

International Council For Industrial Security & Safety Management

Newsletter: April 2014



Let's professionalize the professionals...

<http://sbtyagi.wix.com/icissm>



It is still missing! Could the search for the missing Malaysia Airlines plane have gone much faster? I think this will become the "Natalee Holloway" (http://en.wikipedia.org/wiki/Disappearance_of_Natalee_Holloway) of air disasters - lots of breathless reports, 'breaking news' of no consequence coupled with gobs of bad science & bizarre theories - and no jet found!

It will be quite by accident that a piece of debris wash-up that can once & for all confirm that it did indeed crashed -- but the bulk of the wreckage is probably entombed in 15000 feet of Indian Ocean water--never to be found. As a growing number of airplanes scoured the southern Indian Ocean in the search for Malaysia Airlines Flight 370, authorities released new details that paint a different picture of what may have happened in the plane's cockpit.

Military radar tracking shows that the aircraft changed altitude after making a sharp turn over the South China Sea as it headed toward the Strait of Malacca, a source close to the investigation into the missing flight told CNN. The plane flew as low as 12,000 feet at some point before it disappeared from radar, according to the source. And imagine that each neighboring country very aggressively monitors not only its own air-space but that of all the countries it shares boundaries of its air-space and not a bird should ideally fly without their coming to know of it. The mystery deepens on each passing day and yet there is no trace of ill-fated flight!

Back home, there were two noteworthy events for which ICISS was the event partner. In Mumbai two days seminar called Secutech India Security & Safety Conclave 2014 held from 6-7 March 2014. There were four tracks of seminars. Alongside the seminar there was well planned exhibition having latest security and safety related gadgets and systems on display from highly reputed companies. First day's seminar was inaugurated by Shri Maninderjit Singh Bitta and second day's seminar was opened by Shri Satej D Patil, the Minister of State for Home in Govt. of Maharashtra. On 21st March 2014 at Delhi, there was release of India Risk Survey 2014 which was conducted jointly by FICCI & Pinkerton. The survey report is enclosed for our esteemed members and readers.

**Capt S B Tyagi
For ICISS**

Corruption, Bribery and Corporate Frauds Emerge as no. 1 risk For Corporate India: FICCI-Pinkerton 'India risk survey 2014'

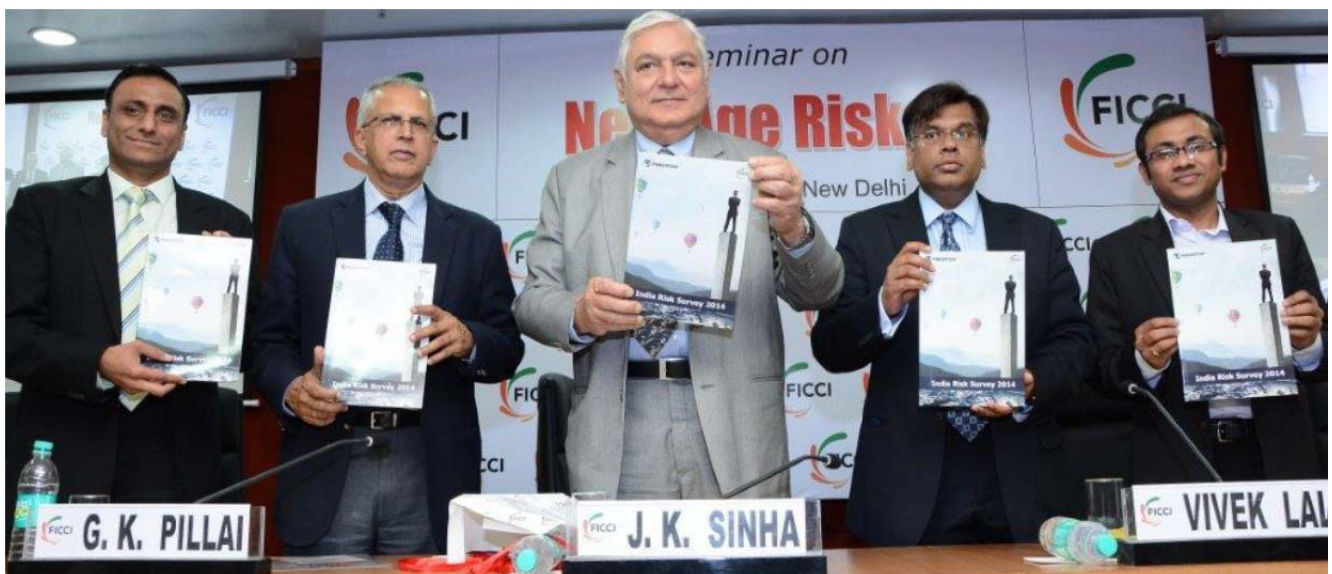
'Corruption, Bribery and Corporate Frauds' have emerged as the No. 1 risk affecting corporate India, primarily due to the unravelling of scams and frauds in both public and private sectors, according to the India Risk Survey 2014 (*Survey copy attached*). It ranked at No. 4 in the last 2013 survey.

The survey, the 3rd in the series, was carried out by FICCI and Pinkerton to study the impact of risks across the industry spectrum and geographical regions of the country. The results of the survey are based on a collation from a set of 12 risks that have been identified after a series of brainstorming sessions. Indian Risk Survey 2014 thus aims to supplement the inputs that will help business leadership in taking sound decisions and in having a secured corporate existence. 'Strikes, Closures and Unrest' has been rated as No. 2 risk and continue to command serious concern from corporate India. In the 2013 survey, it was ranked at No. 1 position. 'Political and Governance Instability' is rated as the No. 3 risk. The ranking of this risk is an obvious pointer towards political uncertainty surrounding the forthcoming general elections in 2014. Crime and Information & Cyber Insecurity are rated as the No. 4 & No. 5 risks, respectively.

The survey was released by Mr. J.K. Sinha, Member, National Disaster Management Authority. Speaking on the occasion, Mr. Sinha underlined the need for a mechanism by which industry and government along with other stakeholders could anticipate and deal with disasters particularly in parts of the country which were vulnerable to such risks. "There is an urgent need to combine the capabilities of industry and government to limit the impact of disasters on businesses so that they can go about their operations unhindered," he emphasized.

G.K. Pillai, Chair, FICCI Homeland Security Committee and Former Home Secretary said: "Political and governance instability will not lead to creation of employment, which is the most important issue facing the nation and its youth. A policy environment that trusts businessmen and entrepreneurs is the need of the hour." The results of the survey are based on a collation from a set of 12 risks that have been identified after a series of brainstorming sessions.

The survey attributes several reasons for the top five risks that confront Indian companies.



Secutech 2014: Mumbai (6-8 March 2014)







Video Monitoring Services

By: Sonal Gupta



There are many professionally managed service providers in the field who can work with your existing camera system. They also specialize in the design and deployment of robust, cutting edge CCTV systems that take advantage of the latest technologies in IP cameras, license plate imaging, smart analytics, megapixel technology and infrared cameras. With a sophisticated network of installers, such companies can create turn-key solutions to work with any budget. Typically, one can realize R.O.I in less than 24 months.



What is remote video monitoring?

- The Service Provider connects to your CCTV system and conduct detailed site patrols 24/7/365.
- During these patrols a highly trained SEPL security agent will look at all of your cameras, move cameras that have PTZ (pan/tilt/zoom) capability, conduct live audio announcements (voice down).
- We address any suspicious or unwanted activity.
- We document each patrol with a detailed report.

What is Event Based Monitoring?

- Your alarm system sends a notification into the Security Operations Centre of the Service Provider. The notification is instantly sent to an Operator.
- This operator investigates the alarm and determines the cause.



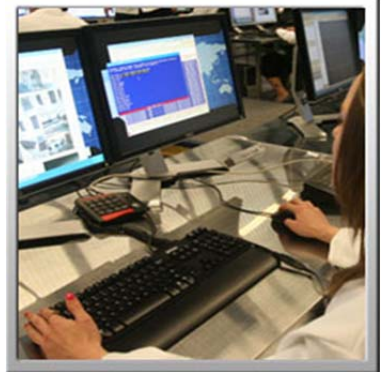
Sonal Gupta is a B. Com (Honors) graduate from Delhi University and has done schooling from DPS, RK Puram, New Delhi.

He's M.D. of M/s Sonal Enterprises Pvt. Ltd & Co-founder & Director of M/s Security Wizards Pvt. Ltd. He is in the line of Electronic Security Systems since 1996 and has done prestigious projects for both private & government departments & institutions.

He is fully aware of the latest electronic security systems in the market and despite from non-technical back ground, keeps himself update about latest trends & technologies. He's easy & outgoing person who loves to travel, socialize & enjoy his life as it comes.

He can be contacted at –
sonalgupta@sonalenterprises.com

- The Service Provider reacts by conducting a live audio announcement (voice down) and / or dispatching the appropriate authorities.
- The Service Provider documents each event with a detailed report.
- All events are counted and tracked for detailed usage reports.



There are few select Service Providers who have a wealth of experience in protecting and securing all kinds of sites ranging from residential properties to government departments & institutions, industries etc. They are fluent in legacy technology and at the same time they are also always ahead of the curve with emerging trends in our industry. Whether your goals are thwarting vandalism, pilferage, drug trafficking, preventing theft, intrusion, fire, stopping thieves from stealing, protecting an established perimeter, the service providers can customize a security solution that's right for you and your business.

sea ports, prisons, heavy



Features;

- At the sites where you will use services of Service Provider, you will observe theft reductions between 85-100%... at the same time saving hundreds of thousands of rupees.
- Through the utilization of such video monitoring services from Service Providers, residential properties can reduce operating expenses while improving customer service and creating a more secure living environment.
- The most significant costs associated with the management of retail shopping facilities, especially in urban areas, are insurance and security. Security needs to be at the optimum level in order to even qualify for insurance. With labour costs, salaries and benefits continuing to soar, video monitoring services have keyed into a state-of-the-art solution with the perfect balance of personnel and technology.
- Video monitoring solutions & services are an integral tool in regards to maintaining a safe and secure environment at multiple properties. The service providers are responsive, professional and incredibly innovative when it comes to diagnosing and subsequently solving operational problems.
- By using video monitoring services, you can make significant reductions to your overnight guard staff without compromising any security or safety requirements for your headquarters. This can result in thousands of rupees being saved in annual operating costs.

Alarm Verification

Is it a real alarm? Is it employees? Lots of time and energy of security team is spent on finding the answers. The Video Monitoring Service Provider can receive burglar alarms and verify/determine if police dispatch is needed. This service virtually eliminates false alarm fees and meets or exceeds all municipal requirements for alarm verification. Systems similar to those used for perimeter protection also have proven effective for sites such as shopping malls and retail stores. The Video Monitoring Service Provider can provide viable, effective solutions for establishments ranging from a single boutique-style shop to sprawling outdoor shopping



complexes. Agents will also respond to alarms (motion detection for restricted areas, “panic” alarms for robberies, etc) or conduct patrols and process audits at the client’s request. We will verify that proper open/close procedures are followed, that employees are doing their jobs, and essentially will ‘mind the shop’ at times when you cannot.

Commercial/Industrial



Video Monitoring Service Providers offer a wide array of security solutions for all types of commercial and industrial clients. Their analytic software creates perfect perimeter protection and this, in combination with our highly trained agents conducting thorough patrols, provides seamless security for our commercial and industrial clients. Agents can also respond to any area of a facility in a matter of seconds using ‘voice-down’ capabilities. As a cost-effective security solution that can also help

inventory loss, these services can provide a significant return-on-investment while offering unique and innovative security for commercial and retail sites.

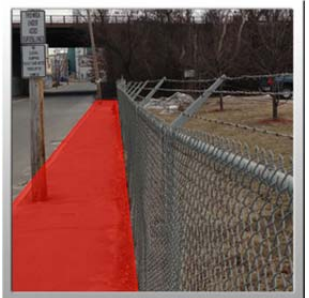


Multi-Family Housing

Owners and residents of multi-unit properties can experience an enhanced sense of safety and security with Video Monitoring Service Provider’s video and alarm monitoring services. Through regularly scheduled patrols with ‘voice-downs’, the security services create awareness that the camera system is actively monitored. Our ability to speak from each camera location is a powerful tool in stopping and – more importantly – preventing undesired behaviour.

Perimeter Lot Protection

Using the latest in video analytics, Video Monitoring Service Provider ensures perimeter protection for virtually any location. The Agents immediately respond to alarms generated from any area on any property and take action following your customized protocols. “Intelligent” video encoders, high-resolution cameras, and infrared cameras can be used for auto yards, storage facilities, retail centres, and in virtually any application where an established perimeter must be maintained. With an effective system design and highly trained agents, perimeter protection is an extremely successful solution for sites where little or no after-hours activity is expected.



Video patrols can provide a powerful blended solution

Sometimes CCTV systems, video analytics, and alarms are not enough. In those cases, security professionals can consider the advantages of patrol-based monitoring. Video monitoring solutions & services, work same way as “rounds” conducted by an on-site security officer. Instead of physically walking the grounds, a monitoring agent connects to a client’s CCTV system, checks all cameras, and follows customer-specific protocols depending on what he or she sees. They’ll move PTZ (pan/tilt/zoom) cameras, thoroughly checking each area of the property. They’ll look for criminal activity, violations of site rules or regulations, and any other client-requested items – checking lighting, confirming that doors and gates are closed, etc.

Along the way, the agent performs proactive “voice-downs” – audio announcements made in real-time – that help to increase awareness that the site is equipped with a CCTV system – and

more importantly, that the system is monitored. Agents also document each patrol, regardless of what type of activity is seen, so that the client can receive detailed reports.

So what are the advantages of patrol-based monitoring? And how can it be more effective than a system that generates analytics-driven alarms? The best way to illustrate that is to check out some video of some of the things Video monitoring service providers have come across while conducting virtual patrols.

In this first clip, an agent is conducting a patrol of a residential property. He moves a PTZ to check a client-identified “trouble area” under a stairwell, and spots a male subject sitting on a balcony, holding what appears to be a handgun.

http://www.youtube.com/watch?feature=player_embedded&v=ma3FOJdc8Ns

Had this been an analytics-driven system, it's very unlikely that the region of interest (ROI) or masking would have included residents' balconies. That kind of strategy would have been largely ineffective and likely generated runaway false positive alarms. A live agent patrolling the property, however, quickly spotted the recognizable shape of a weapon, took action, and potentially stopped a tragic situation.

This next clip shows again how human intelligence – the heart of any blended solution – cannot be duplicated or replicated by even the latest technological advances:

http://www.youtube.com/watch?feature=player_embedded&v=Ik6Fjsrh3LQ

Though an analytics-driven system could have certainly detected these individuals, it would not have been able to make distinctions based on their behaviour. Cameras cannot determine if a person is, for example, smoking a cigarette, or engaged in hard-core drug use. If the area covered by surveillance is not strictly off-limits, then a patrol-based security plan can be very effective, because an agent applying human intelligence can better assess what they're seeing.

Moving along to the next clip, we see an altercation at an outdoor mall that quickly escalates.

http://www.youtube.com/watch?feature=player_embedded&v=-QhZSteCu2o

The incident begins with a little public drinking, and ends with one individual bloodied and battered. An agent conducting a patrol spotted the behaviour, took action, and the police arrived soon after. Since this is a public area where people are welcome to sit and commiserate, video analytics would not provide an effective solution during the Mall's open hours. Merely detecting the presence of people would only have an impact after-hours, so in some cases a combination of patrols and event or alarm-based monitoring can be very powerful.

In this last video, we see another case of drug use at the same outdoor mall.

http://www.youtube.com/watch?feature=player_embedded&v=I2OPXGmNSXI

The youths seen in the video quickly scatter when they hear the agent conduct a voice-down and realize that their actions are being monitored and recorded. Good video monitoring centres train their agents to look for signature criminal behavior, and tips that something unusual is going on. In this case, the agent recognized the actions of one youth preparing a “blunt” (hollowed-out cigar filled with marijuana) for the group to smoke.

Video analytics have come a long way in recent years. High-definition and thermal imaging cameras are extremely effective for perimeter protection and protecting secured locations. But sometimes, the right plan can involve virtual patrols, or a combination of patrols and alarms, to maximize effectiveness.

A Credit / Debit Card Scam I Hadn't Heard of Before

Be sure to read about this new scam
(An e-mail forwarded by a friend)

Just when you thought you'd heard it all. This scam is actually very clever. Be very careful out there! This one could easily slip by most anyone - beware of people bearing gifts. The following is a recounting of the incident from the victim:-

Wednesday a week ago, I had a phone call from someone saying that he was from some outfit called: "Express Couriers," (The name could have been anything) he asked if I was going to be home because there was a package delivery for me that required a signature. The caller said that the delivery would arrive at my home in roughly an hour, and sure enough, about an hour later, a uniformed delivery man turned up with a beautiful basket of flowers and wine. I was very surprised since it did not involve any special occasion or holiday, and I certainly didn't expect anything like it. Intrigued about who had sent me such a gift, I inquired as to who the sender was. The deliveryman's reply was, he was only delivering the gift package, but allegedly a card was being sent separately... (The card has never arrived!) There was also a consignment note with the gift.

He then went on to explain that because the gift contained alcohol, there was a \$3.50 "delivery/verification charge," providing proof that he had actually delivered the package to an adult of legal drinking age, and not just left it on the doorstep where it could be stolen or taken by anyone, especially a minor. This sounded logical and I offered to pay him cash. He then said that the delivery company required payment to be by credit or debit card only, so that everything is properly accounted for, and this would keep help in keeping a legal record of the transaction. He added couriers not needing to carry a bunch of cash, would make them less likely targets for robbery.

My husband, who by this time was standing beside me, pulled his wallet out of his pocket with the credit/debit card, and 'John,' the "delivery man," asked my husband to swipe his card on a small mobile card machine. It had a small screen and keypad where Frank was also asked to enter the card's PIN and security number. A receipt was printed out and given to us as our copy of the transaction. He then said everything was in order, and wished us good day. To our horrible surprise, between Thursday and the following Monday, \$4,000 had been charged/withdrawn from our credit/debit account at various ATM machines. It appeared that somehow the "mobile credit card machine," which the deliveryman carried now had all the info necessary to create a "dummy" card with all our card details after my husband swiped our card and entered the requested PIN and security number.

Upon finding out about the illegal transactions on our card, we immediately notified the bank which issued us a new card, and our credit/debit account was closed. We also personally went to the Police, where it was confirmed that it is definitely a scam because several households had been similarly hit.

WARNING: Be wary of accepting any "surprise gift or package," which you neither expected nor personally ordered, especially if it involves any kind of payment as a condition of receiving the gift or package. Also, never accept anything if you do not personally know or there is no proper identification of who the sender is. Above all, the only time you should give out any personal credit/debit card information is when you yourself initiated the purchase or transaction!

Training & Testing - Its Relevance and Need.

Capt Percy Jokhi, FISM, CPP, CFE



The thought and conceptualization of this article began last evening as I was a part of the IKMF (Krav Maga) Training Seminar and gradation process in Mumbai, India. This was the examination for the P5 level and some friends very close to me were being tested. I was involved first hand too in their testing. The stamina, skill, resilience and knowledge displayed were a function of the training undergone. At one stage the fatigue was very high but I guess the muscle memory and training paid off. They went on and on and finally cleared the test. The importance of training re-dawned on me!

The importance and relevance of training can never be under-emphasized, especially in an industry like ours. Surprisingly one of the most underpaid industries but have a great amount of responsibility placed on the lowest common denominator – “the guard”.

How many of us realize that the guard is often manning his post alone and unsupervised. He is often called upon to make decisions. Given his pay grade often he will escalate and let his senior take the call. But what is to be done an emergency? What if the lines are down? How does he move ahead? Does he know how to deal with incidents, some of which may or may not be foreseeable? Having the procedures in the Standard Operating Procedures or manuals certainly is a CYA, but is it effective in addressing issues?

In my last organization we had a change of the guarding company and as is expected the new lot were not familiar with the systems and during a client audit that happen immediately post the change there were glaring gaps and inconsistencies in the implementation which prompted us to take the same up with the new guarding agency, who in turn assigned a training manager for us. But we wished to ensure the efficacy of the training. We tested the knowledge of the guards on the Security SOP itself! If my memory serves me correctly the average scores were around 65% to 68%!! Nowhere near what we desired.

Anyway the training manager began his task in earnest and we took a test the following fortnight and there was a remarkable improvement. Over a month the improvement was around 12% the scores being around 80%. This gave us hope we reviewed & analyzed the answer sheets to focus on areas where the knowledge was found wanting. Having come over the initial inhibition of being tested and with their new found confidence in the procedures the guards were more confident and the performance improved.

Capt Percy is Security Vigilance & Administration professional with background in defence services with 25 years of total experience. Corporate experience of 20 years across Security Design, Office Safety, Investigations, Audits and providing business continuity. He is expert in developing strategies for safety, security and information protection; as also implementing and supervising the activities to limit breach in safety and security parameters.

Besides B.Com; LL.B and MBA degrees he also has coveted certifications such as Certified Protection Professional - CPP by American Society of Industrial Security, Certified Fraud Examiner - CFE (Association of Certified Fraud Examiners) and Certified Security Manager - CSM (International Institute of Security & Safety Management).

His Security career began with a stint of six years in the Army and from being posted on the heights of the Siachin Glacier to undergoing rigorous advanced military training. He was awarded the Armoured Corp Gold Medal in the Officers' Training Academy. He was an instructor in the Weapons and RT. He is recipient of Fellowship from IISSM. He also has distinction of receiving award of 'Best Security Professional' (Ved Prakash Tyagi Rotational Trophy in 2008 and again in 2009).

He can be contacted at - percy.jokhi@gmail.com

At the end of the quarter we conducted a dip-stick internal audit and hardly found any procedural lapses, further any incidents were being highlighted and the levels of security were much higher. We implemented this across agencies and locations with amazing results. The only difference was that since we did not have the luxury of access to training managers across locations and agencies we had begun the practice of having the sections of the Security SOP being read out and revised in the daily briefing.

Clients were happy as we cleared their audits, we had data of the test conducted and the results itself to substantiate the process. I guess it did not take much to be more effective across the country with a guard force of 1000 plus guards of more than three agencies.

Thanks to my Krav Maga buddies for inspiring me.



Upcoming Events:



ELECTRONIC SECURITY & SURVEILLANCE SUMMIT
Technology & Efficient Applications

Event Partner

Global Digital Security Forum

29 – 30 May 2014
The Lalit, Mumbai
www.gdsf-india.com



The two- day conference will enable multi-faceted discussions and exchange of insights through technical presentations, applications based case-studies and high-level panel discussions.

Program Highlights:	Speaker / Delegate profile:
<ul style="list-style-type: none">• HD / IP Video Surveillance, NVRs• Latest Innovations in Access Control / Identity Management solutions• Video Management Software / Video Content Analysis• Security - role in Business continuity• Loss / Pilferage Prevention	<ul style="list-style-type: none">• Chief Security Officer; Head of Security• System Integrators, IP Network Engineers• Head - Administration; Head - Facility Management• Channel Partners - Importers, Distributors, Installers• Loss Prevention Manager; Chief of Physical Security• OEM's, Security Consultants, Security Experts• Government Authorities

Contact Person: Dimple Godia

Messe Frankfurt Trade Fairs India Pvt. Ltd.

Mobile: (+91)9322888044 **Board line:** 6144 5900 Ext. 984 **Direct line:** 67575982

Email: dimple.godia@india.messefrankfurt.com **Web:** www.messefrankfurt.com

ICISS at LinkedIn: http://www.linkedin.com/groups?gid=4413505&trk=hb_side_g
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