LEARNER'S GUIDE

WSQ DETERRENCE
SEC-ICM-1001-1.1

SINGAPORE
WORKFORCE SKILLS
QUALIFICATIONS

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COURSE OVERVIEW

This guide presents the course content and learning activities for learners following the training and assessment method. The course equips them with knowledge and skills to prepare for work activities deter threatening behavior through visible security presence and deal with disorderly/threatening behavior.

Assumed Skills and Knowledge

The assumed skills and knowledge for this unit are as follows. Learners are assumed to be able to:

1. Listen and speak English at a proficiency level equivalent to the Employability Skills WSQ (ES WSQ) Level 4

2. Read and write English at a proficiency level equivalent to the Employability Skills WSQ (ES WSQ) Level 4

3. Manipulate numbers at a proficiency level equivalent to the Employability Skills WSQ (ES WSQ) Level 4

Course Aim

To train and provide learners with the basic knowledge and skills to “Manage Disorderly Conduct and Threatening Behaviour” and to prepare them to attain the WSQ Certification.

Course Objective

Learners will be able to achieve competency in the following elements at the end of the training:

1. Prepare for work activities
2. Deter threatening behaviour through visible security presence
3. Deal with disorderly/threatening behaviour

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Assessments:

At the end of the module, learners will be assessed on the following:
1. Able to prepare for work activities
2. Able to deter threatening behaviour through visible security presence
3. Able to deal with disorderly/threatening behaviour

Assessment is to be conducted by an external organization (POLWEL Co-Operative Society Limited) once the learners are competent to attempt the assessment.

A Statement of Attainment (SOA) will be awarded to learners when he/she successfully completed and assessed to be competent.

Course duration

Training: 16 hours (2 days)

Assessment requirements

06 Role plays and 1 x Incident Report (written): 95 minutes
10 Oral questions: 25 minutes

Total hours: 2 hours

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Competency Element 1: Prepare for work activities

1.0 Learning Outcomes

At the end of this section, you will be able to:

a. Able to prepare and dress according to organisational grooming standards
b. Able to clarify details of work assignment and requirement for the day
c. Able to prepare for work activities

Underpinning Knowledge

The competent individual needs to know and understand:

1. Grooming requirements
2. Job scope and requirements
3. Organisational procedures for preparation of work activities
4. Security requirements
5. Client requirements
6. How to use equipment
7. How to set up signage

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1.1 Prepare and dress according to organisational grooming standards



1.1.1 Aspects of grooming may include:

a. Section 39 of Private Security Industry Act (PSIA), Para 3 (e) of the Code of Conduct Regulations, 2009:
"The Security Officer shall maintain and keep his/her uniform clean and tidy at all times."

1.1.2 Importance of wearing clean and tidy uniform

a. To maintain a good company image
b. To maintain a good personal hygiene

1.1.3 Organisational grooming standards may include:

a. Wearing clean and tidy uniform
   (1) Uniforms must be approved by the organization
   (2) Torn, stained uniforms must be replaced
   (3) Shirt and trousers should be ironed

b. Taking note of physical appearance
   (1) Hair properly combed
   (2) Males should be clean shaven. Beards and moustaches properly trimmed
   (3) Females with long hair should properly tie their hair
   (4) All buttons and zips are fastened accordingly
   (5) Belt is looped all the way to the end and the buckle centred – aligned with the shirt buttons
   (6) Tie pulled right to the collar and drop close to the belt
   (7) Name tags are worn on the upper right shirt pocket
   (8) Shoes are free of dirt and not damaged
   (9) Socks are worn and are black or dark blue
   (10) Valid PLRD license must be displayed at all times during the tour of duty

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c. Restriction on wearing ornaments such as ear or nose rings and decorative accessories which includes heavy make-up for females
   (1) Tattoos should not be visible, use of long sleeves if necessary
   (2) Hair should not be dyed with unnatural colours

d. Maintaining personal hygiene
   (1) Uniforms, underwear and socks must be wash and changed daily
   (2) Fingernails should be cleaned and neatly trimmed
   (3) Daily use of deodorant and perfume are encouraged
   (4) Taking a bath brushing teeth daily

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1.2 Clarify details of work and requirement for the day



1.2.1 Job scope and requirement

a. Static deployment at guardhouse, entrance, lobby, gate, loading/unloading bay, control room etc.
b. Patrolling at hot spot, car park, perimeter, inside the building etc.
c. Access control at lift lobby, visitor/staff entrance, event hall entrance etc.
d. Crowd and traffic control at gate entrance, carpark entrance etc.
e. Putting up Incident report
f. Handing and taking over duties

1.2.2 Organisational procedures for preparation of work activities

a. Report to work 15 minutes earlier
b. Check grooming requirement on the mirror
c. Check deployment schedule

1.2.3 Security requirements for stated activity

a. Patrolling requirements
b. Static deployment requirements
c. Adhere to activity SOP
d. Clarify with the supervisor

1.2.4 Client requirements

a. Equipment needed
b. Where to deploy
c. When to report
d. Clarify with the supervisor

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1.2.5 How to use equipment

a. Walkie-talkie – Radio check and battery fully-charged
b. Clocking device – Scan on the clocking disc for light and Beep sound
c. Torch light – Light on and in good condition
d. Whistle – Blow to test the whistle sound
e. Event signage – Clean and no damage
f. Rope barrier - Clean and no damage
g. Metal barricade – No damage and no sharp edges



Rope Barrier



Metal Barricade

Pictures from Google

1.3 Prepare area for work activities

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1.3.1 How to set up signage

a. Signs should specify the danger or hazardous area
b. Place prominently before the danger or hazardous area
c. Event directional signs should be at strategic areas e.g. entrance and exit areas

1.3.2 Cordoning appropriate areas

a. Use cordon tapes to cordon unsafe or hazardous areas
b. Place tape at waist height level (1m above the ground)
c. Put signage along and middle of the cordon tape facing the public
d. Ensure adequate cordon tapes

1.3.3 Putting up lines of demarcation

a. Use rope barrier/queue post or metal barricades
b. Redirect people or motorist to the appropriate areas
c. For safety reason

Purpose of signage:



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Learning Activities 1



Role Play 1

Scenario: You have reported for duty at the designated site and you are in the Changing Room now.

Show me how you check your appearance in front of the mirror before you start your work for the day:

1._____

2._____

3._____

4._____

5._____

6._____

7._____

8._____

Group Discussion

1. Why must keep your uniform clean and tidy?

2. Give examples of suspicious behaviour when you are looking out at individuals in a large crowd.

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Learning Activity 2



Role Play 2

Scenario: After you have check your appearance in the changing room and proceed to the Briefing Room and your Supervisor briefed you on your work assignment for the day.

1. What are the clarifications needed?

_____

_____

_____

2. You may now proceed to draw your equipment for your shift duty and prepare the equipment for the Private Sale Event.

3. Show me how you check and use the equipment Based on the Handing/Taking Over Equipment Checklist - Refer Annex 2)

_____

_____

_____

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4. Where do you set up the rope barrier and metal barricades for the Private Sale Event? (Site Plan of the Evergreen City Atrium – (Refer Annex 3)

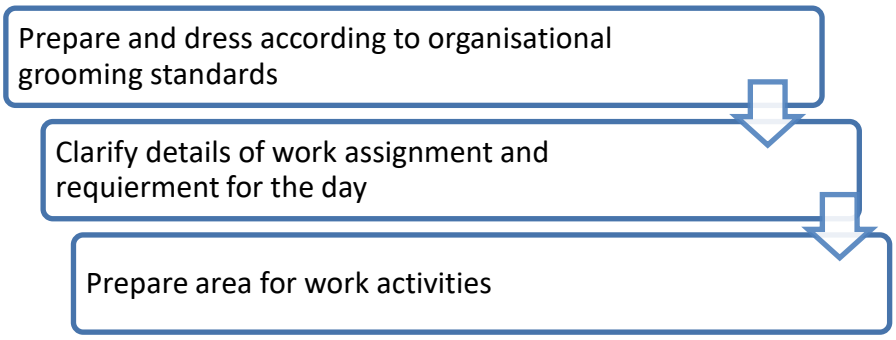
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Recap all Performance Criteria



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Competency Element 2: Deter threatening behaviour through visible security presence

2.0 Learning Outcome

1. Able to identify areas of activities that may be of high risk to abnormal behavior
2. Able to show visible presence in designated areas to deter abnormal behaviour
3. Able to recognise abnormal behaviour promptly
4. Able to discourage abnormal behaviour with another security officer in pair
5. Able to report to supervisor or control room for reinforcements to deal with abnormal behavior
6. Able to manage and refuse entry to persons banned from entering premises
7. Able to refer to briefing notes and instructions from clients on management of banned characters. Instructions from clients
8. Able to report details of intrusion to appropriate authorities in the event of entry of persons
9. Able to escalate situation to supervisor or police, in the case of emergency of fire
10. Able to comply with legal requirements and organizational procedures when deterring threatening behavior through visible security presence

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Underpinning Knowledge

The competent individual needs to know and understand:

1. Site layout and locations of assignment where security services are provided
2. Importance of maintaining visible security presence
3. Importance of recognising unacceptable behaviour
4. Importance of dealing with adverse situations promptly, efficiently, and with discretion
5. Procedures for managing “persona-non-grata”
6. Legal requirements and organisational procedures relevant to work role

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2.1 Identify areas of activities that may be of high risk to abnormal behavior

Example of hot spots that has high risk to abnormal behavior:

1. Entertainment/Amusement Centre's
2. Nightclubs
3. Pubs/Bars
4. Discotheques
5. KTV Lounge
6. Beer garden
7. Casinos
8. Concerts
9. Sports events
10. Crowded eating outlets/food court
11. Remote and Non–Lighted areas



Pictures from Google

Hot spot is classified as places prone to gang fights, touts, youth gang creating mischief, solicitation, sexual crimes, etc. Excessive alcohol consumption may aggravate the situation leading to brawls. Usually would be during busy / peak periods and closing hours.

It is important for security officer to be familiar with the site layout and locations of assignment where security services are provided for the following:

1. To patrol the surrounding area efficiently and effectively
2. To know the location and position of the security and safety equipment during an emergency.
3. To provide support in the event of emergencies.
4. To request for assistance to control the situation

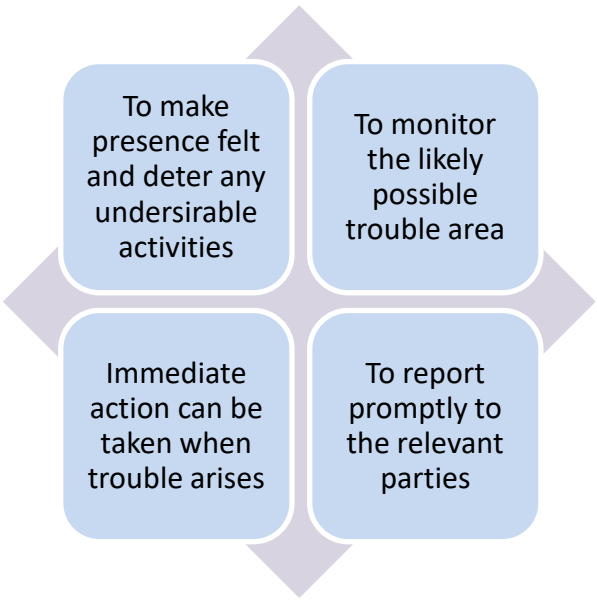
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2.2 Show visible presence in designated areas to deter abnormal behavior

The presences of Security personnel to perform external patrolling are:

1. Patrolling at determined sites intervals according to layout plan
2. Looking at external perimeters for abnormalities such as cut or tampered fence and boxes or items for leverage placed near fences
3. Informing Control room on ground situation for any abnormalities

Importance of maintaining visible security presence



Areas that with no visible presence can be targeted for:

1. Trespassing
2. Housebreaking
3. Vandalism
4. Acts of mischief
5. Shoplifting
6. Breach of house rules and regulations

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2.3 Recognise abnormal behaviour promptly



2.3.1 Looking out for characters that do not fit usual profile

a. Strange behaviour e.g. loitering/worried/stalking around the area
b. Person not authorized to be at specific location
c. Dressing inappropriately under normal circumstances
d. Person loitering on prolonged period near sensitive area
e. Persons under the influence of alcohol or drugs

2.3.2 Monitoring of unusual situations

a. Person conducting surveillance
b. Person without valid security pass
c. Possessions of a weapon of offence – Iron bar/hockey stick/racket/plank etc.
d. Confrontations
e. Person without valid security pass
f. Yelling/shouting/making noise
g. Using abusive and threatening words
h. Unlawful activity e.g. gambling, touting, soliciting
i. Person vandalizing or causing mischief
j. Person causing nuisance
k. A person with a suspicious bag
l. Banned persons trying to get in
m. A parked car with engine running with or without anyone inside

2.3.3 Importance of recognising unacceptable behaviour

a. Able to take corrective measures to prevent the situation from becoming worse
b. Able to assist in controlling the situation
c. Able to take immediate and appropriate actions when coming into contact with person(s) with abnormal behaviour

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2.4 Discourage abnormal behavior with another security officer in pair

2.4.1 Procedures in handling abnormal behaviour may include:

a. Contact by phone or walkie-talkie to Control Room/FCC and inform Supervisor immediately for back-up to deal with abnormal behaviour

b. Using professional judgement to diffuse situations
   (1) Identify and note down the description of the assailant
   (2) Observe the suspect's movement and keep a safe distance
   (3) Monitor the behaviour and inform control to monitor from CCTV
   (4) Do not alarm the public by calming down the situation and bring the assailant to a safe location away from the public
   (5) Stop the assailant if he continues to be of danger to everyone

c. Use appropriate communication skills to deter abnormal behaviour
   (1) Approach subject with backup in a friendly manner
   (2) Greet the person politely
   (3) Identify yourself confidently
   (4) Explain to the offender the offense committed in a firm yet tactful manner
   (5) Politely ask subject for his particulars and the reason why he / she is in the location
   (6) Record the incident into the pocket book

d. Report situation
   (1) Call Control and inform Supervisor, Management and Police
   (2) When Police arrived:
      (a) brief Police on the situation
      (b) hand over the subject together with the evidence obtained
      (c) record Police particulars into the Pocket Book
      (d) wait for further instruction from Police, Supervisor or Management
   (3) When situation under control, record into the Occurrence Book and put up an Incident Report

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2.4.2 Importance of dealing with adverse situations promptly, efficiently and with discretion



1. To prevent violence and to keep public peace
2. To control the situation from being escalating further
3. To prevent damage to properties
4. For own personal safety
5. To deter any abnormal behaviours
6. To safeguard against negligence
7. To protect confidential information

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2.5 Report to supervisor or control room for reinforcement to deal with abnormal behaviour



2.5.1 Method of reporting to supervisor or control room may include:

a. Walkie-talkie
b. Hand phone / Fix line phone

2.5.2 Procedures when reporting to control room

a. Provide location of the incident
b. Inform Control of the situation
c. Instruct Control to inform applicable persons such as:
   (1) Supervisor
   (2) Management
   (3) Emergency services e.g. police, SCDF (fire engine, ambulance), counter terrorism centre
d. Request for resources such as:
   (1) applicable service providers or CERT team
   (2) reinforcement or first aiders
   (3) maintenance to repair
   (4) cleaners to clean up
   (5) cordon tape and danger sign
e. Record situation:
   (1) Pocket book
   (2) Occurrence book
   (3) Put up an incident report where applicable

2.5.3 Incident report must include the following:

a. Who was involved?
b. What happen?
c. When it happen?
d. Where it happen?
e. Why it happen?
f. How it happen?

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2.6 Manage and refuse entry to persons banned from entering premises



2.6.1 Types of banned person(s) may include:

a. Blacklisted by management due to offence committed
b. Pose a threat e.g. committed an offence, disorderly conduct and threatening behaviours, trouble makers, causing nuisance
c. Resigned / terminated / dismissed from the company

2.6.2 Procedures for managing “persona-non-grata” (persons banned from entering)

a. To identify people who are in the banned list given by the management
b. A banned list of the persons must have photos to identify them
c. Call for backup when the person demands entrance despite polite explanations that he is in the management’s banned list and is not allowed to enter.
d. Inform the supervisor immediately of the incident
e. Inform other security personnel of the incident and names of people who are banned from entering
f. Call Police if the person(s) refuse to leave the premises

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2.7 Refer to briefing notes and instructions from clients on management of banned characters



2.7.1 Procedures for managing “persona-non-grata” (persons banned from entering)

- Refusing entry to a certain name list of persons supplied by client
- Refusing entry to persons who resemble photographs of banned characters supplied by client

Note:

- In most cases banned person(s) are not allowed to enter the company again as they are perceived to be trouble makers because of revenge, dissatisfaction etc.

- Security officers must clarify if they are not sure of the instructions from management and to seek immediate assistance and direction

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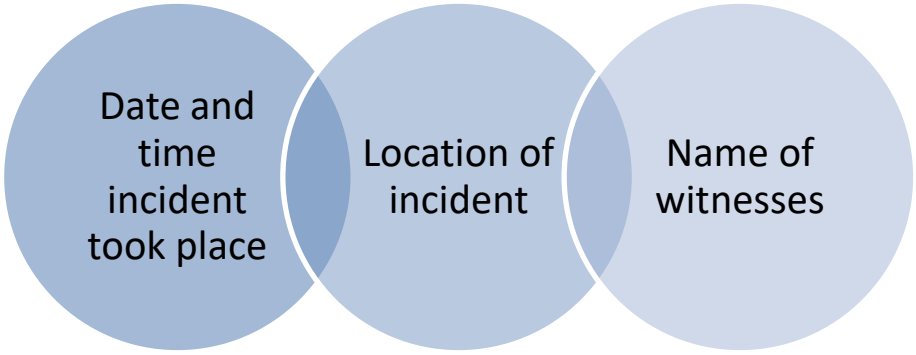
2.8 Report details of intrusion to appropriate authorities in the event of entry of persons

2.8.1 Appropriate authorities may include:



Pictures from Google

2.8.2 Details of intrusion may include



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2.9 Escalate situations to supervisor or police in the case of emergency or fire



2.9.1 Emergency situations may include:

a. Fire
b. Trespassers
c. Acts of vandalism or mischief
d. Robbery
e. Major accidents / mishaps
f. Suspicious packages or vehicles found
g. Intrusion of banned person causing trouble
h. People refuse to provide personal particulars and cooperate in the guarded property

2.9.2 Escalation procedures for emergency situations may include:



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2.10 Comply with legal requirements and organisational procedures when deterring threatening behaviour through visible security presence

2.10.1 Legal requirement and organisational procedures relevant to work role may include:

a. Conform to client's instructions e.g. refer to banned list
b. Conform to the Organisational SOP e.g. procedures to follow such as denying entry and escorting persons out of the premises, calling for back-up etc.
c. Conforming to the legal framework as follows:
   (1) Cannot conduct body search unless permission is given by the person
   (2) Cannot arrest the subject unless he/she commits an arrestable and non-bailable offence
   (3) Cannot use excessive force to make an arrest
   (4) Cannot detain subject unless an arrest is made

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Learning Activity 3



Role Play 3

Scenario: At the Control Room, Supervisor hands over the Statistics of Reported Incidents of Evergreen City (Refer Annex 4) to you

1. Read and study the Statistics of Reported cases

2. Tell the Supervisor of the two hot spot areas identified are:

_____

_____

3. Explain why these 2 places are considered high risk areas, which may be described as:

_____

_____

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Learning Activity 4



Role Play 4

Scenario: While patrolling, you were despatched by Control Room to check on a van which was left unattended along the service road of Evergreen City (Picture of Wheel-Clamp Area - Refer Annex 5) for about half an hour.

1. Show me what the actions to be taken are:

_____

_____

_____

_____

_____

Driver returns and demands to release the wheel-clamp immediately

2. Show me what the actions to be taken are:

_____

_____

_____

_____

_____

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Learning Activity 5



Role Play 5

Scenario: While you were on static duty at the entrance of KC Department Store, you spotted a shopper holding on tightly to a big bag and behaving in a suspicious manner. (Shoppers with dogs entering KC Department Store – Refer Annex 6)

1. Show and tell me what is your immediate action to be taken?

_____

_____

_____

_____

_____

You noticed a blind shopper with his guide dog trying to enter the premises

2. Show and tell me how you handle the blind shopper

_____

_____

_____

_____

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Learning Activity 6



Role Play 6

Scenario: A staff from Evergreen Recreation Club informed you that Mr Thomas Lee, an ex-employee of the club, who is banned from entering the premises, is trying to gain entry. The ex-employee was dismissed for committing theft previously. - (Refer Annex 7)

1. What is your immediate action?

_____

_____

The ex-employee is threatening to force his way in.

2. Show and tell me what is your immediate action to be taken?

_____

_____

The ex-employee refused to listen and challenge you by barging into the club

3. Show and tell me what is your immediate action to be taken?

_____

_____

Group Discussion

1. Why must be familiar with your site layout and locations of assignment?
2. Why is it important to maintain visible security presence?
3. Why is it important to recognise unacceptable behaviour?
4. Why is it important to deal with adverse situations promptly, efficiently and with discretion?
5. What are the consequences if you make a wrongful arrest or detention?

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Recap all Performance Criteria



1. Identify areas of activities that may be of high risk to abnormal behaviour
2. Show visible presence in designated areas to deter abnormal behaviour
3. Recognise abnormal behaviour promptly
4. Discourage abnormal behaviour with another security officer in pair
5. Report to supervisor or control room for reinforcements to deal with abnormal behaviour
6. Manage and refuse entry to persons banned from entering premises
7. Refer to briefing notes and instructions from clients on management of banned characters
8. Report details of intrusion to appropriate authorities in the event of entry of persons
9. Escalate situations to supervisor or police, in the case of emergency or fire
10. Comply with legal requirements and Organisational procedures when deterring threatening behaviour through visible security presence

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Competency Element 3: Deal with disorderly/threatening behaviour



3.0 Learning Outcome

1. Able to identify disorderly/threatening behaviour
2. Able to respond quickly to abnormal behaviour together with other security officer (respond in pair)
3. Able to demonstrate effective communication skills
4. Able to get immediate help from others, when necessary, if situation escalates. Others
5. Able to report details of adverse behaviour to appropriate authorities. Appropriate authorities
6. Able to record details of situations where having to deal with adverse behaviour
7. Able to comply with legal requirements and Organisational procedures when dealing with threatening behaviour

Underpinning Knowledge

The competent individual needs to know and understand:

1. Types of disorderly/threatening behaviour
2. Organisational procedures for dealing with adverse behaviour
3. Legal procedures for dealing with adverse behaviour
4. Importance of recognising adverse or abusive behaviour
5. Importance of use of verbal and non-verbal language in dealing with adverse behaviour
6. Relevant parties to contact for assistance
7. Reporting requirements

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3.1 Identify disorderly/threatening behaviour



3.1.1 Type of disorderly/threatening behaviour are as follows:

Under the influence of alcohol	Under the influence of drugs
Anybody who threatens to harm person/property	Disturbance of events/operations
Breach of public peace	Mentally disturbed/unwell

3.1.2 Importance of recognising adverse or abusive behaviour

a. Be able to carry out responses as per SOP to discharge the situation
b. Be able to take personal safety precautions
c. Be able to prevent or delay incident escalation while calling for back-up

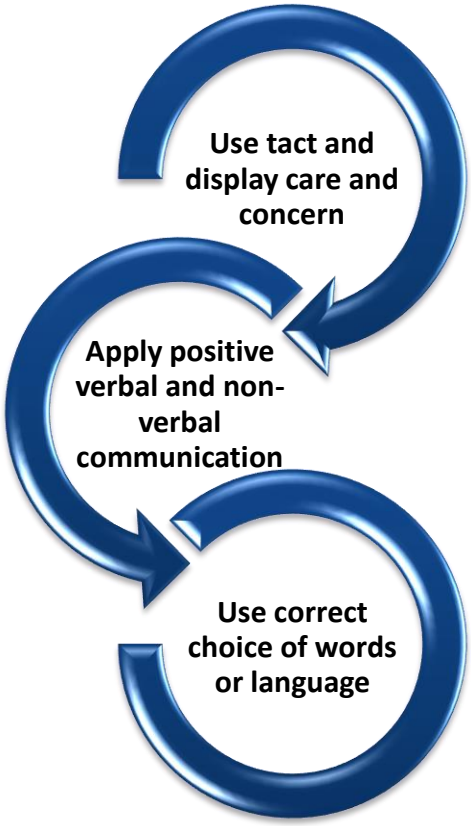
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3.2 Respond quickly to abnormal behaviour together with other security officer (respond in pair)

3.2.1 Guidelines when dealing with adverse behaviour

a. Keep a safe distance before approaching persons who display such behaviour for own safety
b. Approach them in polite and professional manner and not to antagonise them
c. If dealing with persons under influence of alcohol or drugs, approach more carefully as they may get very emotional and lose control

3.2.2 Procedures for persons under influence of alcohol, or mentally disturbed drugs



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3.2.3 Procedures of separating/restraining individuals from fights/quarrels:

a. Separate both parties to a safe distance and keep them away from each other
b. Talk to them separately, using non-threatening gestures and language
c. Calm both parties so that they can become more reasonable and manageable
d. Be impartial – do not take any sides
e. Handle the “cooler or calmer” group or person, approach the leader if it is a group rather that the aggressive ones
   (1) They are more likely to listen
   (2) Bring them aside or away

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3.3 Demonstrate effective communication skills, which may include:

Importance of using effective communication skills and appropriate verbal and body language to intervene in potentially adverse situations so as not to aggravate the situation and prevent situation from escalating.

1. Using non-threatening/non-abusive language and gestures to speak to individuals or groups who display potentially aggressive or abusive behaviour
2. Separating/restraining individuals from fights/quarrels by talking to them in non-threatening/non-abusive language and using non-threatening gestures
3. Encouraging the people involve to refrain from engaging in abusive behaviour
4. Handling difficult situations courteously according to organisational procedures without being overly defensive of comments
5. Being polite and attentive. Keep cool yet be firm.
6. Keeping eye contact
7. Watching the other party's body language
8. Keeping an open mind – do not interrupt and jump to conclusion
9. Do not antagonise or provoke the person
10. Using effective communication skills to intervene in potentially adverse situations to prevent situation from escalating
11. Using appropriate verbal and body language so as not to aggravate situations
12. Communicating in courteous manner which reflects sensitivity to individual social and cultural differences in accordance with organisational procedures
    a. Respecting the dignity of the subject
    b. Showing empathy when handling complaints and enquiries
    c. Being aware and giving considerations to values, religious practices and traditions to people from of diverse cultures, age, gender, beliefs, practices and observances etc.
    d. Being mindful of his personal space and physical sensitivities (touch)
    e. Do not pass judgement such as "You are wrong! How can you do that?"

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3.4 Get immediate help from others when necessary or if situation escalates

3.4.1 Relevant parties to get immediate help if the incident you are handling gets out of control. Relevant parties may include:

a. Public – Assistance
b. Supervisors – Advice or direction when situation escalates
c. Peers – Reinforcement
d. Police – Incidence of crime or violence
e. SCDF – Hazmat problems or fire
f. First-aiders – Medical conditions
g. HQ Control room – Resources, monitoring and reporting
h. Ambulance – Medical emergencies
i. Client representative – Advice or direction when situation escalates, resources, reporting

3.4.2 Indicators when a situation goes beyond control

a. The parties involved are not listening
b. They continue to behave in an abnormal and threatening way despite intervention

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3.5 Report details of adverse behaviour to appropriate authorities

Importance that adverse behaviour and public disorders be reported immediately to appropriate authorities so that important decisions and directions could be made for the best way to mitigate the situation

Appropriate authorities may include:



Incident Reporting Procedures*

1. Record subjects and witness particulars at the scene
2. Record location, date and time of situation in the Pocket Book
3. Take photographs for evidence where necessary
4. Call Control Room to report situation and to inform Supervisor and Client Representative
5. Record in the Occurrence Book
6. Put up an Incident Report

*Supplementary CBM Incident Reporting Procedure to be briefed

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3.6 Record details of situations where having to deal with adverse behaviour



1. Date, time and location of incident
2. Infringement/non-conformance details
3. Intervention measures/action taken
4. Injuries sustained

3.6.1 Reports handling procedures:

a. Reports are documented in the appropriate books or files – e.g. Pocket book, Occurrence Record Book and Incident report form
b. Reports are legible, accurate and concise
c. Reports are written according to the organisational format
d. Reports are submitted to the Supervisor promptly. In the event of serious incidents, they are to be submitted immediately whereas less critical incidents can be submitted within the day
e. All reports are to be filed and later destroyed according to organisational standards and procedures

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3.6.2 Incident report written procedures

a. All incidents are to be reported to the Security Supervisor
b. All incidents are to be recorded in an approved Incident Report Form
c. All incidents reports should not have discussed or shown to any unauthorised personnel or taken out of the premises
d. Details of report shall include:
   (1) Time, date and location of incident
   (2) Infringement/non-conformance details
   (3) Intervention measures/action taken
   (4) Injuries sustained (if any) and hospital/clinic where casualty were taken
   (5) Particulars of people involved (Complainant, Informant)
   (6) Particulars of witnesses (Witness statements attached)
   (7) Particulars of recording Officer
   (8) Description of suspect
   (9) Summary of facts

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3.7 Comply with legal requirements and organisational procedures when dealing with threatening behaviour



3.7.1 Private Security Industry (Conduct) Regulations 2009, Code of conduct:

a. When carrying out his function as a security officer, a licensed security officer must:
   (1) Not use any threatening or abusive language
   (2) Respond promptly to any request for assistance by any person within the premises where he is deployed if the person has suffered any personal injury, or any damage to or loss of his property, within the premises

b. A licensed security officer who is deployed to carry out any function of a security officer at any premises – shall not, without the authorisation, express or implied, of an owner or a lawful occupier of those premises, knowingly or negligently permit any person to enter those premises.

3.7.2 Penal Code

a. Unlawful assembly – section 141
   An assembly of 5 or more persons is designated an "unlawful assembly", if the common object of the assembly is to commit any offence, show of criminal force to take or obtain possession of any property, to deprive ant person the right of way, the use of resource of which the owner is in possession or enjoyment, to compel any person to do what he us not legally bound to do or to do what he is legally entitled to do.

b. Rioting – section 146
   Whenever force or violence is used by an unlawful assembly or any member, every member of such assembly is guilty of the offence of rioting. Whenever any unlawful assembly or riot takes place or believe it is likely to take place, the stakeholder shall be punished if they do not call the Police or use all lawful means to prevent it or to disperse or suppress the riot or unlawful assembly

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c. Affray – section 159
When two or more persons fight in a public place and disturb the public peace, they are said to “commit an affray”

d. Criminal trespass – section 441
(1) Whoever enters into or upon property in the possession of another with intent to commit an offence or to intimidate, insult or annoy any person in possession of such property, unlawfully remains there with intent thereby to intimidate, insult or annoy any such person, or with intent to commit an offence, is said to commit “Criminal trespass”.
(2) The rightful occupier or person acting on his behalf is entitled to use force to turn out a trespasser who refuses to depart peaceably when requested to do so and the Police may be asked to assist.
(3) Anybody else can also assist if it is the primary resort. If that fails, then only such force as is necessary for the ejection should be used.
(4) Every case must be fully reported.

3.7.3 Criminal Procedure Code 2010
Duty to give information of certain matters
Section 424 – Every person aware of the commission of or the intention of any other person to commit any arrestable offence shall immediately give information to the officer in charge of the nearest police station or to a police officer of the commission or intention.

3.7.4 Powers of Arrest
a. S 66(1) of CPC – any private person may arrest any person who, in his view or presence, commits am arrestable non-bailable offence, or who has been proclaimed by the courts as an offender under S88
b. S 66(2) of CPC – the private person must, without unnecessary delay, hand over the arrested person to a police officer or take him to a police station
c. S 66 (8) of CPC – if any person being lawfully apprehended under sub-section (6) assaults or forcibly resists the person by whom he is so apprehended, he shall be guilty of an offence and shall be liable on conviction to a fine not exceeding $2,000

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d. S 75(1) of CPC – in making an arrest the police officer or other person making the arrest shall actually touch or confine the body of the person to be arrested unless there is a submission to the custody by word or action.
e. S 75(2), CPC – "if a person forcibly resists or tries to evade arrest, the police officer or other person may use all reasonable means necessary to make the arrest."
f. Section 76, CPC – "the person arrested must not be restraint more that is necessary to prevent his escape."
g. Section 79, CPC – "Any police officer or person making any arrest under this Code make take from the person arrested any offensive weapons which he has about his person, and shall deliver all weapons so taken to a police station"

3.7.5 Procedures when dealing with threatening behaviour
See paragraph 3.2

3.7.6 Personal Data Protection Act 2012

a. Personal data collected are only to be used for the purpose in which it is collected which the owner has given consent. It must be protected against any other use which the owner has not given consent.
b. All visitors' registration books, visitor management systems, facilities usage booking system and any other media where personal data are recorded must be properly secured and accounted to prevent unauthorised use of the personal data.
c. Under no circumstances, the personal data recorded are to be copied or duplicated.
d. No CCTV images should be released without the proper authorization of the Project Site or Complex Management.
e. In all circumstances, the Project Site or Complex Management must be consulted for any request on release of personal data.
f. After a period of time or if the personal data collected is deemed to have no further use, and with the approval of the Project Site or Complex Management, it is to be properly destroyed or erased to prevent unauthorised use.

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Learning Activity 7



Role Play 7

Scenario: At Best Discotheque, you saw a group of about 12 youths gathered outside the premises. The manager informed you that there was an argument between two groups at the dance floor. One of the groups had left. He further informed you that he recognised five youths involved in the argument earlier were among the persons gathered outside the premises. (Refer Annex 8)

1. Show and tell me what are your immediate action to be taken?

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

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Learning Activity 8



Role Play 8

Scenario: While performing crowd control duty at the private sale event, you saw a commotion taking place near the cashier's counter. A lady shopper (Chinese, about 30 years old, medium built with long black hair) was seen arguing with some other shoppers in the queue. She had two friends with her. (Refer Annex 9)

.1. Show and tell me what your immediate actions to be taken are?

_____

_____

_____

After advising the lady shopper, she refused to re-join the queue, turned nasty and shouted vulgarities at security officer

2. Show and tell me what are your immediate action to be taken?

_____

_____

_____

The lady shopper decided not to purchase the items and left the scene with her friends. Write an Incident report on this case. (Refer Annex 10)

3. Show and tell me what are your immediate action to be taken?

_____

_____

_____

_____

4. Put up an Incident Report and submit to the Supervisor

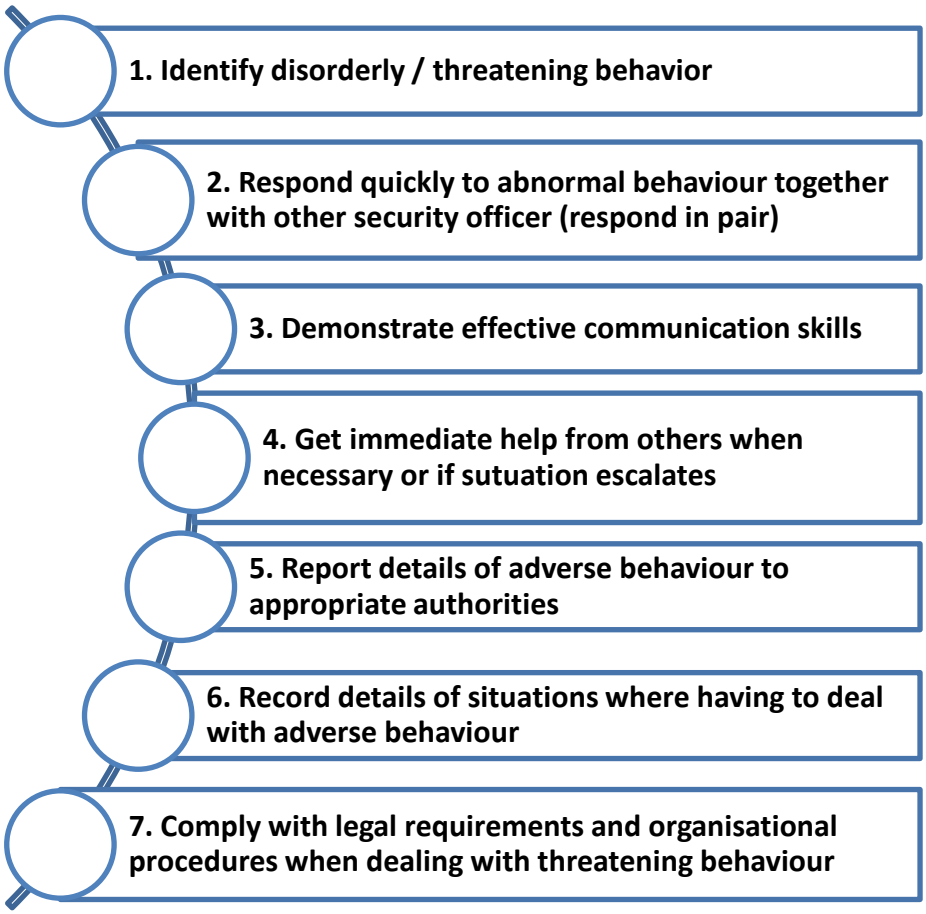
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Group Discussion

1. Name 3 types of disorderly/threatening behaviour.
2. What are the guidelines to follow when dealing with adverse behaviour?
3. Why is it important to use appropriate verbal and non-verbal language when dealing with adverse behaviour?
4. Who are the parties to get immediate help from if the incident you are handling gets out of control?

Recap all Performance Criteria



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ANNEX 1

KC Department Store Membership Card Sample

KC Department Store
Membership Card



Name: Anna Gu

Membership No: 008

Expiry Date: **01 December 2018**

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ANNEX 2

DATE: _____

HANDING/TAKING OVER SECURITY EQUIPMENT CHECKLIST

S/N	Description of Items	Quantity		Remarks
		Ledger	Physical	
1	WHISTLE	01		
2	CLOCKING DEVICE	01		
3	WALKIE-TALKIE	01		
4	TORCHLIGHT	01		
5	EXIT SIGNAGE	01		
6	ENTRANCE SIGNAGE	01		
7	ROPE BARRIER	01		
8	METAL BARRICADES	01		

Name of Security Officer: _____

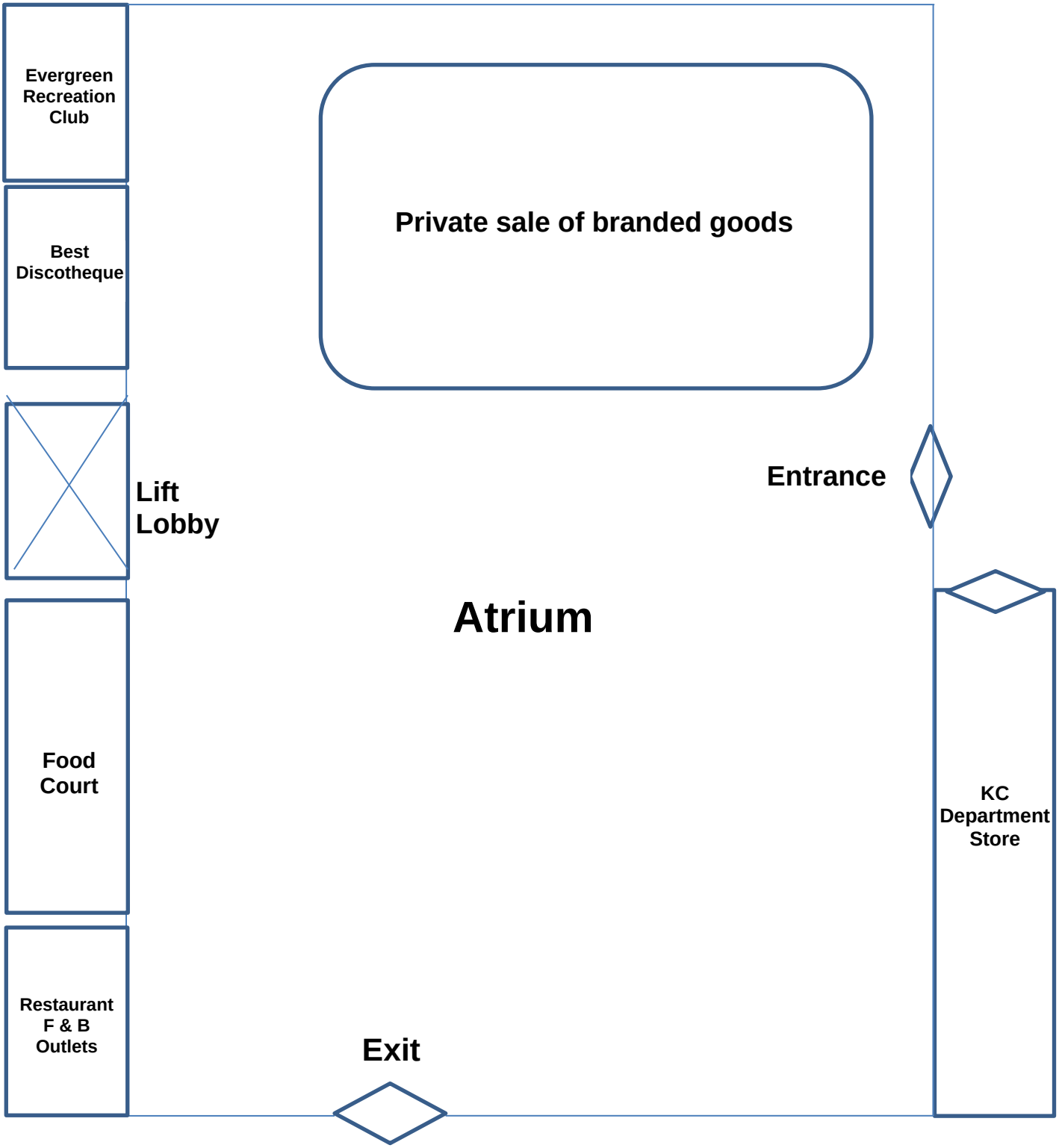
Signature of Security Officer: _____

(*Note: This form is designed for 'Manage Disorderly Conduct & threatening Behaviour' Assessment)*

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ANNEX 3

Site Plan of Atrium @ Evergreen City



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ANNEX 4

EVERGREEN CITY

Facility	Reported Incidents
KC Department Store	Theft – 3 cases
Best Discotheque	Fights – 4 cases Breach of Public Peace – 5 cases Disputes – 3 cases
Food Court	Disputes – 3 cases
F&B Outlets / Restaurants	Disputes – 2 cases
Evergreen Recreation Club	Theft – 3 cases Disputes – 3 cases Breach of Public Peace – 2 cases

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ANNEX 5

Wheel-Clamp Signage and Van parked along the Service Road of Evergreen City



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ANNEX 6

ENTRANCE OF KC DEPARTMENT STORE



GUIDE DOG PERMIT
The holder of this document is authorised to bring his guide Dog into all premises and transportation.

GUIDE DOGS
ASSOCIATION OF THE BLIND







Pictures from Google

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ANNEX 7

EVERGREEN RECREATION CLUB
BAN LIST

The under-mentioned persons are declared persona-non-grata by the Management of Evergreen Recreation Club and should not be allowed entry into the club's premises.

Photo	Name	Remarks
	Raymond Teo	Issued on 20 Dec 2012
	Lim Hock Yow	Issued on 2 May 2014
	Angela Khor	Issued on 18 Mar 2014
	Thomas Lee	Ex-employee Issued on11 Jul 2012

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ANNEX 8

COMMOTION / ARGUMENT OUTSIDE THE BEST DISCOTHEQUE

















Pictures from Google

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ANNEX 9

PRIVATE SALE EVENT



Pictures from Google

DESCRIPTION:

CHINESE LADY SHOPPER
ABOUT 30 YEARS OLD
MEDIUM BUILD WITH LONG BLACK HAIR

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ANNEX 10

INCIDENT REPORT

Serial Number: _____

NAME OF SITE/ASSIGNMENT: _____

Date: _____ Time: _____

Location of Incident: _____

Type of Incident: _____

Describe incident: (Who, What, When, Where, Why, and How)

_____

_____

_____

_____

_____

Action taken:

_____

_____

_____

_____

_____

Reported by:

_____
(Name & Designation)

Signature: _____ Date: _____

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