FUNCTIONAL ADMINISTRATION

CHAPTER 2: SECURITY AND VIGILANCE

Summary

The concept of Industrial security is to maintain a state of being secure, from the threats and dangers for the 4 Ms, viz. men, material, machinery and money. In some sectors security is also known by the term "Watch & Ward". They take charge of all the assets, materials, machineries, properties of the industrial estate including Men and Money. In one sentence, the key function is safeguarding the estate and every kind of property and the people working therein. The job is not always routine in nature but at times it differs like handling a VIP or a large number of visitors. Today, many organization follow ISO system where Security and Vigilance activity calls for maintaining a good documentation of Entry and Exit of Visitors, Vendors, Suppliers, Customers Movement of vehicles and materials (both inward and outward), deployment of guards during different timings (like shift-wise) just to mention a few. Today, security people uses a number of advanced equipments like Metal Detectors and Closed Circuit Cameras among other means for effective monitoring and control purposes. Vigilance function hovers around keeping a careful watch over the possible danger or difficulties.

Some of the key functions of security include: i) responsible for safeguarding the estate and any kind of property and the people working therein, ii) screening of the visitors entering into the premises (It is the first interfacing contact on behalf of the organization at the very entrance), iii) collection and preservation of personal belongings of the visitors in the cloak rooms, iv) filtering of walk-in visitors without prior appointment, v) generating visitor's pass and identity badge for the purposeful visitors and directing them to reception or to concerned department, vi) physical inspection of the out-going vehicles in and out to trace out any concealment, vii) patrolling through he campus at designated intervals, viii) Frisking of the persons and searching the belongings of the persons while relieving from duties, ix) observing vigilance duties by checking the locking condition of chambers, cabins etc., x) maintaining the movement

register of the staff, going out and coming in with permission for personal or official purposes, xi) inward and outward entry of material, xii) timely acting by signalling for help or action in times of crisis, attack, fire etc., xiii) mobilizing security alter for detecting fire upon the buzzer/ hooter ring of the fire alarm, xiv) maintaining a note of guests and participants attending to special meetings, xv) Exhibiting a sense of courage and boldness while facing critical situations etc.

Some procedural controls required to maintain security services are: i) Train and educate the security staff on their fundamental duties, at regular intervals, ii) conduct mock drills and march past at periodic schedules, iii) train the security staff to gain the requisite communication and interpersonal skills to a standard level, iv) Ensure as practicable as possible, a minimum standard of education background, while recruiting the security staff, v) organize intensive training programmes on "Fire fighting" for educating the security staff, vi) organize orientation programmes through illustrating hypothetical situations for developing the security staff to upgrade their skills, vii) motivating the security staff to instill a 'sense of belongingness' towards the organization, viii) organize special purpose training programmes through external detective agencies, for improving in them vigilance techniques, investigating approaches and also tips for preventing industrial espionage, ix) ensure and be particular about the physical fitness, stature and appearance of security staff, x) identify the check points for fixing and posting the security guards etc. Security staff, may be an officer, a supervisor or even a guard sometimes, will be required to submit report/s on the occurrence of an unpleasant or undesired incident.

Vigilance is holding or keeping a careful watch over the possible danger or difficulties. The main objective of Vigilance is to diagnose the symptoms of procedural or system failure in a particular department, or the organization as a whole. Dossiers are a set of documents, in respect of a person to draw requisite information, out of an enquiry, with some definite purpose and they are like tools to help the investigation process.

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