

DLE 2083: INTRODUCTION TO SECURITY MANAGEMENT

CHAPTER 7 EVENTS AND RETURNS

Chapter 7: Learning Outcomes

- At the end of the topic, students should be able to:
 - Defined events and returns.
 - Defined issues and incidents.
 - Understand the functions of private security in Malaysia.
 - Describes the duties and responsibilities of security guard.
 - Explains the services provided by security companies.

Defining Returns

- The returns of an event are the changes experienced by an affected entity.
- The returns are experienced by or affect the holders of the risk or those exposed to the risk, such as investors or victims.

Defining Returns

- The term **returns**, includes many other concepts, such as:
 - Effects
 - Impacts
 - Consequences
 - Outputs
 - Outcomes
 - Costs
 - Losses
 - Profits
 - Gains
 - Benefits

Defining Event

- An event is an occurrence in time or “a thing that happens or takes place”.
- Events, as occurrences, include accidents, wars, attacks, structural failures, etc.
- The returns of the event are separate things, such as death or injury.
- The event is useful to identify because we could calculate the risk more accurately after assessing the likelihood of the event occurring and the returns from such an event.

Defining Issue and Incident

- An issue or an incident is an event that requires a response.
- In general use, an issue is “an important topic for debate or resolution”, while an incident is either “an occurrence” or “a disruptive, usually dangerous or unfortunate event”.
- Issues are useful to separate from other events, because issues require further action, while other events can be ignored.

Assessing Events and Issues

- When we declare an event as an issue or incident, already we have assessed it as more important than events that are not issues or incidents.
- The importance of events can be ranked on an ordinal scale.
- We can use a 5-point ordinal scale;
 - from 1 to 5; or
 - from insignificant, minor, moderate, major, to catastrophic.

Assessing Events and Issues

- **Events** are often ranked by certain words, such as:
 - Disruption
 - Crisis
 - Emergency
 - Disaster
 - Catastrophe
 - Shock

Private Security Services in Malaysia

Private Security in Malaysia

Private Security

- Also known as a “business of private agency”, means the business or activities which are carried on by a person for the purpose of:
 - providing guards and protection for the personal safety and security of another person or for the safety and security of the property or business of such other person; or
 - obtaining and furnishing information as to the conduct, activities or affairs of another person.

Private Security in Malaysia

- Separation of private and public security happened in 19th century.
- Private security evolved from need for additional, individual protection for persons and their property.



The Watchman @ “Jaga” @ Security Guard

The lonely “jaga” who stood by to secure and safeguard the properties of his master or “towkay”.

(e.g. private residences, properties, mining areas, and rubber plantations)



1957 till 1970

Duties and Responsibilities of Security Guard

- The private security guard has powers of detention, search and investigation within the area of responsibility.
- He/She protects the lives of his employer, the employees who work within the premises, visitors and individuals who are authorized to enter the premises for official/temporary work.
- He/She shall carry out patrols within the premises for purposes of prevention and detection.
- He/She shall carry out security surveys and audits within the premises.
- He/She shall carry out checks on persons and vehicles leaving the premises.

Duties and Responsibilities of Security Guard

- Where necessary he/she will check on invoices carrying out company's goods.
- He/She will monitor CCTV and the recording.
- He/She will carry out checks on the card access system and detect unauthorized entry including enforcement of the anti-pass back system.
- He/She shall assume armed guard duties when issued with a "Carry and Use" license (C&U).
- He/She may assume dog handler duties if and when trained for such tasks.
- He/She must be in full uniform attire when on official duty, unless otherwise instructed.

Private Security in Malaysia

SAFEGUARDS
G+S

A GROWING
CAREER
WITH US

Securing Your World

SAFEGUARDS
G+S

Securing Your World

A GROWING **CAREER** WITH US



Private Security

- Measures taken by private security companies for protecting private and public properties and lives, from disruptive activities from man-made threats and natural forces.



Functions of Private Security in Malaysia

- Assist the public enforcement authorities in maintaining law and order in their respective jurisdictions.
- Maintain peace and harmony among employees and residents in areas under their jurisdiction.
- Assist the public enforcement authorities in exercising the powers of search of persons ,premises and vehicles with reasonable cause in their respective jurisdictions.
- Assist the public enforcement authorities in exercising the powers of detention of persons and vehicles with reasonable cause in their respective jurisdictions and hand them over to the nearest police within reasonable time.

Functions of Private Security in Malaysia

- Assist the police in carrying out investigation within their jurisdiction and lodge a police report reasonably as soon as violation of law or regulation is observed.
- Provide armed escort and cash in transit services to customers.
- Provide unarmed security service to private firms, company premises, factories, houses of expatriates, condominium and residential housing estates.



The Enactment of The Private Agency Act 1971



According to the Private Agency Act 1971:

Licence 2 (a) Security Services

“Providing personal guard and protection for the safety of somebody else or safety of property or other people’s business...”

Licence 2 (b) Investigation Services

“Gathering and giving information about behavior, activities or other people’s business”.



Common offences under the Private Agencies Act 1971 committed by security companies in Malaysia are as follow:

1. Failure to renew operating licence.
2. Employing guards over the age of 56 without health checks.
3. Leasing out operating licence to others.
4. Not providing proper equipment for cash in-transit services.
5. Using other firm's carry and use licence to provide armed service.
6. Hiring foreign security personnel.
7. Using homes as security premises.
8. Failure to cooperate in the audit exercise by KDN.
9. Failing to do background check for new guards.
10. Lack of training opportunities.
11. Not following KDN's guidelines on salary structure.

Services Provided by Security Companies

- Armed Guard (AG)
- Unarmed Guard (UAG)
- Cash In Transit (CIT)
- Canine Services (K9)
- Private Investigation
- Bodyguard / Executive Protection
- Central Monitoring System
- CCTV Control System
- Access card control
- Alarm system
- Escort services
- And many more...

Services Provided by Security Companies

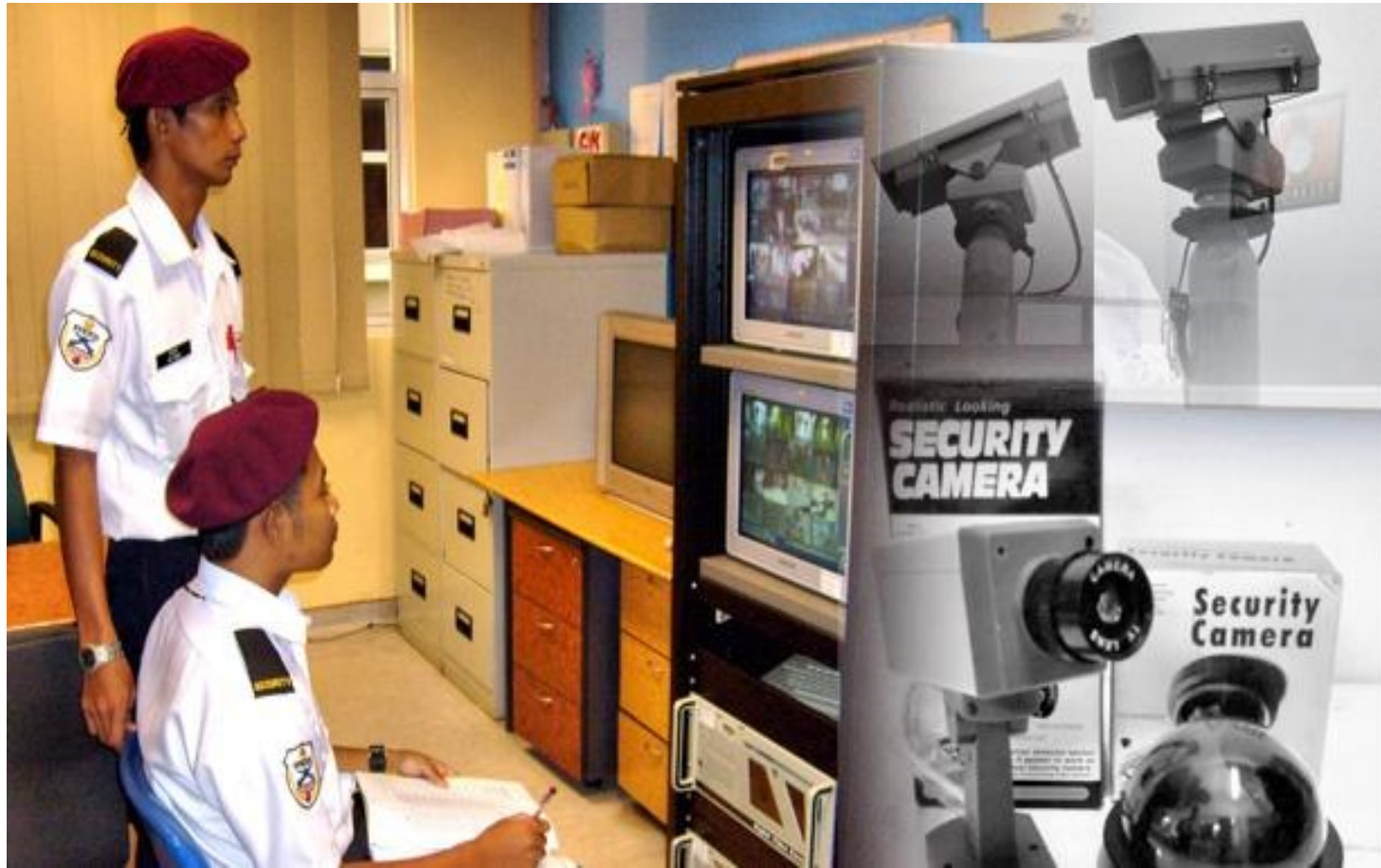
- **Armed Guard (AG)**



- **Unarmed Guard (UAG)**



CCTV Control System



Canine Services (K9)



Bodyguard / Executive Protection



Private Investigation



Central Monitoring System



Access Card & Alarm System



Escort Services



Group Discussion

Discuss a case study on transfer of role between police force to the private security companies.

