

# **ARYAN SERVICES LIMITED**

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**Manual of Training Centre**

## **LABOUR INTELLIGENCE UNDER COVER WORK**

### **INTRODUCTION**

In all countries of the world, specially the countries having democratic form of Governments LABOUR INTELLIGENCE has become a very important part of the study of the Industrial Security. On it, depends the health of the Industry. Many a times Labour troubles can be averted if there is an efficient and effective system of labour intelligence. Labour intelligence can rightly be compared to a Stethoscopes to feel the pulse of the Labour.

### **INFORMANTS**

For the purpose of labour intelligence it is very necessary to post INFORMANTS with the workers to keep watch on the activities of labour connected with the unions, inside the plants, outside the plants, i.e. in the factory hospital if any, local estate and in the recreation club if any. The informants are the workers themselves and NOT THE outsiders.

The informants should be encouraged to attend union meetings, and made to appear outwardly sympathetic to the cause of the workers.

They should be TACTFUL in their approach to win over the confidence of the workers and gently extract information from them.

These INFORMANTS must be trained in all labour matters specially the one's which can create problems. They should be educated enough to understand the DELIBERATIONS at various union meetings.

They should also understand the importance of the information, some information has to be passed very quickly and the other can wait for a day or so.

They should know the art of reporting i.e. by the quickest means without the knowledge of any other persons.

The informants should not know each other i.e. the other informants.

All details must be reported whether they appear to them insignificant or important. Many a times, the un-important information has got great value to the security staff and management.

Labour intelligence should never be intended to break the unions or to deny the legitimate right of workers to join trade unions or make their demands. Labour intelligence should not therefore be intended to form an anti union body in the factory. If the labour intelligence is directed towards breaking the unions or to create factions and frictions amongst the workers with a view to weaken their collective bargaining power, then it may result in

greater industrial unrest and constant labour disturbances. It is very true that the divide and rule policy worked very effectively in the factories but one has to be very careful about it as some times specially in small factories it creates more problems than sorting out.

### **AIM OF LABOUR INTELLIGENCE**

The main aim/objective of the labour intelligence is to give prior vital information regarding the anti social activities of the Trade Unions. If properly operated the Labour intelligence would be able to obtain for the management the benefit of SURPRISE and deny the same to the workers. This will save the management napping.

Another important objective of the Labour Intelligence is to arm the management with vital information regarding the legitimate demands of trade unions, activities of the workmen, to warn and prepare the Management for timely redressal of their legitimate grievances. This will arrest/prevent labour unrest, strike and go slow activities etc. etc.

It will also help the Management to formulate correct and farsighted labour policy to maintain industrial peace and making steady progress.

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## LABOUR INTELLIGENCE

### **REWARD FOR INFORMATION**

Like Armed Forces, each factory should have an officer earmarked to look after this special fund. In civil factories Manager personnel look after but the General Manager is kept in the complete picture. Reward to be given to the informers without the knowledge of any one else.

### **UNDER COVER AGENTS BY PRIVATE COYS**

There are private cays specially in big cities who provide trained under cover agents for specific Jobs Main points are :-

- (a) In the eyes of the workers, they are the employees of the factory and Not of the private agency.
- (b) They are paid their wages by the factory, through they remain on the strength of the private agency.
- (c) The moment the job is done of the factory workers come to know that particular worker is an under cover agent he should be removed immediately.

### **LIASION WITH THE POLICE**

Liaison with the police must start at the time of laying of the foundation stone.

At the places where a large number of factories come up, the Police Station of that area may have a labour Cell. In the labour cell they collect and collate information regarding the trend and activities of the labour forces in major factories of that area.

Constant and close liaison with the local police labour cell would provide data for study and enable the security staff to predict trends and activities of the labour in collection of information regarding labour intelligence.

The General Manager and other senior officers and the security officers MUST have very close liaison with Senior S.P. and also with the District authorities otherwise at the right time the policy may not turn up or turn up very late.

### **MOST INFORMATION REPORT SEC. 154-CRIMINAL PROCEDURE CODE**

F.I.R. is lodged verbally or in writing. The police person on duty writes it down in the register, reads back and the complainant has to sign or put his thumb impression. F.I.R. can be lodged by telegram as well as on telephone but a written report must follow. Police can check back to verify the correctness.

F.I.R. to be lodged once the management agrees to it. There are cases where even big things have happened but the management did not give permission to lodge F.I.R.

It is important that maximum information regarding the offence committed, time, place, date, eye witness, person injured or dead, name or names of accused seen or known weapons used, property stolen personal items left behind by the thieves, any finger or foot marks left behind be given so that there is no fabrication possible at a later date.

Again delay should be avoided as it gives time for fabrication and the truth does not come out quickly.

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## **PERSONNEL SECURITY**

### **INTRODUCTION**

In order to safe guard official information concerning Government offices or private firm; it is necessary to adopt suitable measures so that the information is NOT passed on to the unauthorized persons and foreign countries. These measures include.

PHYSICAL SECURITY

PERSONNEL SECURITY

DOCUMENT SECURITY

Security measures should be devised according to the threat. These should be realistic should be consistent and constantly applied. Above all the staff responsible for implementing are trained to do so.

### **PERSONNEL SECURITY**

Personnel security is of the highest importance. Unless every person employed in secret work makes the utmost efforts to protect the classified information, it will be impossible to prevent leakages. Every person dealing with classified information has to be thoroughly dependable and completely reliable. In spite of all this the information leaks out. As such there has to be double check and even more checks.

Leakage occurs due to various reasons such as;

- (a) MATERIAL GAIN money tape recorders, other items and gifts and DRINKS.
- (b) POLITICAL AFFILIATIONS belonging to a party which is hostile to the country and some times things are done to let down the

RULING party.

- (c) CARELESSNESS
- (d) ENEMITY AMONG Individuals.

### **POINTS FOR IMPLEMENTATIONS**

1. To remove from the post any person whose reliability is open to doubt.
2. Person appointed must understand security regulations and comply with them.
3. Security in charge for each department/sub office is appointed. The head or 2 1/c of the department at least carry's out a thorough check once a week.
4. No one is allowed to carry any FILES to the house. Cases are there when the complete copy of the file has been prepared and handed over to the ENEMY.
5. Need for proper verification of character. Re-verification of character and antecedents of those employed in sensitive work.
6. Officers must keep themselves acquainted with :
  - (a) Morale and conduct of the staff.
  - (b) System to be devised by which the Employing authority is notified of adverse information about an individual. This is possible if the police authorities co-operate with you. You or your security officer have to remain in constant touch with the police authorities of the areas where the staff belongs to i.e. local and permanent address.
  - (c) Watch over SUSPICIOUS behavior of persons having strong weaknesses, which can be early exploited i.e., girls, gambling and drinks etc.
  - (d) Watch over disgruntled persons i.e. whose promotions have been stopped or increment stopped, or even recommended to be posted out.
  - (e) Pretending heavy work as an excuse for staying late in office or working alone on holidays and to remain absent on a particular day in a week or in a month.
7. Need for adequate security training and to ensure that the orders issued concerning security are clearly understood and implemented.
8. Loyal workers and uncover agents must be protected.

Security personnel, officers, staff and workers must observe by open eyes and listen with alert ears.

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## **SECURITY OF DOCUMENTS**

### **INTRODUCTION**

You have already been told that the leakage occurs due to :

Material gain

Political affiliations

Carelessness

Enmity among individuals

Beside above documents security can be threatened by a spy due to lack of security consciousness particularly during peace time, leading to frequent leakage of classified documents. Documents security aims at steps to deter and impede a SPY or subversive and assist in investigation into breaches of security.

### **GENERAL PRINCIPALS FOR PROTECTION**

- (a) Security is provided to the boxes, containers, almirahs, cup boards, i.e., Physical barriers, intruder alarms and patrols.
- (b) Room security system during working hours
- (c) Security of keys
- (d) Protection of building outside office hours by patrolling perimeter security, control of entry and proper lights at night.
- (e) Law relating to classified documents.  
In armed forces at all levels one has to keep the classified documents as per the BOOK handling of classified documents. Public servants must be aware of their responsibility of dealing with the same. All persons are supposed to read, understand official secret act and central civil services (conduct) Rule and sign every year. Generally persons sign blindly, but please make every one read very carefully.
- (f) Avoid over classification and all the classified documents are filed in separate files. A register of receipt and dispatch is also maintained, each page is counted and marked.
- (g) Keep classified papers to bare minimum, spare copies are also counted.
- (h) Need to know principle must be applied. Certain plans etc. to be known only at the highest level.
- (i) Secure preparation of classified documents
  - (i) Secure places of typing and cyclostyling
  - (ii) Custody of short hand note books and carbon papers
- (j) Adequate measures to secure dispatch and transmission of sealed covers - locked boxes.
- (k) Precautions for taking papers out at the office registered insured - diplomatic bag & dispatch rider.

- (l) Supervision of machine operators. This also includes the proper care and destruction of the stencils.
  - (m) Surprise checking during office hours and outside office hours.
  - (n) Burning of papers of waste paper buckets in the inclinators under supervision. New machine by which very very small pieces are made and thrown out.
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## **“DESIGN SECURITY”**

### **PERIMETER**

#### **INTRODUCTION**

The old saying that the SECURITY starts and ends at the GATE hold no longer good. this will become clear once you learn/know about perimeter planning. With this knowledge your task of learning about Security of Building, Material, staff and workers will becomes very easy.

#### **MAIN POINTS TO BORN IN MIND**

1. Away from Railway line
2. No Nullahs to flow inside the perimeter
3. No MAIN HOLES near the perimeter
4. To have clear view avoid undulating ground
5. No trees near the wall or the barbed fire fence
6. Away from other HIGH Building around the perimeter.

Minimum distance should be 150 yards.

#### **THE TERM INSTALLATION**

For purpose of convenience the word installation is taken to cover DEPOTS, FACTORY, BUILDINGS, etc. except docks and airports.

#### **LAY OUT OF THE PERIMETER**

Explain the following in detail, giving the advantages and disadvantages.

- (1) WALL, Height 10 ft. The wall to be surmounted by a 2 ft. Barbed wire over hang as in the case of fence. Broken glass should be cemented on the top of the wall through out its entire length. Away from the perimeter towards outer side at a distance of at least 15 ft. depending on the area available, there should be a barbed wire fence.

ADV : No one can come near the wall and damage the wall. It will be a problem to throw any thing outside. Any tunnel dug out by the thief's will be visible. Jumping over the wall be difficult.

DIS-ADV : Only dis-advantage is that it will cost more.

- (2) FENCE. The following specifications are suitable for a perimeter fence.

- (a) INNER FENCE

A single barbed wire fence, not less than 8 ft. 6 inch high, with ballies or strands at 7 ft. 6 inch and the ballies to be in the ground 24 inches. Inter locking barbed wire horizontal strand 6 inches apart, with vertical strand not more than 18 inches apart. These can be strengthened by diagonal strands between ballies. The fence should have a 2 ft. outward overhang of 45 degs on top.

- (b) OUTER FENCE

This fence should preferably be double apron 4 ft. In height and wired according to the standard method. The distance from the Inner fence should be 30 yards. This will form NO MANS LAND throughout the entire length of the perimeter which should be properly sealed at all gate entrances and also kept clear of vegetation.

ADV. and Dis advantages are the same as in the case of a wall. But wall with no mans land a fence after that as already explained is better.

- (3) MONSOON PRECAUTIONS OF FENCES

Monsoon floods carry away ordinary fence in nullahas. To avoid this provide grills or gratings at such points.

- (4) PERIMETER ROAD AND LIGHTING

There should be a road so that one can go around in a vehicle for a quick check and also for providing meals to the guards at the place of duty. This is applicable for factories which provide meals to the durwans/guards.

Lighting of the perimeter is a MUST as most of the thefts take place when there is no light.

(5) INSPECTION OF THE PERIMETER

A very thorough inspection of the perimeter is a MUST. Better it should be once a day if possible otherwise once a week.

(6) WATCH TOWERS

Watch towers should be at a distance of roughly 300 yard each But at CORNERS it must be there so that the chowkidar can see both sides of the corners. Watch towers to have the following :

- (a) Clear view i.e. there should not be any obstruction.
- (b) Communication between the towers.
- (c) Shade and cover from sun and rain.
- (d) Search lights on both sides which can be adjusted.
- (e) Steps from inside the perimeter.
- (f) Water arrangements.
- (g) The height of the tower should be 14 ft with a canopy another 8 ft. high.
- (h) Enough space for the guard to move around.
- (i) Last but not the least is the protection from bullets/stones i.e. there should be a wall at least 4 or 5 ft. high around the tower.

(7) INSINUATORS

Insinators should be inside the factory. Better it should be near the Administrative Block so that waste paper, maps, sketches and other wastes can be burnt.

(8) WATER TANKS

In every factory however small it will be, there has to be full proof arrangement for storage of water. Water tanks have to be spread over in the factory area.

(9) NUMBER GATES

The guiding principle is that the number of gates should be kept at the minimum. For security aspect it is better to have separate administrative block/office so that Unions are unable to interfere.

Depending on the number of persons working in the factory it will be better to have separate gate for material and vehicles coming in going out. Once again it is emphasized that number of gates depend on the number of person working in the factory and also the size of the factory.

(10) CONSTRUCTION OF THE GATES

It is very important that the gates should conform in size and construction to the perimeter fence/wall itself. The gate office block at the Main Gate should consist of :

- (a) The Security Office
  - (b) The Gate Keepers Office/Time office
  - (c) The Guard room
  
  - (d) Rigorous Search enclosures separate for ladies and gents.
  - (e) Visitors room.
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## **REGISTERS AT THE GATE**

### **INTRODUCTION**

Registers at the gate or gates are maintained as per the requirements of the management of the factory, so that at a glance one can check as to what material has come or gone out of the factory when keys were deposited and withdrawn and by whom. Also who all visited the factory and also from what time to what time. A proper record must be maintained so that in case of any mishap the details can be checked.

### **REGISTERS**

**VISITORS BOOK.** Name (Block letters), Rank or Civil designation, firm belonging to, address, purpose whether appointment is already there, name of person to see, time in, time out and signature.

This register should be closed daily after the S.O. or Manager personnel has seen it and signed.

### **KEY REGISTER**

Sl. No., Keys total, office/offices withdrawn by name in block capitals time, deposited by (Watch some times the keys are intentionally taken home).

### **MATERIAL IN AND OUT REGISTER**

Sl. No., no of boxes/nomenclature, no. of packages/items in numbers, gate pass no., taken out by brought in by. No., rank name, time in/time out signature, signature of the gate keeper, checked by name vehicle checked by name and signature, signature of the gate keeper.

### **WORKERS REGISTER**

Passes or identity cards are there for the workers to show and enter the factory, but some times the workers forget to bring their identity card or have lost enroute to the factory. In that case only the workers register is necessary. It should contain No., rank, name, plant, section pass no., if he remembers, person to sign and put time of entry in the factory PROVIDED you recognize. In big factories once the mustering in is over, the supervisor of the section is called who should recognize the person, should put down no, rank name, plant section and signature and put his name under neat in block capitals.

### **WORKERS OUT PASSES**



## SEARCH

### **AIM**

The aim of search is :

- (a) To prevent introduction of sabotage materials seditious literature
- (b) To prevent loss of stores by pilferage.
- (c) To prevent removal of documents, blue prints etc.
- (d) Forbidden articles are not taken in side the factory.

### **PERSONAL SEARCH**

#### **LIABILITY TO SEARCH**

It all depends on the standing orders of the factory. Generally all personnel including visitors entering and leaving the factory are liable to search.

#### **TYPE OF SEARCH**

##### **(a) TOUCH SEARCH**

The searchers will feel persons clothing from Head to feet. This is done with the aim of finding out if any material is hidden on the body under the individuals clothing. This may be in pockets tied on the body under be clothing, in shoes, head dress, mouth etc. If the individual is not wearing turban his head gear may be examined. The individual is not called upon to undress.

##### **(b) RIGOROUS SEARCH**

This is full search. It is done with a view to ensure that materials and stores may not be taken hidden in the regions of the body in accessible to touch search, i.e. hidden under lung toes etc. This is conducted under privacy in a room exclusively intended for it. The person is called upon to undress. The search room will be provided with a wall mirror, a hanger etc. to enable the searched person to dress properly. The search may include.

- (i) Thorough search of the foot wear. The sole of the shoes may conceal small articles like bushes etc. Police have caught persons hiding diamonds in the soles of shoes.
- (ii) Thorough examination of the head dress.
- (iii) Examination of the body specially in the regions of joints.

- (iv) Examination of the longota/under wear. Also see that the 'nara' is the real nara and not the electric wire or any other material is tied.
- (v) Examination of the inside of the mouth.
- (vi) Examination of the hair if worn long.
- (vii) Removal of the bandages if in doubt.
- (viii) When a person is strongly suspected of having valuable items on person (Male or Female) and the search fails to produce the results, the assistance of the male or female doctor may be obtained.
- (ix) Modern gadgets may be used for this purpose by the Doctor only.
- (x) Metal detector can also be used for both type of search.

## PROCEDURE OF SEARCH

### TOUCH SEARCH

- (a) AT MUSTERING IN . May, be conducted when necessary. The search at the gate of the factories producing explosives is a must, to prevent introduction of sabotage material like the match box. Normally only food tins, rain coats and umbrellas may be taken in. Articles produced in the factory are not allowed to be taken in. In case of necessity that these have to be taken in that case these have to be declared at the gate and the same to be recorded in the register.
- (b) DURING WORKING HOURS. It may be conducted when ordered by the General Manager or by the Security Officer. It may be conducted under the following conditions for which the standing orders of the factory should be there.
  - (i) At the entry of/exit of danger area i.e. range area, explosive filling area, testing area etc.
  - (ii) At the exit of the Laboratories holding poisonous materials.
  - (iii) At the exit of stone rooms where the workers are employed under the supervisions of officers.
  - (iv) At the exits where notes are printed.
  - (v) Any other areas declared sensitive/special security zones.
  - (vi) In case of doubt.
- (c) DURING CLOSING HOURS. It will be conducted at the Exit gate/gates. The worker will also open the Tiffin carrier and show the

contents. The person searched will have to jump a 30 inch high hurdle with a sole aim that if he is carrying any thing then it should fall on its own. Where there is reason to believe that the person is carrying stores/materials in or around certain regions of his body of dress then he will be directed for the rigorous search.

- (d) REGISTER RIGOROUS SEARCH. A record of the persons searched male/female will be kept in separate registers. In the event of any recovery of Government/factory stores the register will be shown to the General Manager next day. In case of important information/items the General Manager will be informed straight away. Care must be taken that the investigation is carried out straight away statements recorded of the accused and the witnesses. This is very important otherwise next day the accused will change his statement.

#### PERCENTAGE OF SEARCH

Percentage will be laid down by the factory. Generally touch search is 100% whereas the rigorous search is 10%.

To avoid the same persons coming up again and again and also to avoid ill feeling amongst the workers it will be better to adopt a fool proof system of as to who should go for rigorous search. The system proposed is that you should have a box at each gate having a small opening which the worker is unable to see. In that box you should have balls at the ratio of one white and nine black. Those who pick up white, one to go for rigorous search. But in case of doubt on any other person then that person should also go for rigorous search.

#### PERSONNEL ENTITLED TO SEARCH

All factory employees and visitors, irrespective of their ranks and status can be searched. The General Manager can lay down as who can search. Generally the Security Officer is given this duty. To help the Security Officer intelligent persons should be detailed who should carry out this duty without prejudice and without offending the person being searched.

SEARCH OF PAGREE. The turbans will merely be examined by the searcher by pressing and not be removing the head gear. Where the searcher has reason to suspect that an article is concealed in the head gear then that person should be directed to rigorous search room.

SEARCH OF FEMALES. The females, irrespective of their rank and status will be searched with due regard to their modesty by a female searcher only. Both touch and the rigorous search will be carried out in an enclosure in complete privacy. If an authorized searcher is not available then in that case one of the female employee's may be detailed for this purpose.

**SEARCH OF MILITARY PERSONNEL.** Search of military personnel is generally conducted by the military personnel only. However there is no objection to civil security staff to be present.

**SEARCH OF SECURITY STAFF.** The security personnel when proceeding off duty will be searched at the time of exit. They are also subject to search while entering the factory and also during the working hours.

**PERIODICAL SEARCH OF ALL EMPLOYEES.** The General Manager may lay down that once a month all employees will be searched which also includes all the offices. Procedure as to who is to carry out the search of officers and others will be laid down by the General Manager. It will be better that different officers are detailed for this purpose.

**SEARCH OF BELONGINGS.** Tiffin carriers and umbrellas and the walking sticks etc. to be searched. There are cases where under the saved food, under the cooked rice and in the folds of chapattis items of leather brass and the small bearing have been found.

#### **SEARCH OF VEHICLES**

All vehicles (lorries, cars, motor cycles, bicycles, animal driven carts, push carts, conveyance of any type and description etc while entering and leaving the factories and also at all times so long they remain in the factory will be liable to search.

#### **TYPES OF SEARCH**

- (a) **CURSORY SEARCH.** Should be carried out in all cases. The points to be checked are ;
  - (i) Searcher will look inside the vehicle and see that, there is nothing in the vehicles.
  - (ii) Searcher will open the bonnet and the luggage boots of the vehicles to examine that there is nothing hidden there.
- (b) **DTAILED SEARCH.** The following points will be covered in the detailed search:
  - (i) Direct the vehicle over the inspection pit and examine the underneath if there is any thing suspended.
  - (ii) Look beneath the mudguards.
  - (iii) Open the bonnet and examine one side of the engine (remove pats of the engine, carburetor etc. air cleaner).
  - (iv) Search radiator grill and head lights.
  - (v) Remove hub wheel covers.

- (vi) Search beneath the dash board.
- (vii) Search under the drivers seat and seat covers.
- (viii) Examine tool box and also luggage containers in case of cars and also the battery containers.
- (ix) Examine spare wheel. A defaulted one may denote some thing hidden between the cover and the tube.
- (x) Remove stopper of the petrol tank. Small articles may be suspected from a wire or a string attached to the inside of the stopper.
- (xi) Search spare POL cans
- (xii) Search interior of vehicles drivers cabs, folded tarpaulins.
- (xiii) In case of jongas and other private cars, in case of doubts the doors may be opened and checked as there is lot of space there, where a large number of things/items can be hidden.

#### PROCEDURE OF SEARCH

- (a) WHILE ENTERING. The vehicles will be stopped at the gate and checked that the vehicle are going for the required and bonafide duty. Vehicles will be searched, entry made in the register and also any items taken inside belonging to the vehicles will also be noted. One must ensure that the items of the vehicle being taken inside are not being manufactured in side the factory otherwise old items will be taken inside and new items will be brought out. The vehicles may be allowed to move with or without escort.
- (b) WHILE LEAVING THE FACTORY. Vehicle will be searched and a record of items going out will be kept and also a copy of the gate pass will be kept at the gate. Percentage of search and thoroughness of search at the time of leaving the factory will be more than coming in.

#### PERCENTAGE OF SEARCH

Percentage of search of all the vehicle entering the factory will be laid down by the General Manager. In factories where only a few vehicles enter the factory 100% search should be carried out where as when the number of vehicles entering are a large number then the percentage should be reduced. Further the reputation of the drivers will also given you enough ideas as to which vehicles to be checked 100%.

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## ACCESS CONTROL MEASURES

### INTRODUCTION

In a small factory where very limited persons are working access control measures required are limited, where as in big and large factories where hundreds and thousands workers work may be in different shifts access control measures are very important.

It entails issues of three types of passes i.e. temporary, permanent and to the visitors.

### PERMANENT PASSES

MATERIAL AND FORM. The main points are the following :-

1. IDENTITY CARD should be preferably of 3"x4". It should not be too big as to cause inconvenience to carry.
2. MATERIAL should be of flexible, semi stiff strong paper. Aluminum plates are also useful but are more expensive.
3. FUOITIVE INK to be used which makes the arising difficult without leaving obvious signs is recommended as the background. If this is considered as costly then two or more colures in a pattern type can be used some thing as you find on the notes.

4. The identity card should have the following particulars :

Number

Name of the holder in capital letter in full *Entry permitted to*

Date of Birth *the following areas*

Designation *only :*

Visible sign of identification

Signature of holder (a)

Signature and seal of the issuing authority (b)

Date of issue (c)

Valid up to

NOTE : Restrictions imposed recently by the Government

## 5. PHOTOGRAPH EMBOSSING AND LAMINATED SEALING

The photograph, front portion should be fixed or printed on to the identity card. Better it should be of head and shoulders only. Passport sized. It should be embossed or die stamp across the photograph. Should be fixed with Kodak photo fixing gum.

Every identity card should be sealed (Laminated) in plastic by mechanically applied pressure and heat.

VALIDITY. The period of validity can be between three to five years or as per the orders of the factory. It will be better that identity card holder of one section should have No access to the other section. This can be done by issuing different colour cards to different section. One of the colour card should be valid for all sections.

### MANUFACTURE, CUSTODY AND DISTRIBUTION

Identity cards should be prepared issued and distributed by one authority. Care should be taken right from the beginning that is at the time of Printing that NO blank cards go unaccounted.

The die, stamp, the block of the design and other necessary connected material should be kept in the personal custody of the issuing authority. In a factory generally the Manager Administration or the Security Officer should be made responsible.

The negatives of the photographs should be maintained by the same officer in the album or card index cabinet.

### ISSUE OF CARDS AND THEIR ACCOUNTING

The issue authority shall maintain a proper register of the issue of identity cards and should be in the personnel custody of the officer. It should contain the following :-

1. Serial No.
2. Number of the card issued.
3. To whom issued (Name with aliases)
4. Date of Birth of the holder (if this is not available then approximate month and year of birth should be worked out on the basis of the accepted age of person concerned.
5. Rank of the holder and the department in which he is employed.
6. Complete address of the holder (a) *Temporary*  
(b) *Permanent*
7. Visible sign of the identification.

8. Signature of the holder.
9. Office copy of the photograph.
10. Signature of the issuing officer.
11. Date of replacing date of surrender or return of the identity card.
12. Date and how the old card was destroyed
13. If the card has been lost, steps taken to trace and circumstances in which the card has been lost, also what action has been taken against the holder.
14. Any remarks

#### COURT OF ENQUIRY AND ACTION IN THE EVENT OF LOSS

In the event of loss of the identity card the fact should be reported as possible. It will be better that the identity card is kept in an envelope duly stamped, so that in case of loss the finder can send on the address on the envelope. If the loss is due to the neglect then in that case the management may take disciplinary action, or fine or warning. In the civil factories generally only fine is imposed. The fine is increased if the card is lost again.

As soon as the loss is reported the same should be published in the factory orders, the persons on duty at the Gates and also the factory security and the local police are informed.

#### GENERAL POINTS ABOUT THE IDENTITY CARDS

1. Do not mention the premises which the identity card give the access. WHY ? This may be indicated in a colour scheme as discussed above.
2. Returned cards should also be taken on charge. Should be destroyed by burning in the presence of a witness and an appropriate entry made in the register.
3. All the identity cards are physically checked at least twice a year or as laid down in the factory orders.
4. If the card has been damaged due to rain or other causes with no fault of the holder then the same should be changed. And an entry is made in the register.
5. In the remarks column write the action/disciplinary action taken etc.
6. Last but not the least is that NO identity card of permanent type is ever issued unless proper VERIFICATION of the individual has been done.

#### VISITORS PASS

DATE	PASS NO.	
NO.	RANK	NAME
UNIT FACTORY		BUSINESS
VISTOR TEMPORARY DUTY		
NAME OF THE PERSON TO SEE		
TIME OF ADMISSION	<i>SIGNATURE OF THE OFFICER WHOM SEEN</i>	
<i>WITH</i>		
	<i>TIME</i>	
	<i>SIGNATURE OF ISSUING AUTHORITY</i>	

This pass to be handed over at the gate at the time of leaving. Visitors to NOTE that they are not allowed go any where else or see any one else.

TEMPORARY APSS

Temporary pass is issued on all ordinary printed paper. The photograph is there and is valid for three months at a time.

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## PHYSICAL SECURITY

### INTRODUCTION

Previously a strong man at the gate was enough but now the complete concept of physical security is changed. One has to plan in the very initial stages about the security; specially about the physical security. If physical security is planned properly and the factory has been built accordingly then automatically the security of documents, personnel and material including fire fighting security is covered to a great extent.

In Armed Forces the DEFENCE is always in depth and the intruder has to cross a large number of hurdles and obstacles to reach a given objective; similarly the physical security of an installation has to be planned and accordingly the factory should be built.

### PLANNING FACTORS

The following are the main factors :-

- (a) NATURE OF PROTECTION. The installation has to be protected from own people or from the foreign countries also.
- (b) SIZE OF THE FACTORY. The factory or the bank or the shop is in how many acres, is it a small factory or a large one. How many gates it will have.
- (c) PRODUCING WHAT ITEMS. Whether it is producing military items or other items, Small items like blades, watches or other big items. Also relative importance of the items produced at the time of war.
- (d) LOCATION OF THE FACTORY
  - (i) Is it dominated by any particular community or a particular political party having loyalty to any foreign country.
  - (ii) How far from the police station and also from the District Head Quarters.
  - (iii) Good road is connected right up to the factory or not ?
  - (iv) How far from the Fire Brigade.
  - (v) Any other factories in the area and the Labour Situations/problems from the last few years.
  - (vi) How far from villages and is there any natural obstacle like River etc. etc. on any side.

- (vii) Is the factory going to have its own Estates where the labours/workers will stay or the workers will come from different villages.

#### BASIC REQUIREMENTS ARE :

- (a) Restriction of access
- (b) Exclusion of suspects
- (c) Protection of vital machinery and equipment.

#### LAY OUT AND PLANNING

- (a) Choice of sites in relation to security requirements.
- (b) Avoid overlooking and over hearing from nearby building.
- (c) Layout of groups of buildings within security perimeter and type of perimeter wall available.
  - (i) Enough assembly place outside main entrance to avoid traffic congestion and passages for proper scrutiny of passes.
  - (ii) Car, cycle and motor cycles to be parked outside perimeter.
  - (iii) Minimum number of entrances.
  - (iv) Suitable accommodation for gate keepers weather proof with heating and cooling arrangements.
  - (v) Sleeping facilities and cooking facilities if required.
  - (vi) Waiting room for visitors with tea and water arrangements.
  - (vii) Good lighting at entrance.
  - (viii) Clear space of 30 to 50 yard around perimeter.
  - (ix) Recreation hall or workers.
  - (x) Lunch hall for workers to be inside the perimeter.

#### LAY OUT WITHIN BUILDING

- (a) Additional control and supervision of premises.
- (b) Doors and windows at street level to be secured properly, preferably grills, expended metal sheets.
- (c) Strong from, equipment with maps and sketches, blue prints and other documents better located on the basement with proper fortifications.

- (d) Buildings occupied by more than one departments must have separate security requirements for each department.
- (e) Over hearing and over looking to be avoided.
- (f) More secret sections should be connected in a wing of buildings which is not required to be visited by those not connected with such secret sections. (Special passes for sections as is now at Army H.Q.).

#### EXTERNAL PRECAUTIONS

- (a) Use of wall and fences. FIRST OBSTACLE in a series of physical defenses in depth.
- (b) Such walls of fences must be patrolled only then it has got value.
- (c) Walls and fences to incorporate anti burro wing devices. Should avoid providing foot holders to the intruders.
- (d) Height of walls 10 ft. plus another 2 or 3 ft. hangover.
- (e) Access to premises should not be possible through drains tunnels etc.
- (f) Walls and fences to be straight, so that one can see clearly.
- (g) Complete perimeter to be lighted at night.
- (h) Ground on both sides of the walls or fences to be kept clear up to 30 to 50 yards for patrolling.
- (i) Walls and fences to be inspected daily to ensure that they are in good condition.

#### TYPES OF FENCES

- (a) Transparent fences
  - (i) Chain link
  - (ii) Expanded metal
  - (iii) Steel palisade
  - (iv) Barbed wire fence easy to climb as not of much use.
  - (v) Electrified fence
- (b) Opaque fence
  - (i) Brick walls topped with jagged material or barbed wire
  - (ii) Corrugated or flat steel fence

- (iii) Wood fence weak not of much use.

## WALLS

It will be better to have a wall around the complete perimeter. Wall gives better protection than any type of fence.

## AIDS FOR PROTECTION OF PERIMETER

- (a) Lighting and search lights
- (b) Trip wires
- (c) Intruder detection/devices like hanging of small pebble in them.
- (d) Patrolling

## METHOD OF ENSURING EXTERIOR OF BUILDINGS

Manhole covers, pipes, doors and windows.

## CONTROL OF ENTRY

- (a) Control by RECOGNITION
- (b) Control by passes
- (c) Control by a pass and also counting the numbers.

## TREATMENT OF VISITORS

None to be allowed unless the gate keeper has :

- (a) Checked visitors credentials
- (b) Ascertained whether the Officer is available and is prepared to see the visitor.
- (c) Visitors Pass is prepared and the visitor signs the book/register it will be better that the visitor writes his name in Block Capitals, and also writes the name of the FIRM he represents.
- (d) Some of the factories have ear-marked certain day for local visitors and also for out side visitors. Therefore the Gate keeper must check.
- (e) Visitor must be escorted to the official and back. Generally it has been seen that once the visitor has entered the officers office the escort disappear or goes on some other duty due to shortage of escorts. When there is no escorts it has been seen that the visitor has taken the liberty of visiting certain other places or other offices/officers without any permission. In most of the EMBASSIES the visitor is seen by the official in the visitors waiting room near the reception office.

GUARDS. Main duty of the guards are :

- (a) Enforce system applied for controlling entry and exit of person.
- (b) Surprise arrival and dispatch of vehicles and material.
- (c) Keep a watch on the ticket board if in force.
- (d) Under take patrols.

Guards to be told the following every time the Guards are changed ;

- (a) Standing orders to be explained.
- (b) Legal power of the guards.
- (c) Supervision of patrols.
- (d) Any special instruction.

#### AID TO THE GUARDS AND PATROLS

Telephones

Walkie talkie

Whistles

Electric torches

Fire arms/sticks

Dogs

#### SPECIAL MEASURER FOR K Ps AND V Ps

- (a) Restrict entry special passes to be issued. This is very important.
- (b) Special positing of guards.
- (c) Special selection of locks and keys and their protective arrangements.
- (d) Verification of persons working inside once in two year even if they have already been verified.
- (e) Lighting of the K Ps and VPs and routes leading to them. If need be search lights can be provided.
- (f) No photography permitted.
- (g) Use of curtains and security of doors and windows.
- (h) Out door locks must be changed frequently. Better to have double locks.

## FIRE PRECAUTIONS

- (a) Scale and nature of equipment to be consistent with the type of risk.
  - (b) Fire alarms, equipment to be housed close by, regularly maintained and frequently tested.
  - (c) Type of extinguishers portable and fixed, water tanks available with water,.
  - (d) Inflammable materials to be stocked separately.
  - (e) Trained personnel available to fight fire.
  - (f) Telephone numbers of local fire brigade are available and mutual fire AID schemes prepare and rehearsed.
  - (g) Lighting conductors are provided in each building.
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## SECURITY ORGANISATION

### INTRODUCTION

The management of a factory generally wants to be free of labour problems so that they can devote more time to production as they employ security staff to deal with all such connected problems. Over all responsibility is that of the General Manager and it is the duty of the Security Officer to keep the General Manager constantly informed.

The security organization should cater for implementation of protection programmes, intelligence collection, general security, measures, essential plant/vulnerable points security and fire security.

### SIZE OF THE SECURITY OFFICE

The size of the force varies according to the local conditions and any special requirements. It is always better to have nucleus set up even in the smallest installation which can be developed at a later date. The main points to be taken into consideration are.

- (a) Activities of the factory/installation what is being produced.
- (b) Number of the workers and total strength of the factory.
- (c) Area to be covered and how many vulnerable points are there ?
- (d) Whether barriers are available or not ?
- (e) Other facilities like protective lighting, alarm devices close circuit TV, communication facilities are available or not ?
- (f) Fire fighting arrangement are of the factory or you depend on the local fire brigade.
- (g) Number of the gates and also whether the cars, scooter and cycles are allowed inside the factory or not ?
- (h) Tiffin carriers are allowed inside for lunch or the workers come outside i.e. in the lunch hall provided.
- (i) Last and the important point is the Labour situation near the factory i.e. in the other factories.

### MAIN FUNCTIONS ARE

The following are the main general functions of any security organizations :-

1. Guard the gates and the VPs etc, etc.

2. Advice the management about the existing security measures and the requirement.
3. Keep a track of the unions and its leaders and the activities of the unions.
4. Keep your intelligence net work spread out.
5. See that the fire fighting arrangement are O.K.
6. Train employee's in security and fire fighting.
7. Establish liaison with police and other local bodies like the Fire Brigade etc.

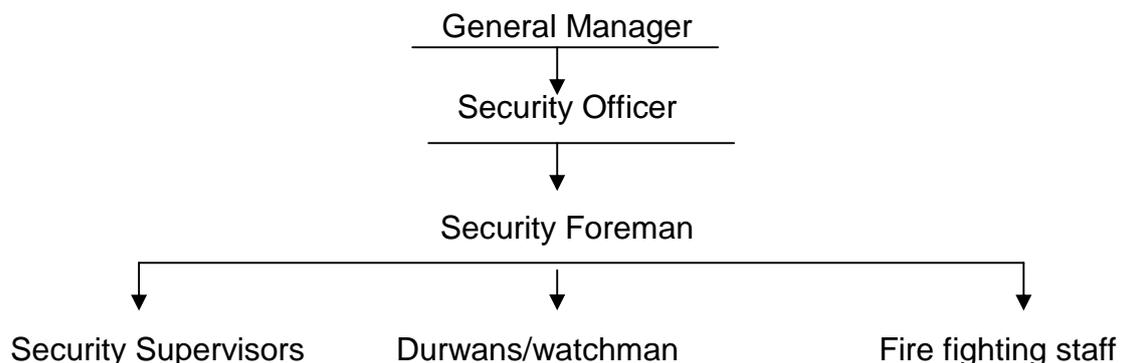
Ensure the efficient functioning of the programmes in co-operation with the workers.

#### REQUIREMENTS/ESSENTIALS OF THE GUARD FORCE

1. Physical standard
2. Mental standard
3. Character
4. Experience
  - (a) Basic training
  - (b) Special and advanced training
  - (c) In service training
5. Can express and check
6. Inter changeability of promotion prospects.
7. Good scales of pay for attracting good persons.

#### ORGANISATION

In public sector factories the security office is the right hand man of the General Manager but in private sector factories; the SO is placed some times under Administrative Manager or Personnel Manger.



## DUTIES OF THE SECURITY OFFICER

1. General supervision of physical security of the factory.
2. Control of supervisors and durwans/watchman.
3. Allotment of duties to supervisors and watchman.
4. Surprise check during day and night.
5. Control of Gate keepers
6. Search at mustering in and out.
7. Control of Defense Security Corps personnel of Ordnance factories if allotted.
8. Verification of employees and issue of passes/permits.
9. Routine liaison with local police and Army authorities in case of ordnance factories.
10. Preparation of and revision of the Security standing orders.
11. Supervision of Fire Fighting arrangements. In small factories the Security Officer can perform both the duties where as in big factories there should be a separate Fire Fighting Officer.
12. To ensure that the standing orders of fire fighting and security are translated in the local language and are hung at the places earmarked.
13. To ensure that the security staff and the fire fighting staff understand the orders and that the workers comply with the orders.
14. The Security Officer **MUST BE PRESENT AT THE TIME** of Mustering out as this is the time when trouble/quarrels at the gate take place.

15. To carry out rehearsals of the Fire Fighting and also of the mutual aid schemes.
16. The Security Officer, will be responsible for the security administration of the Factory Estate in the following respects.
  - (a) Security of the material belonging to the factory in the estate.
  - (b) Control of entrance and exits.
  - (c) Checking of the identity of persons living in the estate.
  - (d) Watching and reporting subversive activities and reporting to the management.
  - (e) Encroachment of factory land on request from the management.
  - (f) Ensure that proper discipline is maintained at the factory clubs, open air cinema, school and during festivals. For this purpose Security Officer must get the help of the police.

AIDS. Electronic gadgets, watch towers, special equipment and also dogs.

DEPLOYMENT. Fixed posts, patrols, Response to call i.e. you have to keep a reserve force.

WHAT over the physical measures adopted, the watchman on the spot has the final say. Therefore the guards force should be finest in an organization for enforcing basic security measures.

#### DUTIES OF THE SECURITY SUPERVISOR AT THE GATE

1. Check Identity cards/passes at the gate, Ensure that No., unauthorized entry is allowed.
2. No individual brings inside the factory the forbidden items, like liquor, cards, weapon, knife, transistor, camera, magazines and news paper.
3. Record particulars of late comers and forward to the time office management.
4. Persons having Gate pass/duty pass are only allowed to go out.

5. Personal belongings are checked at the gate at the time of mustering out. Also ensure that rigorous search and ordinary search is carried out at the gate and record of rigorous search is maintained.
6. Regulate entry of visitors and firm representatives according to the instructions of the management.
7. Prepare visitors passes and firm representatives, record in the register and send them with a watchman.
8. Cycles and motor cycles are not allowed inside the factory. In big factories Management may issue passes to certain persons. In Ordnance factories the Security Officer issues such passes.
9. Receive all express letter and telegrams received after the factory hours, enter in the register and hand over on the next working day to the management under signature.
10. Not to allow any one to after near the gate.
11. In case of fire inform the fire fighting officer General Manager, Security Officer and others. Also RING up the local fire brigade and all other fire station of Mutual Aid scheme to stand by.
12. To sound the hooter or ring the bell at the time laid down.
13. To investigate all cases reported to him on holidays and at off parade hours.
14. if he hears or come to know any rum ours or trade union activities then he must inform the Security Officer or in his absence the management it all depends on the seriousness of the information.

## DUTIES OF WATCHMEN/DURWANS

1. They will be alert and will not leave their posts until relieved.
  2. Not to allow un authorized persons to enter the Factory or Estate.
  3. They will endeavor to prevent attempts to Sabotage and guard Factory property, buildings and stores.
  4. Should familiarize themselves with their duties at different posts/areas.
  5. They should know their duties in case of Fire.
  6. All incidents will be reported to the Security Officer.
  7. To collect security information and accordingly inform the Security staff or the security officer.
  8. They should know the pass/material pass system so that only items mentioned at the pass go out. A copy of the gate pass/challan must be taken over for records.
  9. Tenure of duty is generally 8 hours.
  10. Do not allow any hand bills to be pasted on the walls of the factory.
  11. he will challenge all unauthorized entrants and deal with them as per the instructions. He may have to blow whistle or to shout for help. It will be better that each watchman should have a long stick.
  12. Handing/taking over should be signed in a register.
  13. They will help the other security staff in the search of the works.
  14. They will conduct the visitors as per the orders.
  15. They will act as messengers if required.
  16. They will arrange for the opening and closing of the gates when required.
  17. They will perform any other duty allotted to them by the Security Officer or by the management.
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## **ACTION DURING LABOUR AGITATIONS**

### **INTRODUCTION**

In these days of economic hardships, the laborers get agitated in no time specially in the sister factories if more facilities like bonus etc. etc. is available/given. The other causes can be political group rivalries, union rivalries or any thing else. Therefore it is important that the Security staff and the management should know as to what should be done at what stage.

### **CONTACT WITH POLICE**

You have already been told that it is very important to keep close liaison with the police right from the beginning i.e. start of the factory. It is always better to have liaison with the District authorities i.e. the District Magistrates and the Superintendent of police. Once your contacts with the higher net is better automatically at the lower net it will become better.

### **STAGES**

There are three stages of Agitations :

- (a) Normal
- (b) Alert
- (c) Abnormal or when the troubles have broken out.

### **WHAT TO BE DONE AT NORMAL STAGE**

1. Liaison with the police and district authorities.
2. Liaison with the Fire Brigade and local Hospital.
3. See that the standing orders are complete, available in local language and hung at the proper places.
4. Informers are employed on getting useful information.
5. Arrangement for tea and food can be made at very short notice for the security and also for the police personnel.
6. Rehearsals to be carried out.
7. To see that all security staff, management duty officer and other concerned know their jobs.
8. Duty room has got a telephone and peons and other know their jobs.
9. In big factories the Class Circuit TV and the wireless sets if available are working order and the operators know their job.
10. Factory to be divided in sectors.

11. Reece by police and District authorities of the Factory area.

#### WHAT TO BE DONE AT THE ALERT STAGE

1. Inform police in writing, better take a receipt, Diary of events to be maintained and SITREPS issued.
2. In-form fire brigade and local Hospital.
3. Check communications, also see that you are through with the police on wireless.
4. Duty Officer NOT one but two are there.
5. Call all durwans/watchmen, they be provided food in the factory itself. Also see that they are comfortable i.e. arrangement for bath and latrine are there.
6. The G.M. or the Security Officer should keep the district authorities informed in writing.
7. Class circuit TV is put in operation.
8. Informers go feeding useful information.
9. Try to divert the attention of the worker.
10. In case of public sector factories keep the local Army authorities fully informed.
11. Provide extra guards at the residences of Security Officer, General Manager and other important officers specially those staying close to the factory.
12. Depending on the seriousness of the developing situation you may request the police to be posted outside the factory. If so than you have to provide them the transport as they are always short of it. Besides this you have to provide them tea and food. Police to have their own wireless sets with enough batteries. Ensure that the sets are in working order.
13. The Security Officer and the General Manager and the Manager Adm./Personnel Officer should have TREMENDOUS AMOUNT OF PATIENCE AND TOLERANCE AND SHOULD NOT FLARE UP ON ANY MATTER otherwise the situation will worsen and may go out of control.
14. It will be better that at this stage the earmarked Magistrate should visit the factory, discuss with the General Manager and the Security Officer

and should also see the routes in other acquaint with the area of the factory.

15. The Security Officer should check the Requisition slip for the police calling duly signed by the General Manager is available with him otherwise at the right time the Security Officer may find that the General Manager is missing or is not in a position to sign as the workers have geared him.
16. The police has to be called on the instructions of the General Manager therefore in case of Gherao of the General Manager there should be some indication/sign from the General Manager to the Adm. Officer/Manager Personnel or the Security Officer.
17. Some times it is possible that there is NO way to send any one to call police or even to ring or the telephone is not working as the telephone line has been CUT by the workers. Under such circumstances it is better to take precautions early i.e. to keep ONE PERSON out side the factory at a safe distance, and on a signal or sign or indication/sign that person who is already in possession of the requisition slip to run, or to go on cycle/scooter and deliver the SLIP to the police.
18. The General Manager should be bold. He should address workers on P A system if possible.
19. Wrong newspaper reports to be contradicted through the newspapers and also on P A system. It will create better impression if one of the union leaders contradicts and announces on P A system.

#### ABNORMAL STAGE

1. The Security Officer and his watchman should remain on duty and should extend maximum help to the police.
2. Once the Magistrate on duty has been given the Requisition slip i.e. the responsibility has been handed over to the Magistrate and police still the Security Officer and the watchman remain on duty and they perform their duties as per orders of the Magistrate.
3. The General Manager should be available so that in case the Magistrate wants him any time then he is available for discussion with the Magistrate and also with the workers.
4. All officers and other should know that the abnormal situation is not going to remain for ever therefore all officers should be available day

and night till the situation come back to normal. The sector commanders to be available in the Estate also.

#### ITEMS AVAILABLE WITH THE SECURITY OFFICER

Hand mage phones .....	2
Red Flags.....	4 with poles
Russies .....	2 of enough length
Camera .....	1 with enough films
Tape recorder .....	1 with enough films
Whistles .....	6
Boggle .....	1 some times Hand mega phones do not work
Pocket tape recorder .....	-
Stretchers .....	4

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## **DHARNAS GHEROSLOCK OUTS AND STRIKES**

### **INTRODUCTION**

Like inflation it has become a world phenomenon that the aggrieved workers take recourse to agitation at methods like Dharna, gherao and strikes. This is done with the aim of forcing the issues on the management and get their demands agreed to. In democratic countries there are more problems as any one can say any thing because of liberty of speech.

During the limited period of Emergency in India, you will be surprised to know that in all most all the factories in India there were No problems at all and it was a pleasure to be Security Officer of any factory. The moment the Emergency was lifted the problems sprang up like mushrooms.

### **WHO IS TO BE BLAMED**

Generally the workers and the Union leader create problems. If one union has gained one point then the other unions also want that some odd point should be-sorted out in their favour so that they should also gain importance. Therefore for this aim in view they must create some problem or raise an issue.

Totally we can not blame the workers. I have seen that quite a few of the Assistant Managers and also the Managers who get stuck on very minor problems are unable to sort out. This is because they have got No experience, are slow in their decisions and are not mature enough. As a result of this the workers are forced to report to agitation methods.

### **DHARNAS**

1. Dharna is a peaceful way of sitting outside the factory. There may be hand bills pasted/dished out and also there may be quite a few banners, asking the management to fulfill their demands.

At the time of mustering in and out the union leaders start shouting slogans and giving speeches. As the workers are in a hurry to go to their residences therefore the union leaders almost force them to stop assemble and listen to their speeches and do clapping.

2. DHARNA WITH FAST

- (a) Dharna with hunger/fast means that generally one leader at a time will sit/lie down and officially he will take only water and nothing else. His condition worsen after 3 or 4 days.
- (b) The police is constantly informed.

- (c) Every day a Doctor of the factory or of police examines the hunger dharna wala.
  - (d) When the condition worsens the worker is lifted by the police and taken to the hospitals Remember it should not be a factory Hospital otherwise more problems will be created for nothing.
  - (e) In the Hospital the workers is fed and if he refuses to eat then a cause is registered against him for harming himself/trying to commit suicide. All most 100% hunger strikers eating without any effort.
  - (f) The next person sit or lies down.
  - (g) The workers is generally lifted the police at night when every one is sleeping.
3. This process carries on till some discussion takes place with the management. The dharna ends when the management agrees to discuss the points with the representatives of the workers i.e. the union leader. By the method of the union leaders gain more respect in the eyes of the workers.

#### 4. WHAT THE SECURITY SHOULD DO ?

Generally once a day you as Security Officer may visit them and ask them if they have got any administrative problem like lighting and water at the place of dharna". By so doing you become their sympathizer and gain respect. You can also judge as to how deep they stand in the water. You can also pass instructions that during the factory hours there will be no shooting of slogans and no speeches. Also the use of loud speakers is prohibited.

#### GHEROS

1. Gheros are very serious forms of protests and on occasions can take very serious turn. The workers surround the Manager or the General Manager and he is not allowed to go out of office nor any one else is allowed to enter that office. At times he is not allowed to go even to the bath room. The ghaeros remains till some via media is found out or their demands are met or the ghero is lifted with the help of police.
2. Generally for first two hours or so it is treated as a discussion with the workers, union leaders. The discussion may last longer but if any time the Manager is man handled or not allowed to go to the bath room then straight way it is treated as a Ghero.

#### WHAT THE MAGEMENT/SECURITY OFFICER SHOULD DO ?

3. Main points are :

- (a) The General Manager should not be alone any time. One or two officers should always be there personal staff of the General Manager should always remain with him.
- (b) Other officer should also pair up. Better if they are/more than two.
- (c) The Security Officer after reviewing the situation should inform the police and other district authorities.
- (d) It should be noted that the police will only come on the written request of the General Manager. The District Magistrate should also be informed who should detail the Magistrate on duty with the police outside the factory.
- (e) During peace time it is better that the police are shown the Gate from which to enter in case need be. The should also be familiar with the layout of the factory.
- (f) As mentioned above the police comes on the orders/request of the General Manager. But if the General Manager himself is gheros then how the police will be informed ? The security officer generally keeps two or three copies of the request to the police duly signed but undated with him and sends to the police at the right time. It will be better to keep the police and the district authorities constantly informed.
- (g) It is also possible that the workers may not allow the Security Officer to send a letter to the police. The Security Officer to think ahead and for this purpose may keep vehicle or a scooter outside the factory and on a given signal the earmarked person goes and deliver then letter to the police.
- (h) There should be laid down signal between the General Manager and the Security Officer : so that on the required signal the Security Officer Informs the police.
- (i) If any one else is gheros other than the General Manager then the General Manager inform the police either himself or through the Security Officer.
- (j) If the police has to be called inside the factory then it will be better to call them in at a time when the strength of the workers are the minimum.

- (k) ISSUE OF SITUATION REPORT ; Better to issue site parts twice a day i.e. at 1000 hrs and 1700 hrs. daily which should be serially numbered. Should have four paras :
- (i) What has happened.
  - (ii) What the unions are planning.
  - (iii) What is the opinion of managements as to what is likely to happen.
  - (iv) What help you want.

### LOCK OUTS

1. Lock outs mean that the factory is closed for an indefinite period. No one is allowed to enter the factory except the Security Personnel for watch and ward purposes but there will be NO production. Fire Brigade and main persons are to enter but the General Manager is not allowed to enter.
2. When the lock out is declared then the workers do not get the pay. At that time they curse their leaders. They go to the houses of different Managers and the General Manager and shout slogans. Some time they request the General Manager that the factory should be opened and that they will not create any problem.
3. It is better that the General Manager with his family members leaves his official residence and stays some where else mere for safety reasons.
4. The discussions if any generally takes place through the Security Officer of any other district local official or through the labour commissioner of the area.

### STRIKES

Strikes means no work and no work means no pay. Generally strikes in any one factory lasts for one or two days unless all the unions in the country get together and there is a combined call.

Before the strike ballet procedure is adopted. The workers give their opinion by ballet. As the union leaders are always there therefore the results of the ballet is 100% in their favour.

### WHAT THE SECURITY SHOULD DAY

1. To help the management in the way they want.

2. On the strikes day the security walas generally keep quite and listen to the speeches. Security ensure that no pressure is exerted on any one whether to go inside the factory or not.
3. The police also remain quite but visitant as their main duty is law and order. Police also ensures that no pressure on the workers is exerted whether to go inside the factory or not.

#### ISSUE OF SUSPENSION ORDERS

1. Generally the offenders are issued with the suspension orders at the gate at the time of entering the factory. But this procedure is likely to create problems as the offenders may not accept and force their way into the factory. Also the supporters i.e. the union walas may create problems and start shouting slogans.
  2. If the same is dispatched by a registered letter then the offender may not accept the same. Above all it will take at least 3 or 4 days for the letter to be delivered.
  3. Most suitable method is to deliver the suspension orders to the offender at his residence. In the presence of neighbors and lady members the offender is not likely to create any problem. If the said offender is not available at his residence then in that case the suspension orders can be pasted at the entrance to the residence. But the neighbors are told about it. Other points are :-
    - (a) The heat generated on Saturday is considerably reduce by Monday morning. This means that the suspension other should be handed over to the offender accused on Saturday after noon.
    - (b) By Monday enough time is available to you for making arrangement with the police. In case you except trouble then on Monday morning the police should be stand by near the factory.
    - (c) When leaders discuss about the course of action to be adopted on Sunday discussions then there are bound to be differences, as it is quite possible that the suspended persons may be from one union and other unions may not-support their actions completely.
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## Fire Fighting

### **Introduction**

From the time immemorial even from the origin of universe fire had been in existence and was considered as one of the five elements of Nature (Air, Water, Earth, Fire and Space). It is common saying even today that when a major catastrophe due to any of the elements occur the people say "Elements are at work". Man was putting up with all these difficulties of "anger of elements" till gradually the advent of science helped and taught him how to fight and take other precautions about the natural catastrophe. Fire brings destruction of life and property and also cause sufferings.

Out break of fire, apart from being accidental, may also be due to any unfriendly and hostile agency. This is very true in cases of installations which are highly venerable to life.

What is a fire

Fire is a phenomenon which is caused by the physical and chemical changes of substances with the evolution of heat. For fire three things are required which are combustible substance, oxygen and initial source of heat. It can be compared to a triangle as shown below. You remove one item and the fire is not there.

Industry protection

Each and every industry has to be protected from fire. as it causes tremendous loss too. It is therefore very necessary that each organization to have effective and efficient means to fight out the fire. Prevention is better than cure therefore all possible measures to be adopted in each factory to prevent a fire and in case of a fire all measures to be utilized in an effective way to extinguish it at the earliest.

Classification of fire

The public generally say whether it was a small fire, big fire or serious fire, but it can be classified into four varieties depending on the material which catch fire. They are :-

- (a) Fire due to combustion of materials such as wood, paper, plastics etc.
- (b) Fire due to petroleum liquid gases and chemicals .
- (c) Fire due to electrical wiring and accessories.
- (d) Metal Fire

These fires can be caused due to different reasons which can be classified as below :-

- (a) Due to natural causes such as lightening, forest fire or earth quakes.
- (b) Due to human elements which can either be accidental or due to negligence or due to sabotage.
- (c) Due to electrical short circuiting.

Planning and what extinguishers to be used

Installation of fire preventive and protective devices should be considered in the initial planning stage itself. The design, location and fittings are to be formulated, in consultation with the local Fire Officer, in such a way that maximum steps to prevent the spreading of Fire due to any of the above reasons are incorporated. These can be achieved by incorporating both 'In built Protective System' and external Fire fighting appliances. The inbuilt system could consist of detection systems with heat, smoke and other types of sensors to warn the onset of fire or excess of safety limits for fire in any location. The sensors could be of the types to warn the fire squads with aural & visual signals from dependable electric supply with stand by generators or could be of the type to operate the quenching and sprinkler system to control the fire. This could also comply of a flushing system with nitrogen or Carbon-dioxide gas with automatic shutters. The external appliances could consist of the following :

- (a) Water : to extinguish fire of wood, paper, plastics.
- (b) Foam/Carbon dioxide extinguishers : to deal with fires involving inflammable liquids gases etc.
- (c) Methyl Bromide : For electric fires
- (d) Special dry powder : For metal fire

In addition, there should be water storage tanks of sufficient capacity with hydrants situated at strategic places/locations all over the area coupled to a fire pump having mains and alternative supply both the inbuilt and external installations should be constantly and periodically checked for proper operation. This, apart from ensuring that the units are working properly, also gives training to the operating squad.

Rescue and Other Parties

In each factory/unit fire fighting is carried out by different parties. The duties of each party is given below :

- (a) Cordon Party : This party surrounds the complete area of fire, with the aim that no items are removed by unauthorized persons nor any unauthorized person is allowed to enter the effected area.
- (b) Fire Fighting Party : They actually fight the fire to extinguish the same at the earliest.
- (c) Rescue Party : The main aim is to rescue the injured to a safe place.
- (d) Property Party/Salvage Party : This job of watching the property can be performed by the cordon party. But it has been seen that when a large number of items are to be removed i.e. items from a canteen, then there is need for this party. Some times the wind also changes its direction therefore it is better to earmark certain persons for this particular job.

#### Rescue Party of the Fire Brigade

While minor fires should be dealt with and extinguished successfully by portable fire extinguishers but when the fire is a big fire which is uncontrollable by the factory persons then the local fire brigade has to be called. The fire stations are located to cover important and hazardous area of city\town based on a certain yard stick. Major fire appliances also include Motor pump, water tender etc., which are fully manned round the clock by trained regular personnel.

The primary function of the Fire service is to rescue life on priority basis and then deal with fire to save property. There are varieties of appliances which are used for effecting rescue from burning buildings or other types of emergency like house collapse etc. These include ladders and ropes of different sizes, breathing apparatus set, resuscitation sets etc. A person entering a burning building has to guard himself against toxic/poisonous gases imminent collapse of buildings or portion there of that might trap him in smoke and heat etc. ladders are used for rescuing persons from higher level of the buildings.

#### Water Supply

Water is the universal medium for extinguishing fire and as such a town or city should have adequate supply of water always available. This is achieved by installation of hydrants on town water mains under ground static water tanks, and use and supply of river lake and ponds water. Water of the swimming pool can also be used.

Municipal and other local bodies are responsible for maintaining these water sources in an efficient manner. Fire Service should carry out periodical inspection of these water sources so that they are fully conversant with them and their maintenance.

#### Some Causes of fire

1. Electric short circuit.
2. Sparks during welding/cutting operations
3. Oil leakage
4. Spontaneous combustion
5. Spark from steam locomotives
6. Cotton/jute soaked in oil, and grease/other combustible material lying at random in the premises.
7. Stacking straw and loose packing material and combustible goods lying at random in the vicinity of the plant and equipment.
8. Faulty/careless operation of equipment/plant.
9. Air conditioning equipment/package set which also uses heaters, blowers and ducts made of combustible materials.
10. Non removal of dry grass and vegetation.
11. Careless throwing of burning cigarettes/birj ends.
12. Any source ignition in the area adjoining a fire hazardous installation.
13. Burning of waste paper etc. etc. but not ensuring after that the same is extinguished, with the result due strong winds the paper etc. which has not burnt fully spread and other items catch fire.

#### Preventive Measures :

The under mentioned counter measures are suggested :

1. Periodical checking of electric wires etc. and removing of all combustible and inflammable liquids/articles from the vicinity of naked wires.
2. Adequate precautions should be taken at the places where welding and cutting jobs are being done.
3. Pipe lines, storages etc. for inflammable liquids and gases should be periodically checked inspected for any leakage and all such leakage should be plugged in time. It will be better that all pipes carrying such liquids and gases should be painted for easy identification in standard color codes.
4. Stacked stores should be turned over. Besides adequate fire fighting facility should also be provided in such yards for immediate control of fire. Better to stack in Honey comb system so that the air can easily pass through.
5. Loco engines should be fitted with spark arresters, specially when they enter or pass through near where large items are stacked /thrown in a haphazard way in the entire area.

6. Waste and other materials should be deposited in steel drums which should be filled with water up to 1/3 of its capacity. This could also be named as good house keeping.
7. Avoid throwing straw, loose packing material and combustible goods at random. For example in factory fire wood i.e. the unused packing material lying all over.
8. The maintenance people should periodically inspect all the plant and equipment for its efficient operation.
9. The mal functioning of the air conditioners, specially such items to be purchased from standard firms and who use fire resistance and fire proof materials.
10. Grass and vegetation should be removed from the plant area.
11. Display NO SMOKING BOARDS where inflammable materials are handled. It will be better to provide separate booths where the workers can go and smoke.
12. Removal of all sources of static electricity and proper earthing of the equipment.
13. The oil drums and paints etc. should be stored over a six inch layer of sand. to prevent the flow of oil which constitute a fire hazard.
14. Oil, paints and chemicals (highly inflammable/combustible and the like should be stored in separate store houses.
15. Standing orders of fire fighting in a language of the worker to be hung at important notice boards. And also the same to be read once a week to all concerned. These orders must be published at least once a year in the factory orders.
16. The stores materials should be stored from bottom upwards and not the other way. This will avoid leakage.
17. All inflammable chemicals are stored in separate stores as there are certain chemicals which are mutually reactive and as such may cause fire. Better to use colour code indicating their quality from the point of view inflammability, corrosion etc.
18. Lightening conductors to be fixed in all buildings having inflammable materials/ chemicals.

#### Security Force

Each factory should have a security officer or in case of small factories an officer earmarked to perform the duties of security officer. The Security Officer must ensure the following :

- (a) All security persons can perform the duties connected with fire fighting.
- (b) At the main gate the Telephone numbers of the local police, local units having their own fire brigade and the local fire brigade, should be written in big letters so that in case of need the same can be used.

- (c) The security officer should go around the factory daily and inform the General Manager in writing about the precautions which are not being observed.
- (d) He should also make sure that some trained fire fighting personnel are always available specially during the working hours.
- (e) Waste paper and other waste should be burnt under the control of fire brigade personnel.
- (f) The security officer should also ensure that the training in fire fighting is being given to the workers also so that in case of emergency they can be of great help.
- (g) At the main Gate the security officer should always have some one on duty day and night who is fully conversant as to what to do in case of an emergency and who all to be informed in order of priority.
- (h) Telephones on such occasions always fail/do not work as such at the gate there should be always one or two runners available with cycles etc. to run and inform the concerned and effected persons and that to in the order to priority. In some of the factories this task of informing concerned officers is given to the factory telephone exchange.

#### Fire Fighting & Equipment

1. Depending on the size of the factory a Fire Officer and a deputy fire officer should be appointed who should work under the Security Officer. The fire Officer should train few persons from each section in first aid fire fighting and also maintain the complete fire fighting equipment.
2. Adequate fire fighting facilities should be provided in an installation. Specially the type and the scale of fire fighting equipment conform to the class of fire. (e.g. oil fires electrical fires, chemicals fires etc.).
3. Regular fire drills and mock up fighting should be carried out in a planned programme. Mutual aid schemes should also be rehearsed.
4. Clear and precise fire orders should also be drawn up in English also and exhibited all over the plant. The English ones must be put up on the board at administrative block so that all officers can also read. Better a certificate is asked once a year from each officers and also on joining the factory.
5. All the fire extinguishers should be serially numbered with the date of change and the date of test stenciled thereon. A history sheet for each extinguisher in service may be maintained giving :-
  - (a) Source and date of receipt
  - (b) Dates of subsequent changes
  - (c) Date of hydraulic test carried out
  - (d) Date of subsequent painting
  - (e) Date when repairs and spares were put in.

6. Hydraulic test may be carried out on each chemicals extinguishers at least once in every three years. The hydraulic pressure should be subjected to about 350 lbs PSI.
7. Carbon di-oxide extinguish should be tested six monthly by weighing. Each should be weighed on receipt and weight recorded. If the loss in weight is more than 10% of the recorded weight then the extinguisher should be got recharged.
8. Fire hydrants may be located in all the plants. These hydrants should have the standard instantaneous coupling and should be connected with the raw water lines, with a booster pump if necessary to ensure a working pressure of at least 100 lbs. PSI at each of the hydrant points, it is also desirable that a fire trailer in the plant area is provided, it should be ensured that adequate water supply is available in the premises for fire fighting. If need be static tanks. With sufficient storage should be located at convenient locations from where water can be drawn through the traitor pump.

Multi Storey Buildings (in built)

- (a)
    - (i) Wet riser
    - (ii) Dry riser
  - (b) House pipe rolls as per requirement
  - (c) Sprinkler system : Water pipes with pressure are connected with a HEAD which breaks when the temperature reaches at a certain degree. Once the head breaks then the water comes out with pressure till required and then you have to close manually till another head is fitted. One HEAD is enough for one hundred square yards. Also the ALARM outside the building like the railway compartments comes out, which gives the indication that such and such room is on fire.
  - (d) Fire Detectors
  - (e) Smoke Detectors
  - (f) Light Detectors in case of smoldering of coal special type which may not give smoke and produce less heat.
  - (g) Heat Detectors expansion of solids, gasses and liquids.
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## Right of Private Defence

### **Introduction**

1. Most of us do not know about the legal aspect of private defence. We consider that this the job of the advocates to deal with the subject. In industrial security and other wise also it is better to know as to what are your rights as regards the private defence is concerned. There are important sections in the Indian Penal Code with are explained below in very brief.

### Section 96 & 97

Nothing is an offence which is done in the exercise of private defence. There are some restrictions in the sec. 99.

Firstly-Every person has a right to defend, his own body and the body of any other person against any offence against the human body.

Secondly-The property whether movable or immovable, of himself or of any other person, against an act which is an offence falling under the definition of theft, robbery, mischief or criminal trespass.

**Sec. 98 : RIGHT OF PRIVATE DEFENCE AGAINST THE ACT OF A PERSON OF UNSOUND MIND.**

It will be treated as an offence always. But by reasons of want of maturity, unsoundness of mind or intoxication if due misconception on the part of the person the act is committed then by LAW the mad : person has not committed that act. But the person on whom the act was being committed has the same right of private defence.

- Examples :
- (a) Z under the influence of madness attempts to kill A, Z is guilty of no offence. But a has the right of private defence. If by saving himself he kills or badly injures Z then A has committed no offence.
  - (b) Ram enters at night his own house which he is legally entitled to enter. Sham in good faith taking ram as an intruder, a house breaker, attacks Ram. Here Sham by attacking under misconception commits no crime but Ram has the same right of private defence.

Sec.-99. There is no right of private defence against an act which does not reasonably cause the apprehension of death or grievous hurt. If done or attempted to be done, by a public servant acting in good faith under cover of his office, through that act may not be strictly by law.

Same argument holds good if an act was committed on the directions of a public servant.

There is no right of private defence in cases in which there is time to have recourse to the protection of the public authorities. The right of private defence in no case exceeds to the inflicting of more harm than it is necessary to inflict for the purpose of defence.

Sec. 100 When the Right of Private Defence of the Body Extends to

Causing Deut : descriptions of such acts are given below :-

Firstly : Such an result that may reasonably cause the apprehension that death will otherwise be the consequence of such assault.

Secondly : Same as above except that grievous hurt.

Thirdly : An assault with the intention of committing Rape.

Fourthly : An assault with the intention of gratifying unnatural lust.

Fifthly : An assault with the intention of kidnapping or abducting.

Sixthly : An assault with the intention of wrongfully confining a person under circumstances which may reasonably cause him to apprehend that he will be unable to have recourse to the public authorities.

Section 101 : When such harm is other than death as mentioned above in sec. 100.

Section 102 : Commencement and continuance of the right of private defence of the body. It starts from the time the apprehension of danger arises through the offence is not committed till apprehension of danger to the body finisher.

Section 103 : When the right of private defence of property extends to causing death.

The description of the offences are :-

- (a) Robbery
- (b) house breaking by night
- (c) Mischief by fire committed on any building, tent, vessal which is used as a human dwelling, or as a place for the custody of property.

Section 104 : If it is not of the above mentioned description then such right of private defence extends to causing any harm other than death.

Section 105 : Commencement and continuance of the right of private defence of property. It continues till the thieves or Robbers have retreated or the help of public authorities obtained. Same is applicable to criminal trespass or mischief.

Section 106 : Right of private defence against a deadly assault when there is risk of harm to innocent person.

If in the exercise of the right of private defence against an assault which reasonably causes the apprehension of death, the defender be so situated that he cannot effectively exercise that right without risk of harm to an innocent person, his right of private defence extends to the running of that risk.

Example : SHAM is attacked by a mob who attempt to murder him. He cannot effectively exercise his right of private defence without firing on the mob, and he cannot fire without risk of harming young children who are mingled with the mob. SHAM commits no offence if by so firing he harms any of the children.

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## Mustering In/Out

### **Introduction**

In each factory the procedure for mustering in and out of the employees is laid down in the factory standing orders/standing instructions; so that the coming in and going out is very smooth and is without any problems and incidents. Further no unauthorized person i.e. spies and enemy agents get into the factory.

#### Mustering in of NGO's and NIE's

At opening hours NGO's and NIE's will be admitted inside the factory on production of their identify cards/passes at the gate. On entering they should punch their cards kept in respective bins and proceed to the place of duty. Punching means the watches are there and as you push your card inside, the time is punched. This procedures is adopted in very large factories where the strength run into thousands.

NIE's coming late are also allowed to enter the factory as per laid down orders of the management. During lunch the NGO's and NIE's are allowed to go out but they must come back immediately the lunch hour is over.

#### Mustering out of NGO's and NIE's

Same way as above. All NGO's and NIE's should punch their cards while mustering out.

#### Mustering in of IE's

As mentioned before all these things concerning mustering in and out are written in the standing order or standing instructions.

Gates to open half an hour before and once gates are closed no force able entry to be allowed.

They must remove their tokens from the gate board and go straight to their respective sections immediately and hung their tokens at the boards earmarked.

At the time of entry to the factory they must show their passes/identity cards.

At the sounding of the final hooter the ticket boards of the sections must be closed. Reporting after the sounding of the hooter will be marked late.

### Mustering out of IE's

- (a) Short-leave : Personnel gates pass by the section to be issued.
- (b) On Duty : Time out, time in will be noted on the gate pass also and also the entries will be made in the register.
- (c) At the time of mustering out the tokens from the section boards will be removed and hung at the gate board.
- (d) IE's on over time will not be allowed to pass out till the over time is over. As to who all are on the over time the section concerned must inform the concerned gate well in time.
- (e) At the time of the closing of the shifts and during day shifts, lunch hour, ticket boards will be opened only after sounding of the hooter. Staff on ticket board duty have to be very strict and vigilant.

### Late Attendance

Token numbers of the late comers will be noted by the time keeper/gate keeper and they should generally be marked late as under :

Late by 15 minutes	15 minutes.
Late by 16 to 30 minutes.	30 minutes.
Late by 31 to 45 minutes.	45 minutes.
Late by 46 minutes. to 60 minutes.	60 minutes.

Persons arriving late by more than one hour in the morning and 15 minutes after lunch recess will not be allowed to enter unless it is recommended by the Head of the section that their services are required urgently in the interest of production.

### Over Staying Beyond Normal Duty Hours

Workers will not be allowed to remain inside the factory unauthorized after closing of the shift within 15 minutes of the sounding of the hooter the workers should clear off the factory. Any one over staying in the factory beyond the normal working hours will not be passed out and will be treated as a tress passer. In such cases you may warn first time and if such acts are repeated then in some cases you may have to suspend the persons or report to the police. Action depends on the management.

### Contract Duty

Only responsible NGO's and NIE's should be detailed on contract duty in the section/plant for passing the instructions to the persons of the incoming

shift. In case IE's are required to perform any particular work, instructions MUST be given at the gate.

#### Mustering out During Recess Period in Night Duty

No one is allowed to go out of the factory during recess period during night shift. Also entry and exit for night shifts may be restricted to maximum of one or two states.

#### Passing out of IE's During Night Shift from Gate

All workers should be passed out of the gate within 15 minutes of the sounding of hooter.

#### Entry of IE's Inside the Factory on Payment Days

This is only applicable to very big factories. The payment of night workers and absentees will be regulated as per the dates fixed by the management.

#### Important Points About Mustering in

Generally you will find that quite a large number of workers come late. When the final hooter is sounded, first half of the big gate should be closed, then the second half is also closed but the wicket gate remains open and entry is regulated one by one and finally the persons are marked late and the gate is closed. If you close the big gate suddenly then first of all the workers will not allow you to close, further it may create labour problem.

#### Lane System

Lanes are made with iron rods/bars. Most of them are permanent fixtures but just before mustering out, certain amount of temporary fixtures are also tilled to increase the number of lanes or quicken up the mustering out. Permanent lanes should be under the covered roof to give protection from rain and sun. Once the workers stand at any lane then they are not allowed to change the lane.

Before the mustering out starts security personnel from certain other duties are called to perform duties at the lanes.

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**Standing Orders**  
**(The Industrial Employment Act 1946)**

**Introduction**

1. Previously the Industries used to amend their Standing Orders to suit their requirement as and when the necessity arose. On occasions the guilty employees were dismissed on very trivial misconduct and when any one or a group of workers or any union raised an issue they were told that the Standing Order contain such punishments with the result the poor, innocent workman was thrown out of service. To avoid all this the Government laid down that the Standing Orders should be framed on the lines specified in the Act and the orders remain the same for new and the old employee's.

**Applicability**

2. It applies to every establishment wherein one hundred or more workmen are employed, or were employed on any day of the preceding twelve months. The Government could make this Act applicable to those industries employing less than one hundred persons but the Government had to give a notice of two months to be published in the official gazette.

**Object of the Act**

3. The aim is to have uniform standing orders providing for the matters enumerated in the Schedule to the Act, that it was not intended that there should be different conditions of service for those who were employed before and those employed after the Standing Orders come into force, they bind all those presently in the employment of the concerned establishment as well as those who are appointed thereafter.

**Important Definitions**

4. **Certifying Officer** : means a Labour Commissioner or a Regional Labour Commissioner, and includes any other officer appointed by the appropriate Government, by notification in the official Gazette, to perform all or any of the functions of the certifying officer under the Act.

**Appellate Authority**

An authority appointed by the appropriate Government by notification in the official Gazette to exercise in such area as may be specified in the notification the functions of an appellate authority under this Act.

Standing Orders : rules relating to matters set out in the schedule.

Trade Union : A trade union which is registered under the Indian Trade union Acts.

Workman : Any person employed in any industrial establishment to do any filled or unskilled, manual, supervisory, technical or clerical work for hire or reward whether under the terms of employment be express or implied, but does not include any such person.

- (i) Who is subject to Army, Navy or Air Force Acts,
- (ii) Police service personnel, employee's of prisons.
- (iii) Employed n a managerial or administrative capacity.
- (iv) Employed in a supervisory capacity, exercises either by the nature of duties attached to the office or by reason of the powers vested in him, function mainly of a managerial nature.

Certification of the Standing Orders

- 5. (a) Submission of draft Standing Orders
  - (i) Within six months from the date of applicability of the Act to the industrial establishment, the employer will submit five copies to the certifying officer of the draft standing orders proposed to be adopted.
  - (ii) Every matter mentioned in the schedule to be inducted and should be as far as possible in conformity with the model standing orders where prescribed.
  - (iii) Draft standing orders should be accompanied by a statements given prescribed particulars of the workmen employed in the industrial establishment including the name of the trade unions if any to which they belong.
  - (iv) A group of employer's in similar industrial establishment may submit a joint draft standing orders.
- (b) Certification of Standing orders
  - (i) The certifying officer shall forward a copy of the Draft standing orders to the trade unions if any and where there is no trade union, to the workmen together with a notice in the prescribed form requiring objections if any which the workmen may desire to make within 15 days of the receipt of the notice.

- (ii) An opportunity to the employer and employee's representatives or the trade unions will be given to hear arguments only then the certifying officer will decide whether any modifications of or addition to the draft is required or not. The certifying officer will issue an order in writing.
  - (iii) The certifying officer will certify the draft standing orders in a prescribed manner after due modifications if any and shall within seven days thereafter send copies of the certified standing orders authenticated to the employer and to the trade unions or other prescribed representatives of the workman.
- (c) Appeals
- (i) The aggrieved party i.e. the employer or the employee's or the trade unions on behalf of employee's can put up an appeal to the appellate authority within thirty days from the date when copies are sent by the certifying officer. The appellate authority's decision is final. He has to issue an order in writing either to accept the objections raised or reject or partially accept.
  - (ii) The appellate authority within seven days of the order send copies to the certifying officer to the employer and to the trade union or to the representative of the workers.
- (d) Date of operation of the standing orders :
- (i) After 30 days from the date the authenticated copies were sent by the certifying officer when no appeal to appellate authority has been submitted.
  - (ii) The standing orders will come into force after 7 days from the date on which copies of the order of the appellate authority are sent.

#### Posting of Standing Orders

6. The certified standing orders copies in English and the language which the maximum of the workers follow shall be displayed at the entrance to the factory from where maximum workers enter and shall also be displayed at other prominent places.

### Modification of Standing Orders

7. Certified standing orders shall not be modified unless six months have passed or both the parties mutually agree to carry out modifications. Period of six months is taken from the date the standing orders come into operation of six months from the date of last modifications.

### Penalties

8. (a) An employer who fails to submit draft, standing orders as required or who modifies standing orders otherwise than in accordance with rules shall be punishable with fine up to five thousand rupees and another two hundred rupees per pay thereafter.
  - (b) An employer who does an act in contravention of the standing orders for his industrial establishing shall be punishable with fine up to one hundred rupees and another Rs. 25/- per day thereafter.
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## Industrial and Labour Laws

### Introduction

1. In the past the Capital had always exploited the labour. Because of authority and the economic power the Capital had 100 percent say in all the matters concerning the industry. No one could challenge their decisions. The struggle between the Capital and the Labour went on and on with the result the labour asked for a fair deal so that their wages, welfare, other allowances and bonus was covered.
2. After independence the Government got deeply involved in the employer and employee's relations. Specially in a democratic set up any one could raise his voice with the result that there many strikes due to different reasons including non payment of wages in time. The Government had to intervene in such disputes in the interest of National economy and welfare of society. The labour legislation enacted based on :-
  - (a) Worker is a partner in the production and he should have a say in the matters which deal with increase in the production.
  - (b) Employee's to share the profits.
  - (c) The employer to protect, look after the welfare and should have healthy working conditions.

### Need for Labour Legislations

3. To understand the different acts it is better to know as to what the evils which were prevailing in the Industry ? The evils were :-
  - (a) No job Security

The workers could be dismissed any time even on most minor points. The worker had no say in any of the matters of the industry.
  - (b) No set procedure

Workers were paid as per the pleasure of employer. In the same trade some were being paid less and some more. The standing orders had no value as the same could be changed any time and as suited to the employer.
  - (c) Wages

The wages were paid as per the pleasure of the employer which were not at all enough to meet their barest needs.

(d) No welfare

Welfare measures did not exist at all. There were no doctors of the industry, no housing, no insurance, no leave etc. etc.

(e) No compensation

There was no compensation for any accidents. If and when any worker was injured he was thrown out of service. Poor workers had to refer the cases for compensation to the courts and the courts took years to decide the cases and ninety percent of the decisions were against the workers because of lack of evidence.

(f) Long working hours

Working hours were very long. The question of over time never arose.

(g) Women & Children

There were no special consideration for the women workers. Even children and women were paid much less than the male workers. There was no question of maternity leave etc.

#### Principles of Labour Laws

4. The principles on which the labour laws are based are :-

- (a) Social justice
- (b) Social equity
- (c) International uniformity
- (d) National economy

#### Social Justice

5. Equitable distribution of profits, Hygienic & healthy condition to work and safety against accidents.

#### Social Equity

6. The aim is that legislation based on social justice should lay down a definite standard which cannot be changed without the permission and approval of the appointed authority. This principle empowered the Government to make rules under the provisions of the Factory Act of 1948.

#### International Uniformity

7. The conventions passed by ILO when ratified by the member states have to be implemented through appropriate legislation by member states.

## National Economy

8. The general economic condition of a country has to be borne in mind so that the aim is achieved. In India even province wise/state wise the economy has been taken into consideration for working out the minimum need based wage.

## Classifications of Labour Laws

9. Labour laws may be classified under the following headings :
  - (a) General Laws  
General laws which are applicable to all the establishments/factories through out India. Factories Act 1948 and industrial Employment Act 1946.
  - (b) Specific Laws  
Laws which are applicable to specific industries. The Mines Act 1952, Indian Merchant shipping Act 1923.
  - (c) Relating to specific matters  
Wages, social security (Compensation Act 1923, social insurance E.S.I. Act of 1948, maternity benefit act 1961 BONUS).
  - (d) Laws relating to union/associations  
Trade union act of 1926 and industrial dispute act.

## Important Acts

10. There are quite a large number of acts but the important one's which you as student of security should know are :-

### Minimum wages Act 1948

11. By this act the Government of each state/province in India fix the minimum wages to be paid to a worker for eight hours duty. The wages are worked out on the physical needs of the worker & his family and also on his health and efficiency.

### Payment of wages Act 1936

12. By this act the Government has laid down the latest dates by which the wages are to be paid and also what all deductions can be made out of the wages.

#### The Workman's Compensation Act 1923

13. By this act the procedure of compensation has been simplified and liberalized. Previously the cases were referred to the courts and in most of the cases the injured and the families of dead did not get any thing. Now it is a quick affair and this act has been amended six times. In public sector and in some of the private factories if a worker dies in harness due to an accident then one member of the deceased family is given a job in the same factory.

#### The Factories Act of 1948

14. This is an important act, it covers a wide range of subjects like the inspecting staff, health, safety, welfare, working hours, employment of young persons, annual leave with wages and penalties and procedures.

#### The Trade Union Act 1926

15. This act provides for the formation of unions/associations for protecting their rights and privileges. It lays down that workers getting up to Rs. 1000.00 P.M. can become members of unions. Those who cannot form a union join associations. The aim remains the same that is to have better bargaining power.

#### The Employee's Provident Fund Act 1952

16. To make provision for future for old age also for his family & children in case of retirement or pre-mature death. The contribution is compulsory and the act also lays down as to up to what percentage of pay one can contribute. The employer has to contribute the same percentage of amount.

#### The Employees state Insurance Act 1948

17. This act aims at bringing about social and economic justice to the poor labour class. Benefits during sickness, maternity and employment injury are there. There are ESI hospitals where a worker and his family can get free treatment. The act lays down that the worker has to contribute as per the laid down table and double of that the employer has to contribute. Each employee is given a number and a card.

#### The Industrial Employment (Standing Orders Act) Act of 1946

18. Standing orders i.e. employment conditions should not be changed as & when the employer wants to benefit or to dismiss a worker. For this purpose the employer or a group of employers have to frame their standing orders, objections are called for from the recognized unions, discussed between the employer and the representatives of the unions

approved by the Government i.e. the appointed authority and only then it can be implemented by this method the standing orders or the terms and conditions of employment cannot be changed by the employer.

#### The Industrial Disputes Act 1947

19. This act aims for quick investigation towards settlement of industrial disputes. The industrial disputes can be referred by the employer or the employee's or their representative i.e. the unions; to the tribunal and the award shall be binding on both the parties for the period specified.

#### Payment of Bonus Act, 1966

20. This act lays down that minimum bonus to be paid on yearly basis within eight months of the closing of the accounts. Though it all depends on the profits but the minimum laid down percentage is 8.33% of the pay drawn. Overtime wages are not considered towards payment of bonus.
  21. This is an important act as in a large number of factories the labour unrest is due to less bonus in one factory and more in the other. Further in most of the factories the workers ask for more bonus than the declared one. Also as mentioned above the bonus can be paid within eight months of the close of the accounts but most of the employee's/unions insist that the bonus should be paid to them before the festival of Devalued.
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## Investigations

### Introduction

1. All offences committed inside the installation have to be investigated. Some after preliminary investigation are closed or FIR to the police is lodged and some are dealt with departmentally. The Security Officer or Security Supervisor or the Manager Administration must put the management in picture and only on their orders lodge FIR with the police. There are cases of factories who have not reported even serious cases of thefts and flights and reasons for this are only known to them. In this précis the preliminary enquiries and domestic enquiries will be dealt with.

### Aim of Investigations

2.
  - (a) To investigate how the offences were committed.
  - (b) Location of items.
  - (c) Who are responsible for the offence and what punishment to be awarded to offenders.
  - (d) Precautions to be taken to prevent re-occurrence of similar offence.
  - (e) To put management in picture and if permitted only then report to the police or the management may order detailed enquiry.

### Preliminary Enquiry

3. Whenever any offence is committed, the Security staff must complete the preliminary enquiry straight away. The security staff must note down the name of offender, eye witness, items found, any finger prints available etc. etc. Generally at the time of mustering out the workers are searched and items are found on their body. The Security staff should do the following :-
  - (a) The offender should not be allowed to mix up with any one else.
  - (b) Once the mustering out is over the security staff should record the statement of the offender. it will be better if the offender writes down his own statement.
  - (c) The statements of witnesses to be recorded and the offender given an opportunity to ask questions.

- (d) In case of serious offences the Security Officer, Duty Officer and the Manager Administration should be informed straightway; who after a visit to the spot and after carrying out quick verbal investigation, report to the management who in turn decide to report to the police or not. It should be remembered that if a report is made to the police then the scene of incident/spot is not allowed to be tampered with as the police may have to lift finger prints and also to take photographs.
- (e) In case of any serious injury to anyone the injured is immediately evacuated to nearest ESI Hospital, or to any other Hospital, but the offender is not allowed to go till the preliminary. Investigation is complete unless the offender is also badly injured.

#### Offence Report

- 4. The offence report must have the following information :-
  - (a) Date, time and place of offence.
  - (b) How offence was committed.
  - (c) Who caught the offender and names and addresses of the witnesses.
  - (d) Lists of items found.
  - (e) Names of injured and dead and their addresses.
  - (f) List of any strap weapons used and found in the hands/pocket of the offender.
- 5. Once the FIR is lodged with the police, the security staff is to provide the police maximum help. The management may order further detailed enquiry on this very issue or on any other issue concerning other employee or employee's.

#### Good Report must be :-

- 6.
  - (a) Correct and accurate.
  - (b) Complete in all respects including sketches.
  - (c) Logical i.e. in a proper sequence.
  - (d) Neat whether hand written or typed.
  - (e) Timely-Timely reports have got lot of value.

## Domestic Enquiries

7. Domestic enquiries must be held cautiously, carefully and impartially. The procedure adopted on the civil side is the same as in Armed Forces. In the Armed Forces due in born discipline, most of the offenders accept the punishments awarded and there are only very few who lodge appeals or refer to civil courts. On the civil side the case is exactly opposite. Each and every offender will like to find some lope hole or the other to refer the case to labour courts; who in turn go in details and quite often the offenders are re-instated with wages of the previous period. The old practice of hire and fire is outdated and security of employment is now guaranteed both by the constitution and by the law.

## Issue of show Cause Notice

8. Standing orders always lay down the punishments for different offences/misconducts. The punishments are either warning, fine, suspension, lowering of grades or dismissal. Dismissal is the serious most punishment as it throws an employee out of employment. Therefore it is very necessary that before any serious punishment is awarded a fair opportunity must be given to the offender for defence. A show cause notice to have :-
  - (a) Number, rank, appointment and name.
  - (b) All the charges to be recorded in the show cause notice. The charges to be clear and understandable.
  - (c) Copies of documents and sketches to be attached.
  - (d) If the charges are based on standing orders then the concerned Para's should be referred to.
  - (e) If during preliminary investigations some witnesses have given their statements which are relied upon then either a copy of those or the statements of witnesses to be made available to the offender concerned when required or asked for. Better this fact/details are mentioned in the notice.
  - (f) Reasonable time should be given to the workman to submit his explanation so that the offender can collect the required material and documents in his defence and submit his comments and replies.

## Suspension

9. An employee may be suspended for any of the two reasons :-
- (a) On receiving a charge sheet the workers loses his concentration in his work.
  - (b) His presence may create indiscipline and he may tamper with the evidence.

## Reply to show Cause Notice and ordering of Domestic Enquiries

10. If the reply to the show cause notice is not found satisfactory; then a domestic enquiry is ordered and conducted. The main points to remember are :-
- (a) The worker can represent himself or may be represented by his co-worker or by an official of a recognized and registered trade union of which he is a member.
  - (b) The prosecution to present its witness first. The defence witnesses are taken up later.
  - (c) The statements of witnesses should be recorded in the presence of the offender or his representative or both. Opportunity to cross examine must be given.
  - (d) The enquiry is conducted openly.
  - (e) The enquiry must be in conformity with the principles of natural justice and the requirements of natural justice broadly are :
    - (i) The enquiry must be held by a person who is not biased, in favour or against any party.
    - (ii) Opportunity to be given to the offender to examine and cross examine witnesses.
  - (f) It can be recorded in the language of each witness but it shall be better to record in English, provided the workman is assisted by a person who knows English. After recording the evidence, the statements to be read, translated in the language, which is understood by the charged workman and signature obtained.
  - (g) If misconduct of the workman for which the enquiry has been ordered has been seen by the enquiry officer, then under no circumstances that officer should be appointed as enquiry officer.
  - (h) Procedure laid down in the standing orders must be followed other wise can be declared invalid by courts. Standing orders may lay down that stranger cannot represent a worker but if the worker is illiterate then it may amount to a denial of a fair opportunity; as such the workman may challenge its validity in an industrial tribunal.

- (i) After the enquiry is completed, the enquiry officer should give a summary of the enquiry together with the views, impressions and recommendation to the employer for his final orders.

#### Action of employer

- 11. On receipt of the enquiry report, the employer after going through the enquiry comes to the conclusion that the charges are proved. The employer may after due consideration :-
  - (a) Pass an order of dismissal or award any other punishment.
  - (b) He may give final change to the employee and ask certain clarifications. He may take such reply into consideration provided it is received in time and then give his decision.

#### Period of Enquiry

- 12. The enquiry to be completed as early as possible. If there is delay or the worker has been suspended then the worker can be given maintenance allowance or interim relief.
- 13. Section 79 of the Factory Act lays down that within 24 hours of dismissal, wages earned, and payment for leave in credit be made.

#### Industrial Tribunal

- 14. The worker is within his rights to refer the case to the tribunal. The tribunal is not concerned with the measures of punishment nor with the harshness, except to see that there has been a fair enquiry and the employer has given the employee every opportunity to defend himself. The tribunal can however interfere in the following cases :-
    - (a) Where there has been no fair enquiry and there has been a violation of the principles of natural justice.
    - (b) The harshness or otherwise of the punishment in so far as it may go to establish *mal fides* can be considered.
    - (c) Where there is vindications or victimization.
    - (d) Where there is an unfair labour practice.
    - (e) Where there has been a basic error and or upon the materials on record, the findings of the domestic and enquiry are completely baseless or perverse.
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**Industrial Relations**  
**(Security, Unions & Management)**

**Introduction**

1. The saying that in the modern world even a 'Mother' will not give milk to a child till the child cries, holds goods with the unions who follow this principle. In a country where democracy is the form of Government, the problems of industrial relations will be more as even the unions are based on political afflictions. Some of the political parties interfere and also give financial help to some of the unions.
2. It is true that the old days of hire and fire in the factories are over but one has to weigh as to who is to be blamed in each dispute between labour and management.
3. Further as the Security has also got a right to join unions therefore what relationship should exist between the Security & Management and on the other hand between the Security and the Workers.

**Who to Blame**

4. There are liberal laws for the labour which are very very favorable to the labour than the management. The experience show that the labour being member's of unions have better bargaining power and with this most of the times on minor issues the labour create unnecessary problems and without any valid reasons and start taking advantage of their better bargaining positions.
5. Experience also show that the junior level managers because of lack of experiences, maturity, shield some of the weaknesses incidents and quarrels of their subordinates due to fear of labour troubles. Also they are unable to take quick decisions to sort out the labour problems. The moment any thing happens in any (shed/plant) of a factory, the workers and their union leaders assemble and the poor manager is almost alone to listen to distasteful talk and matters.

**Importance of Security**

6. It has been seen that when the production is smooth; no one is worried about the security staff and their problems. When there are Gheros, dharnas and strikes then the value of security increases. The very idea of the management that every thing i.e. thefts, pilferage, fires, canteen problems, gate and plant discipline, quarrels among workers, and oven to control and check spitting at the authorized places etc is the job of security is WRONG, Management and other staff must realize that they

are the equal partners in all these checks. About security the management should look. In to the following points.

(a) Importance

Give importance to the security through out. The management should realize that at bad times during agitation etc. their own managers disappear; only the security staff stand like rocks to help and defend them.

(b) Pay, Promotion, Awards

It has been seen that a watchman retires as a watchman. In some of the foreign countries the security guard is called an officer. In their case emoluments per month do not show importance/status but the duty and the responsibility are the key factors in this respect. The management must have a detailed plan for pay and promotion. In one of the factories where I served as head of the security department, the management was forced to implement a detailed plan for yearly increments, about rewards and about promotions after 5 years flawless service as a guard.

(c) Decisions

Some times the management takes decisions in the meeting with the unions but they keep the security in the dark with the result the security have to feel low and embarrassed when they check the workers and they are informed about the decisions already arrived at .

(d) Attend Meetings

It is better that whenever there are meetings with the unions, the security officer should attend the same as a silent spectators so that he and through him all the security staff is in complete picture about the deliberations and decisions.

(e) Importance to the advise given

The management should not feel shy and cover up if a piece of good advise is given by the security staff; rather they should appreciate the same and award the man. There are cases where security persons have been thrown out as the management thought they are too clever to be in their organization.

(f) Durbar

It is better and healthy sign and also will be appreciated if after every three months there is a durbar of all the security staff under the chairmanship of the general Manager or Managing Director. Generally the MD/GM direct their Security Officer to conduct the same and convey them the points which is not correct. Direct talk with the security persons shall go a long way in security not joining any of the unions.

(g) Have ex-servicemen in their security

Quite a large number of factories prefer ex-servicemen in the security duties. When contacted by the principal of this institute they informed that the ex-servicemen do not want to join any union and create any problems. Further at the time of agitations the ex-servicemen guards, supervisors and security officers were of greatest possible help to them in controlling and sorting out the problems.

(h) Joining of the Unions

The Government laws are such that the security staff can also joint any union. You cannot make them sign a certificate that they will NOT join any union. Some of the owners of the factories employ their own men on key security jobs to have better control. Outwardly the security key staff show that they are sympathy with the unions and their demands but in reality they are more loyal to the management. Of course the employment of such persons is without the knowledge of the unions.

(i) Security Agencies :

Quite a large number of factories these days to avoid security persons, joining unions, employ the security staff through security agencies with the sole aim of having an upper hand on the security and the owners of the security agencies. The other point are :

(i) The security agencies got a certificate in writing from them that they will not join any unions.

(ii) The security agencies persons are not permanent employees as such on any minor excuse can be thrown out of service.

- (iii) The security agency persons can be transferred from one place to the other without any notice and without any valid reasons.
- (iv) The management of the factory have an upper hand and can point out even minor most faults in dress, duties, etc. etc. to the owers of security agencies, where as to their own men they dare not look into their eyes.
- (j) Tough job for security  
Security has got no legal powers in the private factories therefore they have to act & behave in a mature way without any casteism, religion, language & regionalist's. Under no circumstances they should have high handed attitude against workers.
- (k) Accommodation near the factory :  
The security can be required any time of the day or night. Further during emergencies security have to be kept deployed through out as such it will be better that the security persons are residing close to the factory. Better they are provided accommodation near the main gate of the factory.

#### Importance of union's

7. The laborers can join unions and the higher rank holders specially in public sector factories can join/form associations as their bargaining power increases tremendously. Discretion is better part of velour in all walks of life. The management should avoid frequent yielding to the pressure of the unions. The offender workers must be punished, though the punishment may be less but it should be timely. If the management goes on pardoning every time then it will become a habit and habits of this nature are bad for the smooth production. If the management yields to the pressures of the unions then there will not be any discipline left. Other points for consideration are :
  - (a) Political motivated unions  
It is an impossible task on the part of the management to ensure that politicians should not interfere in the unions. It is better to educate the union leaders. Generally near any type of elections in the area of the factories, the politicians are called to address the meetings. Further it is a known fact that some of the political parties do give financial help to the unions.
  - (b) Clear broad based policy  
If there is not bhal bandy and all policies are broad based and all actions are as per standing orders then the trouble by the unions will be less, No work, no pay principle is very sound but if you

once give up or come under the pressure of unions then every time there is trouble, there will be less or no production but the workers will demand pay.

(c) Sort out problems quickly

It is always better to sort out all disputes/problems quickly for smooth production but there are occasions where the management have to prolong intentionally so that the unions should fight among themselves, if the fault of a worker is too much and you know unions will jump into the affair and it may become a complicated case then on the day of suspension of the worker; if the workers admits his fault, apologizes in writing then there is no harm in taking him back in service.

(d) Tough Managing Director

Experience show that a tough Managing Director/General Manager is more successful than an appeasing MD/GM. Appeasing has got no end to it. Once you give some instructions then you must physically go on the ground to see that they are implemented. This will raise your prestige and the worker will know that you mean business.

(e) Talking MD/GM is better than a silent one

Late Mr. Z.A. Bhutto of Pakistan said about S. Swaran Singh "The tall Sikh can go on talking for hours without conceding any thing'. The intelligence of the unions leaders is not very bright as such the MD/GM can go on explaining & explaining till the union leaders get fed up as it may be time for them to go home. In this respect it is better to have meetings with the union leaders after the close of the factory than during the working hours.

(f) Promise of reward for union leaders

Experience also indicate that the management should promise promotion/nomination to different committees to some of the union leaders so that there should be less problems with unions & more peace.

(g) Divert attention

In case any trouble in the factory is likely to take place then it is always better to divert attention of workers by ordering matches between different sections of the plant. Celebration of different festivals are also a great asset in diverting the attention of the workers.

8. Finally one must remember that no doubt bookish knowledge of a person can create very good impression on the employers and other s but it is absolutely nothing as compared to the practical experience of a person.

## Hospital Security

### **Introduction**

1. Leave aside the strikes by doctors, nurses and other employee's but what happens when a mob attacks a Hospital or there is a free for all fight among the staff, doctors and nurses. When such a thing happens then the patients who can move; run away from their beds and those who cannot move at all their fate can not be described in words. The basic reasons for all this is lack of discipline/maturity. Interest in profession i.e. to look after the patients and finally bad security staff.
2. Cases of rape, vandalism, assaults, removal of property, lifting away of newly born children, disposing of the costly medicines, removing of dead bodies, burning of hospital records and quarrels at the gates have taken place quite often. Reasons for all such happenings are that the security staff at the hospitals do not know their duties, not they are interested in discipline and loyalty to the hospital nor there is maturity to deal with the public and the patients.
3. There is difference of day and night in the effective security of a Military Hospital, public sector hospitals and private hospitals. The security staff of public and private hospitals may be members of some union or the other, with the result they are always ready to join any agitation. The most serious thing can be when action is taken against any security staff of neglect of duties and the unions plunge themselves to save the concerned person with the result that further slackness in the performance of duties of security staff take place.

### **Main Points**

4. Hospitals like banks and cinema's are public places. In hospitals one can come any time and the staff works day and night and also on all days of the week. The main points for the security are the following.

(a) Physical security

Physical security of the complete hospital building has to be planned in depth. It is better to have a wall around the entire building complex and the entrance to be controlled through one or two gates.

Timings for visitors should be laid down and if any one wants to see a patient at any other than the laid down timings then the authorized person can give a chit and on that chit the name of the visitors and up to what time the visitor is permitted should be

written. The name of the patient and ward number and bed number, should also be written.

(b) Staff and Medicines

Entrance by doctors, nurses and other staff should be regulated either by the same gates or by a separate gate. All medicines, medical equipment boxes brought in side the hospital should either be opened in the presence of the Medical Superintendent or in the presence of the Security Officer/Security Supervisor and not in the presence of the security guards, as they have no knowledge of the medical equipment and the medicines.

(c) Material going out/sale of empty bottles, news papers etc.

All material going out must go on a material gate pass duly signed by the Medical Superintendent or by any other authorized person. This is applicable to the sale of news papers and bottles and other hospitals property.

(d) Medical stores and Hospital Records

Medical stores, office, equipment hospital records should be located at one corner of the hospital, rather it will be better to be in an adjoining building which is NOT accessible to visitors and patients.

(e) House keeping, supplies and linen

The house keeper should keep a proper record of all the supplies and linen and every month a physical check of all items must be carried out. A list of all the items in must be hung n each room for the spot check and also for handing/taking over.

(f) Personal Effects

Care should be taken that personal effects of patients, specially of the unconscious and the dead are not removed in any unauthorise way. If any person is accompanying the casualty then it is alright; otherwise the doctor on duty with the help of other nursing staff should remove, prepare a list, enter in a register and keep at a safe place.

On occasions when the patients and their attendants are sleeping the other attendants remove/lift precious items. Under such circumstances a report to the Hospital Security must be made. It is a serious matter as the hospital security has got no

legal powers to search any of the visitors of attendants. They can no doubt threaten and also call civil police.

(g) Security to act as public relation persons

Security staff at the gates have to be very polite because politeness pays and good image is created on the public. Some times you do find very very critical cases and visitors come at odd times to have last look at their living relatives. On such occasions you have to be a human being as one day you may be in the same boat.

If a visitor has over stayed in the hospital or is seen sitting on a chair or bench in a different way; than the security staff can tell the concerned persons in a firm but polite way. Further loud weeping in the hospitals is not allowed.

(h) Search of employee's at the Gate

Who all and by whom the search has to be carried out should be laid down in the standing orders. Generally class IV employees are searched but it can be laid down that even the doctors and the other staff can be searched by the Hospital Superintendent.

(i) Vehicle parking

To look after vehicles and parking shall be entrusted to a contractor, who issues tokens and charges little money. However the area of parking to be earmarked by the security staff in consultation with the management of the hospital.

(j) To know the staff

Security should keep their eyes and ears open. They should keep an observant eye on those who deal with narcotics and dangerous drugs. Persons do approach hospital staff for such items/drugs.

(k) Help to Staff

Limited staff is available in the evenings and at night. Some time a patient becomes mental or a visitor starts misbehaving and they have to be handled physically which task can be allotted to the security staff.

(l) Disaster planning

At the Laval of the Government disaster planning for fires, earthquakes, floods and air raids is always planned. Hospitals only do

planning for fires and for the air raids; however some thinking on floods and earth quakes can be carried out.

(m) Removal of new born babies and of dead bodies

For a variety of reasons new born babies are changed or removed. Dead bodies are also removed to avoid postmortem etc. in case of unnatural deaths. Security staff cannot do much if babies are changed from one cradle to the other but an observant eye can catch ladies, moving about in suspicious manner or going out of hospital in a very nervous state. Dead bodies should only be allowed to go out on a serially numbered out pass duly signed by the recognized authority.

(n) General duties

Security staff can be detailed for duties like :-

- (i) Provision of escorts for female staff members and for old persons.
- (ii) To call doctors from their residence in case of emergency when the telephone lines are not working.
- (iii) Handling lost and found property.
- (iv) Provide cash escorts.
- (v) Checking of vehicles.

(o) Fire fighting and liaison with police and local fire brigade

The security staff to have close liaison with the police and the fire brigade. Security staff in each shift to have some trained fire fighting persons. They must know the location of hydrants & the telephones number of the local fire brigade as well as of the hospital superintendents, residence. They must train the employee's in fire fighting duties. Preventive measures must be enforced strictly & no one is allowed to smoke where not permitted.

(p) Verification of the employee's

All employee's verification to be carried out before employment. In case of any doubt arising at a later date then re-verification can be carried out.

(q) Investigations

All preliminary investigation to be carried out by the Security staff. Quite a large number of headaches can be reduced if

proper preliminary investigation is carried out and the cases are dealt with departmentally or locally without reporting to the police.

(r) Warming up of the food/milk

Other than military hospitals the food is generally brought from the residences of the patients and it has been quite often soon specially in the months of winter that the same is warmed up before eating. Use of oil or electric stoves can cause fires as such should not be allowed. Food warming may be allowed at the hospital tea shop on nominal payment.

(s) Sleeping places

Of course seriously ill patients need an attendant next to them day and night but a question arises whether one attendant each of other patients, specially those who come from out stations should be accommodated by hospital, authorities or they should make their own arrangements ?

#### Politeness

5. It is again emphasized that when patients are in a bad shape; their visitors come to visit them under tension and with worry. Therefore it is the duty of every citizen to be polite and this duty equally falls on the security staff of a hospital. They cause mind injury to any one specially the ones who are already suffering. Better reception, better respect and polite treatment from the security staff, and better effective treatment can create very good impression in the minds of patients and the visitors.
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## Civil Defence

### **Introduction**

1. The Government organizes a large organization known as Civil Defence Organization. No doubt CDO train a large number of persons in civil defence duties and for better performance of duties and for better performance of duties divide a city into sectors and accordingly sector commanders and wardens are detailed. Pakistan has attacked 'India four times and cold war is still continuing in the world. The two power blocks are not only inventing new destructive weapons but are also supplying to their own block countries as well as to other countries. The old days attacking only military targets are already over. Now the enemy even attacks the Hospitals, civil factories and civil populated areas. During 1971 war Pakistan had dropped bombs on the Military Hospital at AMBALA. It is important that you being a security staff should know as to what to plan/do if your factory or civil area where you are living is attacked from air.

### **Aim of Civil Defence**

2. Civil defence is an organization of the people and for the people. Main aims/functions are :-
  - (a) To minimize the effects of enemy action by land, sea or air.
  - (b) To minimize the effects of enemy rumours and propaganda and to keep up the morale of the people.
  - (c) To maintain continuity of production and supply to Armed Forces and Civilians.
  - (d) To minimize damage to life and property.
  - (e) Essential services, i.e. bus services, train services, electricity and water services are maintained or quick normalcy is brought.
  - (f) Industrial units if damaged, specially the one producing war items are brought to normalcy.
  - (g) Normalcy is brought in civil life and dead are disposed off and injured sent to Hospitals so that no epidemic takes place.

## Importance of Civil Defence

3. In these days of modern warfare the enemy attacks in two ways which are :

(a) Actual War

The enemy uses military hardware by land, sea and air and destroys the armies of the opponents, disrupt production in factories of war materials and consumer goods with the sole aim to starve the armies of the opponent and break their 'WILL'. Also to attack civil highly populated areas to cause deaths and destruction so that epidemics are caused and the enemy is demoralized and their 'will to fight' is broken.

There are many factors which form the defence potential of a national but the main point/potential is the MAN beyond the machine. The 'MAN's morale must remain high and he should never look back over his shoulders for war materials. This can only be done if the Nation has got strong discipline and 'WILL' to defend and win.

(b) Psychological Warfare

Psychological warfare is more dangerous and terrible than the actual war. Some of the big powers adopt all possible methods of employing their secret agencies to bribe and supply arms, create confusion, to assassinate, to destroy, to make the political parties to fight with one another and then put their own chamchas at the helm of affairs of that country. By this method they do not suffer any casualties and destruction but with money and arms achieve their aim of changing the government of that country.

If the nation is disciplined and every one is loyal to the country and constitution then the psychological warfare of the enemy can be beaten back.

## Air Raids

4. Though it is against the Geneva convention but these days who worries about the moral codes. The enemy will go all out to destroy and win and the defenders have to plan ahead, work more, produce more, keep their morale high and also keep the morale of Armed Forces high. Ensure that the Armed Forces as mentioned above have not to look back over their shoulders for war supplies.

5. For Air Raids the public has to be warned so that they can get into air raid shelters and also take such other precautions. Also when the raids are over or the danger of attack are over, again the warning by hooters etc to be sounded.
6. Mostly the air raids take place at night therefore every one is duty bound to switch of lights, or put black papers or cloth on the glassed doors, windows and ventilators so that the enemy Air Crafts are unable to pin point the targets.

#### Problems Created & How to Reduce its Effects

7. Air raids with conventional weapons have not got much effect but in case of extensive air raids, the destruction because of dropping of bombs and fires caused will be tremendous. But the effective and good Civil Defence organization can put back the life to normalcy in quick time. The problems and its effects are :-

(a) Wounded and dead persons

Wounded have to be evacuated to Hospitals, it is possible that there may not be any Hospitals and or medicines left as recently happened in Lebnon. Dead have to be burried or cremated.

(b) Epidemics

In sanitary conditions like sewages damaged, no water, no medicines may cause epidemics. The Government may have to fly Doctors, nurses and medicines. Other consumer items and water may have to be rationed.

(c) No food, clothing and shelter

When the moveable and immoveable property is destroyed then some of the persons go out of control and they start looting etc. etc. Disciplined and morale high Nation will not get involved in such acts. The Government and public to make arrangements and establish camps. The basic requirements of food clothing and shelter to be met.

(d) Factories offices destroyed

Destruction of such factories etc. etc. result in unemployment. But the public should be educated that it is not going to last long. The Government and the public should bring back such factories on rail as early as possible.

(e) Persons buried under Debris

The public and the Government agencies like fire brigade to dig/take the persons out. Ensure that there is no looting and the injured as not being deprived of their belongings. Injured to be sent to Hospitals and the dead to be buried/cremated.

(f) Large Scale Fires

Not only the Fire Brigades but the public should also help to extinguish.

(g) Damage to Essential Services

One can live without electricity but to live without water is not possible. In each locality the warden in charge should take control of tube wells and provide water to all the residents of that area. Other essential services should be brought to normalcy as early as possible.

(h) Rumours & panic

This is the most dangerous weapon in the hands of the enemy. The public & the Government must contradict such reports.

(i) Duty persons in each area

At night the public is sleeping. In each area there should be persons on duty so that when air raid alarm is sounded, they can go around, shout, knock at the doors and wake up the persons. This is more for the safety of the public and also they can provide help in the area of different things.

#### What the Security Staff should Do

8. Government has to plan and do a lot but as an SO/ASO/Security supervisor should have your own factory civil defence scheme to ensure continuity in production. Printed material from Civil Defence Head Quarters can be collected and the same can be handed over to the Management of the factory. You should also advise the management on the following points so that a well knitted civil defence scheme is prepared and rehearsed :-

(a) Warning System

Each factory or a group of factories to have a warning system. Alternative warning system must be planned and rehearsed.

(b) Air Raid Shelters

Should not only be planned but built and the workers should know to which shelter each person has to go. Air raid shelters to have arrangements for light, water and latrines. Traverses to have more protection should also be built. Each shelter to have 1/4 extra capacity. The following items/facilities to be available :-

Light arrangements, torches, tea, brandy, first aid box, water, stretchers, telephone, picks and shovels and bath room.

(c) Digging of Trenches

Places for digging of trenches to be earmarked but the actual digging to start only when aggression is expected or hostilities have broken out.

(d) P.A. System

If the factory is a big one then PA system which works on battery should also be installed as not only you have to keep the workers informed and educated about civil defence, but in case of false propaganda and rumor, the General Manager or the Security Officer can address the workers and give them the correct picture. It will be better to have battery operated megaphones also.

(e) Camouflaging the Buildings

To prevent identification it is better to camouflage the buildings by painting the tin sheds with olive green and other colours to merge with the back ground. All public sector buildings and most of the air ports have already been painted.

(f) Educate the workers

Workers must be educated that the production in the factory must continue, other wise it becomes difficult to fight a war and defeat the enemy. They must be told to attend the factory regularly and not to sit back at home under the fear of attack. When the war starts then an announcement is made that all leave is stopped. It is also possible that due to non availability of raw materials some odd factory has to close down workers to be educated that it is only a very temporary affair.

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## Electronics in Security

### **Introduction**

1. For industrial security, the good old method of having a wall of fence and stout persons at the gate, locking up the doors with double locks and flood lighting the complete area are not enough for local security. These days even the robbers/intruders have also become very clever, with the result with modern tools and techniques available for all to use for intrusions into prohibited area or other areas; therefore it has become essential to supplement and replace the above suitable alarm system and aids.
2. We wish we knew the electronics contents and functioning of the black box brief case of the President of the United States of America. Newspapers report about the brief case that by pressing few odd buttons, the entire forces of the USA, at ground, suit, air and space are not only alerted but can be ordered for offensive etc. etc.
3. During a seminar of manufactures Association of India, quite a large number of gadgets were shown to give alarms for bank robberies and major industrial thefts and fires.

### **Intrusion Alarms**

4. Many different types of intrusion alarms based on different principles of operation are available. Selection of a particular type/system depend on :-
  - (a) What type of intrusion is expected.
  - (b) Is it required for perimeter security, spot or local security.
  - (c) Is it required for the strong room of the bank or for the cashiers cabin or both.
  - (d) Alarm to be local or should automatically be relayed to the nearest police station.
  - (e) Required for day i.e. working hours or for the night or for both.
  - (f) Construction of the building, whether alarm system with wires is safe or not i.e. can be tempered with easily or not.
  - (g) How much the factory, bank or the owner of the property can afford.

- (h) Whether the factory/bank its property and money is insured or not.
  - (i) Is the system reliable or is it prone to false alarms and performance is as per manufacturers specifications.
  - (j) Can it be repaired at site or has to be removed and sent to the work shop for repair or to a foreign country for repairs.
5. Taking the above points into consideration and the type of protection required i.e. perimeter or point of entry, area or spot protection principles of operation of various types of alarms such as approach detectors, ultrasonic, infrared, laser, microwave and close circuit TV devices and system will be described. Out of the devices available one can consider as to what is suitable for a particular bank, factory or premises.
6. (a) hard Wired Systems
- These systems are like the call bell systems. You press the buttons the bell or the alarm is sounded. In this system multiply pairs of wires have to run to each door, entrance, office; and the cashier cabin to be protected. The wires permit the various switches, intrusion devices, fire, heat and smoke detectors to report their condition to a main alarm control. It in turn sends signals to a central alarm station, should an intrusion or fire occurs.
- (b) Electric mechanical alarms
- Very very thin wires are connected at the windows, sky light, ventilators, which is difficult with the open eye to see. When any person enters, the wires give way, the circuit is broken and an alarm is sounded.
- (c) Door Platforms
- There are big department stores and one has to put his foot on the platform while entering which gives an indication that some one is entering. At night the same wires are connected with an alarm with the result that if any when any one enters and the door is opened the alarm is sounded.
- (d) Connected with hooters
- When the factory, bank or stores are closed, the electric wires are connected with the doors, windows in such a way that when ever any circuit is broken the hooter is sounded.

7. The draw backs are that even if a sparrow enters a window the circuit is broken and an alarm is sounded. Further the wires can be cut also or rats can eat up the wires with the result the alarm is sounded.

#### Vibration Detectors

8. Very sensitive microphones or vibration detectors are attached to what is being protected. Any drilling or fiddling with locks etc triggers an alarm. Vehicle traffic or other vibration may make it in effective.

#### Sound Detectors

9. Microphones connected to an amplifier can pick up any noise due to intrusions and signals an alarm. They can also be designed to ignore normal back ground noise. But possibility of many false alarms where noise is normally present is always there.

#### Ultra Sonic Detector (Movement)

10. (a) Audiable sound waves are radiated from a transducer to a receiver. They fill the area with waves and detect any movement in that area and sound an alarm.

- (b) Microwave Detectors

Microwave transmitters fill a designated area with a pattern of standing waves. A receiver picks up waves reflected from objects. The reflected waves from any moving object will trigger an alarm. Birds and movement of curtains can trigger an alarm.

11. Instead of connecting with an alarm, if the same is connected with an automatic camera, then the photos shall be there. This system can be used at big crossing, where red and green light are being used. If and when any one crosses the road when red signals are there then the pattern of standing waves is broken, the automatic camera functions and snaps taken.

#### Close Circuit TV

12. It is normally considered as a surveillance device. It is connected with video system and all movements are being photographed and video system is recording on the tapes. It can also be connected with an alarm system; that means both functions of video recording and sounding of an alarm is taking place together.
13. Its cost is fairly high and only big departmental stores install this gadget to avoid soap lifting. The cameras of CC TV are fitted well above the heads of the shoppers. Ay shop lifting can clearly be seen inaction and with remote control the focusing can be done at any point/man.
14. There are cases where the offenders do shouting, throwing of stones, try to set the factory on fire or give/use abusive language, have been

caught and punished but the disadvantage in a factory is that the cameras have to be installed at places like gates close to which the workers assemble, hold meetings and get involved in stone throwing etc etc. Once the offender workers have been punished then they know the location of the cameras and they are likely to damage them and make them unserviceable. Further the cost is too much with the result very few private enterprises factories can afford.

15. Some of the owners of the factories have installed CC TV cameras in different sheds and the TV and video recorders is in the office of the General Manager/Managing Director. To see as to what is happening in each shed the Managing Director switches on different buttons of sheds and watches on the screen as to what each person is doing. Some of the Managing Directors keep constant watch on the progress or number of TV sets assembled.

#### Magnetic Devices

16. It is electromagnetic device commonly used in doors/windows protection. It has got two magnets. One which has got a buzzer/alarm, is fitted on the frame and the other on the door/window. The moment the door/window is opened the magnetic field is broken and the alarm goes off. During day when the alarm is not required then the same can be switched off.

#### Ultra Sound Microprocessor

17. One generally looks for an alarm system which should cost less, cannot be tempered with easily and the signal/alarm goes direct to the nearest police station. One such system is available in USA for which license etc is not required. The main parts in brief are :-

- (a) Transponders

Small devices called transponders fitted on the doors/windows to be protected. When the two piece device is separated then a signal is relayed to the Central Data Unit.

- (b) Panic buttons

When the panic clip is removed from the currency notes or from any thing else then again a signal is relayed to the Central Data Unit.

- (c) Central Data Unit

Once a signal is received then the same is passed on direct to the police station through an CDU. Use of an aerial is essential as some time the distance of the local police station is more. It can do the dual role of sounding an alarm and also passing of message/signal to the police station.

(d) Receiver at the Police Station

When a CDU passes a signal to the police station then at the Receiver Set the allotted number of the house/factory/shop, giving time, date and type of call automatically appear on the police Set and the message is teleprinted. Either the police station takes action on their own or through their internal wireless set system the roving patrols are informed to proceed to the place of call at the earliest.

18. The system works on battery and shall not alarm itself unless all the doors/windows to be protected are closed. If any one is open then the CDU will indicate as to which particular door/window is open.
19. This system will be very useful provided the police co-operates. As its stands at present the police say that their hands are already full.

Main Behind the Machine

20. The man behind the machine/equipment matters more than the machine. You can reduce the security personnel but cannot eliminate them completely. One must remember that the gadgets mentioned above are an aid to strength security and not to be treated as replacement for the security.
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## Hotel Security

### **Introduction**

In a 5 star hotel a large number of foreigners, well placed and intelligent persons come and stay. For such Hotels you need smart and intelligent security staff who are educated enough to converse in English if need be. The duties are to guard the hotel property, the guests and their property and belongings. Beside this you have to be decent and nothing untoward should happen or come before the public through the press, by which the name and fame of the Hotel is effected.

### **Gates**

There are separate gates for the visitors to enter, the staff enters through another gate which is generally at the back of Hotel. Then there is another gate from where the Kitchen stuff is taken inside the Hotel. This is also generally on the back portion of the Hotel.

### **Staff Gate**

Staff enters and goes to their respective lockers where they change their clothes. Before entering of course they sign in a register and also put the time of entering. The Security staff or the Security Officer checks them with a "Glance Check" as to what they are carrying into the Hotel. It may be their Tiffin carrier, umbrella, hand bag or medicines etc.

When the duty of the staff finishes and they are going out at that time they must be checked properly. The method adopted is generally laid down by the management. Generally it is touch search and you may see the bag, purses etc.

The staff on night duty when they go in the morning they must be checked as that is the time when every one is busy, & the security staff may not be in full alert being slack period. Staff generally carries away small items and at this time of the morning they must be checked. I remember a person who on occasions used to offer scotch whisky to his friends when ever they visited his house. On inquiry I came to know that he was on night duty in a Hotel and what ever whisky was saved he used to bring in a thota to his house and later sell the same or entertain his friends and others.

### **Kitchen Security**

- (a) Items coming in must be checked for quality and quantity by weighing. The number also must be counted properly.
- (b) Empty boxes, empty bottles with cases and other items going out must be checked after a through search.
- (c) It is MOST important that the garbage going out must be checked as you may find a large number of spoons, forks and knives going out. The sweeper or other staff searches the garbage in the presence of a trusted security supervisor who

after checking makes lists of the items found and also signs in the register and informs the security officer daily.

- (d) On occasions it has been seen that the pig walas purchase the garbage and are mixed up with certain persons working in the kitchen. Items have gone out duly wrapped in plastic covers and later found when garbage was searched.
- (e) It is difficult to stop cooks from having their fill in the kitchen while cooking or roasting etc., unless you have close circuit TV installed and constantly the operator is watching the TV.

#### Car Parking

There may be separate parking for driver driven cars, owner/self driven cars, taxis, and scooters. For each such place there should be a separate watchman. Taxi walas can look after their taxis as they are always there. When ever there are functions like film shootings you find a large number of visitors are there and quite often some of them are in a gay/happy mood because of drinks or drugs and they park their cars in a haphazard way without locking their cars. The Gentleman thief is always on the look out for such cars. By the way it is learnt that Billa and Ranga also stole the car from a hotel. It will be better to double the security guard on the days of big functions.

#### Fire fighting

- (a) Though the in built fire fighting system is there in every Hotel and in multi storey buildings but it is better to check the system occasionally for serviceability.
- (b) One Fire fighting officer should be there who should take pains to train maximum number of security staff and other on fire fighting duties.
- (c) In modern Kitchens in a Hotel there are smoke detectors and automatic sprinklers are there to extinguish fire and also an alarm is sounded. But it is better to check systems at least once a year.
- (d) Swimming Pool. In summer season specially there should be a life saver who can swim nicely and also save lives. Another important qualification of the life saver should be that he must know first aid concerning water getting into the body. He should be available in the swimming suit with a gown on near the pool.
- (e) For first aid fire fighting, fire extinguishers of different types and buckets filled with sand and water should be available at important places.

#### Thefts

- (a) Minor thefts are always there but efforts should be made to reduce.
- (b) There are thieves who keep the keys of certain room with them or prepare duplicate keys of the room and on getting a chance

steal the items from the rooms, carry in the briefcase and go out of the Hotel. Although each floor has got floor supervisor, house keeper, security persons etc, still thefts take place.

- (c) Some times the key of the room is lost and some time the visitor guests take the key with him/her as memory of having stayed in a certain room, specially for Honey Moon.

#### Misbehaviour by Guests

There are cases when after drinks the visitor guest wants to jump from the floor or lock them selves in the room and make lot of noise and disturb other guests staying in the other rooms. For such occasions the management has got a Master key by which all the locks can be opened.

#### Laundry

If the dirty linen goes out for washing then the same must be checked at the time of going out.

#### Security of Foreign VIPs

When foreign VIPs come to India and stay in Hotels for attending conferences, function like Asia 82 etc. arc. then protection and safety inside the Hotel is the responsibility of the Hotel and also the local intelligence and police authorities. For this purpose the police is always in civilian clothes.

#### Items left behind

Some of the visitors by mistake leave behind certain items. It is the duty of the house keeper to pick up such items and deposit the same with the management.

#### Staff Canteen

Staff canteen is there to provide food to the employees on subsidized rates; which are much less as compared to the market rate, therefore you may find a large number of unauthorized persons coming to eat. The canteen should be inside the HOTEL and to have only one entrance and a security person should check the passes/canteen chits, if considered necessary.

#### Bomb Threats

In Delhi recently bomb threats calls have come. But in foreign countries not only the calls come but some times actual Bombs are planted. Three types of lights are used in the Hotels for this purpose which are :-

- (a) Yellow flickering of light with bells ringing  
This indicate that there is some thing any you should be prepared to move out of the Hotel on further light indication.
- (b) Red flickering of the light with bells ringing.  
This indicates that you should vacate the Hotels by the fastest means. At this signal you should not wait to carry your stuff but run and go out of the Hotel.

- (c) Green light flickering and belts ringing

This indicates that all is clear and you go back to your work and to your room.

#### Location of the Security Officer

The Security Officer should be located near the staff gate and also the gate of the goods/items coming inside the Hotel as it is more convenient for him to check.

#### Verification

The verification about each and every person must be done before the issue of appointment letters; as minor losses of items by guests may involve the room boys and the Hotel may get bad name.

#### Public Relations

The General Manager, Security Officer and the entire staff must ensure that there is nothing adverse published in any of the News Papers about the Hotel as it is the name which matters. Any bad thing happening in a Hotel affects its reputation.

Further the Hotel management should have very good liaison with the press, police & Fire Brigade.

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## (Welfare of Workers)

### **Introduction**

1. Most of the factories are near the main towns specially near the state capitals, as such the present day workers are well aware about their duties and rights. If there is trouble in one factory, automatically the other factories are effected. Practical experience forces me to say that some times the workers are to be blamed for their unreasonable demands but quite often you do find the management specially of the public sector concerns are to be blamed, more so for favoritism in promotions, reports, off duties, out passes etc. It is better to keep the personnel of your factory busy in some thing or the other specially concerning the welfare of workers. By this the spark of unrest in the sister factory will take more time to come to your factory. It is quite possible that before the spark comes the workers problem in the sister factory has been sorted out.

### **Welfare Measures**

2. In the Estate
  - (a) Hospital : In the estate there should be a hospital or for small factories at least a doctor should be available if not every day, at least twice a week.
  - (b) Family planning : Family planning lectures can be given by the experts specially ladies or even the officers wives.
  - (c) Officers wives should visit the workers houses in the factory estate on certain dates once a quarter and on a certain day in a year the prizes to be given in the presence of all the workers and their families.
  - (d) Open Air pictures.
  - (e) Market : There should be a Market and every thing should be available there. A selected body of workers should fix the rates after checking up from the main market. The rates to be revised every month.
  - (f) Estate should have a School for small children at least. For grown up children if possible vehicles to be arranged on concessional rates to take them to the schools and back .
  - (g) The Management should encourage the workers to celebrate festivals like. Dussera, Diwali, Holi, Birth days of Guru's, Ram Nami, Id etc. etc.

- (h) Seriously sick to be provided a vehicle to go to the Hospital.
- (i) Attend the marriages of the workers children. You MUST attend the funerals of the deceased workers. Also give decision on the spot about giving service to one member of the family of the worker who die in harness. On occasions you may find that the worker family is so poor that they have not got enough money to bear the funeral expenses, under such circumstances the management should go all out to extend help. It will be better to have a deceased fund for this purpose.

3. In side the factory

- (a) Ear mark the place for lunch, water should be available.
- (b) Recreation Hall : Where the workers can sit and lie down during the lunch recess. Better to have a radio. If the factory can afford a TV, it will be so much the better as the workers will be able to see cricket matches during the break.
- (c) Library : Library to be available so that they can take books for study. The library should be out side the gate of the factory, otherwise the workers will waste lot of time. In some of the factories this facility is available only in the estate of factory.
- (d) Washing facilities : Adequate, suitable washing facilities separate for male and females which are conveniently accessible will be provided and also kept clean.
- (e) Facilities for storing and drying clothes : There should be provision for suitable places for keeping clothes and also for drying the same it they have got wet.
- (f) First Aid appliances : First aid boxes at the rate of one for each 150 persons to be provided. The contents should be complete. Each first aid box should be kept in the custody of a responsible person who is always available during the factory working hours. The person must have a certificate that he has passed the prescribed test for the first aid.

If the strength of the factory is more than 500 workers then the factory is duty bound to maintain an ambulance room. The ambulance room should have the prescribed equipment on charge of nursing and medical staff.

- (g) Canteen : As per the law if more then 250 workers are employed, a canteen will be provided. The canteen should be run with the representatives of the workers.

(h) Shelters, rest rooms and lunch rooms

In every factory where 150 workers are employed a suitable shelter, rest room and lunch room to be provided. All these to be sufficiently lighted and ventilated and maintained in a neat, clean and cool way.

(i) Crèches : In every factory where more than 30 woman workers are working, a suitable room for the use of children under the age of six years of such women to be provided. This room will be under the charge of women trained in the care of children and infants.

(j) Welfare Officer

In very factory where more than 500 workers are employed, by law the factory must have a welfare officer. Some factories call him labour officer.

#### General Points

4. Sort out cases

Cases between the workers if possible sort out outside the court. This generally is done by the security officer who wins over their sympathies. These persons also become your informers.

5. Arrange matches

Matches between the plants and sections to be arranged so that such things keep their mind off the trouble.

6. Elections

Any elections taking place the Security Officer and the management should be completely impartial.

7. General Behaviour

The Security Officer and Manager Administration/Manager Personnel on occasions should offer a cup of tea to the union leaders in their office. By so doing the Security Officer not only wins them over but will also be in a position to collect more useful information while keeping them busy in talks on different subjects. It is also very much possible that one of the union leaders is also one of the informers.

It is very important that the welfare aspect should not be neglected rather more weightage to be given so that workers remain busy, engaged and as such less problems for the Security Officer and the Management.

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## **BOMB THREATS**

### **INTRODUCTION**

Previously on odd occasions one use to hear or read that there was a Bomb threat and the plane was delayed as thorough search of the plane had to be carried out. But in very recent months leave aside the threats the bombs have actually exploded and many innocent persons died or were seriously injured.

Some persons give Bomb threats just for the fun of it all though bombs are not planted Persons after heavy drinks, some bad college and school boys and local bad characters are the defaulters.

On occasions the bombs are actually planted by a group of persons of a particular political party, enemy agents and extremists but after planting the same their conscience pricks them that unnecessarily innocent persons will get killed or injured; therefore they convey the information to concerned effected authorities without giving their names, address or telephone number. If they give their names, etc. then either they are treated as involved persons or are harressed as witnesses.

It is also true that most of the establishment/installations have got no explosive exports. All they can do is to search thoroughly and if any suspicious items or bomb is seen then actions mentioned in the following paragraphs be taken.

### **NUMBER OF PLANS**

There are the following two plans for bombs and incendiary devices :-

- (a) Search only.
- (b) Eva cute and search

### **IMPORTANT POINTS FOR HANDLING BOMB THREATS**

- (a) Bomb threat call sheets which are given at the end of this precise should be available with all persons likely to receive threat calls, like ATC of an airport, General Manager, Security Director and exchange operator of a Hotel and a factory.
- (b) The person receiving bomb threat Calls should remain cool and calm and should try to extract as much information from the caller as possible.
- (c) The receiving person should also if possible to give indication to some other person to monitor so that the details can be reconstructed after the call is over.

- (d) The information to be passed by fastest means to the Security Officer, who in turn should inform the management for their decision whether search only or evacuate and search to be carried out.

#### SEARCH ONLY

To carry out quick search, there should be standing orders and accordingly Sector Commanders, Area wardnes, floor, airport and plant in charges should be detailed. Standing orders should also lay down as to what all areas/places in detail shall be checked/searched. Other points are :-

- (a) There will be no work stoppage.
- (b) All areas specially the critical areas will be searched and the existing personnel in their regular work areas will be used.
- (c) Once the complete area has been searched by wardens the information will be passed on to the security Office who after rechecking the bomb search check sheets that all areas have been checked will inform the management.

#### EVACUATE AND SEARCH

Each establishment/installation should earmark safe areas which should be about three hundred yards away where the visitors and workers to be evacuated. Once the management considers the threat is serious only then they order evacuate and search. The other points are :-

- (a) Police and fire brigade to be informed.
- (b) The complete work is stopped. Minor items can be carried to safe areas. The emphasis is on the safety of human beings.
- (c) Persons earmarked as per the standing orders, search the areas. Person employed in their regular work areas also help in conducting the search. Due to panic you do find persons disappearing.
- (d) After the check and the recheck has been carried out the Security Officer informs the management. If nothing is found after thorough check then the evacuated persons are called back.

#### BOMB DISCOVERED

Action given below should be taken :-

- (a) Inform the nearest Bomb Disposal Unit of Army, Navy, Air Force or of the police.
- (b) Police, Fire brigade and nearest Hospital to be informed.
- (c) Human beings are evacuated to the safe areas.
- (d) NO ONE is allowed to touch or move a suspected bomb.

- (e) All light main switches to be shut off. Power switches should also be shut off after taking into consideration that no damage will be caused to equipments located else where. Gas and fuel lines also to be shut off.
- (f) Place sand bags on all sides of the object but do not cover it.
- (g) Time permitting place sand bags to protect valuables, near the place where bomb has been discovered.
- (h) All doors and windows in the area to be opened up to reduce blast and fragmentation damages.
- (i) Wait the arrival of bomb disposal unit. Wait till the device is declared safe or removed.

#### EXPLOSION - Takes place

If an explosion occurs then take action as mentioned in the precis on Sabotage, "Preservation of scene of Accident".

#### SEARCH WHAT AREAS

Access control measures and search at mustering in/out to be carried out thoroughly. In addition the following places to be searched :-

Waste paper buckets, flower pots, elevator shafts, closets, rest rooms, plumbing fixtures, electrical fixtures, space near electric meters, space where hydrants are fitted. Gas Cylinder areas, areas under stairs walls, records storage areas, air condition plants, canteen store areas and other places where time delayed explosive or incendiary devices might be concealed.

#### TRAINING

##### Bomb threats call sheet

To the concerned persons training in talking to the bomb threat callers and also filling the sheets to be given. It may look and sound odd but it is a must.

##### Search Training

Every one can search but to search in a limited time and that too when there is panic around and people are running to safety should be treated as an art and one can master this art only when enough practice has been given.

##### Rehearsals

It is suggested that come times rehearsals of staff only of bomb threat calls and search to be carried out.

#### ITEMS WITH SECURITY

It is suggested that with Security the following items should be available :

- (a) Camera                      To take photographs



#### BACK GROUND SOUNDS

Were any back ground sounds. Was the call local, or distant.

#### OTHER IMPORTANT QUESTIONS

Was the voice familiar

Did they sound as though they were familiar with the building lay out.

Do not tell any body else except the Security Officer or the General Manager.

#### RECORDER'S DETAILS

Time of call

Date of call

Time caller hung up

Name of person taking call

#### ESSESSMENT

What is the assessment of the person receiving call. He/she may put down or speak verbally to the Security Officer/General Manager.

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## PRINCIPLES OF SECURITY

### INTRODUCTION

In industrial security all measures adopted by the Management are preventive in nature and application. One has to worry about physical security i.e. entry and access to the plants. Security of personnel is designed in such a way that it should not undermine morale, cause dis-satisfaction or cause disloyalty. Security of information is to prevent leakage of information concerning blue prints etc. either by direct or indirect intelligence methods and finally security of material is to protect the installation from thefts damage or destruction by criminals and hostile and greedy people.

In each factory there have to be preventive measures and also counter measures or call it checks to trace out the culprits. Taking into consideration the above points, now let us go in details as to on what principles the security system of an installation should be based. There is another school of thought which say that in security there are no principles or why have principles. However in our view the principles are :-

- a) Protective measures must be in depth
- b) Information
- c) Control (Checks/surprise checks)
- d) Good house keeping
- e) Need to know and need to go
- f) Security minded, cooperation and liaison
- g) Good image of Security Staff

### PROTECTIVE MEASURES IN DEPTH

The design and the detailed layout of the factory should be such that an intruder have to cross a large number of obstacles to achieve his objective/aim. More obstacles means more time shall be required to over some or cross all the obstacles as such the chances of the intruder being caught are considerably increased. Suppose the aim of the intruder is to steal blue prints from a factory. he will have to cross Renovo the following obstacles to reach the place where blue prints are stored :-

Boundary wall

Guards at the perimeter or at the towers

Break opening of the locks of the man buildings

Basement and other locks to be broken

To by pass the roving patrols/guards at VP's

Breaking or opening of the steel admirals

Finally he has to go back either by the same route or by any other route.

Entry by the intruder during day is not possible, however at night if the intruder has to cross all the obstacles mentioned above then he will have to take considerable time to achieve his aim as such his chances of escape are very less.

## INFORMATION

This principle is very important. The management must ensure that their intelligence net including the informers i.e. workers are properly deployed to get information. Information must be evaluated to become intelligence. The source from which it has come from and also the contents should be evaluated separately only then credibility of the collected information can be assessed correctly. The contents of information about an event would be different by a casual observer or local informer then by trained person who watches and observes with a specific purpose with an eagle eye and alert ears. The information shall only be fit to serve shall only be fit to serve a useful purpose once we know the answer to the following two points:

- (a) How the information given fits in the total picture as is known at that time.
- (b) Does it contradict existing authenticated evidence /intelligence or not.

On receipt of the useful information the reorganization of guards and management staff is ordered as per the priorities laid down in the secret unpublished orders. The method of collecting Information should be effective to such an extent that under no circumstances the security and the management are taken by surprise by any event.

## CONTROL (Check & Surprise checks)

Controls have to be exercised in connection with personnel, materials & information. Controls are good for the enterprise but one must ensure that these should not cause any impediments or meddle with the smooth flow of any of the three constituents-personnel, material and information. One must also ensure that the operational efficiency of the factory should not suffer under any circumstances. Controls should be productive and not destructive.

On occasions one has to give little relaxation in some controls and deal with arising situations in a cool and clam way, specially when there is already some agitation in the factory and the workers are enough irrigated and agitated. You have to be very alert at the Gates when mustering out is going on. Any minor mishap can create lot of problems.

Surprise checks are generally very effective, specially about the checking of the presence of workers in their respective sections, place of work, estate office, local hospital market and on behalf of the management where functions like Dussehra, Dewali and other religious functions are being organized. These checks keep the workers tied up to their place of work.

## GOOD HOUSE KEEPING

In a large number of factories the house keeping is pretty bad. Quite a large number of space items are lying at different places in a factory unaccounted. When items are surplus to the ledger charge then the bad hats want to take them out of the factory by adopting all possible means at their command.

A question arises how the items become surplus. For manufacturing any major items, the estimate is worked out as to what all items will be required to manufacture the major item. As per rules some excess percentages of items are also worked out and included in the estimate. When the major item has been manufactured, you do find certain small items become surplus. Good house keeping means such items should be taken on charge but the management is seldom worried about this; with the result that quite often old surplus items are used to manufacture other major items where as the brand new items become surplus, which gives enough ideas to workers to smuggle them out of the factory.

Stock taking is to be carried out every year by physically checking each and every item; where as the stock taking is carried out in most of the factories on the lodger only i.e. without checking the physical stock. In some of the public sector factories the stock taking teams come from their respective Head Quarters but the checking is only an eye wash.

## NEED TO KNOW & NEED TO GO

For an intruder to enter and steal away the items and the documents is a rare possibility; however some of the workers of the factory do help the agents of other factories or of some foreign powers to steal/smuggle out the blue prints etc etc for material gain. Therefore it is very important that the

principle of Need to know and Need to go is strictly applied. By this method limited persons will know the secrets. Further those who are not concerned should not be allowed to go to places/rooms/sheds/under ground compartments where documents are stored or kept.

#### Need to Know

The confidential information about the factory would be of immense use to the competitors as such this information and also information about the security of the factory should only be known to the persons who are supposed to know, who deal with them and who really need to know.

#### Need to Go

The places where the blue prints or other secret or confidential documents are stored should have a special entry pass. Those who have got specific concern should only be allowed to go and NOT every one.

#### SECURITY MINDED AND CO-OPERATION AND LIAISON

Every one must realise that the security of a factory is the job of not only security staff but of all the persons working there. Security is further considerably increased by co-operation of those who may or should be concerned.

There should be very close liaison between the security and management with the police at different levels. The Security supervisor can have liaison with the S H O of a police station whereas the Security Officer & the General Manager should have liaison with the SP of police and higher District Authorities. Similarly the Security staff must have close liaison with local fire brigade. For mutual fire aid schemes co-operation of the neighboring factories is a must.

Co-operation with the insurance company and also with the responsible trade union leaders of the factory will be of great advantage in strengthening the security arrangements. Union leaders generally extend co-operation willingly in all matters except where workers stand at a disadvantage.

#### GOOD IMAGE OF MANAGEMENT AND SECURITY

##### Management

Management must have a clean record. If any member of the management gets involved in industrial crimes like avoiding of excise duty on items and taking things out of the factory, then it will create a very unhealthy impression on the workers. Management must know that they have got limited eyes to watch and observe whereas workers have got thousands of eagle eyes to observe, thousands of ears to hear and thousands of tongues to talk.

## Security Staff

Same way if the custodians of Security and Discipline get involved in thefts etc how so ever minor they are; then there is no end as to up to what extent the workers can go. Therefore it is very necessary that the Security Staff should have a good image and a clean record.

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## **BANK SECURITY**

### **INTRODUCTION**

One has rightly said that "how very simple it is rob a Bank". In most of the Banks the resistance offered is almost nil. The existing motto in the Bank is that as all the money is insured, therefore offer no resistance at all. There will be many more problems if any one is injured or killed.

The cinema and the TV creates quick and lasting impressions more on the uneducated and immature persons; with the result that they want to become rich quickly. The Bank robberies are more in the cities than in the villages. In the villages all new persons are stared by the inhabitants and alas a escape routes are less.

Bank robberies are generally committed during public working hours. There is a case in India where the bandits tried to break open the safe vaults of a Bank at night and all their efforts went in vain. In London there was a well planned Bank robbery at night.

Robberies in Banks are generally committed after detailed reconnaissance and if all the persons from the lowest to the highest know what all gadgets or alarm systems are fitted then the leakage of information will be more. The security arrangements are required for :-

- (a) During public working hours i.e. from 10 A.M. to P.M.
- (b) During office hours i.e. from 2 P.M. to 5 P.M.
- (c) During close hours, specially at night.

### **DRAW BACKS WEAKNESSES**

#### **Haphazard planning**

To expand business the branches are opened in any building with very few modifications. With just one look from the door of the Bank one can see the cashier, clerks. Manager and the peons etc etc.

In the design stage or selection of the bank buildings stage, the trained security officer must be co-opted with the architect to ensure that all important points of doors/gates, locks, bars, alarm systems, under ground safes, cashiers office etc. etc are looked into. Security should be weighed equally with the expansion of business.

#### **Suspicious Visitors**

Banks are public places and visitors/customers have to come and they cannot be checked but the following precautions up to 2 P.M. can be taken :-

- (a) No one is allowed to go beyond the counters ie to any clerk inside. It will be better that each bank to have a Reception cum Inquiry Officer who can give complete information.
- (b) Only those visitors who are permitted by the Reception Officer should be allowed to see the Manager.
- (c) Members of the Bank Staff should observe carefully any suspicious strangers loitering in the Bank premises. Experienced bandits frequently gain knowledge of the premises on the pretence of operating a small account or inquiring about the rentals of the safe deposit.

One entrance/exit

One exit/entrance has go advantages and disadvantages; however it will be better to have emergency exits.

Watch man with Gun

You will find that a large number of banks are having a meekly looking, shabbily dressed chowkidar with a single or double barrel gun. A visit to a large number of banks revealed the following :-

- (a) Talking type/Smoking type :

The chowkidars are more found of talking than observing. If one person talks to the chowkidar, the others can carry out the reconnaissance. Quite often they have been seen smoking and absorbed in thoughts, without noticing as to who is coming or going.

- (b) Obsolete Gun

The guns may be obsolete. Further out of 11 banks visited only two gun men mentioned that they have fired the guns, the balance nine have never fired any time in their lives. Two mentioned that the guns, belong to their father and grand father and the licenses have been transferred on their names but they have never fired. In two cases the firing pin was broken.

- (c) Wet Ammunition

The cartridges become wet and the card board packing gets swollen, as such the same can not be loaded in the barrel and can not be used.

Cash Counters

Cash counters have no protection at all. Only protection is the thick glass in front having a small opening. The ceiling is common. The only visible protection is that some of the other workers in the bank can see them.

It will be better to have some sort of protection for them. Further there should be steel cash boxes fitted inside the wall, which can be opened by two keys, available with two different officers.

#### Limited Cash

It is one of the major duties of the Manager to ensure that small branches to have limited cash and not beyond their requirements.

#### Working Hours

The Banks must close on the day the market of that area is closed. Same way it will be better that timings of the Bank should not be extended beyond the closing hours of the market.

#### Manager's Afraid of

Some of the managers refused to give the names of gamblers drunkers and those who live beyond their means, to the police on the plea that one day the bad hats will know as to who gave the information and unnecessarily they will make more enemies and endanger their life for nothing.

#### No Alarm System

Quite a few Banks have no alarm system at all. Each Branch must have some alarm system. Sounding of an alarm can also make the bandits to run away without achieving their aim. Electric alarm bell can also serve the purpose of alerting the Bank staff and also the neighbours.

#### Not Security Minded

The Staff at the Banks are not at all security minded nor there are Security Officers in any branch except the Head Office. Better if there is a Security Officer for a group of branches who should be mobile. He should visit each branch twice a week, check the security staff and also plug the loop holes.

#### Intelligence

In each Bank there should be some workers who should act as informers. By this the management will get complete information about union activities, general morale as well as about the activities of bad hats.

#### Standing Orders

In the manual of instructions of some of the banks action of the staff during holdups is mentioned but unfortunately no one reads nor any training or rehearsals are being carried out.

#### STORAGE OF CASH/SAFE COMBINATIONS/HANDLING OF KEYS

For the safes with the cashier, it is good to have safe combinations and safes are locked in such a way that two or three locks are opened by different officers before the cash can be taken out. No doubt at the pistol point complete information is given out to the Robbers but there is one major

advantage i.e. to contract three persons means more time is required, as such the bandit's chances of getting away safely are reduced to some extent.

#### Location of cashier's office

The cashier's office should not be opposite the main door but should be in one corner. It should be fully secured with bolts, bats and alarm system. Grilled cages with automatic locking arrangements should be provided for the cash department. The door should always be kept locked so as to prevent entry of unauthorized persons.

#### LOCATION OF SECURITY STAFF

During public working hours it will be better to have two security Gun Men, one inside the bank door and the other outside; but they should be able to see each other. By this way the chances of hold ups etc are reduced.

#### DURING OFFICE HOURS 2 PM to 5 PM

During this period no visitors should be allowed to enter the Bank. Better there is small opening in the door or through the grill, the chowkidar can talk to the visitors and if need be call that manager. Intercomm one to one can also be provided so that from the gate itself the visitor can speak to the manager.

No guests of the employee's should be allowed to enter the Bank during this period. Further during the lunch break the door should remain close. No one except the Bank employee's are allowed to enter.

#### AFTER WORKING HOURS

During non working hours the main threat is the break opening of the safe vaults, which no body has been able to do so till today in India. However the following precautions are suggested :-

- (a) Two small security lights should be there.
- (b) Some banks keep one or two chowkidars in the bank after the working hours.
- (c) One chowkidar at night out side the Bank.
- (d) Electric cum battery operated alarm to go off the moment the safe vault room is opened.

#### CASH IN TRANSIT

The main points are :-

- (a) The cash should be insured.
- (b) The same driver and the same vehicle should not be detailed every time. The driver should have exemplary character. Also should be healthy.
- (c) The guards to escort should be changed frequently.
- (d) Better the route and also the timings are also changed.
- (e) The steel box should be secured with chains and locked with the vehicle.

- (f) The box to have two keys. One can go with the cashier in the vehicle and the other with another person following in a separate vehicle or scooter.
- (g) Avoid congested routes.
- (h) See that the vehicle is in a good serviceable conditioner.
- (i) The guards to be alerted, in case suspicious behavior of a group of persons enroot is noticed.
- (j) The cash van should be brought to the door of the Bank or as near the door as possible. Guards to be alert at the time of loading or unloading.

#### GENERAL POINTS

Recently emblezzlements cases have come to light, Most of the cases have taken place with the knowledge of the Bank staff. The following is suggested :-

- (a) Verification  
Verification of the staff is a must before any employment. Further in case of any doubt any time the reverification can be done.
- (b) All persons must avail the leave due. Some persons avoid less their deeds during absence come to light.  
The staff must be rotated.
- (c) No one is allowed to take any files to ones house.
- (d) Managers must carry out surprise checks.
- (e) Better that the surprise audit at all levels and that to at irregular intervals is held.
- (f) Staff at all levels should be trained and rehearsals held.
- (g) Each Bank should maintain a set of marked notes of various denominations. The numbers of all such notes along with prefixes and suffixes should be recorded on the cash summary Register under the initials of both the custodians of cash. During business hours the marked notes should remain permanently in the cash at the counter. if any hold up takes place then this money is also given away to bandits. Later the numbers are circulated. This device has proved highly successful on more than one occasion in tracing out the robbers.

#### BANK HOLD UPS

Bank advice their staff the action mentioned below so that there is no loss of life and the bandits are caught at the earliest :-

During Hold Up

- (a) Obey what you are told to do.
- (b) Observe without being obvious every characteristic of the bandits and try to remember.

Physical characteristics, scars, marks, tattoos, moles, voice, accent, mannerism, height, weight/health, colour of eyes, any peculiarity in the dress, shoes, clothing, make colour and registration number of the car, colour of car, any dents or marks on the car etc etc.

#### After Hold Up

- (a) Inform police
- (b) All staff to sit down and write down the details mentioned above.
- (c) Direction in which the car left.
- (d) Check what has been taken away.
- (e) Protect the Bank premises and do not touch the items touched by the bandits.
- (f) Inform your head office/Security Officer.

#### ALARMS

It is for consideration whether alarms are required in a Banks or not. Some of the Managers are of the opinion that as all the money is insured therefore they should worry more about the safety of life than money. Some have also shown a defeated attitude that if any alarm is sounded then the robbers are likely to fire in a hazarded way; thus more persons may be killed or injured.

During Hold Ups when a alarm is sounded or not sounded the staff must keep their cars and eyes open. They should no doubt obey the instructions of the bandits, but while doing so if they get a chance to jump out of the Bank or to give information to some one by signs etc. they should not hesitate to do so. In other words they must use their initiative either to get away or to convey to other outside the Bank to call police or on getting away inform the police themselves.

It will be better to have three alarms systems in a Bank. First one should operate from the safe vaults area. Second one a general alarm which should be known to each & every person as how to operate the same. It is quite possible that the general/alarm operation details may leak out to the bandits through the bad hats therefore it is necessary to have one more alarm; operation of which should be known to the selected few officers.

#### Requirement of an alarm

- (a) Its operation should not be false. If there is a false alarm then arrangements should be therefore quick correct announcement. The defect to be rectified.
- (b) Simple technology and easy to operate.
- (c) Economical cost.
- (d) To work on mains and also on battery.
- (e) Easily repairable at site. There should not be any need to remove the same and to send to workshop for repairs or to any foreign country.

- (f) Alarm to be local or should automatically be relayed to the nearest police station or to neighbours who in turn to inform police.

#### Special protection

Special protection for the cashiers cabin is a general question which is asked. It was suggested that for cashier's cabin there should be a switch which when operated by foot or hand then a steel or wooden platform or shutter falls and the window is closed with a bang; which gives indication to others also that some thing is happening and there is danger. Banks raised a question as to what will happen if due to a mistake the shutter falls and a customer hand is cut or bones broken ?

#### CONCLUSION

As mentioned above, one can take any number of precautions, but the real deferent and precautions are the security consciousness of the workers of the Bank and also their strength, courage, initiative and gutts.

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## SABOTAGE

### **Introduction**

Due to the recent acts of sabotage at Delhi, Punjab and Assam and the Bomb Threats at different places, we consider it necessary to give you enough ideas about Sabotage and how and in what form the preservation of the scene of occurrence of suspected sabotage to be kept.

What is a Sabotage

Sabotage is willful act or omission intended to cause damage or interruption in normal functioning of a facility in order to assist a hostile power to further subversive political aims.

Desired Characteristics of a Sabotage Target

- (a) Vital to KP i.e. a bottle neck.
- (b) Easy to destroy with the means available.
- (c) Difficult to replace.
- (d) Reasonably i.e. in adequately protected.

Types of Sabotage

Explosives

Fire

Mechanical means

Explosives are of two types LE and HE. Basic components of an explosive charge are :

- (a) Explosive (b) Detonator (c) Igniter

Saboteurs technique in using explosives

- (a) Choice specials
- (b) Attack the driven machine
- (c) Damage Permanently
- (d) Prevent cannibalization
- (e) Attack large and complicated items
- (f) Camouflage and conceal the charge
- (g) Charge in a concealed place to maximise the effect
- (h) Use delay devices

## Fire

Direct or delayed Easier and at times more effective than explosives

### Types of fire

- (a) Highly inflammable liquid
- (b) Slow burning chemical compound
- (c) Hard burning chemical compound
- (d) Specially manufactured equipment

### Saboteur's Technique in using incendiaries

- (a) Place the incendiary in contact with inflammable material at that point in the target where the initial fire is most likely to spread rapidly.
- (b) Use inflammables already in the target area.
- (c) Provide adequate draught.
- (d) Use a delay device.
- (e) Endeavour to gain time for the fire to get a hold, before it is discovered, by the use of decoy.

### Mechanical Means

- (a) Use of adult rants
- (b) Use of abrasives
- (c) Manual mal-treatment of machines

### Attack techniques A saboteur will try to :

- (a) Attack easy targets i.e. the ones which are accessible and easily and quickly destroyed with minimum risk to himself or his accomplices.
- (b) Use the element of surprise by striking where and when it is least expected a time when vigilance may be relaxed.
- (c) Take advantages of industrial hazards such as dangerous and inflammable substances in the target area.
- (d) Make his actions appear as attributable to negligence or accident.
- (e) Use decoy or distracting tactics to lesson the risk of discovery during the attack.

### Preservation of the scene of Occurrence of Suspected Sabotage

AIM : It is very important that the scene of occurrence is preserved, so that remedial measures can be taken. Beside the preservation will help the police and the experts to find out as to form where the explosives have come, what are the markings etc. Further you will know after analyzing as to which person group or party is after the explosions, fire or mechanical damage. Basic considerations and under lying importance of the scene of suspected sabotage are discussed under each heading in detail.

## Explosions

An explosion is violent expansion as a result of sudden production or release of pressure. It is always accompanied by loud noise, high temperature and usually by a large volume of gas. They are classified as follows :

- (a) Mechanical explosions Like bursting of a boiler with a defective safety valve. Air tank bursting.
- (b) Nuclear [Atomic] explosions nuclear devices of suit case type is a possibility in the hands of abutter However this is a rare case of most hazardous type where normal instructions are not applicable due to radiation health hazards.
- (c) Chemical Explosion : This is the most common type of explosion involving extreme heat, loud noise and in some cases violent shock. Apart from explosions in chemical plants due to uncontrolled reactions, etc. The most common source of chemical explosion are the abuse of explosives.

Explosives themselves can be liquid, solid or gases which on initiation by heat or pressure, spontaneously produce big/large heat and tremendous pressure of gas by chemical reaction. Unlike ordinary burning, explosives, contain their own oxygen. Common type of explosives are as follows :

- (a) Petrol and other inflammable liquid. Gas explosions of cooking gas cylinders. Coal gas explosions.
- (b) Black power containing sulfur for initiation etc.
- (c) Smoke less powder.
- (d) Blasting gelatin. Commercial blasting compounds. This can be identified by design and markings.
- (e) Military Explosives. Plastic explosives and other HE in Fuses, caps detonating devices with army markings and design for identification.
- (f) Home made explosives. Fire cracker powder.

### What to do after an Explosion has occurred

1. Inform fire brigade and the police by the fastest means.
  2. Evacuate the injured casualties to the nearest hospital.
  3. After an explosion has occurred or where an explosion is suspected, the area should be cordoned off and the debris should not be removed till properly examined. Care has to be exercised as there may be more bombs than unexploded ones. Safety distance of 100 yards from the explosive device is generally recommended.
  4. The services of expert civil or military should be obtained. Handling of explosives devices like bombs and grenades can be very dangerous. If need be a bomb disposal unit be asked to assist.
  5. The entire area should be searched for fragments of wrappers and components of the bombing devices such as wires, fuses etc. This requires an expert search on an intensive scale. Better collect the entire debris for the final evaluation. Ensure the proper custody.
  6. The debris should be collected in bags or other containers. This is required for microscopic examination including chemical tests which will help to determine the type and nature of explosive chemicals used and the physical manner of its use. This work is being done by the Forensic Science Laboratories as it involves special skills and training.
  7. Identification can be done from unexploded or partially exploded material. One can see the marking on the cans, fuses etc. If time permits finger prints by the police experts should be taken.
  8. The entire area should be photographed immediately for record. Better the sketches of the effected area also prepared with full description.
  9. Only after the extent of damage has been assessed and the physical clues searched and collected that the area be cleared for safe use.
  10. It is very important that any available information should cover seat of fire, type and colour of smoke, sound of explosion, splinters have gone how far and any other data on suspects.
  11. Arrange security against repetition and take police assistance.
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## Arson

1. The motive can be personnel, ideological or political. There are occasions when the owners of shops have set fire to their shops in order to claim insurance money.
2. Every, fire should be investigated as if it should be the result of arson. Basically a trained arsonist know that a successful fire requires :
  - (a) Ready availability of fuel
  - (b) Proper ventilation
  - (c) Ignition of the combustible materials

Types of Arson Technique commonly used are as follows :

1. To start a fire in a room by furniture, curtains, wooden walls, ward robe, heaters, waste paper buckets etc. This is done generally in basements.
2. Use of inflammable materials. Pouring them on trash floor furniture. The materials are petrol, Kerosene thinner naphtha, tormenting and alcohol etc. Kerosene and petrol, are most common.
3. Mole toy cocktails (2/3) petrol, sulphuric acid 1/3 and chlorite sugar mixtures thrown through a window in a bottle from. Other self igniting mixtures like rags soaked in motor oil and mixed with nitrate fertilizer and sulphuric acid. Ammonium nitrate soaked on paper, dried and mixed with sulphuric acid.
4. Military incendiaries based on napalm and gasoline and to be ignited with phosphorous or metallic sodium.
5. Metal incendiaries made from magnesium, powdered aluminum and iron oxide.
6. Pyrotechnics-civilian or military are also used for purpose of starting fires. Light flares can also cause fires.

### **Preservation of scene of fire**

Consider every fire as arson till proved other wise. In a case of arson, either the fire would have died down by itself after the damage or it would have been extinguished by normal means. However the debris and the nature of damage can give a valuable clue as to the cause of fire and if any malicious intention involved. The area the therefore, should not be disturbed unless thoroughly searched by the experts for clue some important, points in this respect are :

1. Try to determine the origin of fire in the building or site involved by all possible means. This is vital for further successful investigation.
2. Find out details about the construction of buildings and type materials normally stored in that building.
3. Was there any loud or dull explosions. This should be noted as it may give types of explosions used.
4. Search for unusual materials like inflammable liquid containers fuel soaked containers etc. Analysis of materials at the site of origin of fire like residues of petroleum products such as petrol and kerosene.
5. If explosives or incendiaries have been used for arson, residue of black powder, yellow phosphorus sodium can be collected, and identified.
6. Careful study of the nature of damage can also give clues to the manner of the spread of fire and the manner it has been caused.
7. After a through search has been made by the experts and the samples taken, allow the debris to be cleared from the area.
8. Take photos where necessary.
9. Note down the names of the witnesses and also investigate initially verbally and later in writing.

### **Mechanical Damage**

Wrecking of electrical and mechanical equipment by force can disrupt the working of an important installation. Mechanical damage of course can be normal, accidental or willful. However if the damage material is carefully searched and tested, valuable information about the manner of destruction can be obtained by following the instructions given below :-

1. The experts can distinguish between the damage by force and the mechanical failure of the parts.
2. Tools used for mechanical damage such as pillars, hammers, saws should be collected for comparing with damaged parts, by the forensic experts.
3. The finger prints at the damaged machines can be compared with the suspects by the experts.
4. Services of the experts in the type of the equipment damaged are very valuable. Do not disturb the scene till checked by an expert.
5. Photograph the scene of damage in detail.
6. Preserve all physical clues for later examination.

Some other means of sabotage

## **War cases**

Capable of causing injury or death depending on their concentration. They include blood gases, nerve gases, blister gases and vomiting gases. These can only be available to a well organized enemy agent.

## **Chemicals**

Like white phosphorous and sodium which are used incendiary devices both military and home made phosphorus fumes are very toxic while sodium reacts violently with moisture water. These chemicals alone even can be serious hazard.

## **Tear Gases**

Chlorine gas can be used to create disorder. Crude gases like chlorine, sulphur dioxide, hydrocyanic acid can be generated through house hold chemicals to cause harm to life.

## **Stink Bombs**

May contain arrangements to generate hydrogen sulphide which has small of rotten eggs. Oil of valerium, zinc strips and sulphuric acid in a bottle device will cause an explosion and also generation of foul smell which can be serious disruption.

Sabotage with the above type of materials and devices require the same treatment as that for explosive so far as scene of occurrence / crime is concerned. Expert knowledge and chemical identification and analyses forms an important part of such investigations. However considering the health hazards involved the management of scene of occurrence required special care.

## **Conclusion**

In all types of sabotage involving explosions, arson, physical, damage etc. assistance from police, my authorities, chief inspector of examination of fire fighting services should be obtained. Expert examination and of physical clues available at the scene can be conducted by central and state forensic science laboratories all over the country which have vice experience and expertise in ballistics, explosives and chemical analysis expert. Working in close collaboration with general investigation always lead to more fruitful and effective result.

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