

International Council For Industrial Security & Safety Management



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Let's professionalize the professionals...

<http://www.wix.com/sbtyagi/iciss>



The day General Sahib (Director General or Inspector General in Police and Lt. General or Major General in Army) hangs his boots, his safari suit, neatly pressed and waiting for the occasion is ceremoniously taken out from the cupboard! Along comes out the ivory colored visiting card printed in advance declaring to the world that the worthy of the name printed on the card is 'The Security Expert and / or Security Consultant'!

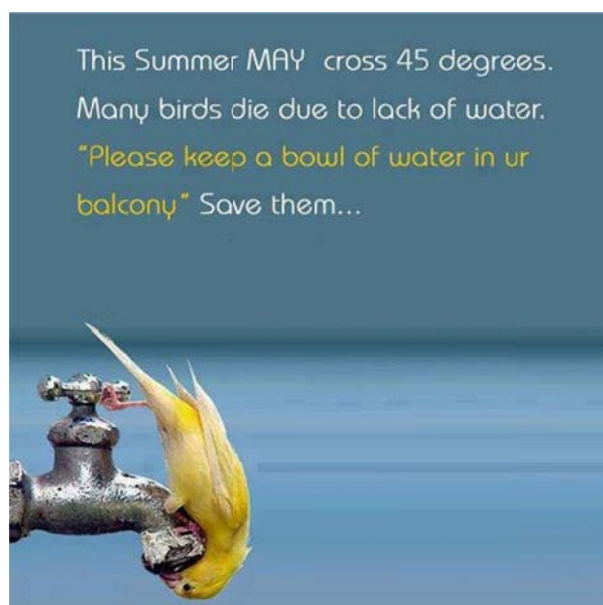


Those who come out of police and armed force background think themselves to be 'self-styled' expert in industrial security and feel to be natural choice for the jobs in the field. Such are their notions and nuances that they 'know-all and have done-all' and there is nothing new for them to learn!

Experts of Industrial Security Management on the contrary think that a serious debate is required on the subject.

Sbtyagi

**Capt S B Tyagi
For ICISS**



Summer is in full swing and so are air conditioners in many households.

In the process of cooling the air, water vapor in the air gets condensed on the cooling coils, which is routed out of the air conditioner through an outlet spout.

Do you know how much water is thus produced by an air conditioner?

Well, a 1 Ton AC produces about 1 liter of water in 1 hour. That's plenty!

In most cases, this condensed water is just wasted out; either forming puddles on the roads or pavements down below, or ruining someone's car parked below the AC. Won't it be worthwhile to collect this water in a container, for thirsty birds? After all, you see plenty of birds with parched throats and open beaks, flying around in desperate search of precious water in summers, don't you?



So go for it. The container must be sufficiently large to hold the water produced by your AC. And the container should be something like a shallow tray rather than a bucket (larger area and lesser depth) that would be convenient for birds to drink with ease.

Is it smooth transition for man of uniform to become security professional?

I am of the firm view that every profession has its own skill sets and need for special attitude and aptitude. Policing is very different then the Industrial security and experience in armed forces doesn't prepare anyone for career in the field of industrial security. Thus is it natural process that officers from police and armed forces background make industrial security management as their second career? Is it OK to assume that men from uniform background already possess required skill and aptitude? Following main questions come to mind in this regard -

- Are they natural choice for career in the present field of industrial security?
- Do they really know-all and require no training or experience?
- Do they have right attitude and aptitude for the new career?
- Are they not travelling with heavy baggage and
- Are they not needed to unlearn many things before they learn skills of new jobs?

SP Singh: it is indeed fact that the officers in transition have a preconceived idea of the industry and want to implement all what they have learnt or experienced in the forces in the new field may it be applicable or not, they have to also understand the dimensions of labor unions the staff associations and the fact of refusal or modulation of orders and instructions each profession or to say each company and profile has a unique style of working and challenges there is not a single straight jacket formula which may be implemented in the transition the only mantra is to learn and understand the new skills.

Capt Percy Jokhi, CPP, CFE, MAM, LLB is of the opinion that, "The industry does make a high mistake by thinking that a services / police officer is good mainly for security in the corporate sector, but nothing is further from the truth. Both need different skill sets, having said the same, if they can carry the relevant advantages of discipline, knowledge of certain aspects, they have an advantage but it ends there. The bigger mistake is to think that the more senior he has been in uniform the better he will be in civil - this is a disaster waiting to happen!!! Officers need to leave their rank and ego behind, if they do that success is a begging. Accept the culture and the facts and move on to greater success. We are known to be adaptable! Use that skill even when changing fields and the Uniform for the Suit.

Mr. Suresh Mandan said that, "Yes it is a fact that for security services they are a natural choice but many of themselves do not like to be tagged (characterized) like this. When I came to USA with a background from Intelligence, I thought I would be very good in this field here. But I was wrong because security is a different ball game here and elsewhere too. It hurts our ego sometimes but it is a fact that we should try to become subalterns after retirement. But do you think the Government, its and the Corporate Sector realize this. They have already tagged everything on the basis of past experience!"

Right after retiring or release from police, CPOs and armed forces, the officers are conventionally thought to be made for security duties! Nothing can be farther from truth than this. Since DGR routinely recommended Short Service and Retired Officer for career in security field mainly due to lack of their education or lack of experience in other careers, the

security field was the only option given to these officers who willy-nilly accepted them for want of other offers or options for rehabilitation. This gives false notions to the recruiters that such officers willingly take these career options and are naturally suitable for the same.

To some limited extent the lower and middle level police officers have right exposure for crime and loss-prevention which are few core duties of security professionals. Senior level police officers' grooming and skill development make them good for boundary management and liaison – again two of the many duties security professional need to perform. One thing needs to be remembered here that the officers from police and armed force background need to unlearn lot many things from their past careers before they set to learn new things.

Mr. Suresh Mandan says that, “the subject is thought provoking particularly for those coming from uniformed services or Intelligence/Investigations. Every field has its own art and experiences. Yes Officers from the Armed / Police Services should re-learn some of the security drill in the new field of security today. He would prove to be more useful with background and additional learning”.

What they have to re-learn? First and foremost is that rank and metal parts on their past uniform would have no significance in civil life. In most of the cases where such officers were unable to re-adjust the reason was their reluctance to serve under the officers from similar background and with lower rank even when high in position in present civil organizational hierarchy. It is therefore very true when **Col Satendra Kumar, CPO, CPO (I)** opines that “EGO is very difficult to be shed. Ego comes in the way of transition. Exceptions are always there in every field including Army”.

I have personally experienced that few brigadiers called my two juniors with civil background as ‘Sirs’ but tried to treat me merely as ‘Captain’ only! One of them even questioned one seminar organizer as to how a Captain’s name is above the name of a ‘Brigadier’? Obviously he failed to forget his past rank and also failed to connect to current reality! **Col Pradeep Dalvi** has said that, “we need to understand that service life and civil corporate security is totally different ball game! Rank has NO status here but experience does”.

I readily hand out that the officers from police and armed force background have the right aptitude and bit of recalibration on attitude is needed. Thereafter –

- They understand that service life and civil corporate security is totally different.
- They must remember that ego comes in the way of transition.
- The bigger mistake is to think that the more senior he has been in uniform the better he will be in civil.
- They need to acquire new skill sets and new approach to life and people.
- Officers from the Armed/Police Services should re-learn some of the security drill in the new field of security today.
- They need to develop soft skills in as much as that they need to control the tense situations, flying tempers and arrogant people with very cool temperament.
- They need to assimilate the divergent ideologies and regulate opposite thoughts and ideas to maintain cordial industrial relations.

- At floor-shop level they as security professionals need to move and interact with workers and their persona needs to be friendly and willing to listen to their problems and capable to offer them solutions.

Top Ten Security Awareness Topics - Roundup

Courtesy: <http://www.securingthehuman.org>

Security awareness is the knowledge and attitude members of an organization possess regarding the protection of the physical and especially, information assets of that organization. Many organizations require formal security awareness training for all workers when they join the organization and periodically thereafter, usually annually.

Topics covered in security awareness training generally may include:

- The nature of sensitive material and physical assets they may come in contact with, such as trade secrets, privacy concerns and government classified information
- Employee and contractor responsibilities in handling sensitive information, including review of employee nondisclosure agreements
- Requirements for proper handling of sensitive material in physical form, including marking, transmission, storage and destruction
- Proper methods for protecting sensitive information on computer systems, including password policy and use of two-factor authentication
- Other computer security concerns, including malware, phishing, social engineering, etc.
- Workplace security, including building access, wearing of security badges, reporting of incidents, forbidden articles, etc.
- Consequences of failure to properly protect information, including potential loss of employment, economic consequences to the firm, damage to individuals whose private records are divulged, and possible civil and criminal penalties.



Being security aware means you understand that there is the potential for some people to deliberately or accidentally steal, damage, or misuse the data that is stored within a company's computer systems and throughout its organization. Therefore, it would be prudent to support the assets of the institution (information, physical, and personal) by trying to stop that from happening.

According to the European Network and Information Security Agency, 'Awareness of the risks and available safeguards is the first line of defence for the security of information systems and networks.'

'The focus of Security Awareness consultancy should be to achieve a long term shift in the attitude of employees towards security, whilst promoting a cultural and behavioural change

within an organisation. Security policies should be viewed as key enablers for the organisation, not as a series of rules restricting the efficient working of your business.'

A common challenge most organizations face when building an effective security awareness program is determining which topics to communicate. Too often organizations try to teach too much, with little if any effort in identifying which topics have the greatest impact. Keep in mind you most likely face several limitations. The first is many organizations are limited to thirty minutes or less in their initial training. Every minute of lost work quickly adds up and as a result management may put restrictions on how long the training can be. In addition you will be competing for time against other types of training. Also keep in mind people can only remember so much.

The fewer topics you focus on, the more you can reinforce those topics and the more likely you will change behaviours. If you try to cram too much information people will simply become overwhelmed and most likely forget it all. As a result, it is felt to be very important for organizations to review and teach only the topics that have the greatest value. Following are the ten most important topics and why. Obviously every organization is different, and so will be their program. However these topics can give you a place to start.

1. You Are The Target
2. Social Engineering
3. Email and IM
4. Social Networking
5. Browsers
6. Passwords
7. Encryption
8. Smartphones / Mobile Device
9. Monitoring / AUP
10. Hacked

Firearm Safety

The responsibility for safe handling and storage goes hand in hand with gun ownership. Never lose sight of the fact that your firearms are potentially lethal and can kill someone if handled improperly. Along with these general safety guidelines always ensure that you read your firearm's instruction manual and acquaint yourself with its proper use and care. Firearm safety depends on you.



Safety is crucial

Any gun is only as good as the hands that hold it. You can never be too careful. Shooting accidents are often caused by careless oversights such as failing to control the direction of

your muzzle, failing to fully engage the safety, leaving ammunition in the chamber, or using improper ammunition. These oversights can result in the destruction of life, limb or property. There's no calling back a bullet once it's been fired, so it's critical that you know the principles of safe gun handling and storage before you use your firearm.

Not all firearms are the same. That means the first step in safe handling is to learn the features and requirements of your particular gun.

The Twelve Rules of Firearm Safety should be etched in your mind forever. Let them govern your actions wherever and whenever you're involved with firearms: Outdoors; On the range; Or in your home. Please take the time to review and understand these rules.

Always keep the muzzle pointed in a safe direction

This is the most important gun safety rule. A safe direction is one in which an accidental discharge will not cause injury to yourself or others. Never allow your gun to point at anything you don't intend to shoot. Be especially careful when you're loading or unloading. Treat every gun as if it were loaded. And make it a habit to know where your muzzle is pointed at all times, even when your firearm is unloaded. No one will be injured by an accidental discharge if you keep your firearm pointed in a safe direction. It's as simple as that.

Firearms should be unloaded when not actually in use

Load your firearm only when you're in the field or on the target range and ready to fire. Never let a loaded gun out of your sight or out of your hands. Unload it as soon as you're finished shooting - before you bring it into your car, camp or home. Remember, unloading your firearm means unloading it completely, so there is no ammunition in the chamber or in the magazine.

Before handling a firearm or passing it to someone else, visually check the chamber, receiver and magazine to be certain they do not contain ammunition. Always keep the gun's action open when not in use. Never assume a gun is unloaded even if you were the last person to use it. Always check for yourself.

Let common sense rule when you carry a loaded gun. If you're in any situation that could risk accidental discharge - such as crossing a fence, wading through a stream, or climbing a tree - always unload your gun. Never pull or push a loaded firearm toward yourself or another person. And never carry a loaded gun in a scabbard, detached holster or gun case.



Safe storage of firearms is just as critical as safe handling. Never store guns loaded and be sure to keep your firearms in a secure place where no one can get their hands on them without your knowledge.

Take special care if there are children around. Kids are fascinated by guns. It's a natural curiosity that can have tragic consequences when not properly supervised. Store your firearms in a locked gun safe or some other location that physically bars a child from gaining access. Ammunition should be stored and locked in a location separate from your firearms. Never leave an unsecured firearm or ammunition in Firearms should be stored in a secure place where children cannot access them. A gun safe is an ideal way to secure your firearms. Remember, it is your responsibility to make sure that children and others unfamiliar with firearms cannot get access to your firearms and ammunition.

Don't rely on your gun's safety

- Treat every gun as if it can fire at any time, whether or not there's pressure on the trigger.
- Your firearm has been carefully designed to maximize performance and safety. However, a gun's safety is a mechanical device and, like any mechanical device, it could fail.
- Human error is a more likely reason for a gun safety to fail. By mistake, you may think the safety is on when it really isn't. Or the safety may have been disengaged without your knowledge. Or you could think your gun is unloaded when there's actually a cartridge or shell in it. A safety is not a substitute for common sense. It's merely a supplement to your proper handling of a firearm.
- Don't touch the trigger on a firearm until you are ready to shoot. Keep your fingers away from the trigger when you're loading or unloading. And don't pull the trigger when the safety is engaged or positioned anywhere between safe and fire.
- Read your instruction manual to understand the exact location and operation of your firearm's safety. Even when the safety is on, maintain control of your loaded firearm and control the direction of the muzzle. In other words, don't rely on your safety to justify careless handling. If your firearm's internal mechanisms are broken or have been altered, your firearm may fire even when the safety is on. Remember, you and your safe gun handling practices are your gun's best safety.

Be sure of your target and what's beyond it

You can't stop a shot in mid-air, so do not fire unless you know exactly where your shot is going and what it will strike. Never fire at a sound, a movement or a patch of color. A hunter in camouflage can easily be mistaken for a target by an impulsive shooter. Before you pull the trigger be absolutely sure of your target and what's behind it. Make sure your shot has a backstop such as a hillside or dense material like sand.

Remember, bullets can travel great distances with tremendous velocity. Know how far your shot will go if you miss your target or the bullet ricochets.

If your gun fails to fire when the trigger is pulled, handle with care!

If for some reason the ammunition doesn't fire when you pull the trigger, stop and remember the 1st Commandment of Firearm Safety - always keep the muzzle pointed in a safe direction. Keep your face away from the breech, then put the safety on, carefully open the

action, unload the firearm and dispose of the cartridge safely. Remember anytime there's a shell in the chamber, your gun is loaded and ready to use. Even if you tried to shoot and your gun didn't fire, treat your firearm as if it could still discharge.

Always wear eye and ear protection when shooting

Your sight and hearing risk injury from shooting and should be protected at all times. Wear protective shooting glasses to guard against falling shot, clay target chips, powder residue, ruptured cartridge cases and even twigs and branches in the field. Also be sure to wear eye protection when you're disassembling or cleaning a gun so that tensioned parts (like springs) and cleaning solvents don't come in contact with your eyes.

Continued exposure to shooting noise can permanently damage your hearing. On the range, where shooting volume is the loudest, be sure to use the maximum protection of a headset. And learn to use earplugs in the field, especially in confined locations like duck blinds.

Be sure the barrel is clear of obstructions before shooting

Before loading your gun, open the action and make sure there's no ammunition in the chamber or magazine. Check the barrel for any obstructions or debris. Even a small amount of snow, mud, excess lubricant or grease in the bore can dangerously increase pressure and cause the barrel to bulge or burst when firing. Use a cleaning rod and patch to wipe away anti-rust compounds or any other residues or obstructions in the barrel. Never try to shoot out an obstruction by loading another shell and firing!

When firing, rely on your instincts. If the noise or recoil of your firearm seems off or weak, stop everything, unload your firearm and be sure nothing is lodged in the barrel. Remember the 12/20 burst? That's what can happen when the barrel is obstructed. So always be sure you're using the correct ammunition in your firearm and that it's free of obstructions.

Don't alter or modify your gun and have it serviced regularly

Your firearm has been designed to operate according to certain factory specifications. You'll jeopardize your safety and that of others around you by attempting to alter its trigger, safety or other mechanisms. So never alter or modify your firearm in any way. Like any mechanical device, a firearm is subject to wear. It must be maintained and periodically serviced to assure optimum safety and performance.

Don't allow anyone to service, repair or modify your firearm unless they are a qualified and reputed firearm service facility. Proper cleaning and lubrication are also important to firearm maintenance and are necessary to assure accuracy, safety and reliability. Before cleaning, always make sure that your gun is completely unloaded. And always clean the barrel from the chamber end to the muzzle when possible.

Make it a practice to clean your bore every time you're going to shoot. Be sure to clean your entire gun before and after long-term storage, and no less than once a year. It's also important to clean your gun whenever it's been exposed to adverse conditions such as rain, dirt, mud, snow, sleet or saltwater.

For safe and dependable operation of your firearm, all parts of your gun must be properly cleaned and lubricated. Periodically inspect the internal workings of your firearm to be sure they're clean and free of rust, unwanted dirt and debris.

Use quality recommended lubricants on your gun and do not over-lubricate. Excessive use of a low quality lubricant could adversely affect the function and safe operation of your firearm. Remember, you are responsible for the proper care and maintenance of your firearm. Failure to properly maintain your firearm can not only damage or ruin your firearm; it can expose you and others to unnecessary risks of personal injury or death.

Learn the mechanical and handling characteristics of the firearm you are using

Not all guns are alike. They have different mechanical characteristics that dictate how you should carry and handle them. Anyone who plans to use a firearm should first become totally familiar with the type of firearm it is and the safe handling procedures for loading, unloading, carrying, shooting and storing it.

Before you even unpack your new firearm, read the instruction manual from cover to cover and familiarize yourself with the different component parts of the gun. Then read, understand and follow the twelve rules of safety.

Shoot sober!

There's one other rule that must be followed when handling firearms. In fact, respect for this rule is necessary in order to effectively practice the Twelve Rules of Firearm Safety. Alcohol, drugs and guns are a deadly combination. Never consume anything that would even mildly impair your judgment or physical coordination when you're using a firearm. A staggering percentage of the shooting accidents that occur every year involve alcohol or drugs. Be smart. Shoot sober and stay alive.

Don't keep this to yourself.

If you're a gun enthusiast you have an obligation to help ensure that shooting sports are safe for everyone - participants and bystanders alike. You can do that by practicing these principles of firearm safety and passing them on to others - especially new shooters. Set an example for beginners. Be a guide to their safe entry into the exciting world of shooting sports. Invest your time and patience for the love of the sport and for its future.

Firearm ownership is a privilege. It is a privilege which carries with it a personal responsibility to use your firearm in a way which will ensure your safety and the safety of others. The preservation of this privilege depends on the personal commitment of you and your fellow shooters to the safe and responsible use of firearms. Let the Twelve Rules of Firearm Safety outlined here guide you at all times. Teach and promote these rules whenever you can. Remember, firearm safety depends on you! That's the only way to really enjoy your firearms and to preserve sport shooting as we know it today.

Hotel / Motel Scam

Courtesy: Col N N Bhatia (Retd)



This is kind of scary if only because of how simple it is. You arrive at your hotel and check in at the front desk. When checking in, you give the front desk your credit card (for all the charges for your room). You get to your room and settle in. Someone calls the front desk and asked for (example) Room 620 (which happens to be your room). Your phone rings in your room. You answer and the person on the other end says the following,

'This is the front desk. When checking in, we came cross a problem with your charge card information. Please re-read me your credit card number and verify the last 3 digits numbers at the reverse side of your charge card.'

Not thinking anything you might give this person your information, since the call seems to come from the front desk. But actually, it is a scam of someone calling from outside the hotel/front desk. They ask for a random room number.

Then, ask you for credit card information and address information. Sounding so professional that you do think you are talking to the front desk. If you ever encounter this problem on your vacation, tell the caller that you will be down at the front desk to clear up any problems.

Then, go to the front desk and ask if there was a problem. If there was none, inform the manager of the hotel that someone called to scam you of your credit card information acting like a front desk employee.

This was sent by someone who has been duped.....and is still cleaning up the mess.

P.S. Please everyone, consider spreading the word by forwarding this email. Who knows, you might just help someone avoid a nasty experience.

Anyone travelling should be aware of this one!



Epilogue: Security Awareness

Ira Winkler, a top security professional ([read bio here](#)), wrote that "awareness mitigates non-technical issues that technology can't...you will find that security awareness is one of the most reliable security measures available." ([Winkler, 2012](#))

