

PROFESSIONAL DEVELOPMENT

IGS Academy's ongoing professional development program focuses on delivering practical solutions for the key issues that property managers and security staff typically encounter and provides you with an effective way to improve your security programs and skills.

Our ongoing professional development program incorporates the best practices of national police departments, IGS Academy training manuals, and features the latest information and procedures.

The IGS Academy professional development program is a free resource designed to raise the bar for security training and equip you with valuable information that you can distribute freely throughout your organization as a valuable benefit.



5165 Queen-Mary Road,
Suite 512
Montreal, Quebec,
H3W 1X7
Canada
Across from the Snowdon Metro

IGS Security Academy



professional DEVELOPMENT

Update

Professional Patrolling Tactics and Techniques



IGS Academy provides ongoing professional development for security guards, property managers, building managers and security professionals to remain current on issues, methodologies and best practices applicable to their daily challenges.

Can you answer these questions?

- 1. Do you understand the purpose of patrols and duties of a security guard on patrol?**
- 2. Do understand why uniformed patrol goes a long way in the areas of crime prevention and be a more cost-effective alternative in reducing security costs?**
- 3. Are you familiar with the advantages and disadvantages of foot patrol vs. motorized patrol?**
- 4. Do you know how to prepare for a patrol? Do you know what to do when patrolling at night?**
- 5. Do you know what to watch for while on patrol?**

The Importance of Professional Patrolling Tactics and Techniques for Security Guards, Property Managers and Building Supervisors

Please read the following principals for operations success

- Security guards are a human presence that add a significant complication to the plans of vandals and burglars. Unlike equipment that is predictable, security guards can alter their routes and routines to make it more difficult for burglars to predict where they will be at any given time. Guards also help ensure that security equipment stays in working order. Security guard patrols are far more cost-effective option than dealing with security risks after the fact.
- You can prepare yourself before you patrol by making sure you are familiar with general orders, policies and procedures when starting your shift, make sure you are familiar with the site you are patrolling, check in with other guards to see what happened on the previous shift(s) and check your equipment to make sure it is in working order.
- When patrolling perform a complete patrol the first time, and make sure to avoid routines. Use all of your senses to become aware of anything unusual don't rely on your memory. Be visible and make an effort to meet the people on your patrol.
- Practice safe patrol procedures such as using the information you get from your senses wisely, contacting your supervisor and getting back-up before you confront someone, know when to be seen and when to be heard and assess hazards and avoid them.
- Patrolling is an important part of overall security, you can endanger security and lose your job by failing to patrol as required, failing to follow specific instructions as outlined in the general orders while on patrol, sleeping on the job, being drunk or impaired while on patrol, falsifying records and leaving the site without permission.



Your main duties are to observe, deter, record and report. Preparation for a patrol should always begin with a good understanding of the purpose of the patrol. The purpose of a patrol can change from time to time, even within a single shift so make sure you check the general orders, policies and procedures they will often give clear and precise instructions as to what you will be required to do while on patrol. Refocusing on the particular purpose for the patrol each time you start patrolling will assist you to concentrate on activities you are responsible for.

To do your job professionally a thorough knowledge of the area to be patrolled is essential. Make yourself familiar in advance, where telephones, public address systems, water shut-off valves, and electrical and alarm panels are located. Find out where light switches are located, and where emergency lighting is provided. Know where emergency equipment, such as back-up generators, first aid kits, fire alarms, hydrants, and extinguishers, are located and map out all evacuation routes and procedures

Being alert while on foot patrol (sight, hearing, smell, and touch) gives you a better chance than motorized patrols to prevent crime. Your knowledge of patterns and characteristics of your patrol area will help you to anticipate an incident before it becomes more difficult to control. Look for anything unusual or out of place, such as unlocked doors that should be locked, strange vehicles, a light out in a building that is usually left on, loitering strangers, things stacked near doorways and other places they do not belong, strange smells, from chemicals to smoke, and so on.

You should strive to be conspicuous while on patrol during the daytime to obtain the maximum deterrent effect. The idea is to be seen and to make your presence known. You should avoid yelling, uses emergency equipment such as radios, intercom systems without cause as it can reflect poorly on you and your client. Make an effort to know the people that you will be seeing and dealing with on a daily basis. They will be able to provide you with a wealth of information. Look for things that appear out of place or don't make sense.

Special attention should be paid to fire and safety hazards that are discovered during your patrol. You should refrain from smoking while on patrol. And if you suspect a crime has been committed call the police. It is your job to report the crime and their job to enforce the law.

IGS Academy was created in order to provide training for candidates who desired to work in the security industry who have solid skills, knowledge and abilities; a comprehensive syllabus was put together for their benefit, the benefit of the company and its clients.

Ultimately whether they were to work for the IGS Group or for security in general (companies, corporation, business organization, government agencies, in the private or public sector, financial institutions, airports, real estate companies, office or apartment towers, condominiums, shopping centers, and hospitals), our graduates exhibit professionalism, competencies and clarity as to what is expected of them and of how they can contribute utmost within the legal framework of the private security industry..

**TOP TIPS FOR
FACILITIES
MANAGEMENT FOR
PROPERTY
MANAGERS AND
BUILDING
SUPERVISORS**