

# Security Supervisor Participant Handbook

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# 1. Introduction to the Program

Unit 1.1 - Objective of the Program

Unit 1.2 - Private Security Sector

## Key Learning Outcomes

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

1. Understand the objective of the program
2. Learn required skills for a security supervisor
3. Know role and responsibilities of a security supervisor
4. Understand overview of Private Security Sector in India

## UNIT 1.1: Objective of the Program

### Unit Objectives

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

1. Know the objective of the program
2. Know about the role and responsibilities of a security supervisor
3. Get an overview of the Private Security Sector

#### 1.1.1 Introduction

A security supervisor in the private security sector is the first executive, who apart from his own duties has operational and administrative responsibilities towards a security unit comprising of 6-15 unarmed and armed security guards. Depending on the size of the premises a supervisor may be entirely responsible for the security operations during a particular shift.

##### Role Description

To supervise security operations at a designated premises by organising guarding as per organisational procedures aided by appropriate security devices/ equipment. The core responsibility includes supervision of security operations, communication with stakeholders and dealing with emergencies.

##### Brief Job Description

Security supervisors take over a shift and organise guarding duties as per organisational procedure and instructions from superiors. They are responsible for optimal utilisation of available manpower and resources. They allot duties to individuals and supervise their work. Supervisors are required to carry out security documentation and report security incidents to designated superior and agencies like police, fire and medical, as the case may be.

##### Personal Attributes

A security supervisor should be physically fit, mentally alert, educated and capable of handling subordinates. They should possess good communication skills. He/ she should be able to set personal examples and motivate his/ her security unit. In emergencies, a supervisor should take initiative and get assistance from other agencies to control the situation.

#### 1.1.2 Objectives of the Program

The objective of the program is to enable you to learn and perform the following:

- a) Supervision of a security unit

- b) Carry out job-specific security duties
- c) Deal with lost and found property
- d) Supervision of security escort duties
- e) Control access to the assigned premises
- f) Perform security tasks in accordance with basic security practices
- g) Understand basic legal requirements and Private Security Agencies (Regulation) Act – 2005, while undertaking security tasks
- h) Provide private guarding service to people, property and premises
- i) Carry out screening and search
- j) Control parking in designated areas
- k) Understand health and safety aspects of workplace and security operations
- l) Provide security in commercial and industrial deployments
- m) Project positive image of self and the organisation

### 1.1.3 Role and Responsibilities of a Security Supervisor

1. Role of a security supervisor is to provide security to people and property at assigned premises as per organisational procedures and instructions.
2. The responsibilities of a security supervisor are as under:
  - a) Report on time and take over the shift
  - b) Take attendance of security guards
  - c) Brief security guards
  - d) Assign duties/ work to security guards
  - e) Check functioning of available security, communication and personal protective equipment
  - f) Report attendance and deficiency of manpower
  - g) Report malfunctioning of equipment
  - h) Check work of security guards
  - i) Organise patrolling of the premises
  - j) Maintain security documents
  - k) Supervise all security operations
  - l) Organise training of security guards
  - m) Maintain communication with stakeholder
  - n) Resolve grievances of security guards



- o) Report incidents and emergencies to concerned agencies
- p) Deal with lost and found property
- q) Prepare shift report
- r) Hand over shift to next security supervisor

## Exercise

1. State the role of a security supervisor.

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2. State any three personal attributes of a security supervisor.

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3. What are the responsibilities of a security supervisor?

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## Notes

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## UNIT 1.2: Private Security Sector

### Unit Objectives

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

1. Concept of security
2. Need for security
3. Private Security Sector and its important members
4. Defining security and careers in the Private Security Sector

### 1.2.1 What is Security?

Security is the degree of resistance to, or protection from, any harm. It applies to any vulnerable and valuable asset, such as a person, dwelling, community, nation, or organisation.

Industrial security is a process which creates a safe environment to conduct business activities within the organisation without loss or disruption and to establish a system which would protect the enterprise from actual, potential, internal or external loss-causing threats.

**Some of the ways in which a society maintains its security are:**

- a) By maintaining order
- b) By identifying threats and taking precautionary measures
- c) By raising and employing armed forces and police forces

**Some of the places where we need security are:**

- a) Residential premises
- b) Commercial and industrial premises
- c) Public places
- d) Infrastructure
- e) Mines, refineries, pipelines etc.
- f) Personal protection
- g) Events
- h) Movement of cash, bullion and other valuable items
- i) Transport hubs

**Reasons for hiring private security by individuals and organisations are:**

- a) Crime in the society
- b) Inadequate police to population ratio
- c) Requirement of dedicated private security by establishments
- d) High-tech crimes

- e) Need to check industrial and corporate espionage
- f) Crime and loss prevention

**What all needs to be protected/secured:**

- a) People/ individuals
- b) Premises
- c) Property
- d) Information
- e) Activity/ processes
- f) Environment

**We need protection from:**

- a) Fire, bomb threats, sabotage
- b) Theft/ pilferage
- c) Accidents - industrial and traffic
- d) Health and safety hazards - gas leak, chemical spill
- e) Misuse, neglect, damage and wastage
- f) Natural disasters - earthquakes, floods, rains



## 1.2.2 Role of Security

To protect the business, people, property, material, information and environment from risks and losses and ensure safe premises. Security is therefore a process, a system and not an act. Utmost care should be taken to describe its role, objectives, authority and control.

**What is security?**

- a) Management of risks (crime, fire, accidents, terror and other hazards)
- b) Loss prevention (production, theft, pilferage) by Misuse, Neglect, Damage and Wastage (MNDW)
- c) Personnel security
- d) Security of information (IT, Documents)
- e) Workplace (Departmental) security
- f) Environmental security

### 1.2.3 Private Security Sector - Global Overview

The global private security services industry was estimated to be US\$132 billion in 2011 and is expected to grow at a Compound Annual Growth Rate (CAGR) of 7% to reach US\$220 billion by 2019. However, the Indian private security services industry is expected to grow much faster, at 20% over the next few years, and is estimated to grow from INR 365 billion in 2013 to INR 640 billion by 2018. Globally, and in India, manned guarding is the key segment in private security services space followed by cash services.

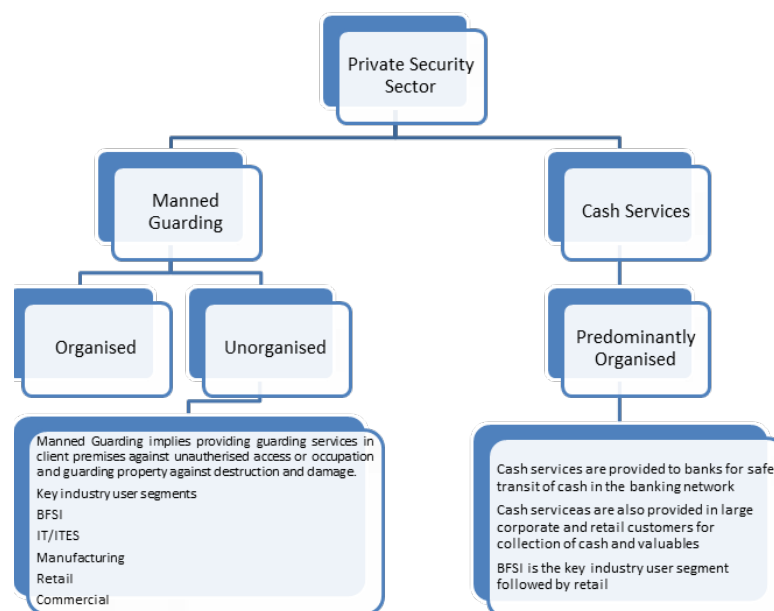


Fig 1.2.1 Private security industry structure

#### Industry structure

The structure of private security industry is as depicted in the fig. 1.2.1

### 1.2.4 Private Security Services

The global security services industry was estimated at US\$132 billion in 2011 with the largest market being North America, followed by Western Europe, Asia Pacific and other countries.

In the Asia-Pacific region and other countries, there are several countries at varying stages of economic development. The growth of these economies, combined with security threats and low security utilisation compared to Western market levels will drive the security services industry in the near future. Countries such as India and China hold significant business opportunities for security services companies as the governments in these two countries are making investments in upgrading airports, aviation systems, shipping ports, highways, tourism and retail sectors.

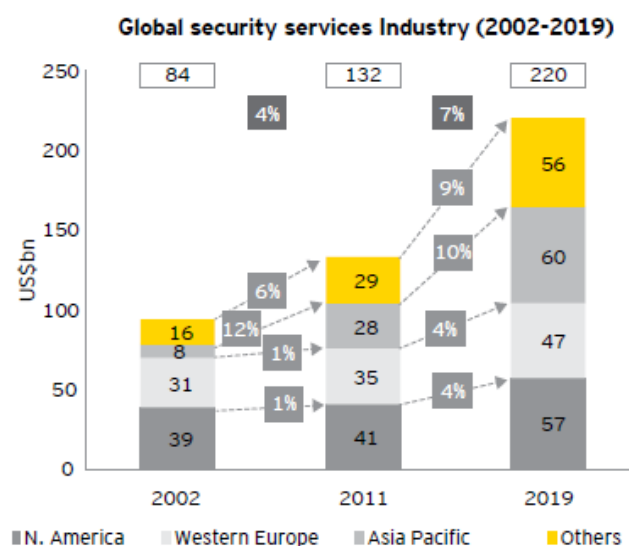
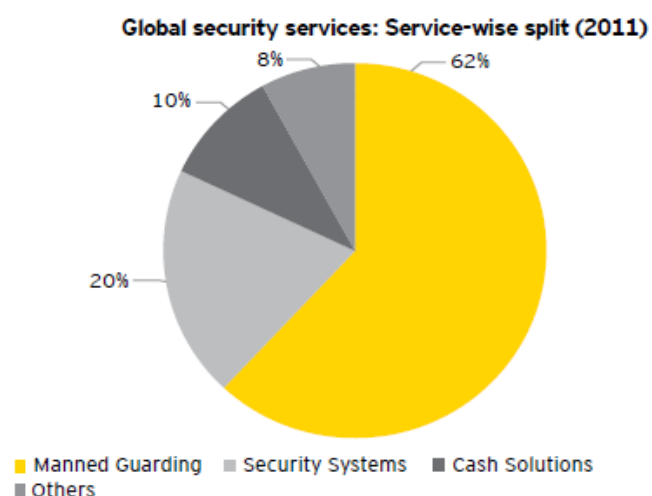


Fig 1.2.2 Private security services global market

### Key segments of the global market

The security services market comprises manned security, electronic security systems, cash solutions, and others. Manned security accounts for the biggest part of the security services market with a 62% share of the market. Manned security is predominantly a labour cost plus mark-up business. Security systems and cash solutions are the other significant segments.



Source: FICCI Report on Private Security Sector 2013

Fig 1.2.3 Key segments of the global market



### The key players

G4S and Securitas are the market leaders in the security services sector, followed by a diverse group of companies, including ISS, Secom, Brinks and Prosegur.

Major players have varied business models. While G4S and Prosegur focus on an integrated business model with presence across all the segments of the security services industry, other players such as Securitas, Secom and Brinks specialise in few segments. Top ten international security service providers are:

Name	Country	Present in Countries
G4S	UK	125
Securitas	Sweden	40
Secom	Japan	12
Prosegur	Spain	13
Brinks	USA	50
Loomis	Sweden	13
Allied Barton	USA	1
Garda	Canada	11
Reliance	UK	1

Fig 1.2.4 Key global players in private security industry

## 1.2.5 Private Security Sector in India

The Private security sector in India finds its origins in the early 1970s. Currently, India has the largest private guard-force in the world and this force is employed in various deployments across the country. Despite the high number, the security industry in the country is still in its infancy and is growing at high rates. The private security sector in the country is regulated by the Private Security Agencies (Regulation) Act 2005.

The main area of focus of private security sector is of guarding services (private security guards). Other key services undertaken by the sector are:

- Personal Protection
- Cash Management
- ATM Security
- Investigations Services
- Special Event Security

### Key players in India

Major players of private security industry in India are mentioned in the table:

Company Name	Revenue (INR Million)	Presence
G4S	16,569	Pan India
SIS	6,517	Pan India
TOPSGRUP	3,052	West
Checkmate	3,976	West
Peregrine	NA	53 cities
ISS SDB	3,896	South
Sentinels Security	431	North
Securitas	1,978	North , West
Brinks Arya	1,751	West
Writer Safeguard	1,087	Pan India

Fig 1.2.6 Key players of private security industry in India

Source: FICCI Report on Private Security Sector 2013

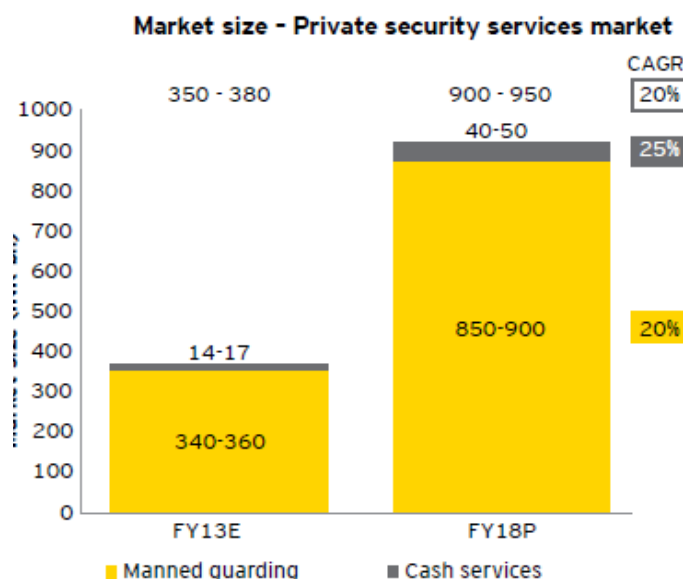


Fig 1.2.5 Private security sector in India

Source: FICCI Report on Private Security Sector 2013

## 1.2.6 Key Growth Drivers

### Demand

- a) Demand for private security guards is likely to increase by 25% per annum over the next decade. The supply is not expected to meet the demand.
- b) South India is likely to see an increased demand of 35% over the next decade.
- c) It is expected that 70% of the residential security demand would come from Delhi-NCR, Mumbai, Chennai, Bengaluru, Kolkata, Pune, Chandigarh, Hyderabad, Mysore, Lucknow, Ahmedabad and Jaipur.
- d) Sixty percent of the industrial security demand is expected from Rajasthan, Gujarat, Maharashtra, Karnataka, Tamil Nadu, Andhra Pradesh and Telangana.

Key sectors that are expected to see increased private security requirements are organised retail, office space, manufacturing sector and residential colonies.

There is a growing demand for women security guards at retail outlets, diamond workshops, airports and other places where female visitors are to be frisked. It is providing good job opportunity for women in private security sector.

### Supply

- It is expected that supply of trained manpower in the sector will grow at 10% annually over the next decade. In absolute numbers: approximately seven lakh to one million guards will join the sector every year.
- Only 20% of the manpower requirement is expected to be met through organised supply (compliant with PSARA training requirements those who are likely to stay for more than one year).
- Current attrition levels in the sector stand at 40% for untrained guards and 15% for trained guards. The numbers are likely to remain same over next decade.

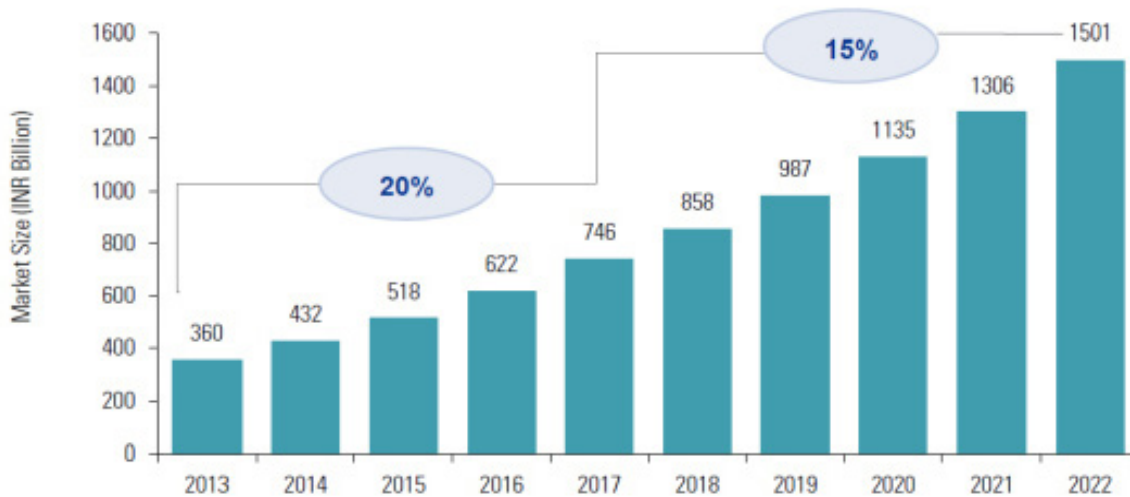


Fig 1.2.7 Growth trend in private security industry (2013-22)

Source: KPMG – NSDC Report

### Changing Structure of Industry

- After the 26/11 Mumbai terror attacks, the growth of private security industry has seen upward swing.
- The sector is evolving with time as it moves from primarily providing security guards to the use of biometric and surveillance devices and other high-tech solutions.
- Volume of business for electronic security equipment in India is estimated at over USD 10 billion by 2016.
- Security agencies in India have mostly proliferated in Indian metropolitan areas due to the large industrial base, concentration of corporate and trading houses, and the diversity of the population.
- While women security guards are being increasingly employed, their current strength is quite negligible and would need considerable time to register their presence in the sector.



Fig 1.2.8 A woman security guard

### 1.2.7 Security Associations in India

A number of industry bodies with regional chapters are now operational. As security professionals it is important to know about them:

#### Central Association of Private Security Industry (CAPSI)

CAPSI made its unpretentious beginning in 2005 and has emerged as largest industry body for private security agencies in India, whose combined strength is over seven million private security personnel. CAPSI's governing processes are being guided by board of governors having former army generals, veteran police and para-military officers, high ranking intelligence professionals from premier governmental intelligence agencies and leading industry captains.

The CAPSI is now playing a leadership role in the formulation of "Global Standards and Best Practices" for Indian Private Security Sector. CAPSI is functioning as a federal body which represents the interest of entire Private Security Sector in India. It operates through its State Chapters constituted in every State. Each State Chapter is being governed by an executive council and represented in the National Governing Council which deliberates on the crucial issues related to the conduct of business and coordination with Government departments such as police, ESI, PF, service tax, income tax, Labour Commissioners and Controlling Authorities, to have the issues resolved.



#### Fire and Security Association of India (FSAI)

FSAI is a non-profit organisation established in 2002 representing the Fire Protection, Life Safety, Security, Building Automation, Loss Prevention and Risk Management domains. Its primary aims and objectives are:

- a) Foster a spirit of safe living among all citizens of India and inculcate a proactive mind-set towards safety and security at all times.
- b) Promote and advance the use of fire safety and security systems.
- c) Foster fire safety and security engineering education and awareness.

FSAI aims to work closely with the Government and all other stakeholders to enable the Indian fire and security industry to reach global pre-eminence with better regulatory framework.

FSAI has over 1,400 members including leading global and Indian companies, architects, consultants and users.

FSAI has 11 Chapters across India in Mumbai, Delhi, Kolkata, Chennai, Bengaluru, Hyderabad, Ahmedabad, Pune, Visakhapatnam, Kochi and Coimbatore which regularly conduct programs and events for the benefit of the members and spreading awareness about safety and security.



### 1.2.8 Careers in the Private Security Sector

Private security sector offers a varieties of jobs to all men and women; literate & educated and unqualified & qualified. Large section of sector's workforce comprise of security guards, both unarmed and armed.

Being a performance driven sector, private security sector offers excellent career progression avenues to existing and new entrant workforce.

Careers in the private security sector are as under:

#### Guarding jobs

- a) Unarmed security guard
- b) Armed security guard
- c) Personal security officer

#### Supervisory jobs

- a) Security supervisor
- b) CCTV supervisor

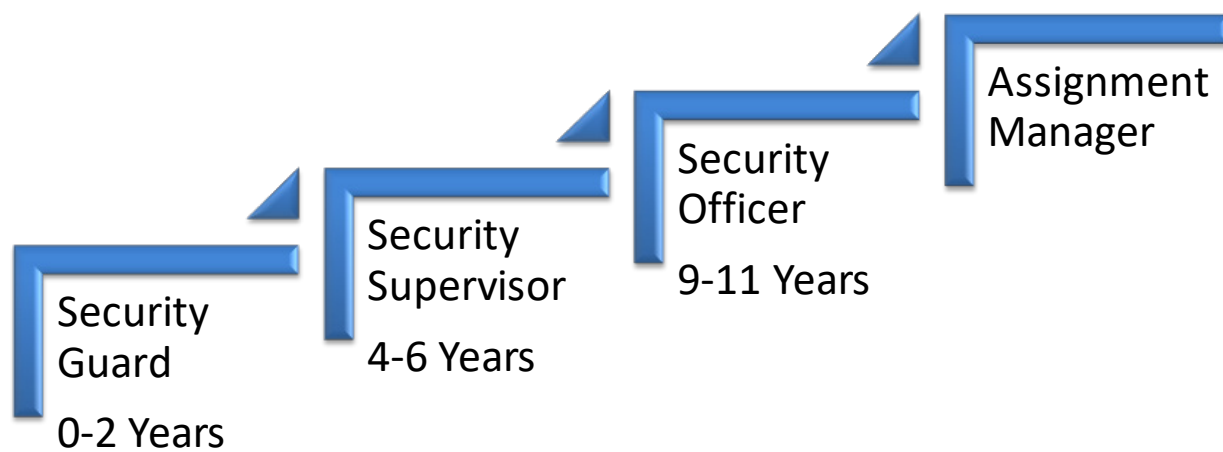


Fig 1.2.9 Career progression in private security sector

#### Managerial jobs

- a) Security officer
- b) Assignment manager

#### Back-end jobs

- a) Customer care
- b) Business development
- c) Human resource
- d) Accounts
- e) Training and assessment

## Exercise

1. Which Act regulates operations of private security agencies in India?
  - a) PSARA 2005
  - b) TRAI
  - c) RBI
  - d) IRDA
2. What are the key services provided by Private Security Sector?
  - a) Personal Protection
  - b) Cash Management
  - c) ATM Security
  - d) All of the above
3. What is manned guarding?
  - a) Provide guarding services in the client's premises
  - b) To deter unauthorised access or occupation
  - c) Guarding property against destruction and damage
  - d) All of the above
4. Which of the following is not a leading private security company in India?
  - a) G4S
  - b) Securitas
  - c) SIS
  - d) TAT
5. Which of the following are major segments of private security sector operations?
  - a) Manned Guarding
  - b) Security Systems
  - c) Cash Solutions
  - d) All of the above
6. Which of the following is not a part of the services provided by private security sector?
  - a) Personal Protection
  - b) Cash Management
  - c) Telecom Services
  - d) Investigation Services
7. Explain about the changing trends in the security industry.

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## 2.1.5 Handling Absenteeism

Despite your best efforts, some workforce may still be absent. This will affect the site deployment plan. How to control absenteeism? As a security supervisor you have to take attendance and report the same to your seniors. To control absenteeism you should identify its causes and take preventive actions.

To control absenteeism you have to maintain communication with the guards and listen to their problems and grievances. Just before the night shift is to begin, you come to know that four guards have not reported for duty. What will you do?

Arrange the following activities in the correct sequence.

- Report the matter to the site security management.
- Retain four guards from the previous shift.
- You offer to take the place of a guard whose post is closer to your office.
- Man the shift by combining two adjacent posts and posting one guard there.
- Look for relieving guards who are on weekly off.
- Report the matter to your company.



Fig 2.1.3 Handling absenteeism

Why it is important to maintain a register for attendance? It is not only to maintain the records but also to take care of the legal requirements. Attendance also provides the basis of calculating guard's pay, leave and other allowances. The various types of leave entitled to a guard are:

- Paid Leave:** Eligible guards are sanctioned leave after prior intimation.
- Leave Without Pay (LWP) Sanctioned:** To enable a guard to avail LWP he/ she has to complete 240 annual workdays as per the statute. There is no financial implication in this kind of leave. But it has an impact on the guard's continuity in service affecting his/ her entitlement of gratuity or bonus in future.
- LWP Not Sanctioned:** A guard is not eligible for LWP if he/ she has not completed annual 240 workdays. If a guard goes on leave without prior intimation or sanction he/ she will be treated as absent and absence period will be recorded as Break in Service with long term implications on his/ her service benefits.

### Process of tracking attendance and leave

Every site has a muster roll and attendance register maintained by the security supervisor. The attendance register gives data about daily attendance status of every guard. Biometric attendance equipment have also been installed at sites.

If some guards are habitual latercomers or absentees, the matter should be taken up with the security officer for their replacement. You must ensure that the attendance register is not tampered with or manipulated.



Fig 2.1.4 Biometric attendance machine

## UNIT 2.2: Organise Training of a Security Unit

### Unit Objectives

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

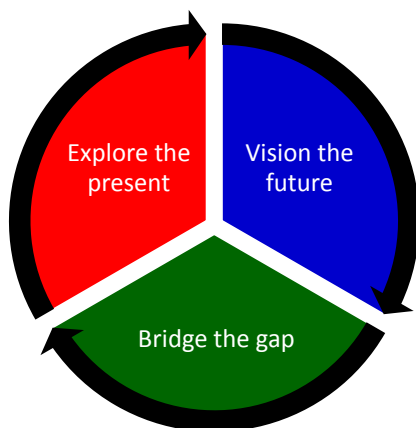
1. Organise training for a security unit

### 2.2.1 Training and Development

A Security supervisor is also a trainer due to his/ her experience in the job. Supervisors are the right person to provide feedback on the performance and training needs of security guards. Their opinion should be taken seriously.

All premises where a security unit, irrespective of its size is deployed are unique. Their security standards and requirements are different from the others. Therefore, all security guards should be given site-specific training before deployment, which is followed up by on-the-job training.

#### Assessing Training Needs



***"Training needs are the shortfall in employee's performance that can be corrected by appropriate training"***

Training need analysis focuses on the deficiencies resulting from lack of requisite knowledge, skills and attitude but not to remedy other needs related to problems such as lack of motivation or requisite job tools or machinery.

Fig 2.2.1 Identifying training needs

Assessment of training needs is the joint responsibility of the security supervisor/ security officer and training division of private security company. The Trainers organise and conduct special programmes to meet expectations of clients. The on-the-job training and coaching programmes are planned internally. These are initiated and designed by the security officer/ assignment manager or the training staff or the trained supervisors who may also act as instructors.

#### Knowledge, skills and attitude training

On-the-Job training (OJT) is an important aspect of training of new guards. This training must be well structured to be effective.

Prepare a 24 hours OJT schedule using the format below for three new guards that you are deploying at your site. You may add or reduce subjects as you think necessary.

### 2.3.13 Team Building

See the picture here. All the players of a football team touch the ball or get into a huddle before a match begins.

Why do they do that?

They do this to reinforce their commitment to the team and build their resolve to fight together and win. If you analyze why teams perform well, you will notice the following:

- a) While individual skills are used to win a match, no one plays a selfish game.
- b) At any given time, when the ball was with a player, the other ten players remained alert and ready to tackle the ball if it came to them.
- c) All the players obey the captain and manager (leader) even if they disagree with them.
- d) The leader takes both the good players and the average player with him.
- e) All of them play throughout as a member of the team and not as an individual player.
- f) All of them have a common goal—that of winning the match.
- g) The team leader knows how to inspire the team members to do their best.



*Fig 2.3.2 Team building*

### 2.3.14 Providing Leadership

Core values of a leader include integrity and concern for the team members. As a team leader you must have these qualities and also inculcate same values into your team. Your leadership should be based on honesty and trust. A leader wins trust and respect of the team through setting personal example.



*Fig 2.3.3 Providing leadership*

### 2.3.15 Problems and Grievances

Since you are the supervisor, your guards will look up to you to address their problems and grievances. The secret to successful grievance redressal is fairness and transparency. You must be proactive and never allow grievances to build up. If you sense problems like infighting, groupism and external issues that may threaten the harmony of your team you must address it at the earliest taking the help of your seniors if necessary. It is a good practice to keep your seniors informed of all such problems.

### 2.3.16 Escalation Matrix

Problems can occur at any time and you may not be able to address them all at your level. In such cases you will need to raise the level. This is called the escalation matrix.

## UNIT 5.1: Supervise Security Escort Duties

### Unit Objectives

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

1. Organise vehicle escort duties
2. Understand route planning
3. Brief concerned persons on escort duties
4. Guide escorts in dealing with emergencies

#### 5.1.1 Introduction

An escort is an armed or unarmed security guard who accompanies vehicle (s) to escort people from one place to another. An escort's responsibility is to escort person under his/ her charge in a safe and secure manner. Vehicle escort services are availed by schools, business process outsourcing (BPO) organisations, hospitality industry and VIP/ celebrities. Organisations, which provide pick-up and drop facility to their employees (especially women) also employ vehicle escort.

All organisations have a responsibility towards security and safety of their employees. Female employees require security at workplace and during transit. Good organisations take this responsibility seriously and employ persons and resources to execute it.



Fig 5.1.1 Duties of a security supervisor



## Core Areas

These are most sensitive and vulnerable areas of the organisation, such as strong room, server room, main office, laboratory, godowns, etc. Intrusion in to such areas will compromise organisation's security.

### 6.1.7 Access Control Equipment

- a) Physical Means
  - i) Gates and doors
  - ii) Boundary wall
  - iii) Wire fence
  - iv) Barriers and bollards
- b) Electronic means
  - i) Biometric system attached to doors, turnstile gates, etc.
  - ii) Password/ access card seeking locks attached to doors and gates, etc.
- c) Sensors and Alarms
  - i) Motion sensor
  - ii) Intruder alarm
- d) Lights
  - i) Perimeter lights
  - ii) Premises lights
  - iii) Building lights
- e) CCTV surveillance system
- f) Communication system



### 6.1.8 Access Control System Integration

Access control systems are integrated in such a manner that these carry out more than one function. For example, when an employee swipes his/ her access card at the gate he/ she not only gains entry into premises but also his/ her attendance is recorded. Similarly, in all sensitive areas entry/ exit by employees/ visitors gets recorded and if the system is integrated with CCTV system real time footage of the event is also available.

Access control systems have multiple checks too. Suppose you have an electronic lock on the main door, which takes swipe card for entry and attendance, there is a possibility of misuse that any person can use a lost/ stolen swipe card. If, password or biometric system such as finger print or face recognition is incorporated in the system, misuse of lost/ stolen card can be checked. If, a CCTV camera is installed at the access point, we can also capture the image of the person who is trying to breach the system.

Similarly, attempts to breach the system can be conveyed through SMS over phone to concerned persons in real time.

### 7.2.10 Border Security Force

The BSF was raised in 1965. It guards International Border with Pakistan and Bangladesh and also some portions of the Line of Control (LoC) in J&K. BSF guards borders to maintain security and prevent infiltration, crimes and smuggling. The motto of BSF is जीवन पर्यंत कर्तव्य meaning “Duty unto Death”.



### 7.2.11 Central Industrial Security Force



The CISF was raised in 1969 to guard the Public Sector Undertaking (PSU) premises. It is a 140,000 strong force now. CISF guards sensitive places like atomic and space installations, refineries, sea ports, airports, metro stations, power plants, government buildings, etc. The motto of CISF is संरक्षण व सुरक्षा meaning “Protection and Security”.

### 7.2.12 Central Reserve Police Force

The CRPF is oldest and largest CAPF of the Country. It was initially raised in 1939. It has strength of about 300,000 personnel. It also has Mahila (Women) battalions. Rapid Action Force (RAF) is also part of CRPF. CRPF assists local police in maintaining law and order during riots and disturbances. You must have noticed the presence of CRPF personnel in your neighbourhood during the elections. The motto of CRPF is सेवा व वफादारी meaning “Service and Loyalty”.



### 7.2.13 Indo-Tibetan Border Police Force



The ITBP was raised during Indo-China War, 1962. It is 90,000 strong force which guards Indo-China border. The motto of ITBP is शौर्य — दृढ़ता — कर्मनिष्ठा meaning “Valour, Steadfastness and Commitment”.

## 7.2.14 Sashastra Seema Bal

Sashastra Seema Bal was raised in 1963. This 74,000 strong force is deployed on Indo-Nepal and Indo-Bhutan borders. SSB prevents trans-border crimes and infiltration. Motto of SSB is सेवा, सुरक्षा व बंधुत्व meaning "Service, Security and Brotherhood".



## 7.2.15 National Security Guard



The NSG was raised in 1984 to fight terrorism. Personnel from Indian Army and CAPF serve in NSG. NSG personnel are also known as Black Cat commandoes.

NSG has two branches - the Special Action Group and Special Ranger Group. The motto of NSG is सर्वत्र सर्वोत्तम सुरक्षा meaning "Omnipresent Omnipotent Defence". Headquarter of NSG is in Manesar (Haryana).

## 7.2.16 Ranks in the CAPF

Ranks in the CAPF are given below:

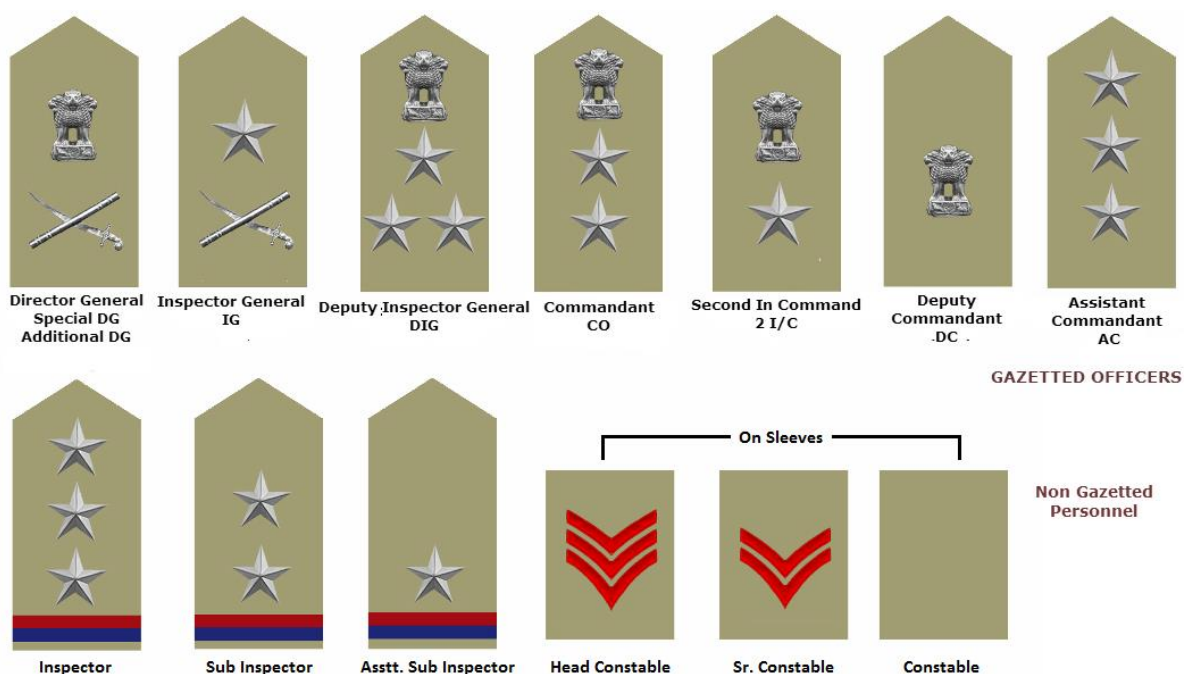


Fig 7.2.4 Ranks and badges of CAPF

- d) Identify the breach in security by car numbers.
- e) Help in appropriate parking of the resident or regular vehicles entering the premises.
- f) Can reduce the clutter by helping in proper parking of the vehicle.

### 11.1.3 Signages

Signs form a vital and integral part of the traffic and parking system for the safety of the road users. As per IRC (Indian Roads Congress) road signs are for indications on the road. The road signs are categorized into 3 types:

#### 1) Mandatory signs or regulatory signs

Mandatory signs are road signs which are used to set the obligations of all traffic that use specific area of road. These are signal which you must follow like traffic signals.











				
Straight Prohibited or no entry	Horns prohibited	Right turn prohibited	Left turn prohibited	U- turn prohibited
				
No Parking	No stopping or standing	Stop	Compulsory turn left	Compulsory turn right ahead

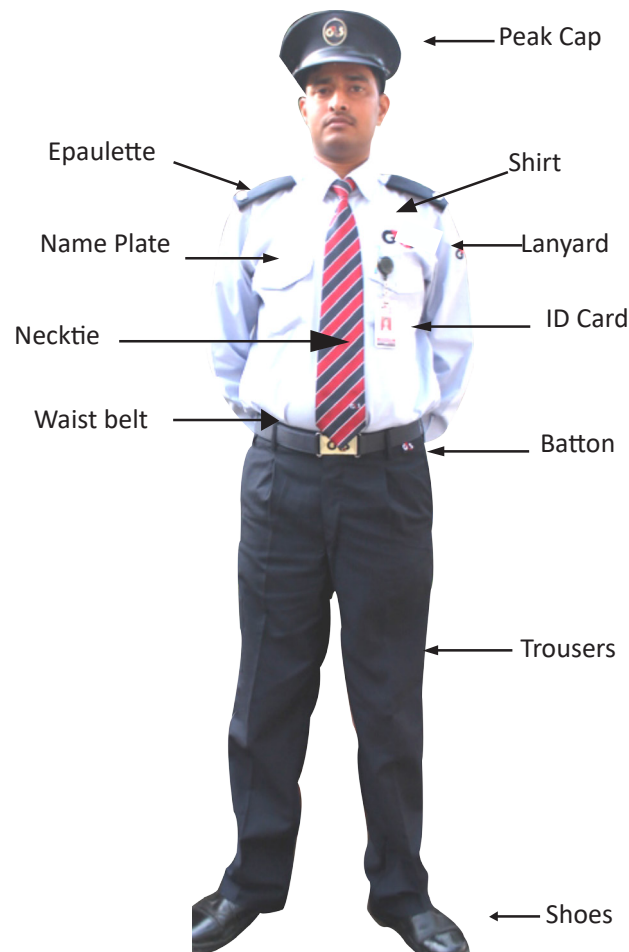
Fig 11.1.2 Mandatory signs

#### 2) Cautionary or warning or precautionary signs

These are signal which gives you warning about not doing something.

				
Right hand curve	Steep ascent	Pedestrian Crossing	School Ahead	Roundabout

Fig 11.1.3 Cautionary Signs



*Fig 14.2.2 Components of security guard's uniform*

### 14.2.4 Dealing with People and Teamwork

A guard's job involves dealing with a number of people and he/she has to be very careful while performing duties. A guard has to search people and vehicles and this is a very sensitive matter, because if not handled carefully situations may get out of hand.

If the attitude and actions of the security guard are not up to the mark, it invites bad name and embarrassment to the employer.

The different categories of people with whom a guard interacts are:

- a) Employee
- b) Client
- c) Co-workers
- d) Vendors
- e) Customers
- f) VIPs
- g) Visitors

<ul style="list-style-type: none"> <li>■ Keep a pet dog, if possible.</li> <li>■ Ascertain the identity and particulars of plumbers, electricians, postman, painter domestic helps etc.</li> <li>■ Watchman/Chowkidar should be provided with a torch, a whistle and wooden stick. He should be advised to remain in touch with local police officials.</li> </ul>	<ul style="list-style-type: none"> <li>■ Don't go to friend's house without informing the parents.</li> </ul>
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#### Instructions for Parents to ensure Children Safety

Do's	Don'ts
<ul style="list-style-type: none"> <li>■ Accompany the child while she is going out.</li> <li>■ School bag should bear, name and address of parents</li> <li>■ Children should remember their residence phone no.</li> <li>■ Take child along with you when you go to market.</li> <li>■ Raise hue and cry on child forcibly being taken by stranger.</li> </ul>	<ul style="list-style-type: none"> <li>■ Minor girls should not be left in custody of neighbours or relatives.</li> <li>■ Address and telephone numbers should never be shared with strangers.</li> <li>■ Child should not disclose on telephone of being alone at house.</li> <li>■ Child should not be sent alone to Cinema, halls, park or market.</li> <li>■ Child should not take eatables from strangers.</li> </ul>

## Exercise

- Which of the following statements defines an act of sexual harassment?
  - Physical contact and advances
  - Demand or request for sexual favours
  - Making sexually coloured remarks
  - All of these
- The different kinds of prejudice that exists as a result of differences between people include:
  - Ethnic background
  - Education
  - Religion
  - All of the above
- Racial or ethnic harassment includes:
  - Unwelcome remarks about a person's ethnic background
  - Display of racist, derogatory or offensive pictures
  - Playing practical jokes
  - All of these