

Learner N°:

Training Provider:

Start Date:

End Date:

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, photocopying, recording or otherwise, without the prior permission of Highfield Products Limited.

The publisher of this book has made every effort to ensure the accuracy of the information contained in this book. Neither the author, Highfield Products Limited nor anyone involved in the creation of this publication accepts responsibility for any inaccuracies or failure to implement correctly, however caused.

Disclaimer of Endorsement

Reference to or any image of any specific commercial or non-commercial product, process or service by company name, trade name, trademark, service mark, manufacturer or otherwise does not constitute or imply endorsement or recommendation by Highfield Products Limited.

Highfield Products®

Introduction

This textbook has been developed to support you in achieving the requirements of the self-study learning outcomes and assessment criteria from the Highfield Level 2 Award for Security Officers in the Private Security Industry (Top Up), Unit 2: Principles of Minimising Personal Risk for Security Officers in the Private Security Industry.

The workbook that accompanies this textbook must be completed and returned to your training provider before any further face-to-face training.

Important note: this document is only to be used by delegates who have purchased the Highfield Level 2 Award for Security Officers in the Private Security Industry (Top Up) RQF qualification.

Contents

Introduction
Contents

Principles of Minimising Personal Risk for Security Officers in the Private Security Industry

Learning outcome 1: Know how to minimise risk to personal safety at work
Responsibilities for personal safety at work
Situations that might compromise personal safety
The risks of ignoring personal safety in conflict situations
Dynamic risk assessment
Minimising risks to personal safety
Personal protective equipment (PPE)
Body-worn cameras (BWC)
Personal safety strategies in conflict situations
Limits of own responsibilities in physical intervention situations
Types of harm during physical intervention
Personal safety for mental alertness at work
Reflecting on personal safety experiences

Learning outcome 2: Know what actions to take in relation to global (or critical) incidents
Accessing the most up-to-date guidance from gov.uk
Government guidance as it relates to global (or critical) incidents
Venue management
Personal protective equipment (PPE) to help infection control

Important note: this document is only to be used by delegates who have purchased the Highfield Level 2 Award for Security Officers in the Private Security Industry (Top Up) RQF qualification.

Principles of Minimising Personal Risk for Security Officers in the Private Security Industry

Learning outcome 1: Know how to minimise risk to personal safety at work

Responsibilities for personal safety and work

The Health & Safety at Work etc. Act 1974 states that an employer must take reasonable care of their employees and that employees must follow the workplace instructions. There are basic responsibilities that employers and employees must follow.

Employer responsibilities:

- provide the assignment instructions (A.I.s)
- within the A.I.s, provide details of the importance of a contractor's responsibilities (this includes contracted security officers and maintenance contractors)
- provide the health and safety policies and procedures including the risk assessment for the site and any specific task with significant risks that the security officer may carry out
- supply training needs analysis for each member of staff, this is part of the requirement for information, instruction and supervision
- the employer must abide by current employment legislation
- provide any PPE that is required in the risk assessment or site policies

Employee responsibilities:

- follow the A.I.s
- request any training that they feel they need to carry out their duties
- attend and complete the training
- be fit and well for work/duties
- wear and use PPE and other essential equipment correctly
- know and follow the company HR policies and procedures

Situations that might compromise personal safety

As a security officer, you should always be aware of situations that could compromise your safety. Common examples include:

- lone working – is a check call system or something similar in place?
- interrupting a crime in progress (such as burglary)
- dealing with intoxicated individuals
- higher risk locations such as high value (e.g. corporate) or common targets (e.g. a construction site or a remote site)

The risks of ignoring personal safety in conflict situations

Whenever you are dealing with conflict situations, there is an increased level of risk and potential for escalation. There is always the potential for violence, verbal or physical, which could result in injuries for yourself or others.

Should you react inappropriately and trigger a situation to become violent, you may be considered negligent for any resulting harm.

Dynamic risk assessment

A dynamic risk assessment is a systematic way of assessing the risk and potential for violence before approaching or responding to a situation. You will learn about dynamic risk assessment and the tools that you can use in the conflict management unit.

Never underestimate a situation or individual. Small and thin does not necessarily mean weak and timid. Always treat all situations as a potential hazard and adjust your mental risk rating as the situation develops. This could mean realising that there is no risk, removing yourself or requesting assistance as a situation becomes more hostile.

Discussing good and bad practice (outcome of a situation) helps to improve skills and workplace practice.

Important note: this document is only to be used by delegates who have purchased the Highfield Level 2 Award for Security Officers in the Private Security Industry (Top Up) RQF qualification.

Principles of Minimising Personal Risk for Security Officers in the Private Security Industry

Learning outcome 1: Know how to minimise risk to personal safety at work

Minimising risks to personal safety

When reflecting on an incident, to minimise the risk to your personal safety at work, you should ask yourself the following questions:

- did you communicate well?
- did you keep the control room and your colleagues informed at all times?
- did you use all your abilities to try and resolve the situation (we all have limits of knowledge and skills) or did you overstep your limits?
- did you respond to the situation promptly?
- were there any control measures (such as using the appropriate PPE) and did you use them correctly?
- have you kept your conflict management skills up to date? Consider when you last practised de-escalating a conflict situation. Continual professional development (CPD) is vital for everyone as skills do fade when not used regularly.

Personal protective equipment (PPE)

PPE is something you wear to help keep yourself safe. Examples of personal protective equipment (PPE) for security operatives include:

- waterproof clothing
- high-visibility clothing
- headwear
- stab-resistant vests
- gloves (needles/slash-resistant)
- rubber gloves and face shields (body fluids)
- ear defenders
- eye protection
- safety footwear
- dust masks
- face masks/coverings (infectious diseases)

Body-worn cameras (BWC)

A body-worn camera is a 'hands-free' video recording device that is worn by a security officer. They record images and verbal evidence and are often seen as a tool to help:

- deter crimes
- self-protection against malicious allegations
- secure evidence against offenders
- curb behaviour of customers and security officers
- identify offenders

Equipment

Common types of security equipment include:

- body-worn cameras (BWC)
- metal detectors
- personal alarms
- radios/mobile phones
- torches
- equipment as it applies to the incident e.g. to help control infections

Important note: this document is only to be used by delegates who have purchased the Highfield Level 2 Award for Security Officers in the Private Security Industry (Top Up) RQF qualification.

Principles of Minimising Personal Risk for Security Officers in the Private Security Industry

Learning outcome 1: Know how to minimise risk to personal safety at work

Personal safety strategies in conflict situations

There are a range of problem-solving strategies that may help de-escalate a situation. You will learn about these in more detail during the conflict management unit, however, here are some examples that may help resolve a situation:

- awareness – be aware of the personal space and the customers body language
- using dynamic risk assessments (for example using TACT and SEW)
- building a rapport (getting them to like you)
- active listening (ensuring you collect accurate information, repeating what they said back to them for confirmation etc.)
- CCTV or body-worn cameras can deter some people from behaving badly
- working as a team (lead and support)
- using a combination of these problem-solving techniques and possibly some that are not specifically mentioned in this list
- knowing when to call for the police or other emergency service

Limits of own responsibility in physical intervention situations

There may be times when an individual should be escorted from a site. Remember, when dealing with such a situation, your first option should always be to use your verbal skills to request a person leaves a site.

Sometimes, the presence of a second security officer or colleague is sufficient to persuade the individual to leave of their own accord. The threat to call the police or the fact that they are being recorded on CCTV may also encourage them to leave.

If the person is still not compliant, you will need to consider alternative solutions.

Physical intervention is a non-pain compliant method of escorting an individual to the destination of your choice. However, you must be trained in how to correctly apply the holds prior to using them. It is very easy to apply a hold incorrectly and make the non-pain compliant hold painful. Should you damage/hurt the individual, you may be legally responsible for the harm that you have caused. You should always work within your own training, skillset and physical capabilities, and never be afraid to call for assistance; you should then stay within the law.

Types of harm during physical intervention

If physical force is applied incorrectly, it can lead to serious injury or even death. Any forceful restraint can lead to medical complications, sudden death or permanent disability, especially where situational and individual risk factors are present. This includes non-weapon items such as glass on the floor or items carried on the person impaling them if they fall e.g. a screwdriver on their belt. The following applications of force are more likely to cause serious harm and should be avoided if possible:

- strikes and kicks
- an individual falling or being forced to the ground
- interventions involving the neck, spine or vital organs
- restraints on the ground, be they face up or face down
- any position that impairs breathing and or circulation as this increases the risk of death through positional asphyxia
- stress and emotional trauma leading to post traumatic stress disorder

Important note: this document is only to be used by delegates who have purchased the Highfield Level 2 Award for Security Officers in the Private Security Industry (Top Up) RQF qualification.

Principles of Minimising Personal Risk for Security Officers in the Private Security Industry

Learning outcome 1: Know how to minimise risk to personal safety at work

Personal safety for mental alertness at work

Mental alertness is vital while working as a security officer. There are many advantages to ensuring you look after your mental well-being, for example, it will enable you to:

- react quickly to situations
- be aware of potential hazards
- identify hazards and the necessary actions to mitigate the risk
- make an accurate assessment of a situation
- increase your potential to prevent escalation of a situation by early intervention

Reflecting on personal safety experiences

Reflection is a useful tool to enable you and your colleagues to learn from experience and improve your workplace practices. You can always improve your own and your organisation's procedures. Reflection can improve the safety of yourself, staff, visitors and customers when shared with the correct individuals. You should consider:

- what went well and what could have been handled better (recognise good and poor practice).
- how to prevent recurrence of the same/similar problems.
- recognising trends to help prevent recurrence of the same/similar problems.
- identifying procedures or methods to deal with situations effectively. Remember to consider common responses to situations; yours and the customers.
- informing management of identified improvements to personal and organisational practices and procedures.

Principles of Minimising Personal Risk for Security Officers in the Private Security Industry

Learning outcome 2: Know what actions to take in relation to global (or critical) incidents

Accessing the most up-to-date guidance from gov.uk

In relation to global (or critical) incidents such as pandemics, epidemics, acts of terrorism, etc. you must ensure that you follow all relevant health and safety policies and organisational procedures. In the case of a pandemic, you may be asked to wear additional PPE such as face masks when in the workplace. You can find further information on the .gov website and the World Health Organization website **www.who.int/** about current global incidents.

Government guidance as it relates to global (or critical) incidents

It is important that all security officers have access to the most up to date guidance from the government to ensure they comply with current legislation. This may require individuals to regularly check relevant websites and receive alerts/ notifications directly from the SIA and the Health & Safety Executive. Current useful sources of information are (this list is not exhaustive):

www.hse.gov.uk/event-safety/crowdmanagement-assess.htm

www.gov.uk/government/organisations/security-industry-authority

https://www.gov.uk/government/publications/queue-management-and-sialicensing

Venue management

A vital part of venue management is managing queues to prevent conflict and exceeding the venue's capacity (maximum number of customers and staff). The venue capacity is stated on the Premise Licence. You need to be aware of all venue access points, including accessibility access points such as for wheelchairs. A consideration of queue management is now social distancing. Social distancing may be an ongoing requirement for infection control but also helps to prevent conflict from developing due to individuals not having sufficient personal space.

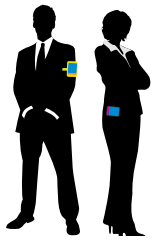
Personal protective equipment (PPE) to help infection control

Personal protective equipment (PPE) has always been considered important whilst carrying out bag searches or search of a person due to the possibility of contact with bodily fluids or sharps. Since the emergence of COVID, PPE has become even more essential to help infection control. Gloves should always be worn when contact is made with other people's possessions or body. Gloves should be changed or sanitised in between contact with each individual's possessions or body. Additional PPE should include face coverings, high visibility jackets, etc.

Important note: this document is only to be used by delegates who have purchased the Highfield Level 2 Award for Security Officers in the Private Security Industry (Top Up) RQF qualification.

Notes

Principles of Minimising Personal Risk for Security Officers in the Private Security Industry



Published by
© 2021 Highfield Products Limited
Highfield Place, Shaw Wood Business Park, Shaw Wood Way,
Wheatley Hills, Doncaster, DN2 5TB, UK
01302 363277
info@highfield.co.uk
www.highfield.co.uk