
SECURITY GUARD SERVICES PRACTICES & PROCEDURES

Regional Management Services
Inc.



EXECUTING YOUR ROLE



- A patrol guard's role is to watch property and to enforce rules and service standards set by property owners
- A guard's responsibility is to ensure the property rules are respected and followed.
- A guard can ask a person to leave property and they can ban someone from property if rules are broken.
- Guards have no authority to tell people to move along when on public property



ACT PROFESSIONALLY

- Never pretend to be a Police Officer
- As a licensed guard produce an ID card and a security license when asked to do so.
- When enforcing the rules, tell the what rule that they have breached



PATROLLING

- Foot Patrol
- Mobile Patrol
- Gate Patrol
- Observation Patrol – Control Room



OBJECTIVES OF PATROLS

- To deter crime
- To detect intrusion – unauthorized entry
- To detect fire
- To detect damage to company's property-
vandalism
- To prevent accidents
- To prevent individuals from bodily harm
- To record and report findings in a timely
manner



CHECKLIST FOR PATROLLING

- Check buildings, offices, workstations to ensure that there is no risk of fire, water damage and other hazards
- Check for interference to doors, locks and windows
- Investigate all appliances left running
- Check perimeter fences and report on it where necessary



CHECK LIST FOR PATROLLING

- Checks for signs of interference on loaded vehicles
- Pay attention to loading bays
- Report on defects found: lighting, leaking taps and valves



WHAT A SECURITY GUARD CAN DO WHEN PATROLLING

Powers of Arrest:

- **If a guard makes an arrest, they must:**
- Identify themselves as a security professional
- Take physical custody of the person
- Inform the person that he or she is under arrest
- Tell the person why they are being arrested
- Inform the person that he or she has the right to legal advice, and
- Hand the person over to the police as soon after the arrest as possible.
- Guards have no greater authority for arresting someone than an ordinary citizen.



WHAT A SECURITY GUARD CAN DO WHEN PATROLLING

- **Detention:**

Guards cannot hold someone against his/her will unless the person is under arrest.

- **Search:**

Guards have no greater authority to search someone than an ordinary citizen.



REPORTING AN INCIDENT

- Record date, time and place
- Nature of the incident
- Action taken
- Action to be taken
- Names and addresses of all relevant persons present



SAFETY TIPS WHEN PATROLLING

- Be alert
- Look for risks that could lead to slips, trips and falls
- Check for broken or defective handrails or manhole covers
- Dangerous stacking of materials
- Leaking valves





DUTY EQUIPMENT

- A desk or chair
- Clock
- Pens
- Telephone
- Fire extinguisher
- No parking signs
- Spare padlocks



PERSONAL EQUIPMENT

- Note book
- Search light
- Panic Button alarm 
- Protective clothing consisting of rain gear
- Duty dress – dress code
- 2 Way Radio 



IMPORTANT INFORMATION

- Know emergency numbers
- Have access to contact information to key personnel
- Know where the alarm panel is located
- Be familiar with the instructions on how to use the alarm panel
- Be familiar with the emergency codes, signs and exits



Professional Image

- **Wear only approved coats or jackets**
- **Your breast badge should always be visible**
- **Clean body hygiene, hands, fingernails**
- **Hair short, combed, trimmed**
- **Observe your employer's facial hair policy**
- **Wear your cap on patrol**
- **Maintain a positive attitude**
- **Be alert at all times**
- **Display professional body language**
- **Use correct English**
- **Display good manners**



END OF PRESENTATION

