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Private Security Industry



February 29th, 2012



Agenda

- 0900 Welcome & Introduction
- 0915 Situational Analysis Private Security Industry Discussion
- 1000 National Occupational Standards for Security Guards & Private Investigators Discussion
- 1200 Lunch
- 1300 National Occupational Standards discussion continues
- 1500 Next Steps





Situational Analysis

- The industry
 - **Segmented and Competitive**
 - Consists of a number of job occupations
 - Level of national organization differing
 - Most of the work is private with some offering site security to Federal, Provincial & Municipal Government
 - Growing
 - Expansion led through consolidation and new private contracts
 - Possibility of a re-alignment of public security priorities leading to other possible growth opportunities
 - A limitation to growth is the ability to hire quality people





Situational Analysis

- The Industry
 - **Approximately 120, 000 licenced as security guards, 8,500 licenced as private investigators & 9,000 as armoured car guards**
 - **Most work in a single province**
 - **Multi-nationals consolidating the industry**
 - **23% report revenues over \$1M.**
 - **Multiple services provided**
 - **Unionization**
 - **Training**





Situational Analysis

- The People
 - **Part-time versus full-time**
 - **Turnover**
 - **Gender**
 - **Diversity**
 - **Age**
 - **Education**
 - **Wages**





Situational Analysis

- National Certification
 - **Increase professionalism**
 - **Add value in the public's eyes**
 - **Level playing field**
 - **Allow for easier inter-provincial work**

 - **Another level of bureaucracy**
 - **CGSB already provides national training standard**
 - **Difficulty given differing provincial legislation and licencing requirements**





National Occupational Standard: Security Guard

Security Guard definition

A person who performs work, for remuneration, that consists primarily of guarding or patrolling for the purpose of protecting persons or property.





Levels of competence

- Another level of certification for security guards who, by the nature of the work that they do, will, in all probability, be required to use physical control tactics.
- As well, this specialized certification will allow the public, through the provincial regulatory framework, to be assured that security guards are adequately trained in using appropriate judgement in what level of force should be used and required.
- Thorough understanding of the use of force model, the proper technical skills in the application of control tactics and the proper application of restraints.





National Occupational Standard: Security Guards

The Ethical Foundation

- Interact with the public sensitively and in accordance with relevant human rights legislation.
- Understand the relevant provincial legislation that regulates security guards.
- Understand the appropriate ethical standard for security guards.
- Be knowledgeable about individual rights under the Charter of Rights and Freedoms and applicable provincial Human Rights legislation.
- Understand the need for respect for the public, the client and co-workers.





National Occupational Standard: Security Guards

The Ethical Foundation

- Be knowledgeable about and sensitive to groups and persons with distinct or special needs.
- Have knowledge about procedures for handling, storing, disseminating and destroying personal information as per Provincial Privacy





National Occupational Standard: Security Guards

Oral Communications

- Be able to verbally communicate in a clear manner to a wide range of people
- Be able to adjust communication style to accommodate audience or situation.
- Ability to use communication equipment.
- Understand interpersonal skills and how to apply these skills to influence people.
- Understand how to diffuse/avoid/manage interpersonal conflict
- Understand how to be assertive when necessary.
- Understand how to maintain a professional composure when acting under stress.





National Occupational Standard: Security Guard

Risk Management

- Understand basic security procedures.
- Understand how to control access and egress points
- Understand how to conduct foot and vehicle patrols.
- Understand how to respond to an alarm.
- Apply appropriate tactics for remote and in-person surveillance of a premise.
- Accurately identify emergency situation risk factors at a work site.





National Occupational Standard: Security Guard

Risk Management

- Understand roles of security guards in emergency situations.
- Understand how to manage crowds.
- Recognize and implement duty of care.
- Understand authorities and limitations to use force.
- Understand the National Use of Force Framework.
- Be knowledgeable about limitations on use of force by security guards without specialized use of force training.
- Understand and apply personal safety strategies when dealing with members of the public.





National Occupational Standard: Security Guard

Written Communications

- Write clear reports to ensure information is conveyed accurately and without bias.
- Understand the requirement for documentation of actions.
- Be knowledgeable of different types and purpose of reports.
- Understand legal implications of reports.
- Write legibly and clearly with minimal spelling or grammatical errors.
- Effectively communicate main ideas in written format.





National Occupational Standard: Security Guards

Decision Making

- Recognize when a potential emergency exists and respond appropriately to it.
- Understand and apply first responder procedures to emergency situations.
- Use judgement in determining need for alarm response and follow-up.





National Occupational Standard: Security Guards

Application of relevant Legislation, Laws, Policies & Procedures

- Understand the Canadian Legal System.
- Have knowledge about commonly accepted approaches to the collection, preservation and presentation of evidence including the handling of audio/visual materials.
- Recognize, understand and apply security guard authority under relevant provincial forcible eviction legislation.
- Understand search and seizure requirements as per the Criminal Code, Charter of Rights and Freedoms, common law and relevant provincial legislation.





National Occupational Standard: Security Guards

Application of relevant Legislation, Laws, Policies & Procedures

- Recognize and apply security guard authority under relevant federal and provincial legislation to arrest and detain.
- Maintain knowledge about common law security guard authority to arrest and detain.
- Be knowledgeable about relevant civil court decisions in the application of security procedures.





National Occupational Standard: Security Guards

What's not included & for discussion

- Traffic Control
- Labour Disputes
- WHIMIS
- Health & Safety
- First Aid & CPR
- Physical Control Tactics
- Use of Restraints
- Education/Fluency levels





National Occupational Standard: PI's

Definition of a Private Investigator

A person, who for consideration, seeks or obtains information about:

- crimes, offences, contraventions or misconduct, or allegations of crimes, offences contraventions or misconduct
- the activities, character or repute of a person or organization
- the whereabouts of a person
- the location, disposition or recovery of lost, stolen or missing property
- the cause of or the responsibility of any fire, accident or incident in which damage to property or injury to any person has occurred





National Occupational Standard: PI's

The Ethical Foundation

- Conduct investigations in accordance with relevant human rights legislation.
- Understand the relevant provincial legislation that regulates private investigators.
- Understand the appropriate ethical standard for private investigators.
- Understand individual rights under the Charter of Rights and Freedoms and applicable provincial Human Rights legislation.
- Demonstrate respect for the public, the client and co-workers.





National Occupational Standard: PI's

The Ethical Foundation

- Be knowledgeable about and sensitive to groups and persons with distinct or special needs.
- Understand the role of private investigators within the security industry.
- Understand what constitutes entrapment and intimidation under the Criminal Code of Canada.
- Be knowledgeable about procedures for handling, storing, disseminating and destroying personal information as per Provincial Privacy legislation





National Occupational Standard: PI's

Investigative Techniques

- Understand the Canadian Criminal Court system.
- Understand applicable legislation and common law surrounding rules of evidence.
- Understand appropriate investigative procedures.
- Understand how to access applicable open sources of information and how to conduct basic research.
- Understand basic techniques used to gather information on people, places or things.
- Understand basic principles of surveillance.
- Understand basic covert investigative techniques.
- Understand appropriate interview techniques.
- Be knowledgeable about industry related equipment





National Occupational Standard: PI's

Risk Management

- Recognize and implement duty of care.
- Understand authorities and limitations to use force.
- Understand the National Use of Force Framework.
- Be knowledgeable about limitations on use of force by private investigators without specialized use of force training.





National Occupational Standard: PI's

Organizational Skills

- Understand the need and demonstrate appropriate organizational skills in building an investigative file.





National Occupational Standard: PI's

Computer/Technology Skills

- Understand appropriate investigative technological aids.





National Occupational Standard: PI's

Written Communication

- Write clear reports to ensure information is conveyed accurately and objectively.
- Understand legal implications of reports.
- Understand basic report writing protocols.





National Occupational Standard: PI's

Decision Making

- Understand what are relevant and irrelevant facts or details.
- Make fact/research based decisions.
- Make decisions based upon appropriate legislation and case law.





National Occupational Standard: PI's

Oral Communications

- Recognize and apply appropriate oral communication skills to a wide range of people.
- Understand and apply tactical communications skills.
- Demonstrate appropriate interpersonal skills





National Occupational Standard: PI's

Application of relevant Legislation, Laws, Policies & Procedures

- Understand the Canadian Legal System.
- Understand the Criminal Code of Canada criminal offences provisions surrounding indictable, summary and dual offences.
- Understand and apply commonly accepted approaches to the collection, preservation and presentation of evidence including the handling of audio/visual materials.
- Understand and apply criteria for Criminal Code of Canada interception of communication provisions.





National Occupational Standard: PI's

Application of relevant Legislation, Laws, Policies & Procedures

- Understand search and seizure requirements as per the Criminal Code, Charter of Rights and Freedoms, common law and relevant provincial legislation.
- Recognize and apply private investigator authority under relevant federal and provincial legislation and common law to arrest and detain.
- Understand the relevant tort/case law surrounding private investigators lawful authority





Validation Process

- Approval from Provincial Registrars
- Send out discussion document
- Solicit electronic input
- In-person meeting with Security Guard Advisory Committee





Next Steps?

