



## Security Services Council

October 2011

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### **Council Chair Report**

Hats off to the members of the Security Services Council who once again came through at this year's ASIS International annual seminar & exhibits. From staffing the general council booth to the networking lunches and beyond it was a great team effort from all of the Security Services Council members who made it to the event. We were extremely well represented and I am thankful to everyone for their participation and grateful for the efforts of members **Mike Lehner** and **Geoffrey Davis** for their efforts in coordinating the schedules. We also had a great council meeting and I was pleasantly surprised when ASIS International President Ray O'Hara came into the meeting and presented me with plaque for my past two years' service to the Council as Chair.



It's hard to believe my two year term as Chair is coming to an end. I believe we accomplished a great deal the past two years and there is more for us to accomplish moving forward. I'm confident that our 2012-2013 leadership team of **Danny Youngerman** as Chair, **James Taff** as Vice Chair and **Lisa Dolan** as Secretary will continue to lead the Council in the right direction. I have also agreed to remain on the leadership team as a co-Vice Chair and serve in a mentoring role with Danny during his first year as Chair. Although it was not an official role two years ago I owe a debt of gratitude to **Sandi Davies** who mentored me through my first year which was a very valuable experience for me.

I wish all of you a safe and happy holiday season and look forward to seeing many of you at the January leadership conference in D.C.

*Respectfully,*



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### **Implementing Safeguards for Church Protection**

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In the past, it was not customary to be so concerned about security issues at churches. Many of us think that a church is one of the safest places in the world. This is because throughout history, that churches have been a safe haven during wartime or during injustice matters. Well times have changed with so many dangers coming to churches, and gone are those days when we can sit back and rely on "good faith" to preserve the security of every aspect of the church.

Over the years, technology has been introduced to churches, to manage membership, financial data, volunteers, and all other aspects of the church operations. Now, that church security is on the increase these software solutions is in high demand. So, those security professionals being called upon to provide protection to the House of Worship really need to focus on new software solutions to bring the best protection to the church.

Because churches typically utilize volunteers for most church staff functions, it is imperative to do background checks, have a method of systematically tracking children, provide secure methods of online communication and the back up all data during the event of an emergency.

By taking these steps to protect a church, its people and the church programs can help security with the problem of avoiding issues that take away from the focus on ministering to people and the spreading the teachings of the church.



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### Is "Observe and Report" the Best Policy for Protecting Your Facility?

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This past January, a 15 year old girl was attacked and knocked to the ground where she was kicked and punched by another teenager while her purse was stolen by yet another, while three uniformed security officers tasked with protecting the Seattle Transit Authority's location stood by and did nothing to stop the brutal attack or the theft.

The video, which can be seen on Youtube at <http://www.youtube.com/watch?v=6hrG3lz2PQs> and <http://www.youtube.com/watch?v=YHZzdV3woM0&feature=related> made national news, and drew heavy criticism for the security officers whose instructions were not to engage or intervene, but to "observe and report."

If the purpose of having security is to protect your facility, I can't help but wonder:

- 1 - Doesn't protecting your facility include protection from the possibility of lawsuits for negligence?
- 2 - How was the Seattle Transit Authority protected by allowing a brutal beating to take place?
- 3 - Is the liability only in acting or also in a failure to act?

To me, protecting assets also means not allowing situations that could result in lawsuits (and/or bad publicity) for the client or management.

If the security officers had intervened, would the assailants have sued the Transit Authority or the contract security company for assault, or some other charges? The laws of NJ (and NY's laws are similar) provide a justification for the reasonable use of non-deadly force to protect another - but someone who intercedes to protect another runs the risk of a lawsuit, justified or not, and many insurance companies will settle to make the problem go away instead of vigorously defending simply because it's cheaper to do so.

There's sure to be a lawsuit instituted by the parents of that 15 year old victim. How will the Seattle Transit Authority defend its' instructions to their security staff? How can they defend disregarding (if they did) the suggestions of their contract security agency?

The security officers are in a "dammed if you do, dammed if you don't" position. Should their instructions be only to "observe and report," they're damned by the public for not interceding because they followed instructions, and for possibly putting the client at risk for being sued by the victim of an assault. If they disregard those instructions and come to the aid of someone being attacked, they run the risks (1) of being fired for violation of policy or disregard of post/client instructions and (2) placing not just their client, but themselves and their agency at risk for suit - by the assailant (s)). What's a company to do? Well, either way, you're likely to get sued, so think about this: would you rather be sued for having security officers on your premises who've been instructed not to intercede (read that as: stand by and do nothing to physically intervene when someone is being assaulted on your property; your property that you thought was valuable enough to protect by having security present), and also be tried in the court of public opinion, or be sued by the assailants of the victim your security officer(s) protected, assailants who might have been or probably would be arrested as a result of that assault?

Think about it – how would you feel if your company's post instructions were "observe and report," and they did just that – while your spouse, elderly parent, or teenage child was being assaulted on your property?

Let's face it - we're a litigious society. Take the case in Seattle. Suppose one of the security officers stood in front of the girl on the ground. Picture it: the assailant throws a punch; the security officer blocks it. The assailant throws another punch; the security officer blocks and counter-punches. One punch. The assailant winds up with a black eye, bloody nose, broken tooth, whatever, and then sues the security officer, *and* the contract agency, *and* the client, because somebody has deep pockets and the assailant wants a piece of the pie. In a perfect world, all attorneys approached would say, "You attacked the security officer when he was defending someone else you were attacking; you got what you deserved; go away." But no; we don't live in a perfect world, and we're a litigious society. Somewhere out there is an attorney who sees dollar signs and figures he'll sue if for no other reason than the nuisance value, and the insurance company will throw a few bucks their way to make them go away, rather than spend tens of thousands of dollars to win. Insurance companies will settle because it's cheaper (and easier) to do so, not because the plaintiff is right, or has a good case. Who was it that said, "You can go broke being right"?

Until there's a company with the guts to tell it's TRAINED officers to use reasonable force (note the words trained and reasonable) to defend a victim and to tell an assailant who thinks he can sue and settle, "We'll see you in court," we'll continue to have "observe and report" and the fallout that goes with it.

*Fern Abbott is a security professional with many years experience in investigations, polygraph and security. She is the Director of AFI Security Training Institute in Metuchen, NJ, a NJSP certified Security Officer Instructor, and is also a Security Manager at a facility in northern NJ.*



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## Security Services Council

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### Private Security Companies Unite to Promote Industry

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A vital element to any successful business is communication and competitiveness. Private security companies in Arizona are combining their voices into a chorus to make their anthem heard around the state. The platform for this choir is the Arizona Private Security Professionals' Association (APSPA), a group of pioneering security professionals dedicated to elevating their industry to the status it deserves.

APSPA has been growing steadily since it was formed in 2003. Kimberly Anderson-Matich, the association's founding member, said it was necessary to bring the industry together. "Our industry, private security owners and managers can now come together to communicate with each other to stay on track with best practices working together while still being competitive. We needed to have a voice." She added that APSPA also provides an opportunity for the industry to police itself and ensure that everyone who is providing security is playing by the same rules and regulations while maintaining a high standard of professionalism. Members of the Arizona Private Security Professionals' Association believe that cooperation with other security professionals promotes the best interests of those who utilize or are affected by private security services.

Members of the association share a common responsibility and dedication to ethical behavior and adopt this code to declare the Association's principles and standards of practice.

Kim Karbon-Sines, Administrative Supervisor for the DPS Licensing Unit, agrees that the relationship between DPS and the security companies has improved over the years. "I have an open door policy and if anyone wants to ask a question or dispel a rumor they can feel free to call me and I will discuss it with them. I want to keep the relationship open," Karbon-Sines says. "The licensed security companies are our customers and we want our customers to feel comfortable about contacting us to get the answers. We want to make sure we're fair to everybody out there. We don't want companies operating illegally so when we learn of unlicensed activity we will take action, be it criminal or administrative. The APSPA members have been excellent."

Karbon-Sines said there are 293 licensed private security companies operating in Arizona. She said 25,569 unarmed security guards hold registrations and another 4,139 armed security guards hold registrations. She says her department's resources can be stretched at times and the relationship with APSPA has been helpful to everyone. "That's where communication is important," she says. "If people know why some services may take a day or two longer to deliver, they are okay. There had been a lot of turnover in this position before I arrived. I've been here five years now and the consistency has helped. That's a big reason why the relationship has improved. They know they will deal with the same person here and we've established a level of trust."

Anderson-Matich, President/CEO of Anderson Security Agency, Ltd., said the early days of the association were a little rough. "It was really hard to get competitors in the same state to come together," she said. "But people trusted in what I was trying to do. We are competitors but we've come together and we work better as an industry. We've grown."

Anderson-Matich said the establishment of the Arizona Security Officer Memorial Fund is evidence of the association's maturity and willingness to take care of its own. The memorial fund was established to recognize fallen security officers. Other agencies have the same type of recognition and security officers are no different. They too put themselves in the line of danger regularly, why shouldn't they be recognized for that commitment. Individuals and organizations can donate to the memorial fund. The membership, depending on level includes a variety of services including; for example a color guard at a fallen officer's memorial.

APSPA Vice Chair Gene Koch who is also the Commander of Operations for Frontier Asset Protection in Tucson said the association helps members avoid feelings of isolation when it comes to current information no matter where they are located in the state. "We're all operating out here in our own tunnel system, and we don't see what is happening outside of our tunnels unless we have a resource like APSPA," Koch said. "This gives us a chance to be in touch with one another and stay on top of the latest greatest issues in the industry. We're able to communicate with one another in all areas of concern, not just our individual territory. We also get a heads up on any legislative turn of events that might require us to become involved before laws are passed. It allows us to be proactive." Koch has been a member since APSPA was founded.

Manny Flores Jar., President of Imperial Protective Services, has been an APSPA member for two years. "I joined because I thought it would be a good fraternal organization and we could share our common beliefs about where we would like to see the industry go," Flores said. "The association can take the lead and shows we are an organization of professionals. We can't pull against each other. We have to work together".



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### **Social Media in Security During the Stanley Cup Riots The Good, Bad, Ugly and Amazing in Vancouver**

**By: Dana Adams**

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Just to be clear and lay a solid foundation for this article you MUST understand that most Canadians are beyond passionate about Hockey. Willing to forgo food, companionship and occasionally their teeth to participate in the national sport known as Hockey (Beer is really part of the game so they will not forgo that...for those of you who may have attended Canada Night you will fully understand!) The Stanley Cup game 7 final was played in Vancouver and the town fully embraced this festive event as much as the 2010 Winter Olympics. The main streets were closed down, jumbo-tron fired up and in place to ensure the 100K + Street party had a great view of their Champions taking on the Boston Bruins to solidify their place in Hockey Legend bringing home the Stanley Cup.

#### **THE GOOD**

My office happens to be located right down town, in fact, directly across the street from the Bay Department store (yes, the one that was totally destroyed and looted). Being an American and the Security person overseeing site security we took a little different approach preparing our Security Officers to deal with the crowd, providing additional training, removing most merchandise from store fronts and establishing a communications operations center upfront. In partnership with our Security Services provider we felt like we were in good shape.

#### **THE BAD**

During the waning minutes of the Hockey Game the hometown hero Canucks were going to succumb to the Boston Bruins (not really good if you are American and living in Canada), the 100K + crowd were starting to get a bit out of control and the 100K additional people poured out of the bars and Hockey arena onto the streets. Evidently, Social Media kicked into full gear with Twitter, Facebook, Blackberries a buzzing etc....to rally certain groups of aggressors who quickly banded together and instigated what resulted in a full street riot.

#### **THE UGLY**

The streets were quickly filled with devastated fans, who as you can imagine, were quite upset over the loss and it took very little incentive to have some good people make bad decisions and become part of the MOB! Stores were looted, cars burned, police officers assaulted, opposing fans beaten and any uniformed person (Security Officers, Fireman etc) targeted for violence. The crowd/mob was out of control and the city had to be shut down. No incoming traffic allowed or what was worse no outgoing traffic. Public transportation was at a standstill. Law Enforcement was overwhelmed and severely outnumbered having to resort to protecting themselves and limit property damage as best they could. Beautiful Downtown Vancouver looked like a warzone with broken glass, storefronts, cars burned, overturned and roving bands of thugs occupying the city. I think most of us have seen the pictures.

#### **MORE GOOD**

One of the aspects of Social media is you cannot always target who receives the message. In this case our Security provider blended in perfectly with the mob and was also monitoring this traffic. We maintained real time communication and our contact was able to actually move with crowd and provide accurate information as to what was happening and identified the mob's next target. We provided the Security team with information to position them out of harms way and also update our internal Crisis Management Team. This was invaluable, as the Media accounts may have been a bit distorted and not always accurate.

#### **THE AMAZING (the morning after)**

My fiancé' and I both work downtown and we headed in early to see if we could get to the office and assess the massive damage. The bridges were open and we were able to get right down to the heavily damaged areas (all around my office). Coming in we noticed a couple of people picking up trash, removing smashed and broken items and boarding up storefronts. I was shocked at the damage to the Bay Department Store and the burned out vehicles in the street. Although the clean up had started they had a ways to go. While doing my assessment, I noticed a small army of people with green plastic bags working very hard to get the trash cleaned up. They were going about their business and I finally stopped one young lady and inquired if the city had mobilized this workforce? She said no....there was a SOCIAL MEDIA tweet that asked for volunteers to pitch in and clean up the city. This resulted in 100's of people with trash bags in hand doing a thorough cleaning of the streets. Not paid or even thanked just because they love downtown Vancouver! The storefronts were all being quickly boarded up to limit the loss and ensure safety as the broken glass was scattered throughout the streets. Hours following the boarding up, people started to show up to these storefronts and write letters of apology and encouragement to the stores for the damage done during the riots. I asked one of the authors of a message why? Again, Social Media message asked that people of Vancouver reach out to these establishments and be part of the healing process.

Vancouver is an awesome city, with awesome people who take exceptional pride in their community. But not for few misguided individuals...I would say perfect!

### SECURITY SERVICES COUNCIL NEWSLETTER COMMITTEE



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