



Guard &  
Patrol

# Objectives

Routine/non-routine patrol

Awareness of the surroundings both internal & external

Identify abnormalities both internally & externally

Well-trained and versed with existing security systems used

Preparing for duty

Knowledge and execution of access control duties



Person or a group  
responsible for protecting  
a specific location



Deployed for stationary  
security e.g. protecting a  
building or facility



Responsible for keeping  
watch and preventing  
unauthorized entry

# What is Guarding?

# What is Patrol?



Routine/non-routine  
check on internal and  
external perimeters



Maintain security of  
property



Form of deterrence e.g.  
security presence



Reduce risk of  
vandalism, theft, and  
trespassing

# Handover/ Takeover Duty Procedures

Report 15 minutes  
prior to shift  
commencement

Account for items  
according to the  
equipment  
checklist provided

Pending issues  
and incidents from  
previous shift

Workplace is neat  
and tidy

Turnout and  
bearing is  
appropriate

# Purposes of security systems

## Fire Alarm System

- Monitor, alert and identify location of fire in the premises.

## CCTV Cameras

- Monitor secure/sensitive areas and people's movements.

# Access Control

## Before entry of visitor/contractor

- Purpose of visit
- Details of visitor/contractor (name, contact, location of visit, company name [if contractor])
- Issue parking slip/visitor pass (if required)



# Real Incident

- At one of EJS's deployment site, the two security officers on duty left the Guard House duty post empty. One went for a routine shift patrol while the other could not wait for him to return and left to go to the washroom, leaving the barrier up and unmanned.
- Multiple residents and food delivery drivers entered the residence without any record.
- Resident informed MA of the incident, attaching photos of evidence.
- Following up to this incident, MA sent an angry email to EJS.

# Real Incident

## After Action Review (AAR)

What happened? Key observations	<ul style="list-style-type: none"><li>• 2 SOs were on duty. 1 SO went for patrolling. The other SO was stationed in the guard post.</li><li>• The SO stationed in the guard post urgently needs the toilet.</li><li>• He did not inform anyone, lifted the barrier up and left his post.</li><li>• Due to his actions, there were several unauthorized entries into the estate.</li><li>• A Resident witness the incident and took a picture of the empty post with the barrier lifted up and sent it to the MA.</li></ul>
What went wrong/ was done right?	<ul style="list-style-type: none"><li>• SO should not have left his post without informing anyone.</li><li>• SO should not have lifted the barrier up and left the post empty.</li></ul>
What are the lessons learnt?	<ul style="list-style-type: none"><li>• SO should not have abandon the post.</li><li>• SO should have lifted the barrier up as it caused several unauthorized entries.</li><li>• SOs should use walkie-talkie for communication. For this case, the SO in the guard post should comms the patrolling SO to return and cover the post before he went to the toilet.</li><li>• SO should inform command centre if he leaves the guard post.</li></ul>
What can be done better/ corrective measures to be take in future?	<ul style="list-style-type: none"><li>• SOP to be reviewed and revised again.</li><li>• SOs to be re-trained on the SOP.</li></ul>

# Key observations



# Lesson learnt

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Security officers should not have abandoned their duty post or lifted the barrier up, allowing free access.

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Use of walkie talkie could have been put to use to communicate between security officers.

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Security officer could have resisted the urge to go to the washroom until the other security officer has returned or informed his partner of his urgency and took turns manning the duty post, ensuring it is manned at all times.