

Guide To **Personal Protection**



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Introduction

Hello and welcome to our guide to personal protection. Unlike, property protection and cyber protection, as a business owner, you have a legal and moral responsibility to provide a safe environment for your employees to work. This covers not only when they are working in the office, but anywhere your employees are on duty. The responsibility also extends to contractors, visitors and guests who are on your property.

We have created this document to provide guidance on how you can achieve a safe working environment for your staff, contractors, visitors and guests.

Scope

The most effective way of protecting your staff is to carry out a full security analysis to highlight what the problems are, how to deal with them and what to do when things go wrong. This document provides only general guidance on personal protection.

For more detailed guidance specific to your business, please get in touch.

What are the Risks?

To be able to provide a safe working environment for your staff, you must first understand the risks, but it is not entirely straight forward. Extra risk maybe associated with a specific task or role, but it may not apply to everyone. Some members of staff might be perceived to be always at risk, while others are not.

Below are a few things to consider:

Lone Working

Lone working is generally understood to have greater risks associated with it. Being in your office, building or facility on your own can hold many risks such as holding meetings or receiving visitors. There is also a heightened risk of robbery.

Remote working is also becoming popular, with business offering flexible working options to attract and retain the best staff. Managing lone working is becoming a real issue, especially as line managers themselves are working more flexibility. Who is checking on their safety?

High Risk Roles

Company employees who are customer facing face a heightened level of risk that should be considered. Roles such as cash handling or other sensitive roles also bring with it extra risk, not just external but from internal sources as well. Threats such as harassment, blackmail and physical assault should be carefully planned for.

Executives

Despite an unwillingness to accept, senior executives face an increased level of risk. It maybe that they are at risk from people who seek the notoriety, or it may be that they have such a key role in the organisation that it may fail if they are attacked or threatened. Whatever the reason, the safety of executives should not be overlooked.

Expatriates

Often overlooked, expatriates should also be considered as being at risk. Working in unfamiliar surroundings or where the culture is different can increase the risk. Do they know what is normal or acceptable? Do they know what to do or who to speak to in an emergency or when things are not quite right?

Travelling Staff

Members of staff who travel overseas can be vulnerable to a range of criminal activities, from minor theft and assaults to identity theft, rape, kidnap and murder. Unfamiliarity with their new location, along with culture and climate changes, leads to less situational awareness. When members of staff leave their home locations, often in relatively luxurious or exotic environments, a false sense of security is created. With a reduced sense of being bound by corporate controls can lead to travellers letting their guard down.

Criminal Activity

There will always be a threat from criminal activity everywhere in the world, unfortunately, criminality is intertwined with human society. Understanding the possibility of petty crime is relatively easy and therefore straight forward to mitigate. However, identifying and understanding the activities of organized criminal gangs is far more difficult and may require specific advice from a security professional or the Police Service.

Violence in the Workplace

Violence in the workplace can take many forms and mitigation is not owned by any single department in a company. The statistics show that 1.7% of working adults fall victim to one or more violent incidents at work and this has remained at a similar level several years. Aside from the obvious individual impact, the impact to the business of workplace violence can be high. In fact, the greatest economic costs to an organisation for acts of violence come from the loss of morale, loss of productivity, emotional stress and subsequent absenteeism.

Dis-Gruntled Employees

A dis-gruntled employee is often mentioned when talking about insider threats, particularly regarding information security. But they are less thought of when considering at risk personnel or lone workers. A worker who becomes unhappy with the company and, instead of leaving, remains and hides his or her level of resentment can cause complex security problems for any company. It is impossible to know an individual's true feelings, but it is necessary to consider and minimize opportunities for disaffected workers to cause damage or harm to other workers, or themselves.

Corporate Espionage

The threat of corporate espionage is a serious issue for many companies, either from business competitors looking to steal secrets or damage brand reputation in order to weaken the competition or from state level foreign intelligence services. Most companies significantly under assess this risk and don't believe it is happening to them. Travelling staff are prime targets for covert espionage, which is almost never detected by the traveller.

Terrorism

Terrorism has been well documented in the last 20+ years and the wide press coverage has, arguably, contributed to it being a global problem. Stories of terrorism or kidnap abound, and it is easy to draw an inaccurate interpretation of the level of risk. In practice however, other risks to personnel pose far higher risks. That said, one of the problems with protecting personnel against terrorism is the appeared randomness of the attacks. Often, terrorists take the attack directly to the enemy, or they may attack through 3rd party countries or organisations unconnected with the threat. Therefore, terrorism should never be discounted.

Robbery

Commercial robbery is a real threat for some organisations such as banks and building societies, hotels, clubs and bars, service stations, supermarkets and restaurants. But that is not to say it shouldn't be considered for other companies. To some adversaries, robbery is more attractive than burglary because the alarm is off, cash is usually secured rudimentally, and the employees can identify where cash is held. It is also worth considering armed robbery, where an aggressor has in their passion, or ready at hand, a weapon which is used for the purpose of committing the offence.

Our Guidance

Policies & Procedures

Having a company security policy is fundamental to creating a safe place for your employees to work. The security policy should outline your company's goals for security, including the risks mentioned above. An effective policy will outline basic rules, guidelines and definitions that are standardised across your entire organisation.

That said, if your policies are not adhered to by your members of staff, then they are a complete waste of time. In the development of your procedures there is much to be learnt from your employees and it is recommended that you ask them:

1. Where and when do they feel unsafe?
2. Do they feel confident that they know how to handle a violent situation?
3. Are they aware of individuals or situations that have been problems in the past?

Staff Training

Training your staff in recognising and dealing with risks at work can go a long way to preventing them or reducing their impact. Training can include information on the types of customer behaviour to watch out for and simple actions that may prevent a situation from getting worse.

Where a heightened risk of robbery exists, you should consider providing training for your front-line staff in how to deal with a robber incident. The best type of training programs is practical, employing role players and actors. The emphasis should be less on how to protect monetary assets and more on how not to exacerbate the robber's anxiety.

Our staff training package includes:

- Recognising Suspicious Behaviour
- Recommendations for Cash Handling
- Recommendations for Lone Workers
- Recommendations for Dealing with a Robbery
- Recommendations for Overseas Travel

Remote Working

One of the compromises of attracting and retaining the best staff means you must provide flexible working practices. Providing a safe working environment for your staff while they work remotely can bring a host of issues for any business. Not least of all the question of moral and legal responsibility.

Our remote working solutions can provide that layer of security for your staff wherever they may be working. All our solutions have a full audit trail, so that you can relax knowing your staff are being looked after.

Personal Protection

Our personal protection services are not just for executives. There are many roles which are deemed high risk that require the level of protection. While protection within the businesses walls is largely dealt with, it is the traveling to different locations or visiting new sites that draws the real risk.

Our personal protection services are designed to be discreet, not drawing any unwanted attention. We provide detailed planning of all operations, including site surveys and liaison with local law enforcement agencies. No matter where it is in the world, our personal protection services ensure you or your staff are safe not matter what the situation.

Overseas Business Travel

The nature of many businesses requires certain employees to travel overseas, away from familiar surroundings. Much risk can be mitigated by following simple good baseline practices covered in our staff training module. However, dependant on the assessed level of risk, you may need to enhance them with additional measures.

Our overseas business travel service includes specific-to-country security advice, tailored reports, traveller hotline for in-country emergencies, and in an emergency, escorted evacuation services.

Summary

I hope you have found this document of use. Remember, the most effective way of protecting your staff is to carry out a full security analysis to highlight what the problems are, how to deal with and what to do when things go wrong. This document provides only general guidance on personal protection. If you would like to discuss ways we can help build an effective and balanced security plan to protect your staff, then please get in touch.