

# INDUSTRIAL SECURITY

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TNT Group 4 Total Security Pty. Ltd., 13-17 Botany Street, Redfern, N.S.W., 2016. Mr. Watson is also Organisational Representative for TNT Group 4 Total Security with the Australian Crime Prevention Council.

Over a century ago security companies were first seen in America. Since then they seem to have become a normal part of life in affluent countries.

Securitas International, currently the largest security organisation in Europe, commenced in Sweden in 1913 and thereafter extended its activities to other parts of the world, including Australia, where the group is represented by TNT Group 4 Total Security Pty. Limited, which was formed in July, 1976, following a link up between Thomas Nationwide Transport Limited, (which commenced security operations in 1972 operating as Armoured Express) and Group 4 Total Security Limited, the United Kingdom member of Securitas International.

There should be no argument about the fact that in addition to the statutory obligations for the safety of employees, management is totally responsible for the protection of company assets. Thus security becomes a continuous necessity. Effective measures to discharge such responsibility necessitates expert advice and assistance and this is precisely what the security companies are providing. In just the same way as companies will utilise outside expertise in the field of, say, advertising, security companies are able to consult on and operate measures to combat a wide range of hazards which include crime, fire, flood, vandalism and waste.

Just how such a company would go about providing these services has never been easy to describe. For a start, security measures require individual consideration which take into

account the nature of risks involved, the type of business in which the company is engaged, the geography of premises, number of staff and so on. As a general rule, however, industrial security services are best viewed by reference to the risk management concept — a concept originated and accepted in the United States and rapidly gaining credibility in Australia. In any organisation a "risk manager" is the man who studies all the potential and actual sources of loss in the organisation, and designs and implements a series of measures to deal with these risks in the most effective manner and at the most economic cost. Four types of treatment are applicable.

First, risk transfer, which simply means getting someone else to take the risk — employing professional cash carrying services is a common example. Secondly, risk reduction, which involves taking steps to reduce the size of the risk, either by treating the source itself, or by increasing the level of vigilance. Thirdly, risk acceptance, where the decision is taken, literally to take the risk, and its consequences. Finally, risk insurance, which is self-explanatory.

Any one risk might be treated in up to three of these four ways, and in the case of fire, crime, vandalism and waste, risk reduction will almost certainly be one feature of the system applied. Risk reduction is the province of industrial security.

Security's first task is probably to re-educate the "it won't happen to me" attitude. Management can delegate, can bring in outside people, but it cannot escape the final responsibility.

Most crimes and fires occur on industrial premises when everyone has gone home for the night or the weekend. Someone leaves oily overalls beside an electric heater which has been left switched on. Someone forgets to close the ground floor window, and leaves petty cash on the table instead of putting it away in the safe. These comparatively minor security errors together with many more of the same nature, can easily result in disaster. It is probably fair to describe much of the work of security in terms of "industrial good house-keeping".

Most reputable private security companies will conduct an initial and very thorough survey of the premises in question and submit proposals on methods of reducing any risks. If the proposals are accepted, the security company will then assist in implementing them.

A consultant may well begin his recommendations by making pertinent comments about the structure of the factory involved in relation to the processes carried out. Almost inevitably he will recommend that both the Crime Prevention Officer and the Fire Prevention Officer should be consulted.

Security measures of any kind almost always cost less if they can be designed into a building at the drawing board stage. In old buildings, not designed for the type of activity which may be carried out in them, risks of various sorts —

particularly fire risks — can often be minimised by relatively inexpensive minor structural alterations. In some ways, older buildings with their very solid walls and roof, their relatively small number of access points, are easier to keep secure than new buildings. Modern factories often have panel walls which can be penetrated in little more than a few minutes.

The consultant will often recommend the use of one of three types of manned security services. He may advise having a man on the premises at all times when they are otherwise empty; or regular visits by radio-controlled patrol men, who check all points in a factory a number of times during the night; or regular visits on "patrol", where the security officer checks only the exterior of the factory; or a combination of all three.

Because most fires start between 8pm and midnight, one popular combination is to have one or two thorough inspections throughout the premises in the early part of the night, and thereafter check only the outside at periodic intervals.

Good security for factories begins at the gate. If access to a factory is controlled, the likelihood of irregular behaviour is at least limited to the people who have the right to be in the building in the normal course of their work. If just anyone is allowed to wander in and out at will — which is surprisingly easy in a large number of factories — the security becomes very much more difficult. Gate control, traditionally the preserve of tired old watchmen, can now be carried out by trained security personnel and automatically operated systems.

Manned services may be used in conjunction with an alarm system, which will be a tailor-made package, drawn from a very wide range of devices and ancillary equipment, and designed to do the required security job in the most efficient and economic way.

The cost of security must be compatible with economic feasibility and thus must never exceed the value of any potential loss.

When security officers actually begin work, the mass of minor details is dealt with, noted and reported. Following the survey, the consultant will have sited a number of keys, which are used to punch a tape held in a sealed clock carried by each security officer.

The keys are sited so that every risk is covered by the man patrolling the factory, and the clock provides the evidence

that the job is being done.

Fire alarms and sprinkler systems are cures — they operate only when something is happening. In a great many situations they are, of course, invaluable, and in a great many cases insurance companies insist on them. Many of the devices are pieces of highly sophisticated engineering, but like any other items of equipment they must be monitored and maintained. The secret of their use lies in their being intelligently combined with trained manpower, whose flexibility will often result in the potential fire hazard being eliminated.

Security is people. However good the security system and equipment, both depend in the last resort on professionally trained and reliable people — to design, operate and supervise them.

Probably the best known security company activity is cash carrying. Most people must have seen an armoured van and crew picking up or delivering cash. This activity looks deceptively simple, but carrying large sums of money is a responsible business. Responsible companies have their vans in radio contact with a central headquarters. The crews are carefully selected, and vetted over the last twenty years of their lives. They are then trained in the correct drill until it becomes instinctive. And the security carrier also bears the insurance cost of the money on the move.

The facts to be considered as to whether or not a cash carrying organisation is utilised, includes not merely the amount carried, but the exposure to risk of the staff involved.

All cash is attractive to the bandit, who is unlikely to make any distinction at the moment of attack. In the light of present circumstances, it is surely responsible to employ trained and appropriately equipped people to carry cash. The service may cost no more than sending two members of the staff to the bank.

The philosophy of every responsible security company is that prevention is better than cure. A competent security organisation is competent because it is thorough, because it is highly organised, and because its men are trained to pay meticulous attention to detail. A security officer's life is not packed with incidents. After all, he is there to see that nothing happens. His essential qualities are integrity, loyalty, responsibility, resilience, diplomacy, impartiality, adaptability, physical fitness and courage, together with a high sense of duty. Such people are not plentiful.

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