



Introduction to Contract Security

In today's society, with private security officers outnumbering law enforcement by more than two to one, your role is critical in helping protect the nation's infrastructure.

Your presence is intended to protect people and property of Universal Protection Service and clients for which Universal Protection Service is contracted to provide service.

Scope and Nature of Duties

You are expected to project a professional image of security, and are entrusted with very important duties and responsibilities.

It is vital for you to understand that the power you have to act when criminal activity occurs is limited and restricted by law. It is critical to understand that as a private security officer you do not have the same powers as a police officer.

Prior to an incident or offense occurring, your responsibility is to act as a deterrent and to assist in preventing incidents from happening. During or after an incident or offense has occurred your primary responsibility is to observe and report. When incidents are committed in your presence, your authority to act is exactly the same as a private citizen. Your primary role in responding to criminal activity is to observe and report, not to make an arrest.

Your ability to report accurate information to the police or other authorities can be critical in their investigation or support their making an arrest. While society may perceive you as having similar or equal power to the police, you should always represent and conduct yourself within the scope of your actual authority as a security officer.

Acting as the liaison between the general public where you are posted and local emergency or law enforcement responders is a very important position.

The policies and procedures that are in place at your post will guide your overall actions. Your responsibility as a security officer is to carry out those policies and procedures.

Security officers are professionals with specific duties. You must be alert for anything of a security or safety nature that needs your attention. It is important to thoroughly learn all the duties and responsibilities of your post. This may require understanding security- and safety-related systems such as access control, video surveillance, intrusion detection, fire detection, fire suppression and other systems and equipment. Also, you must be prepared to properly respond to an emergency. You should know how to contact the police, fire, medical and key management personnel according to your security post instructions (commonly called Post Orders) and training.

You should read and study your Post Orders so that you are fully aware of all that is expected of you when working at a client site.

Importance of Documentation¹
Security professionals know that

complete reports are essential in providing a permanent record of things that have occurred. You should record your daily activities in Daily Activity Reports and other reports and logs that may vary according to your individual post.

Remember to always carefully document incidents of note in Incident Reports and other such documents. These reports can become extremely important, especially if an incident later becomes the focus of a civil or legal action.

Officer Code of Ethics

As a Security Professional, your adherence to a strict ethical code of conduct is expected. The way you perform your duties should reflect honesty, integrity and professionalism. Your professional competency will depend upon the following:

LOYALTY: To Universal Protection Service, to the client and to the public.

HONESTY: The Security Professional should never be dishonest. Your honest behavior is absolutely essential at all times.

CONDUCT: You are under constant scrutiny by everyone at your post. It is essential that you conduct yourself in a mature and responsible manner at all times.

CONFIDENTIALITY: Providing security means that you will be trusted with confidential information that must be carefully guarded and never compromised.

SAFETY/SECURITY: Your foremost responsibility is to ensure that your post is protected, safe and secure for all people having lawful access.

APPEARANCE: You never get a second chance to make a first impression! Therefore, make sure your appearance, from the top of your head to your feet, is perfectly clean, neat and tidy. Everyone who views your appearance should be able to describe your appearance using the following words: crisp, sharp, clean and polished.

LIAISON: It is every officer's responsibility to make every effort to encourage and enhance positive relations with members of the law enforcement and emergency response community.

EAGER TO LEARN: To be considered professionally competent you must constantly strive to learn new aspects of security. Life safety, asset protection and emergency response are priorities for every officer.

SELF DISCIPLINE: With a position of trust comes the responsibility to always try hard and care about your duties and responsibilities as a Security Professional.

¹Note: You can learn more about documentation in the "Note Taking and Report Writing" and the "Importance of Documentation" modules.

Five Benefits of Trust

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It's easy to be glib [insincere] about the nature and importance of trust, but rhetoric [speech that lacks true meaning] aside it is personally gratifying and professionally rewarding to be trusted. Specifically, there are five practical advantages that flow from trust:

- 1) Increased credibility
- 2) Greater efficiency
- 3) Competitive edge
- 4) Loyalty
- 5) High morale

Credibility is an invaluable business asset that can't exist without trust. Especially in today's increasingly cynical environment, it is so important to be believed. People who are trusted are readily believed; their word is enough and when stories and claims conflict, it is their version that is accepted.

One outgrowth of credibility is efficiency. People who are trusted do not have to put everything in writing; they don't have to bring in corroboration [used to verify a viewpoint or understanding] or put up collateral. Thus, things move faster and are more economical.

Trust provides a competitive edge because people prefer to deal with those they trust. Sometimes we

deal with those we do not trust because they have a much-needed product, service or skill, but once the necessity is removed and we have a choice, we will choose to deal with people we trust.

Trust also generates loyalty. Employees, suppliers and customers prefer the stability of successful relationships. They like knowing that if conditions change they can trust an individual or organization to be fair and honest and, thus, they are less likely to be induced to go elsewhere.

Finally, trust generates a sense of personal pride and high organizational morale. It is an honor to be trusted and people feel better about themselves and their jobs.



FOUR CORNERSTONES OF CUSTOMER SERVICE

Another way for you to understand the scope and responsibilities of your job as a Security Professional is to understand the values of Universal Protection Service. Appearance, vigilance, communication, and knowledge comprise the values that are known as the Four Cornerstones of Customer Service. It is expected that you will incorporate these values into how you present yourself to your customer.

APPEARANCE

- Inspect your work area to ensure it is neat and clean
- Make sure your uniform is clean and fitted properly
- Remember you are not only responsible for your area; you are responsible for the property as a whole
- Project a professional image all the time

VIGILANCE

- Be proactive and helpful
- Look for people in need of assistance and be a resource
- Be observant for potential hazards or areas in need of repair
- Remember, everyone is a customer

COMMUNICATION

- Always document any pertinent information and notify management in the case of an emergency
- Make sure your reports are written clearly and correctly
- Communicate to customers what you can do, before you tell them what you cannot do
- Remember, you are the eyes and ears of management

KNOWLEDGE

- Learn your facility's systems and procedures
- Know how to handle emergencies should they arise
- Prepare yourself to solve problems efficiently in your work environment
- Remember, customers will look to you to stay calm and be in control

Universal Protection Service is committed to these Four Cornerstones of Customer Service and to its Mission Statement:

We Provide Unmatched Service and Security Solutions By Creating and Cultivating Partnerships with Our Security Professionals and Clients.

The Universal Protection Service Difference

In 1965, Universal began with one idea in mind—to provide unmatched service and security solutions for our clientele. Today our company is among the top privately owned security companies in the nation. Additionally, Universal is often recognized by the local news media and trade groups for its contributions to the community as well as being a great place to work. You will find the majority of Universal Security Professionals working in the following vertical markets:

- Airports
- Corporate Campuses
- Distribution/
Manufacturing Facilities
- Government Facilities
- Healthcare Facilities
- Office Buildings
- Petrochemical Facilities
- Residential Communities
- Retail Centers
- Educational Facilities

Universal Protection Service is a division of Universal Services of America. Universal Services of America is made up of four unique divisions: Universal Protection Service, which offers a wide range of security professionals for commercial properties of every type; Universal Building Maintenance, which specializes in green cleaning services for every

kind of facility; Universal Security Systems, which provides full-service security systems; and Universal Fire/Life Safety Services, which offers all aspects of emergency preparation. The corporate offices of Universal Services of America are located in Santa Ana, California. For more information about Universal, please visit:
www.universalpro.com