Contents

PA	RT ONE / INTRODUCTION	1
1.	History and Principles of Crime Prevention and Security	3
	Crime Prevention Defined. HIstorical Overview. English Heritage. Instructions. Policing in America. Current Public Service Efforts. Community Relations. Organization and Administration. A National Educational Campaign. A Status Report. Private Security Development. Tools and Knowledge. Crime Risk Management. Security Tools. Other Knowledge Areas. The Future. App. 1a, App.1b	
PAI	RT TWO / INSTITUTIONAL AND INDUSTRIAL SECURITY	29
2.	Retail Security	31
	Dealing with Employee Theft. Theft of Cash by Employees. Undercover Investigators. Detaining Suspected Employees. Dealing with Shoplifting. Security Hardware. Loss Prevention Procedures. Methods of Shopliftin Apprehending the Shoplifter. Checks and Credit Cards. Guidelines for Cashiers. Refund Operators. Appendix 2a: Loss Prevention Techniques. Appendix 2b: Control of Credit Card Fraud Checklist.	g.
3.	The Shoplifting Problem	47
	Who Shoplifts. The Extent of Shoplifting Losses. Preventing Shoplifting by Sales Employee Vigilance. Prosecution of Shoplifting Cases Deters Future Shoplifting Attempts. Reducing the Civil Liability Risk Factor When Handling Shoplifting Vases. The Bottom Line.	s
4.	Transportation-Distribution Theft and Loss Prevention Plan	63
	Prevention Plan. Pilferage. Theft. Organized Crime. Cargo Package and Movement Controls. Appendix 4a: Cargo Security Checklist. Appendix 4b: Personnel Security Checklist. Appendix 4c: Physical Security Checklist. Appendix 4d: Inspection Report Forms. Appendix 4e: Documentation.	
5.	Bank Security)3
	The Bank Protection Act of 1968: Public Law 90-389. Current Risks Affecting Financial Institutions. Role of the Bank Security Officer. Security Devices. Security Training. Critical Problems in Bank Security. Appendix 5a: The Bank Protection Act of 1968. Appendix 5b: Minimum Security Devices and Procedures [12 CFR 21]. Appendix 5c: Tear Gas/Dye Pac Research. Appendix 5d: Crime Prevention Techniques.	
6.	Hotel Security)5
	The Role of Security in a Hotel Innheaper's Lightlity	

Preface

хi

Basic Hotel and Motel Premises Protection.	Special Security Situations. Fire Protection and Evacuation
Procedures. Internal Theft Control. Fraud Comr	nitted Against the Hotel. Food and Beverage Controls and
Procedures. Help. Summary.	

7. Campus Security and Crime Prevention

126

Instituting the Program. Whistle Program. Rape Awareness Program. Neighborhood Watch on the College Campus. Thefts in the Library. Bicycle Theft Prevention. Administration Office Security Programs. Operation Identification. Intrusion Alarms. *Safety in Numbers* Program. *Lock Your Door* Program. Follow-up to Thefts. Flyers and Posters. Conclusion. Appendix 7a: Directed Patrols. Appendix 7b: Campus Security Manual.

8. Hospital Security

149

Rationale for Hospital Security. Unique Aspects of Hospitals. Health Care Security Expanding. Hospital Security Vulnerabilities. Parking. Summary

9. Museum, Library, and Archive Security

165

The Problem. Foundations of a Security Program. Personnel Security. Security Responsibility. Physical Security. Fire Protection. Guards. Transporting Collectibles.

10. High-Rise Office Building Security

173

Intrusion Detection System. Access Control System. Television Systems. Security Guard Patrol System. Fire Control System. Environmental Control System. Emergency Power. Summary.

PART THREE / LOSS PREVENTION PLANNING AND CONTROLS

179

11. Computer Security

181

Personnel Screening of Key Employees. Vulnerabilities of Computers. Summary of Security Approaches. Organizing for Security. Security Management. Physical and Environmental Security. Security of Data Communications. Computer Systems Security. Data Security. Security Mechanisms. Appendix 11a: Computer Security Checklist.

12. Planning for Emergencies and Disasters

204

Emergency Team. Emergency Evacuation.

Protecting Vital Records Controlling the Computer Facility. Public Information. Emergency Equipment Location. Training. Appendix 12a: Checklist—Preparedness for Data Center Disaster.

13. Bomb Threats and Search Techniques

221

Purpose of Calls. Preparation. Evacuation. How to Prepare. Written Threats. Bomb Search Techniques. Room Search. Suspicious Object Located. Letter and Package Bombs. Buildings—Their Problems.

14. Applicant Screening

234

The Polygraph and the Psychological Stress Evaluator (PSE). Laws Affecting the Employment Relationship and the Screening and Hiring Process. The Applicant Screening Process. Information Sources. Appendix 14a: Sample Forms and Letters.

5. Internal Theft Controls	245
5. Internal Theft Controls	1

What is Honesty? The Dishonest Employee. Procedural Controls. When Controls Fail. Appendix 15a: Loss Prevention Checklists.

16. Executive Protection Planning

266

Rise of Terrorism in U.S. Formulating a Protection Plan. Home and Office Survey. Risk Management Analysis. Protection in Transit. Everyday Security Awareness. If an Abduction Occurs.

17. Operations of a Guard Force

273

Security Guards of the Future. Guards at a Nuclear Power Plant. Executive Protection. Security Services for Air Travel. Liabilities Connected with Guard Force. Power and Authority of the Security Guards. Missouri. Training. Report Writing. Weapons Safety. Safety. Bomb Threats. Fire Protection. Fire Prevention. Emergency Medical Assistance. Controlling Bleeding. Call for Assistance. Reporting a Medical Case. Guard Supervision.

18. Civil Law: The Controller for Private Security

292

Tort Law: Source of Power and Limits. Arrest. Detention. Interrogation. Search and Seizure. Exclusionary Rule. Use of Force. Civil Liability. Contract Security and Liability.

19. Public Relations and the Media

303

Media Relations. Exclusives. News Conferences. Handouts and Press Kits. What Is News? Writing Your News Release. Public Speaking. Lecturing and Making Community Presentations. Proper Use of Flyers and Handouts. Selling Security within the Organization.

Index 313