GUARD AND PATROL TRAINING PACKAGE

VENUE: **Palais Renaissance**

ATTENDEES: **CBM Security Personnel**

GUARD AND PATROL TRAINING PACKAGE

OBJECTIVE OF THE TRAINING PACKAGE

The objective is to prepare the officers on the appropriate responses/actions, on dealing with such similar incident occurrence.

Generally is to equip the Supervisors & Security Officers on duty, on the ability to respond swiftly to various incidents, which may occur at their deployment site. The real life case studies which are presented shall also equip the officers with the knowledge and sensing on how to react tactfully and professionally.

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INCIDENT HAPPENED (Palais Renaissance)

Date: **01 June 2024**
Time: **0900hrs**

On the above date and time, Security Officer while on his patrol duty found a laptop bag on the bench. Security Officer alerted his supervisor on his findings and waited for his supervisor further instructions while looking out for any possible sight of the laptop bag owner. Security Supervisor played back CCTV immediately and found out that the person who left the bag, have went to the food court. The supervisor then instructed the officer to hold his ground and to see if the owner will come around soon.

Not long after, the owner of the laptop bag rush to the bench trying to find his belonging and was approach by the Security Officer. The Security Officer then ask the supervisor to verify if the individual is the bag owner as seen in the CCTV footage. Basic questions was then posed to the individual about when and where did he left his bag unattended and the contents inside before he was allowed to take it back. The officer also took down his particulars as a precaution and incident report submission. The owner was advised to be more careful in future.

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KEY OBSERVATIONS

1. Security Officers was alert and vigilant, while in the course of the duty.
2. Security officer should remain calm and respond to the situation in a safely manner.
3. Security Officer should call for back–up/ reinforcement, if needed.
4. Security Supervisor played back the CCTV and confirm that the person left the bag.
5. The SO confirmed the laptop bag was belongs to the owner.
6. SO advised the owner not to leave his laptop bag unattended.

LESSONS LEARNT

1. Security Officers should deal unattended bags with care without compromising his safety.

2. Security Officer should immediately inform Control Room for assistance and inform the management of the findings.

3. Security officer should know when to call for additional reinforcements/back-ups when handling such situations.

4. Using CCTV to trace the owner.



GUARD AND PATROL ASSESSMENT

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GUARD AND PATROL ASSESSMENT

1) What is the primary responsibility of a security guard during patrols?
A) To serve as a receptionist
B) To monitor and report any suspicious activity
C) To manage the building's maintenance

2) What must you do if any of your walkie-talkie is faulty?
A) Ignore and continue patrol
B) Repair the walkie talkie
C) Inform Supervisor/Maintenance and record in the Occurrence Book

3) What is the purpose of the Fire Alarm System?
A) To detect intrusion
B) To monitor, alert and identify the fire incident in the premises
C) To extinguish fires automatically without human intervention.

4) What is the purpose of a handheld metal detector?
A) To detect any non metal item
B) To detect any hidden metal weapons in a person
C) To scan for explosive materials

GUARD AND PATROL ASSESSMENT

5. What is the purpose of CCTV cameras
A) To monitor sensitive area and deterrence
B) To monitor my own colleague and superior movements
C) To serve as a smoke detector

6. What is an important tool for a security officer during patrols?
A) Checklist Documents
B) Walkie Talkie
C) Fire Extinguisher

7. What will you do if you find unattended bag while patrolling during duty?
A) Clear the immediate area and notify my supervisor or the control room about the unattended bag
B) Ignore the bag and presume the owner will come back to pick it up
C) Call the police immediately to report possible bomb threat

8) How often should a security officer conduct patrols in a designated area?
A) According to the site's security plan and risk assessment
B) As frequently as necessary to ensure safety
C) Only when there are complaints