



# International Council For Industrial Security & Safety Management



Newsletter: March 2011

*Let's professionalize the professionals...*

## What is needed to make security a profession – Professionalism!



Security consciousness is nothing but the wisdom to adopt preventive or deterrent measures. It is only the concerted effort by all the members of the industries, and, all the Industries of the country, that will make the working environment in India and world-over conducive and safe! The Security Consciousness is developing with very fast speed.

The potential of growth of Industrial Security Management is very high and the industries based on industrial security gadgets and systems are witnessing fast-paced development and the modest estimate is that the fast trend is only second to that of information technology. The attitude is changing, the aptitude is changing and basically the outlook is changing with the change in the society and the law-and-order situation. Thus, today security of industries or the business establishments is more scientific and professional.

The various training institutes started by industry stalwarts are by any standard, good indicators that the demand for high professional standards of training and education is growing and also finding recognition.

For promoting professionalism, the ICISS is striving to be in the forefront in propagating the idea to develop 'industry governed' professional benchmarks for the education and training of security and safety personnel.

Capt S B Tyagi  
For ICISS

### FOOD FOR THOUGHT:

***Dishonest men condemn Industrial Security!  
Honest men admire them, wise men use them!!***



# Bank Robbery Prevention Starts on The Front Lines

By Troy Evans (Ex convict)

Following a six-month crime spree in 1992, I was convicted of five armed bank robberies and served almost 8 years in Federal Prison. Now a Professional Speaker and Author, I share my past experiences with bankers to provide a look into the "mind of the enemy." I would like to share that insight in connection with the escalating bank robbery problem in New York.

Having recently read the comments of Senator Charles Schumer (D-N.Y.) calling for replacement F.B.I. Agents to stem robberies, as well as state legislators considering the installation of security devices and/or creating a "separate" bank robbery charge, I can attest that none of the above will deter a would-be robber. The best deterrent is a group of alert, informed bank employees and must start with senior management support.

Having met and interviewed over three hundred convicted bank robbers (as well as once being in the business myself), I discovered some common threads that most bank robbers operate under. The first being that all banks are "cased" to some extent- whether it be walking by several times to get a feel for the layout, handing a teller a ten dollar bill and asking for a roll of quarters, or sitting down with a loan officer under the guise of being interested in a loan. Employees need to be keenly aware of their surroundings- suspicious activities, customers they do not recognize or anything out of the ordinary. Write down details and descriptions, greet unknown individuals with eye contact and engage them in conversation. No potential robber wants someone to get a good look at him or her. What appears to be good customer service can also be the best method of deterring a crime or recalling details that could ultimately lead to apprehension.

In addition, a male presence plays a large role in deterring a potential robber. Why choose an institution where someone may challenge them? A bank robber will always take the path of least resistance- always! If hiring a guard is cost prohibitive or not consistent with a "customer friendly" environment, make a conscious effort to hire more male tellers. At the very least, make a male presence felt on Fridays, when over 50% of all bank robberies take place.

The majority of bank robbers, I would venture to say 90%, are strung out on drugs, have a gambling debt or are out of work and at the end of their rope. Combine high unemployment with our country's continuing preoccupation with drugs and the ease in which gambling can be accessed, we can only expect things to get worse before they get better. Bank robbery is here to stay.

Adding additional F.B.I. Agents will help only in the areas of apprehension and recovery and since over 90% of all bank robbers are apprehended anyway, why should this be an area of

focus? Passing new and separate bank robbery charges will only add to our already overcrowded prisons, and the installation of security devices is a waste of money and only serves to alienate the legitimate customer.

When I speak to banking and credit union groups and associations on "robber proofing" their institutions, I make it clear that high security devices and bullet proof glass are not the answer. The answer lies within those who are on the front lines-their employees. They and they alone have the power to send a would-be robber down the road to consider another institution, one that offers a path of less resistance.

### Foot Note:

Troy Evans is a professional speaker and author who resides in Phoenix, Arizona with his dog Archibald. Troy travels the country delivering keynote presentations, and since his release from prison has taken the corporate and association platforms by storm. Overcoming adversity adapting to change and pushing yourself to realize your full potential. Other speaker's talk about these issues, Troy has walked them.

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# Armed Robbery Prevention

## Prevention At Home

- Do not allow strangers into your home, even if they are hurt or say they need help. Keep the door locked and call the police for them.
- Don't be afraid to call the police to investigate suspicious circumstances, unusual people or strange noises. It is better to be safe than sorry.
- When you move into a new home, change the locks.
- Keep your curtains or shades closed at night.
- Don't leave notes on your door announcing when you will be home.
- Do not advertise that you live alone. Keep outdoor lights on at night.
- Never give information to an unknown caller. Report nuisance calls to the police and the telephone company.
- Keep your doors and windows locked. If it is warm and you leave your door open for circulation, keep the screen door locked.
- If you arrive home and your door is open or things appear to be out of place - don't go in your home. Leave and call the police.
- Write down license numbers of suspicious vehicles to give to the police, if necessary.

## Prevention on The Road

- Keep your car in gear, doors locked, windows rolled up. Park in areas that will be well lit when you return. There is safety in numbers! Walk with friends or a in a group.
- If you are being followed, don't drive home or get out. Drive to the nearest police station,

open store or business for help. Try to note the license number and description of the car and persons following you.

- Don't advertise. If you are out at night, don't wear expensive or fancy looking jewelry. This is an invitation to trouble.
- If someone tries to get in your car while you are stopped - drive away quickly.
- Don't use ATM machines at night. Plan ahead and get your cash during safer times. Use ATM machines that are very visible. Avoid isolated ATM machines.
- When using valet parking, provide the parking clerk with the valet key that most car manufacturers provide now. This prevents strangers from looking in your glove compartment and trunk and finding personal information.
- Walk in open, well lit areas.

## Prevention At Work

- Keep your front doors and windows clear of signs and posters to allow good two way visibility. Employees can see suspicious persons outside. Passers-by and police can see inside. Keep the outside of your business well lit at night.
- Make sure your cash register area is clearly visible to outside observers.
- Practice good cash control. Keep a minimum amount in your cash drawer and make regular drops into a safe.
- Advertise outside that you keep a minimal amount of cash in the register and that you will not accept large bills.
- Don't keep large bills under the cash drawer. If you don't have a safe, find a less obvious place to hide your extra cash until you go to the bank.
- Use a safe that the clerk cannot open alone or that requires two keys. Post that fact conspicuously, including on the safe itself.
- Use video camera surveillance and make it well known.
- Always have at least two clerks working at night.
- Vary your banking routine. Carry cash in a variety of ways - a lunch sack, attaché case, flight bag, pocket, etc. Money bags are pretty obvious!
- Vary the times and routes that you use to go to the bank.
- Make deposits as often as possible, never less than once a day.
- Be alert for "customers" who seem to be loitering or glancing around the store while appearing to shop or browse through a magazine.
- Watch for suspicious persons outside the business - especially in parked cars and around telephone booths.
- Two persons should be on hand at opening and closing times.
- At opening time, one person should enter the store and check to see if it has been disturbed.
- Before closing, one person should check the office, back rooms and rest rooms to make sure no one is hiding inside.
- Keep side and back doors locked. Have employees use the main entrance, if possible.
- Place markers at the main entrance that employees can use to help gauge the height of a robber as he leaves.

## What To Do During A Robbery

- Try to stay calm. Don't make any sudden movements to upset the robber.
- Do exactly as you are told. DO NOT RESIST!
- Activate your alarm ONLY if you can do so secretly.
- Tell the robber about anything that might surprise him, such as someone who is expected to arrive soon.
- If you have to move or reach, tell the robber what you are going to do and why.
- Try to get a good look at the robber so you can describe him later.
- Don't be a hero. It's better to lose your money than your life.
- Give the robber time to leave.
- Note his direction of travel when he leaves.
- Try to get a description of his vehicle ONLY if you can do so without exposing yourself to harm.

## What To Do After A Robbery

- Call the police immediately, even if you have already activated the alarm.
- Close the store and lock the door(s) if you have a key.
- Do not discuss the details of the robbery with witnesses or fellow employees.
- Ask any witnesses to stay until police arrive. If they can't, get their names, phone numbers and addresses.
- Do not touch anything that the robber may have touched. Block off areas where the robber was, if necessary.
- Try to recall as much as you can about the robber's appearance, speech and mannerisms. Make notes.
- Step outside the house / store / office when the police arrive so that they'll know the robber is gone and you are safe.
- Let the police answer inquiries from the news media.
- Do not discuss the amount of money taken with anyone other than police.





# Labour Intelligence

The principles of security remain constant but the environment in which they have to be applied is continually changing. Business and Industrial Organizations exist to maximize productivity with minimum expenditure of resources. The generation of profits is an essential prerequisite to achieve excellence. They incur losses due to hazards like crime, disorder, violence from within and without.

## **What is Labour Intelligence?**

In almost all industrial establishments, the functions of vigilance, intelligence and under cover operations remains an integrated function of the security department termed as Labour Intelligence.

The importance of Labour intelligence needs no over emphasis and an efficient Labour intelligence system keeps an industry in a healthy state at all times. It is positive instrument to feel the pulse of the Labour force.

Labour intelligence is a sensitive and prestigious function of a security force and it is needless to say that a well organized intelligence system remains a defensive weapon to counter the negative force which threatens an industry from time to time.

In ordinary circumstances, the reasons for Labour unrest can be identified in the incipient stages and timely intelligence reports will help the managements to decide on the course of action to be pursued.

Unlawful assembly, slogan shouting, refusal to work, slow down, stoppage of work, disobedience, arrogant behavior, clashes, infighting within the Labour force are some of the symptoms of Labour unrest in the initial stages.

Acts of violence, militant behavior, and willful destruction of property, picketing, causing bodily harm to the key official and "Gherao" of senior managers are some of the ingredients of Labour unrest in a peak form.

Labour intelligence should function in a most effective and in a confidential manner. It should be under the direct charge of the security officer assisted by a couple of assistants both in uniform and in plain clothes. A keen sense of observation on the strategies of the Labour force, trade union and a flair for collecting sensitive information from both internal and external sources shall be the basic qualities of the Security Officials engaged in the Labour intelligence.

Collection of Labour intelligence should not remain confined only to the periods of industrial unrest alone, but it should remain active during the periods of normalcy as well. Labour intelligence is a continuous process and there should not be any place for complacency. Regular reports on Labour intelligence would aid the administrative machinery to formulate a correct approach towards the Labour.

Enforcement of physical safeguards, protection of classified information, protection of employees from the onslaught of rivals and competitors and devising measures to combat the industrial espionage and acts of sabotage are some of the fundamentals in the internal Labour intelligence.

Defence against criminal activities, elimination of threats to the establishment, protection of employees, study of the workforce in relation to the communal and trade union activities and shadowing the personnel engaged in nefarious activities are some of the important functions of the external Labour intelligence.

### **Sources of Internal Intelligence**

In industrial premises, the following are the places where the work force frequently visit; Canteens, locker rooms, rest rooms, bath rooms, toilets etc., These assembly points are often used by the workforce to “let out the steam” in the form of wall writings, pasting of hand bills, news paper cuttings and other incriminating literature on the walls.

“Wall writing” is a media in which the work force gives vent to their feelings. They are aimed at for making allegations against the policies of the management and the practices of the trade union and in making damaging statements on the officials for being upright in their actions. The forum is best utilized by the Labour force in projecting their feelings and for creating chaotic conditions.

Disgruntled personnel are the forerunners in taking advantages of the black board in blemishing the image of the administration and mud slinging on the character of the top managers.

While an anti-management group charges the management for its anti-Labour policies, the anti-unionists go all out for alleging the union for its corrupt practices. The wall writing is also used as a forum for canvassing during the union elections. Wall writings help the intelligence wing as a forum to feel the pulse of the Labour.

The disgruntled and unscrupulous employees having connections with the competing industries and the hostile forces wait for an opportune time to cause disruption to the manufacturing operations through willful destruction of vital machineries they accomplish the destructive acts at an amazing speed leaving no traces of their identity.

The stability of an industrial establishment depends to a great extent upon the morale of the Labour force. Labour force with a disturbed morale has a relative bearing on the stability and performance. The Labour force with its morale at the lowest ebb fall an easy prey to the overtures of the rivals and the anti-social elements.

### **Precautions to practice**

- Employees remaining at the work spot beyond their scheduled working hours and voluntarily working on Sundays and holidays needs to be closely watched for their special interest.

- Employees spending lavishly without rhyme or reason acquiring enormous assets and living beyond their means shall be watched for the sources of their unaccounted flow of money.
- The official and personal visitors to the establishment also cause a considerable threat. A watch on the personnel visited and frequency of such visits would throw sufficient light on the intentions of the visitors.
- Employees developing a close intimacy with the suppliers, contractors and the scrap dealers shall be watched to ascertain their mutual interests.
- Employees in possession of the manufacturing date and the process of internal operations, have a tendency “to show off” their job knowledge thereby they disclose classified information. They should be identified and the management reported promptly.
- Employees indulging in speculations, battings, horse racing and remaining in debts shall be identified and reported to the management.
- Detection of even minor breaches in the professional ethics by the employees handling sensitive information and having an access to the vulnerable places shall be kept under watch and if required verification of character and antecedents is to be taken up afresh.

### **Influence of Trade Union on the Work Force**

The Labour force is generally misled and taken for a ride by certain in-experienced trade union leaders by their impressive orations. They accomplish this by “Brain washing” the Labour force through comparing the working conditions, wage structure and various other facilities offered by the competing industries in particular and the neighboring industries general.

The trade union leaders have distinct political leanings and they are generally motivated by their party ideals. Their interest towards the Labour mostly remains secondary and they work indirectly for developing the Labour wing of their political origin.

### **Reaction to external events**

The Labour force remains highly sensitive and they react instantaneously to the following events:

- Reaction to Labour disputes such as slow down in work, lay-off, strike, lock out etc. in the neighboring industries.
- Reaction to current news and Labour legislations.
- Reaction to inordinate delay in long term settlements, declaration of bonus etc.,
- Retrenchment, victimization, and other forms of unfair Labour practices.



- Circulation of handbills, leaflets aimed to create confusion and demoralizing effect among the Labour force.
- Clashes between the faction groups and inter union rivalry.

## **Sources of External Intelligence**

(a) The external intelligence reports shall comprise the coverage of public speeches by prominent trade union leaders, guest speakers, members of the public and the sympathizers in reference to an industry under Labour dispute.

(b) Coverage of gate meetings, general body meetings, agitations, demonstrations, processions, hunger strikes and rallies, obtaining extracts from wall posters, banners, news papers and collection of hand bills, pamphlets, election manifestos relating to the neighboring industries. Reporting on lay offs, strike, lockout and on the incidents of Gherao, inter-union rivalry, clashes among the rival groups and acts of violence. Information relating to the outcome of the long-term settlements, declaration of bonus, official results of the union elections, secret ballot etc., will help in gauging the industrial climate.

(c) The importance of Labour intelligence during the periods of an industrial unrest needs no over emphasis. Labour intelligence during such periods turns out to be a challenging assignment to the security department. During the periods of an industrial unrest, the Labour intelligence wing shall be given top priority and the success of the intelligence wing solely depends upon the coordinated efforts of the security officials, under cover agents, informants, CISF intelligence group, police sources and the private detective agencies. The Labour intelligence wing shall be kept active round the clock to analyze the strategies of the Labour force and to formulate various counter measures.

Advance Labour intelligence reports on the action plans, and strategies of the Labour force and the trade union will be of an immense help to the administration towards diffusing the situation by following an appropriate Labour policy.

(d) Protection of employees during the periods of stress and strain and providing escorts to the key personnel and the top management shall be an important function of the intelligence wing to avert a possible "Gherao" and bodily harm.

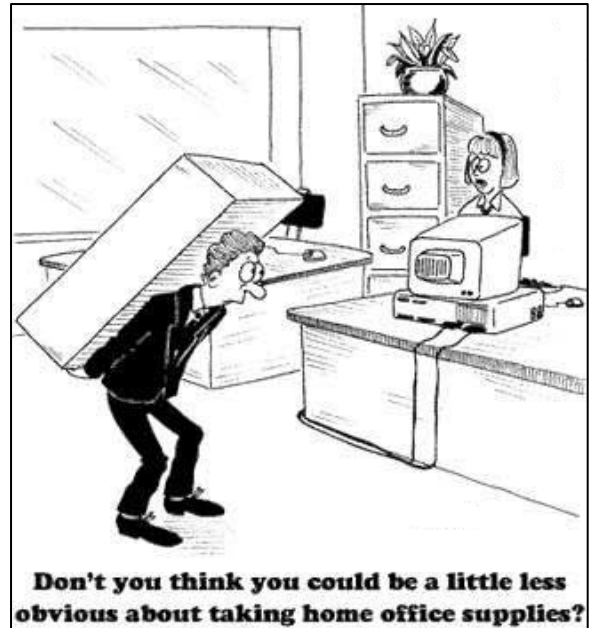
(e) Constant observation on the employees participating in the union activities of the home industry as well as the neighboring industries.

(f) Shadowing the individuals strongly suspected to be in close association with undesirable and antisocial elements needs no emphasis.

(g) Spotting of strangers among the union office bearers during the periods of Labour unrest needs a close watch to ascertain their bonafides?

Intelligence reports on the neighboring industries would be of a significant value to the management in computing the following:

- First hand information on the industrial disputes prevailing in various industries.
- To assess the strategy of the trade union leaders.
- To evaluate the political / communal leanings of the workforce.
- To assess the popularity of prominent trade union leaders.
- To ascertain financial commitments of the management in long term settlements, bonus and other welfare activities.
- To assess the level of public sympathy and reaction to frequent industrial disputes.
- Incidents of pilferages, thefts, criminal activities of subversion and acts of sabotage.
- To assess the overall industrial relations in the neighboring industries.



### **Under Cover Agents**

Collection of vital information pertaining to the activities of the work force on the shop floor is an important function of the security department. Towards collecting valuable information from the grass root level and to eliminate business losses, under cover operations are considered as an effective means.

For successful under cover operations in an industrial establishment, it becomes necessary to induct a couple as trained personnel into the organization in disguise of production operatives, technicians, plumbers, office peons, house keeping workers, clerks etc. Their identity shall be kept highly secret and known only to the top management and the Security Officer.

The Security Officer shall meet all the under-cover workers frequently to brief them on the area of operation and the changes in the strategy. The venue for the meetings shall remain highly confidential and it shall be away from the establishment.

However, the under cover workers may contact the top manager or the Security Officer over the telephone on matter of urgency under fictitious names and pass words. For a successful under cover operations, the management should keep the under cover workers in good humor by rewarding them periodically for their loyal and dedicated services.

### **Food For Thought:**

**Goethe once said, "Let every one sweep in front of his door and the world will be a cleaner place!"**

**Let each secure our own house and our country will be secure!!**



Of late our security has been tight  
and nothing is exempt

How else to stop a donkey's  
suicide bomb attempt



Suggestions & feedback may be sent to us on e-mail: [captsbtyagi@yahoo.co.in](mailto:captsbtyagi@yahoo.co.in)

