

सत्यमेव जयते GOVERNMENT OF INDIA MINISTRY OF SKILL DEVELOPMENT & ENTREPRENEURSHIP



Entrepreneurship

Participant Handbook

Sector Management, Entrepreneurship and Professional Skills

Sub-Sector Private Security

Occupation Supervisory

Reference ID: MEP/Q7201, Version 1.0 NSQF level: 5

Security Supervisor

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The preparation of this handbook would not have been possible without the Private Security Industry's support. Industry feedback has been extremely encouraging from inception to conclusion and it is with their input that we have tried to bridge the skill gaps existing today in the industry.

This participant handbook is dedicated to the aspiring youth who desire to achieve special skills which will be a lifelong asset for their future endeavours.

About this book -

Welcome to the "Security Supervisor" training programme. This PHB intends to facilitate the participants with detailed knowledge about the concept of security industry, Security Supervisors for Supervisory profession and their functioning.

This Participant Handbook is designed based on the Qualification Pack (QP) under the National Skill Qualification framework (NSQF) and it comprises of the following National Occupational Standards (NOS)/ topics and additional topics.

- MEP/N7101: Perform security tasks in accordance with basic security practices
- MEP/N7102: Conform to regulatory and legal requirements governing security tasks
- MEP/N7103: Provide guarding service to people, property and premises
- MEP/N7105: Carry out screening and search activities to maintain security
- MEP/N7106: Control parking in designated areas
- MEP/N7108: Maintain health and safety
- MEP/N7109: Security in commercial deployments
- MEP/N7110: Perform security tasks in industrial deployments
- MEP/N7111: Project positive image of self and the organisation
- MEP/N7201: Supervise a security unit
- MEP/N7202: Carry out job-specific security duties
- MEP/N7203: Process lost and found property
- MEP/N7204: Supervise security escort duties
- MEP/N7205: Supervise access control to the assigned premises

Symbols Used



Key Learning Outcomes





Unit Objectives



Exercise



Tips







Activity

Summary



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Transforming the skill landscape



1. Introduction

Unit 1.1 - An Overview of Security Industry and Security Supervisor





– Key Learning Outcomes 🕎

At the end of this module, the participant will be able to:

- 1. Evaluate important aspects of the security industry
- 2. Discuss the job role of a security supervisor

UNIT 1.1: An Overview of Security Industry and Security Supervisor

Unit Objectives

At the end of this unit, the participant will be able to:

- 1. Discuss the current scenario of the security industry
- 2. Analyze the important aspects of a security supervisor

1.1.1 The Current Scenario of Security Industry

As per the reports presented in the year 2014, the value of Indian private security industry rose to a whopping Rs. 40,000 crore. Added to it, the speculation was that this amount would see a considerable hike. As per the speculation, by the end of 2020, India may witness a huge growth, taking this industry to a height of Rs. 80,000 crore.

Again, this report also stated the fact that with the tremendous growth in the Indian private security industry, the expected rate of employment, by the end of the year 2020 will be 50 lakh. The reason for this expected growth is due to the expanding security space in India. In the current scenario, private security industry holds 75% to 80% market share.

1.1.2 Understanding the Role of a Security Supervisor

A security supervisor is a person in charge of other guards, whose job role is to protect the property of others against vandalism and theft. They also ensure that the other guards under their supervision perform their task diligently. The officer to whom a security supervisor reports to is the manager of a workplace or the secretary of a residential complex.

Responsibilities and duties

- Training the officers (new)
- Assigning particular duties to respective guards
- Performing their assigned duties
- Assisting in timekeeping operation system
- Communicating with the law enforcement agencies (local)
- Communicating professionally with the employees and the guests
- Protecting money, credit, chip fills while transferring those to casinos or banks
- Ensuring the security of company assets



Fig. 1.1.1: Security Supervisor

- Understanding, remembering and adhering to orders, policies, and rules and regulations of security industry (in addition to the rules set by the company where they are working)
- Maintaining attendance records regularly, in a consistent manner
- Maintaining the reputation of the workplace, where they are assigned
- Investigating incidents, based on the reports placed by workplace employees or customer complaints

- Ensuring protection and safety measures to control loss of time and minimise the injuries due to it
- Putting various data together to ensure accurate incident reporting
- For full post coverage, reviewing and maintaining staff levels
- Carrying out various other duties

Addition supervisory duties

- Resolving security related issues
- Addressing complaints
- Disciplining employees
- Giving the guards rewards for good performance

Qualifications to become a security supervisor

- The person should have a positive attitude
- Self-motivation is a must
- The person should be mentally ready to work any time of the day; even extra hours
- The person should have a basic idea on how to investigate an incident
- The person should maintain self-control
- The age of the person wishing to become a security supervisor should be at least 21 years

Language and other skills

- The person should be at least bilingual (knowledge of 2 languages)
- Knowledge of additional languages is a plus point
- The person should know how to divide, multiply, subtract, and add quickly
- The person should have a good idea of computer operations

- F1	kercise 📝 ———————————————————————————————————	
	A is a person in charge of other guards, who others against vandalism and theft	
	a) security supervisor c) recruitment supervisor	b) training supervisord) none of the above
2.	As per the reports presented in the year 2014, the value of a whopping crore	
	a) Rs. 20,000	b) Rs. 40,000
	c) Rs. 30,000	d) Rs. 50,000
3.	Additional supervisory duties involves	
	a) Resolving security related issues	b) Addressing complaints
	c) Disciplining employees	d) All of the above
4.	Some of the qualifications of a security includes a) The age of the person wishing to become a security supe b) The person should maintain self-control c) The person should have a basic idea on how to investigat d) all of the above	
5.	Responsibities of a security supervisor includes a) Training the officers (new) b) Assigning particular duties to respective guards c) Assisting in timekeeping operation system d) all of the above	

Notes 🗐 -		
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2. Physical Training

Unit 2.1 - Physical Health, Strength and Dexterity Training Unit 2.2 - Sound Health, Hygiene and Grooming Habits for Security Supervisor





– Key Learning Outcomes 🕎

At the end of this module, the participant will be able to:

- 1. Improve physical health, strength and dexterity in trainees
- 2. Inculcate good personal hygiene practices

UNIT 2.1: Physical Health, Strength and Dexterity Training

Unit Objectives

At the end of this unit, the participant will be able to:

- 1. Practice understanding the importance of physical training, strength and dexterity for security personnel
- 2. Demonstrate different types of exercises for various purposes

2.1.1 Physical Fitness

A healthy body with proper diet is important for an individual no matter which field he or she is working in. However, those who want a career in security or protective services know that physical fitness is a pre-requisite to the job role.

There is a minimum level of physical fitness that is expected of a security person, however, the more 'in-shape" you are, the better. This job often requires you to run and lift heavy objects or you may need to protect someone else.

Since perception plays a major role in task effectiveness and safety, being physically unfit or obese may give a negative impression of the person as a security staff. Whether we like it or not, outward image portrays a perception and since you will interact with people, there will be a negative cultural stereotype working against you.

Just like other fields where cerebral potency is a key factor for getting hired and overall growth, in security services, a person's physical fitness and training standards do matter. Physically fit security officers are better able to provide high levels of organizational safety and customer service for employees, consumers and visitors.

2.1.2 Physical Exercises and Activities

Physical training: Drill, physical conditioning and unarmed combat



Fig. 2.1.1: Physical drill training

Types of physical training: Strength training, endurance training and flexibility training

- Physical exercises and activities:
 - o Cardio Running, jumping jacks
 - o Upper body Push-Ups, running, swimming
 - o Lower body

UNIT 2.2: Sound Health, Hygiene and Grooming Habits for Security Supervisor

Unit Objectives

At the end of this unit, the participant will be able to:

- 1. Demonstrate how to maintain hygiene
- 2. Practice grooming habits
- 3. Evaluate the importance for healthy habits

2.2.1 Purpose Behind using Various Signs

Personal grooming and maintaining hygiene are two of the most important things that one must follow, irrespective of his or her profession. As a result of good hygiene you not only keep your body clean but you are able to stop germs and illnesses from spreading to other people around you.

There are social benefits of personal grooming and hygiene too. Like, taking proper care of yourself makes you neat and tidy and your body is free from any foul smell or odour, saving you from embarrassment. People tend to associate more with you when you are properly groomed and well dressed.

The body and the hair must be washed daily

- Mild Deodorants may be used to prevent body odours
- Oral hygiene must be maintained by daily brushing (twice) and flossing of teeth, washing, cleaning and ironing clothes
- Cleaning and disinfecting the dwelling premises
- Avoidance of fluids like feces, urine, blood, puke, saliva etc., to identify the need to safeguard oneself against sexually transmitted diseases and HIV
- Animals should not be fondled or touched before consuming food
- Sick people (especially the ones with infectious / contagious diseases) must be quarantined and treated with appropriate medical methods
- Tissues must be used for covering the nose and mouth while coughing, yawning and sneezing
- Staying aware of and spreading awareness on the ill-effects of alcohol, tobacco and drugs
- Hands must be washed before and after eating and after using the bathroom
- Habits like picking nose and teeth, scratching and biting nails must be eliminated
- Fingernails must be trimmed regularly
- Licking of fingers must be avoided while picking up or turning paper sheets
- Uniform must be maintained in the below manner:
 - o Regular washing, according to recommendations and instructions
 - o Damages, wear and tear must be checked and repaired regularly
 - Cases of loss, dilapidation (destruction beyond repair) and theft must be reported to concerned authority

Grooming for security supervisors

- Fingernails should be trimmed neatly and should never be dirty
- Hair must be trimmed neatly (for men) and the height of the hair must not exceed 2.5 inches
- Hair must not fall below the eyebrows
- For women, hair should not extend below the bottom seam of the blouse collar
- For men, hair should not cover the top of the ears or shirt collar
- Sideburns and moustache must be neatly trimmed
- Moustaches must not grow beyond 0.5 inch beyond and 0.25 inch below each corner of the lips
- Elaborate and heavy jewelry are prohibited for both men and women
- Tie pins, cuff links and hair pins may be worn
- Minimal and natural makeup may be worn by women
- Rings are allowed only on the 3rd finer of either hand
- Undergarments, if visible through uniform, must be white
- Women must wear supportive undergarments
- Guards must learn how to communicate effectively on routine duty and during emergencies

- E >	ercise 📝 ———	
1.	Personal grooming and a follow, irrespective of his or her profession	re two of the most important things that one must
	a) maintaining hygiene	b) maintaining diet
	c) maintaining fitness	d) none of the above
2.	Types of physical training for security supe a) Cardio - Running, jumping jacks	ervisors may include
	b) Upper body - Push-Ups, running, swimi	ming
	c) Lower body	
	d) all of the above	
3.	security officers are better a customer service for employees, consume	ble to provide high levels of organizational safety and ers and visitors
	a) Physically unfit	b) Physically fit
	c) Weak	d) None of the above
4.	Grooming for security supervisors include	
	a) Fingernails should be trimmed neatly a	nd should never be dirty
	b) Hair must not fall below the eyebrows	
	c) must learn how to communicate effecti	vely on routine duty and during emergencies
	d) all of the above	
5.	Hygeine practices of security supervisor ir	ncludes
	a) Hands must be washed before and afte	r eating and after using the bathroom
	b) Habits like picking nose and teeth, scrat	tching and biting nails must be eliminated
	c) Fingernails must be trimmed regularly	
	d) All of the above	

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3. Drill

Unit 3.1 - Safety Practices and Drill Unit 3.2 - Preventing Electrical Hazard and Fire at Work





– Key Learning Outcomes 💆

At the end of this module, the participant will be able to:

1. Improve bearing and deportment and grooming trainees into smart individuals

UNIT 3.1: Safety Practices and Drill



At the end of this unit, the participant will be able to:

- 1. Recognize the best industrial practices for workplace safety
- 2. Explain the importance of drilling

3.1.1 Best Industrial Practices in Workplace Safety -

Drilling is a part of emergency management and it is related to the safety of people whether they are customers, clients or employees of an organization. There can be situations when things go out of control and the best possible way seems like evacuating the place. Drilling comprises of both preventing the situation from escalating to a worse stage as well as to keep people's safety the topmost priority.

As the old saying goes, "Prevention is better than cure". Let us find out some of the safety practices to ensure any mishap does not happen.

- Evaluate and analyse likely risks before taking up any assignment
- Attend drills and safety training sessions, no matter how busy the guard is
- Always keep the clothes tucked in neatly because loose clothes may get entangled in the unit or catch fire
- Seek for help and assistance while carrying heavy tools, objects or while rescuing an injured person
- Learn to refer to Instruction manuals and directions of use while handling tools and chemicals
- Always keep Communication devices and first aid kit handy while on duty
- Display health and safety rules and regulations on the wall in a prominent position
- Maintain records of injuries or first aid treatment given
- Monitor and evaluate health and safety arrangements regularly
- Provide a written health and safety booklet
- Train all employees on how to summon medical assistance and the emergency services, where necessary
- Keep emergency and escape routes free from obstructions and report violation

Wear personal safety gear and clothing as per organizational procedure:

- Identify, wear and use personal safety equipment and clothing to be used appropriately in a given situation
- Always wear footwear with rubber soles and other appropriate PPE (Personal protective Equipment) while working with electrical objects, because it helps to prevent electric shocks
- Wear a protective head gear during any mechanical work to avoid head injury
- Use safety gloves while working with sharp or hot objects

Report to superiors and emergency service organizations for assistance in the event of emergencies:

 Get acquainted with local and state-level Government agencies in the areas of safety, health and security and their norms and services

- Communicate effectively (clearly and concisely) during duty hours
- Report fire incidents to superiors and emergency service organizations
- Consult the experts and stay knowledgeable as ignorance is not a permissible excuse
- Identify the different types of breaches in health, safety and security and know how and when to report these
- Initiate and implement evacuation procedures for employees and visitors
- Learn how to use the health, safety and accident reporting procedures and the importance of these

UNIT 3.2: Preventing Electrical Hazard and Fire at Work



At the end of this unit, the participant will be able to:

- 1. Demonstrate how to prevent electrical hazards at work
- 2. Demonstrate how to prevent fire at work

3.2.1 How to Prevent Electrical Hazards at Work

- Having only licensed electricians install, repair and dismantle jobsite wiring
- Always plugging into a GFCI (Ground Fault Circuit Interrupter)
- Checking each extension cord before use
- Conducting a thorough check for electrical wiring
- Inspecting power tools on a regular basis
- Checking insulated tools for damage
- Never modifying electrical plugs
- Keeping extension cords in a safe place
- Ensuring that all electrical components stay dry
- Using the right extension cord for the job



Fig. 3.2.1: A common GFCI (Ground Fault Circuit Interrupter)



Fig. 3.2.2: A common extension cord

• Only licensed electricians should install, repair and dismantle jobsite wiring.

- 3.2.2 How to Prevent Fire at Work -

The knowledge about the following is essential and critical for preventing or fighting a fire outbreak at work:

- Types of fuel
- Types of Fire
- Causes of Fire
- Fire Alarms
- Types of fire-fighting equipment
- Firefighting procedure

Most of these points have already been discussed in detail in Chapter 2. We are now going to elaborate on the ones, which have not been covered before.

- 1. Understanding the various types of fuel
- According to source:
 - o Natural Fuels
 - o Artificial Fuels
- According to physical state:
 - o Solid Fuels
 - o Liquid Fuels
 - o Gaseous Fuels

Natural fuel	Artificial fuel			
Solid fuels				
Wood	Tanbark			
Coal	Bagasse			
Oil shale	Straw			
	Charcoal			
	Coal			
	Briquettes			
	Liquid fuel			
Petroleum	Oils from distillation of petroleum			
	Coal tar			
	Shale-oil			
	Alcohols			
	Gaseous fuel			
Natural gas	Coal gas			
Bio gas	Bio-gas producer gas			
	Hydrogen			
	Acetylene			

ſ	Blast furnace gas
Ī	Oil gas

Table 3.2.1: Various types of fuel

1. Raising alarm

Fire alarms: A fire alarm is a device used to raise and alert and warn people via audio-visual appliances during fire outbreaks, smoke, carbon monoxide and similar emergencies.

Parts of a fire alarm

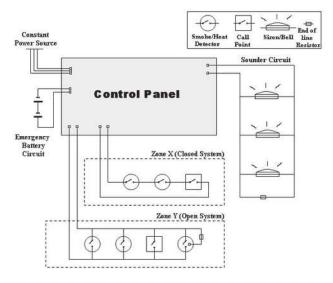


Fig. 3.2.3: Diagram for parts of a common fire alarm

- Fire Alarm Control Panel (FACP) or the Fire Alarm Control Unit (FACU)
- Primary power supply
- o Secondary (backup) power supply
- Initiating devices (Things like pull stations, heat Detectors, Smoke Detectors, etc., which provide inputs to the fire alarm control unit and are either manually or automatically activated)
- Notification appliances (Things like pulsating incandescent light, flashing strobe light, electromechanical horns, bells, speakers, or a combination of all these)

Fire Precautionary measures- It is important that all the fire risks should be assesses which are associated with the work activities takes place in the office. Further, the organization should decide on the needs, which could help in controlling the risks. The staffs are required to be responsible enough to take care of their actions. They should be aware of the procedures, which are to be followed in the event of a fire. Display of the notice or the procedures, which are to be followed during, fire helps the staff or the people present in the office to initiate with the procedures. An apt fire extinguisher must be kept handy to use at all times.

Electricity ay workplace- All the electrical equipment should be regularly checked for following electrical safety. The time should be of 6 months maximum, the check should be conducted by a competent person, which could be an electrician. These checking should be kept in a regular record book, so that any of the equipment is not missed for checking and regularity in maintained. If any of the electrical apparatus is found to be faulty, the equipment should immediately withdraw from its use.

2. Types of Fire

- Class A: fires involving solid materials such as wood, paper or textiles
- Class B: fires involving flammable liquids such as petrol, diesel or oils
- Class C: fires involving gases
- Class D: fires involving metals
- Class E: fires involving live electrical apparatus
- Class F: fires involving cooking oils such as in deep-fat fryers

3. Carry out fire-fighting in line with organizational training and procedures:

- The fire alarm must be initiated and an alert must be raised
- A safe evacuation path must be identified before dealing with the fire
- The appropriate class of fire extinguisher must be chosen
- The P.A.S.S technique must be adopted for extinguishing the fire
- Immediate evacuation must be initiated if the extinguisher is exhausted and the fire still exists

4. Types of Fire-fighting Equipment

- Water extinguisher
- Foam extinguisher
- Powder extinguisher
- Carbon dioxide (CO2) extinguishers
- Wet chemical extinguishers
- Fire blankets

5. P.A.S.S technique of using a fire extinguisher

- PULL: Pull the pin to break the seal
- AIM: Aim the nozzle low, at the fire base
- SQUEEZE: Squeeze handle to release extinguishing agent
- SWEEP: Sweep sideways at the base, till fire is out

- F1	- Exercise 📝			
Ľ				
1.		nd it is related to the safety of people whether		
	they are customers, clients or employees of an orga			
	a) Digging	b) Diving		
	c) Drilling	d) none of the above		
2.	Some of the methods in preventing electrical hazar	ds may include		
	a) Checking each extension cord before use			
	b) Conducting a thorough check for electrical wiring	5		
	c) Inspecting power tools on a regular basis			
	d) all of the above			
3.	Methods to prevent fire at work may include			
	a) Raising alarm	b) Understanding the class of fire		
	c) Choosing the correct type of firefighting equipme	ent		
	d) all of the above			
4.	Which among the following is not a type of fire exti	nguisher		
	a) Foam extinguisher	b) Powder extinguisher		
	c) Carbon dioxide (CO ₂) extinguishers	d) none of the above		
	C_1 can both a low like (CO_2) extinguishers			

Notes 🗐 -		
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Transforming the skill landscape



4. Unarmed Combat

Unit 4.1 - Unarmed Combat and Security, Keys, Responsibilities and Skills





– Key Learning Outcomes 🕎

At the end of this module, the participant will be able to:

- 1. Familiarize unarmed combat techniques
- 2. Recognise the importance of unarmed combat and skills and responsibilities associated with it

UNIT 4.1: Unarmed Combat and Security, Keys, **Responsibilities and Skills**

Unit Objectives

At the end of this unit, the participant will be able to:

- 1. Explain Unarmed Security
- 2. Discuss the key job responsibilities, duties and required skills for unarmed security guards

4.1.1 Importance of Unarmed Techniques

Unarmed combat is important in a field of work like security. There will be times when weapons are neither available nor desirable during a confrontation or security threat. So unarmed combat skills help to control the ensuing threat or secure the safety of the surrounding. Even though, it does not involve any external tools or weapon, it has varying degree of causing damage.

Before learning unarmed combat technique, we must know few things. The techniques only involve body parts like legs, elbows, hands, knees and feet. It has to be easy to understand, effective and simple.

Let us find out some of the techniques:

1. Tiger claw

This strike has resemblance with other types of strike used in karate and judo, however it is not the same and there are many reasons to say so.

To perform this strike, pretend you are holding a heavy shot put ball up near your chin. Your fingers will be splayed / spread and your wrist cocked back. This strike is usually aimed at the face or head of the opponent. The idea is for your finger tips to scratch his eyes at the same time as the heel of your palm strikes his chin or nose with great force.

With the help of this blow you can easily knock an adversary unconscious. It can be used from just about any angle and is effective and does not require Fig. 4.1.1: Tiger claw a lot of training.



2. Chin jab

The Chin Jab is similar to the Tiger Claw, but the angle of the strike is what makes it different. This strike uses the same hand formation as the Tiger Claw, except that it is directed up and under the chin of the bad guy. You should try to knock his head off with this one!

What makes it effective at producing a knockout or even death, is that by forcing the chin straight upwards, enormous pressure Fig. 4.1.2: Chin jab is put on the cervical vertebrae of the neck. This strike is capable

of killing an attacker if you hit hard enough. In fact, there were numerous reports of deaths of American soldiers using this strike in training before leaving for war. In addition, there are many official records of enemy soldiers being killed with this strike by US and British soldiers during the war.



3. Edge of hand blow

This blow was one of the most famous and effective of all the World War 2 combative techniques. In other martial arts, it's referred to as a knife hand strike or the "Shuto" in karate.

In unarmed combat training, the hand formation differs slightly from the one used in most martial arts, in that the thumb is "flagged". This means that instead of tucking the thumb in alongside the index finger, the thumb stands upright while the other 4 fingers remain together.

The reason for this variation was to create a stiffer, stronger structure that was better able to withstand the force of a blow.

This blow was meant to be a fast, whipping strike to just about any part of the assailant's body. The most effective areas, however, are the:

- Neck -Sides, front and back
- Head facial area, sides, back
- Collarbones

4. Stomp kick

There were several kinds of kicks taught to the soldiers of World War II, but the primary one was a short, stomp to the knee or shin bone of the enemy soldier. This sneaky kick was difficult to block or avoid since it came from well below the adversary's line of sight.

The goal was to break the guy's knee by kicking it backwards or sideways against the natural direction of movement of the joint. The other variation of this technique involved stomping with heavy boots against the top of the shin bone (just under the knee cap) and scraping all the way down to the foot. If done with enough force, the stomp would also break the fragile metatarsal bones of the foot.



4.1.2 Explaining Unarmed Security Guard

The Unarmed Security Guard is a person, who executes certain security functions, to protect the person(s) and properties in the designated premises, without carrying firearms or similar weapons. He / she execute designated security tasks in accordance with basic security practices.

The definition of "Unarmed Security Guard" can be split into "Security Guard" and "Unarmed".

- "Security Guard" can be defined as a person or protective agent employed by a public or private organization / party to safeguard its assets like property, money, machinery and equipment and people, from multiple hazards like waste, vandalism, criminal activities, etc.
- "Unarmed" means "one who is not carrying weapons".
- "Unarmed Security" guards are protective agents, who do not carry any weapon.

Such security tasks include, but are not limited to the following:

- 1. Observation
- 2. Detection
- 3. Reporting
- 4. Notification of assured or potential threats



Fig. 4.1.3: Edge of the hand blow



4.1.3 Key Job Responsibilities, for Unarmed Security Guards

Guards include, but are not limited to, the following:

- Safeguarding and extending protection services to the properties and persons in designated premises, against risks and threats like:
 - o Trespassing and unauthorized entry
 - Violent behaviour and loitering
 - o Sexual abuse and molestation
 - o Theft, robbery and cyber crime
 - o Unruly mob
 - o Littering and Vandalism
- Reporting anomalies and security breaches
- Informing cases of violation of rules, norms and policies
- Monitoring and operating Surveillance Equipment like CCTV and Security Cameras
- Providing adequate and appropriate directions to drivers entering the premises and thus controlling traffic
- Managing disasters like:
 - o Floods
 - o Storms
 - o Earthquakes
 - o Fire Outbreaks
 - Personal Accidents & Mass Casualties
 - o Industrial accidents
 - o Collapsed buildings
- Managing Emergency situations like:
 - Medical Emergency: Emergency due to Disasters, Crime and Accidents
- Reporting and recording of events, which comprise the following elements:
 - Creation of Records: Collecting, classifying and organizing information according to the organization's or agency's recommended tools and procedures
 - Use of Records: Utilizing such records for specific organizational purposes, by sharing them with or granting the access of the same to authorized personnel
 - Maintenance of Records and Reports: Filing, Versioning (creating a new version of a file according to preset protocols), securing, analysing and interpreting such records and reports according to set standards

Authorized persons with access must be able to view, access and manipulate such records and reports on the DBMS (Database Management System)

- Retention of Records and Reports: Transferring the old and obsolete records and reports to the secondary data repository, when they are less needed by the organization
 This helps in recording and storing fresh events
- Disposition of Records and Reports: On permanent loss of value, records and reports must be destroyed or archived for historical research purposes
- Abiding by the legal implication of the role and tasks, in the following manner: Learning about the pillars of the Indian Law, namely:
 - o The Indian penal Code
 - o Criminal law

Participant Handbook

- o Civil law
- o Contract law
- o Labour Law
- o Property Law
- o Company Law
- o Trust Law
- o Family and Personal Law
- o Nationality Law

Aligning oneself to the essentials of the Indian Law system, depending on the various legal cases that the Guard shall encounter during his / her service

- Assisting in lodging of complaints and First Information Report in the following manner:
 - o Assisting in considering, defining and determining the scope of a complaint
 - o Assisting in assessing the legal feasibility of the complaint
 - Identifying the governing principles in regard to the complaint (SOPs, changed policies, best industrial practices, adverse effects, etc.)
 - o Assisting in documentation (recording the complaint according to prescribed formats)
 - Filing the complaint (Versioning, storing and reporting the records to concerned authorities for further processing)
 - Assisting in follow up procedures, to facilitate resolution of the complaint and closure of the case
- Staying vigilant about suspicious letters and packages, because:
 - Suspicious letters and packages have proved to be effective IED (Improvised Explosive Device) over time
 - Such letters and packages may often carry highly confidential information and have proved effective tools of conducting domestic and internal Espionage and seditious actions over time
 - Any such suspicious letter or package, if ignored, may prove fatal later on and this may adversely affect the job reputation of the Guard
- Proving general understanding of signals emanating from equipment, in the following manner:
 - o Differentiating between Analog and Digital signals
 - o Differentiating between true and erroneous signals
 - o Differentiating between true signals and signals with interferences
 - Understanding the importance of detecting errors and summoning the concerned team for troubleshooting
 - o Preparing a Troubleshooting assistance report
- Learning the use of communication equipment like:
 - Walky Talky
 - o Flashlight
 - o Stop and Go signage / flags
 - o Cell Phone
 - o 2-way Radio
 - Landline Phone (in the Control Room or at the Check posts)
 - Smart apps like authorized Chat programs (like official Google Talk or WhatsApp groups of the client or recruiting agency) on Smartphones

- Gathering basic knowledge about the organisation and site, with respect to the below aspects:
 - o Basic Layout Plan of the site (designated premises)
 - o Physical obstacles in the site, if any, and how to surpass them
 - o Safety Evacuation Routes available on the site
 - o Availability of Evacuation Route maps on important and prominent places on the site
 - o First Aid availability on the premises and the procedure of accessing the same
 - Standard Operating Procedures (SOPs) laid down by the organization, with respect to the security and safety requirements of the site
 - o Frequency of Safety Drills and Training Sessions conducted on the site by the organization

- F1	- Exercise 📝										
1.	Some of the unarmed techniques of combat include										
	a) Tiger claw	b) Chin jab									
	c) Edge of hand blow	d) All of the above									
2.	Unarmed security tasks include										
	a) Observation	b) Detection									
	c) Reporting	d) All of the above									
3.	Key job responsibilities, for unarmed security guard	ls include									
	a) Safeguarding and extending protection services to the properties and persons in designated premises, against risks and threats										
	b) Reporting anomalies and security breaches										
	c) Informing cases of violation of rules, norms and p	policies									
	d) all of the above										
4.	The definition of "Unarmed Security Guard" can be	split into "Security Guard" and									
	a) Unarmed	b) Unwanted									
	c) Unreserved	d) none of the above									

Notes	





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Transforming the skill landscape



5. Supervise a Security Unit

- Unit 5.1 Commence Security Operations at the New or Existing Site
- Unit 5.2 Training, Administration and Welfare of the Personnel
- Unit 5.3 Deal with Emergencies, Documentation and Reports



MEP/N7201

– Key Learning Outcomes 🕎

At the end of this module, the participant will be able to:

- 1. Demonstrate security operations at a new or existing site
- 2. Explain how to manage resources at the workplace
- 3. Ensure training, administration and welfare of the personnel
- 4. Illustrate how to deal with emergencies
- 5. Demonstrate documentation process
- 6. Explain how to prepare and submit various reports

UNIT 5.1: Commence Security Operations at the New or Existing Site

Unit Objectives

At the end of this unit, the participant will be able to:

- 1. Explain how to start operations at a new or existing site as per organisational procedure
- 2. Explain ways of managing resources at the workplace
- 3. Illustrate deployment of manpower and surveillance equipment
- 4. Demonstrate Collection of intelligence and information

5.1.1 Starting Operations at a New or Existing Site as per Organisational Procedure

We already know what the various types of responsibilities and duties of a security supervisor are. What we need to understand is their work priority – protection of assets and maintenance of:

- Arms
- Maintenance reports
- Attendance chart
- Incident reports and much more

There are various aspects when it comes to commencing operations.

Obtain briefing and shift report and guard posts:

- It is the responsibility of the supervisor to maintain a brief shift report.
- In this case, the main work of the supervisor is to obtain the shift report (complete) from the personnel in charge of the incoming shift and the outgoing shift.
- This list should comprise all the occurrences that took place during the shifts.
- The report should also contain the list of equipment (handled/ used during the shifts) and those in the inventory.
- The number of guards in one shift and where they are posted

Complete takeover documentation

It is also the supervisor's responsibility to obtain the complete documentation and check it after each shift. The document and its details that the supervisor should contain are:

- Work logbook
- Attendance sheet
- Guards who are present
- Absent guards
- Number of equipment used during guard duty
- Number of equipment kept in the inventory
- Areas covered in the current shift

- Number of guards guarding one periphery
- Items that were found on the premises

There are various things that a supervisor requires to obtain information in their line of work.

• Assets to be protected: Whether the asset is in the form of money or documents, a supervisor must have a clear idea of what the guards under them require safeguarding. Types of assets requiring protection:

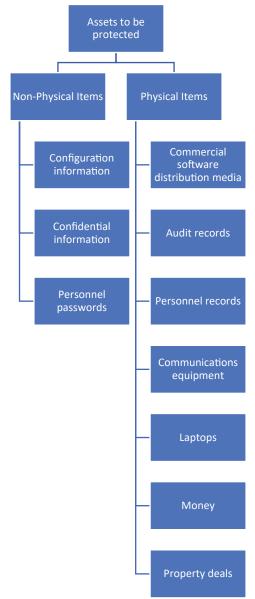


Fig. 5.1.1: Assets to be protected

- Security duties to be performed: There are several duties that a supervisor requires performing. Some of the relevant ones are:
 - o Directing work
 - o Assigning duties
 - o Supervising daily activities
 - o Interviewing and hiring employees

- Identifying work instructions and relevant guidelines: Every industrial or residential area has fixed guidelines and work instructions. The procedure may ask for recruiting a certain number of guards in a shift, the shift timing, or a specific method of patrolling. A supervisor needs to identify and adhere to those guidelines and instructions that have been having been.
- Take attendance of personnel and report about deficiency: During the training period, you need to follow the instructions from the ongoing supervisor. Amongst the many duties of a supervisor, taking attendance of the personals under your supervision is an important one. It is essential to take attend-ance for each shift and maintain the attendance register. However, if you see a guard(s) absenteeism pattern, you need to report it to your immediate supervisor.

5.1.2 Manage Resources

When guards start patrolling during their assigned shifts, they must use specific equipment like a baton or torchlight (at night) during their patrol.

The supervisor should know the guards on patrol duty and the tools they are carrying during their watch. They should also check whether the guards' equipment is relevant to the job role and not for some other purpose.

It is also the responsibility of the supervisor to look into the various security operations like the proper working of scanning devices, X-ray equipment, screeners.

Prepare a plan for manpower and equipment deployment

There are various site instructions and operational requirements that a supervisor needs to fulfil.

Site instruction: In this case, the initial planning involves observing and marking the main points as per the site layout.

To plan the patrolling of the perimeter, the steps involved are:

- Distinguishing the perimeter from the asset location
- Monitoring the entire area in advance to detect any possible unauthorised intrusion
- Keeping a list of authorised persons who will have (redundant word) permission to enter the premise and keeping out unauthorised people
- Using surveillance cameras to keep a constant check and ensuring methods to slow down active intrusions
- Defending the perimeter to apprehend intruders

Details of entry, exit, emergency exits, deployment of security and surveillance equipment

- Patrolling (foot patrol)- (redundant word) thoroughly to see all the points from where an intruder can enter, basically at the outer perimeter fence
- Looking for all the escape routes during emergencies
- Ensuring that the entry and exit are covered
- Locating the areas where installation of CCTV and assigning guards are possible
- Taking the help of mirror sweeping devices at the points of entry and exit

5.1.3 Prepare Duty Roster for the Shift as per Deployment Plan

A duty roster shows the allotment of jobs, hours of duty, and days off for each staff member. Duty Roster is usually prepared by the supervisors and then authorised by the HOD / Manager of the department. The approved Duty rosters are then placed on the notice board. Staff are not allowed to make any changes on the duty rosters; if any changes required, then the same has to be approved by the HOD / Manager.

Step by step procedure to prepare duty roster

As a supervisor, one of the important job duties involves the preparation of reports for daily attendance for personnel. Attendance report helps to track the total headcount for a particular day, the number of absentees, and the specific duty shift timings for each employee.

Step 1: Start excel by adding labels for attendance and name, then use "guard1" for the name slot. With the "guard1" box selected, hit ctrl + enter, and drag down from the bottom-right corner of the box to fill in more student slots.



Fig. 5.1.1: Excel sheet

Step 2: Now it's time to add dates, format them, and remove weekends. Dates can be entered in any format. Once done, right-click and select "format cells."

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Fig. 5.1.2: Excel sheet 2

Step 3: The right side of the worksheet is the best place to have the total attendance tally. Label this column as "total". Select the entire area of your sheet, go to (grid under the home tab) and select "all borders."

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Fig. 5.1.3: Attendance sheet

Step 4: Test out the tally by entering in 1 for guards (to indicate attendance) or leaving boxes blank (to indicate absence).

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5.1.4 Deployment of Manpower and Surveillance Equipment

Deployment of manpower and surveillance equipment

- It is one of the crucial job roles of the supervisor.
- After going through the roster shift chart and seeing the number of guards on a shift, it is their responsibility to allot an area to a certain number of guards for patrolling.
- Added to it, it is also the work of the supervisor to get an overview of the property beforehand and then look into the area requiring surveillance equipment.

Work allocation and workforce distribution need to be done fairly because to get the best out of your team to operate by equality. The idea is to make people work on things they're good at and feels excited about.

The basic principles of work allocation are:

- **Priority:** priority drives everything. This has to be the first consideration regarding how you distribute work. If a project is a top priority and somebody is available to do that work, they should be tasked with that work.
- **Skill sets:** Evaluate the skill set of the people to whom you're thinking about distributing a particular job. If they have the right skill set, you're going to get a high-quality result. This also reduces the chances of people failing, which is very important in the security sector.
- Availability: If everything is equal in terms of priority and skill set, "who is free to do the work", is the important question. A supervisor needs to understand that having plenty of resources does not mean that many resources have to be allocated for a particular site.
- **Development:** As a supervisor, you should constantly be upgrading your team's skill set. A way to do that is to give them new work where they will learn new skills.

Duty roster and its implications

Duty rosters are used by managers to avoid scheduling more employees than needed, on the same shift, with the same job role. It is a list of employees, and related information, e.G. Location, working times, responsibilities, for a given period, like: week, month, or day.

Roster management starts by laying out each post and specifying the hours for which the guards need to work. The skills needed are then specified.

Setting up teams will allow supervisors to group employees at specific sites or to perform specific tasks. Sometimes, more than one team is required at a specific site, at one point in time. The supervisor must plot those requirements and plan according to the available workforce.

We need to understand that in case of emergencies, the roster concept does not come into effect.

Importance of pre-shift briefing:

Take a few minutes before a shift to brief your staff. The pre-shift briefing is also known as line-up. These briefings underline few important points:

- Job role
- Individual task
- Daily task
- Designated areas to operate
- Duty hours
- Specific responsibilities
- Sense of unity
- The sense of working as a team

5.1.5 Collection of Intelligence and Information

- One of the methods for deploying personnel and resources is the use of the intelligence cycle.
- With the help of this cycle, a supervisor can easily attain information and organise resources and workforce efficiently.
- The Intelligence Cycle is developing raw information into finished intelligence for policymakers to use in decision-making and action.

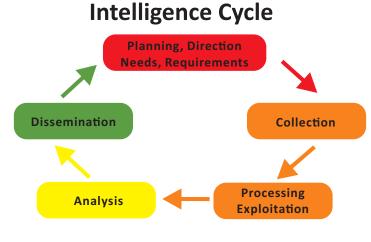
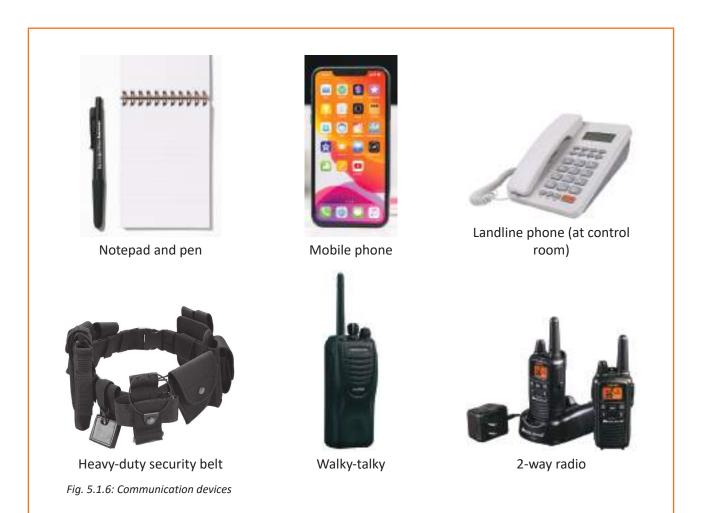


Fig. 5.1.5: intelligence cycle

The Intelligence Cycle is developing raw information into finished intelligence for policymakers to use in decision-making and action.

Check for the proper functioning of equipment

In the line of work of a security supervisor, there are a number of tools that they need to work with. Some of the most important ones are:



- Notepad and pens help in writing and recording the first draft of an incident.
- Walky-talky and 2-way radio help the supervisor to interact with the guards within the periphery of the property.
- Mobile phones and landlines help the interaction between the guards and stakeholders outside the periphery of the property.
- The supervisors use the digital camera to take pictures of the incident occurring within the guarding periphery.





Highly visible Uniform



Flash light







Digital camera

Fig. 5.1.7: Security equipment

Baton

Public announcement system

- Torchlight is useful during night time patrolling
- Public announcement system is useful to alert the residers or workers in the time of emergency.

Maintain security documents in line with site instructions

Muster roll

- Maintaining a muster roll is one of the responsibilities of a supervisor.
- The work fulfilment should be at the work spot and maintained in a specific muster chart.
- In this chart, the record (attendance) of every guard is maintained

Form V
Rule 26 (S)
Muster Roll

Name of Establishment									•••••		Place.								
SI.		Father's		Nature	For	the pe	eriod e	ending	ç									Rem	arks
No.	Name	Husband's Name	Sex	of Works	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15

Fig. 5.1.8: Incident and complaint report forms

Personnel, vehicle and material movement control documents

- Upgrading the material's product code
- Upgrading the vehicle number
- Name and address of the personnel

Keys control register

- Name of the person to whom the keys were allocated
- Proper signatures were present or not
- The housekeeper(s) who were given the keys
- Time and date on which the keys were given for room service and when they were given back

Training register

- Maintenance of this register does take place in the security control room.
- Separating and arranging data as per date, requirement, industrial or residential purpose
- Ensuring about proper audit trails
- Removing the names of guards who are no longer associated with the security company
- Adding the names of the new guards

UNIT 5.2: Training, Administration and Welfare of the Personnel

Unit Objectives

At the end of this unit, the participant will be able to:

- 1. Identify training requirements of team members
- 2. Identify and resolve concerns/ grievances of team members

5.2.1 Training Requirements of Team Members

With unpredictable situations and terror on the rise, the guards are required to gain some basic knowledge on how to react in emergency situations. Additionally, different sectors in corporates and other industries require guards to behave and react accordingly. India's private security agencies regulation act, 2005 (psara), was created to improve private security standards in the country.

Types of training include:

- Guards training
- Officers training
- Online training
- Self defence training
- Corporate training
- Physical training
- Fire safety training
- Emergency evacuation training
- Disaster management training
- Behavioural training

Guard card and refresher training course (8 hours): This is the introductory online guard card instructional class incorporating topics like powers to arrest, terrorism, injury/illness/heat avoidance program, sexual harassment, workplace violence, powers of arrest, essentials of searches, and crisis management.

Communication training (8 hours): This is mainly to develop the art of interdepartmental communication. Guards learn how to communicate regarding crisis situations with supervisors, police, and law enforcement bodies.

Physical training (30 hours): Here, guards are tested with various hard-core physical activities, including hand-to-hand combat and rescue attempts. Fire safety training is usually conducted within this module.

Corporate training (8 hours): This section deals with the etiquette and manners that guards and supervisors need to follow while working on private premises and corporate offices.

CCTV operations training (8 hours): This training is solely meant for security supervisors and CCTV operators. The module mainly comprises of technical details for operating and understanding CCTV cameras and images.

Carry out on-the-job-training for personnel

OJT or on-the-job training is one of the highly required aspects that the supervisor requires to supervise. This training program is basically related to the worksite requirement and the duties the guards need to follow. In simpler words, we can understand the fact that this process is conducive to learning.

- The first thing in the OJT session that a security guard, as well as a trainee security supervisor learns, is the correct method of carrying arms and ammunition.
- In here, one can learn more about the mindset of the person using a firearm (before use during use, and after use)
- Legalities of carrying firearms
- Types of equipment in use

As a fundamental objective of the security-based OJT, learning or honing one's shooting skill is a must.

- In this training process, the trainee learns the correct terminologies related to both revolvers and pistols
- Amongst the other fundamentals, the trainee learns:
 - o Breath control
 - Trigger control
 - Combat site alignment vs Site picture target
 - Combat positions
 - Bench shooting
 - Target practice
 - The grip of firearms (2 handed or 1 handed)

As the training level increases, the trainees start learning about:

- Shooting multiple targets
- Weak hand reloading
- One-handed reloading
- Tactical reloading
- Combat reload
- Administrative unloading and loading
- Shooting positions isosceles and weaver or target vs Combat
- Inspection of weapon
- The cleaning process of weapons

In the training process, the personnel will also be given training on:

- Firefighting
- Self-defence
- Firearm concealing tactic

5.2.2 Concerns/ Grievances of Team Members

To hear an employee complaining about having a hard time with their tasks or even day to day interaction with other employees is quite common in most job roles. There are specific measures in place to deal with these situations, and it is the supervisor's responsibility to get the issue sorted as quickly as possible.

"Employee Grievance" is a specific complaint of employee dissatisfaction, related to compensation package, job requirements, current work conditions, or other aspects of employment.

How to handle grievances?

- An informal action can be taken to try and settle the problem early on, without involving other members of the team.
- The supervisor or the person talking with the employee should demonstrate sensitivity.
- A formal meeting is held with the employee in private so that the supervisor can neutralise the situation and ensure that the employee can work at ease.
- If the grievance is so complex that it cannot be resolved during the formal meeting, then a formal investigation is conducted.
- It is important to keep the employee informed of the progress of the investigation and the entire grievance management procedure.
- It is important for people who are in charge of carrying out the grievance process to be good listeners and be compassionate.
- The results of the grievance must be shared with the employee, and during the entire period, the supervisor must ensure that the employee can work properly as per their daily schedule.

Achievement of performance standards

When it comes to the preparation of reports based on performance standards, it is based on 3 specific categories.

- 1. Process or input measures
- 2. Output measures
- 3. Outcome measures

The first category revolves around the assigned performance level and physical security programs

The additional inputs in this category comprise:

- Facilities
- Security and surveillance equipment
- Services (manual and machine)
- Human capital
- Budgetary resources

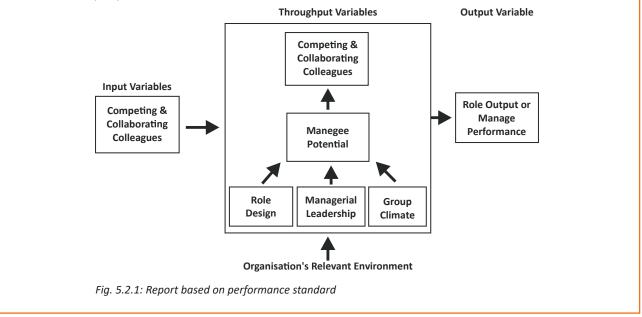
The second category comprises of the following things on which the reports are created.

Security related requirements like:

- Negotiation of a service agreement with a specific provider (building or property related)
- Operational control
- Recording database

• Proper activation process and utility of IDS (intrusion detection systems)

The third category is in relation to that of the program goal that is established by the senior personnel. This basically includes creating a report after tracking the efficiencies of the guards under the supervision of the security supervisor



UNIT 5.3: Deal with Emergencies, Documentation and Reports

Unit Objectives 🥝

At the end of this unit, the participant will be able to:

- 1. Demonstrate how to deal with emergencies
- 2. Explain how to lodge a complaint, record and report incidents

5.3.1 The Roles of Security Supervisor during an Emergency

Security supervisors are trained to respond to any emergencies. However, their role in a specific emergency is often determined by their client or employer. This is one of the main things that should be documented before security guards work on site.

For instance, emergency response to an intruder alarm depends on the employer's preference. The Security supervisor can either do the following:

- Call the clients and the police and wait for their arrival
- Investigate the leading cause of alarm and secure the area.

Either way, the security supervisor will act based on the protocol given by the client.

Responding to different types of alarms

Security guards respond to alarms. Therefore, they should understand the basic principles of protective and fire alarm systems. Here are some of them:

- Infrared Alarms: These are the most common alarms that detect motion in large areas by picking up the changes in heat.
- Seismic Alarms: These detect physical shocks in different frequency ranges like breaking glass.
- Ultrasonic Alarms: These are a rare type of alarm that detects motion using bouncing sound waves.
- Physical Contact: These alarms go active when the two parts of a sensor come apart when a door or a window is opened.
- Photo-Electric Beams: This type of alarm goes active when it detects a visible or infrared beam being broken.
- Microwave: This detects movements using bouncing microwaves.
- Vibration: This alarm detects movements using sensitive sensors mounted on structures like fences.
- Tripwires: It detects when someone physically bumps a strung wire.

When responding to an alarm, guards should inform a supervisor, another guard, or the dispatcher if possible. If a crime is witnessed, the guard should immediately call the police and observe the area from a safe distance. In times like this, the security guard's safety should be the priority.

Cordon off scene of crime/ incident

The most important aspect of evidence collection and preservation is protecting the crime scene. This is to keep the pertinent evidence uncontaminated until it can be recorded and collected. The successful prosecution of a case can hinge on the state of the physical evidence at the time it is collected. The

protection of the scene begins with the arrival of the first police officer at the scene and ends when the scene is released from police custody.

Eating, drinking, or smoking should never be allowed at a crime scene. Not only can this wreck a crime scene, but it can also be a health hazard. A command post should be set up for such purposes. The post is to be set up somewhere outside the restricted areas. It could be a vehicle, picnic table, hotel room, tent, etc. It can be used as a gathering place for non-involved personnel, a place for investigators to take breaks, eat, drink, or smoke, a communication centre, a place for press confer-ences, a central intelligence area, etc. The best thing about it is that it is away from the crime scene.

Protection of the crime scene also includes protection of the crime scene investigators. Whether a civilian or a police crime scene investigator, one person should never be left alone while processing the scene. This is especially true if the suspect has not been apprehended. There are many stories of suspects still hiding at or near their area of misdeed. That is why there should always be at least two people working the scene. At least one of these people should have a radio and a firearm.

To cordon off is to block an area, usually with a rope, so that people are kept from going there. There are several ways with the help of which a security supervisor can cordon off (prevent) people to come within the boundary of any crime scene.

Use of caution or barricade tapes

- These tapes are available in 250-metre rolls with a width of 75mm
- The make of these tapes are of durable non-adhesive plastic
- Its use is for assessing control in areas like clubs, hotels, huge residential complexes

Various equipment used for barricading:



Fig. 5.3.1: Barricade Tape



Fig. 5.3.3: Belt barrier



Fig. 5.3.2: 3d reflective safety sign

5.3.2 Lodging Complaint, Record and Report Incidents

According to the Criminal Procedure Code, 1973 (Section 154), an Indian citizen (or any other country's citizen present in India at that time) can complain about the police. It is the responsibility of the police to consider the matter seriously and take the initial steps of the investigation. The report filed by the complainant is known as the First Information Report.

- The first step to lodge or report a complaint is to meet with the policeman who is in charge of the concerned area.
- If the current situation doesn't allow you to leave the crime scene area or the premises, you can send the complaint in written format.
- In case the duty officer (Inspector) is absent, the officer-in-charge will be either the Head Constable or Sub-Inspector
- Ensure that the person (Officer) is noting down the complaint in the official reporting register.
- When relating an incident, it is the Officer's responsibility in charge to record the entire thing accurately and maintain 4 copies.
- Ensure that you leave the police station with one of the complaint copies
- If you are writing the complaint, ensure that it is written on a first-person basis

When lodging a complaint or reporting an incident, it is your responsibility as a security supervisor to include these aspects in the police report.

- What exactly was the incident?
- Was it a crime or an accident?
- Who is the crime's perpetrator or the person behind the crime?
- What was the time when the incident took place?
- What was the location/area where the incident took place?
- Was there any witness? If yes, note down their names
- Was there any money related losses (physical damage or valuables or money)
- After completion of documentation, the complainant should read the report thoroughly and sign it

- F\	ercise 🛃 —	
1.	Various things that a supervisor requires to obtain i	
	a) Assets to be protected	b) Security duties to be performed
	c) Identifying work instructions and relevant guidel	ines
	d) All of the above	
2.	The supervisor must ensure	
	a) efficient guards are on the patrol duty	
	b) the equipment the guards are taking is relevant	to the job role
	c) proper working of scanning devices, X-ray equipr	nent, screeners
	d) all of the above	
3.	starts by laying out each post and spe work	cifying the hours for which the guards need to
	a) Guard management	b) Roster management
	c) security management	d) none of the above
4.	is the systematic care and protectio them in a usable condition, limit downtime and ext	n of tools, equipment, and machines, to keep end productivity
	a) restricted maintenance	b) preventive maintenance
	c) equipment maintenance	d) none of the above
5.	It is with the help of different that a secu of security guards	rity supervisor can monitor the consistent work
	a) safety equipment	b) protective equipmment
	c) miscellanious equipment	d) none of the above

Notes 🗐 -		
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Transforming the skill landscape

6. Carry Out Job-Specific Security Duties

- Unit 6.1 Basic Operating Knowledge of Security Equipment in Front Office/ Entry/ Exit Points
- Unit 6.2 Documentation, Material Movement and Organisational Procedures
- Unit 6.3 Procedure for Carrying out Operations Manually
- Unit 6.4 Indications Regarding Suspicious Mails and Packages
- Unit 6.5 Procedure for Dealing with Irregular Situations



MEP/N7202

– Key Learning Outcomes 🕎

At the end of this module, the participant will be able to:

- 1. Discuss various security equipment in front office/ entry/ exit points
- 2. Demonstrate documentation, material movement and organisational procedures
- 3. Practice the procedure for carrying out operations manually
- 4. Identify the indications regarding suspicious mails and packages
- 5. Demonstrate dealing with irregular situations

UNIT 6.1: Basic Operating Knowledge of Security Equipment in Front Office/ Entry/ Exit Points

Unit Objectives 🦉

At the end of this unit, the participant will be able to:

- 1. Practice how to check authorization of visitors, material and vehicle for entry/ visit to premises
- 2. Demonstrate ways of communicating with visitors, over telephone
- 3. Practice directing visitors to designated authority, preventive actions, and maintaining personal safety

6.1.1 Check Authorization of Visitors, Material and Vehicle for Entry/Visit to Premises

The guard on escort duty must check the following documents:

- Id card issued by the agency / employer
- Authorization letter issued by the agency / employer to enable the guard to carry on with the escort duty
- Route map
- Details of driver (name, driving license number, contact number, etc.)
- Details of the vehicle (vehicle registration number)
- Details of the passenger/s (name, number, physical disability if any, etc.)

6.1.2 Communicate with Visitors, Communication over Telephone and Answer Queries

Communicate with visitors in professional manner

- Escort the person to the sitting area and politely ask whom the person wishes to meet.
- A good supervisor can conduct the communication authoritatively.
- The supervisor constantly keeps an eye on the work responsibilities of the deployed guards, while being calm and composed. With a similar unruffled manner, the supervisor should interact with the visitors and try to know the reason for their arrival.
- If we consider the groundwork of a security supervisor, reasonable behaviour comes to the forefront.

The greeting to use with customers while communicating can be:

- Addressing at arrival or departure
 - o Good morning ma'am/ sir. How may i help you today?
 - o Good night ma'am/ sir. Thank you.
- When unable to meet with the request of the visitor
 - o I'm sorry ma'am/ sir
 - o I'm afraid ma'am/ sir

Communicate over telephone in professional manner

- Wishing a visitor over the phone can be customised as "good morning. How may i help you today?"
- If you cannot hear the other person while speaking on the phone, do state "i beg your pardon, ma'am/ sir. Can you please repeat?"
- When the line is not clear, you can say "i'm sorry ma'am/ sir. There may be some disturbance in the line. Can you speak a little louder?"

6.1.3 Direct Visitors to Designated Authority, Preventive Actions, and Maintaining Personal Safety

Direct visitors/ escort visitors to designated authority

It is the responsibility of a security guard to escort a guest or a visitor to the premises. However, this responsibility is not just of the guard. The responsibility lies with the supervisor too. It is important for a supervisor to see if the guard is performing his or her duty diligently.

- The first step that the guard needs to perform is to keep watch over the visitor's kiosk.
- The guard will ask the visitor to sign in the visitor's register and mention:
 - o Time of arrival
 - o Whom the person wishes to meet or purpose of arrival
 - o Address
 - o Contact number
 - o Signature
- Added to this, the guard should also ask for photographic identification like:
 - o Passport
 - o Voter's id card
 - o Aadhar card
- In case the visitor is on a vehicle, the guard should note down the vehicle's registration number
- After this, the guard should give the visitor a temporary id card with which the visitor can gain access to the property
- The security supervisor should authorise this temporary id
- When all of these formalities come to an end, the guard should designate an escort for the visitor

In the next phase, the escort guard will:

- Write down the name and temporary id number of the visitor
- The escort will sign in another register stating their acknowledgement of the visitor's responsibility

Few more assisting pointers include:

- Furnish the route details
- Help in getting into and alighting from the vehicle, if the person is aged or invalid
- Demonstrate appropriate decorum and manners if the person being escorted is female
- Demonstrate appropriate decorum and manners if the person being escorted is a vip or celebrity
- Render first-aid if required
- In emergency situations, comfort and soothe the person and encourage him/her not to panic

UNIT 6.2: Documentation, Material Movement and Organisational Procedures

Unit Objectives

At the end of this unit, the participant will be able to:

- 1. Demonstrate ways to control material movement and prepare documentation
- 2. Discuss key issue and deposit documentation
- 3. Know how to record and report irregular situations with regard to key management

6.2.1 Control Material Movement

Raw material and finished goods

While handling and moving raw materials, the important factor is a transportation system. It embraces the basic operations related to individual products, packaging and bulk movement with the help of machinery or workforce.

- The objectives related to material handling comprises of:
- Productivity promotion
- Reduction in damage and delays
- Product quality improvement
- Controlling inventory

Supplies from vendors

The types of material that are supplied by vendors are:

- Industrial machinery
- Raw material samples
- Ready material
- Scrap items
- Various valuables and properties of organisation

It is imperative that the movement of such material should be with utmost care as expenses, lost orders, and damages do get calculated as cost/handled material.

6.2.2 Key Management, Issues and Deposit Documentation

Check authorization of personnel drawing or depositing key

To keep a constant check regarding the authorisation and submission of keys, the security supervisor should maintain a key register.

Here are few aspects that a supervisor must follow:

• Details of keys (like key number and make) issued to any person (guards and other employees alike) must be entered in this register.

- Both the persons (the one handing over the keys and the one taking the keys) must sign in appropriate places
- This process must be repeated, when the person with the keys returns the same to the guard.
- At this point, the guard must sign while taking the final handover of the keys.
- Adequate key control procedures must be adopted after a due briefing from the supervisor.
- Adequate and appropriate key control must be exercised to control access to the campus and the storage.

Carry out key issue and deposit documentation accurately

As stated in the above point, it is important for the supervisor to monitor issues related to keys. The necessary documents in this area are:

Keys drawing and deposit ledge

These ledgers help to manage all keys.

As per these ledgers, the access for permission is related to these areas:

- Managing key related issues
- Duplicated keys
- Key storage
- Key control authority
- People who have key control authority

It comes under the responsibility of the security supervisor to record and maintain all such activities. Here is a sample of key control register:

Issue Date	Key Serial	Receiver Name	Rec. Sign	Return Date	Received Sign	Description about Key

Fig. 6.2.1: Key control form sample

Key handling authorisation

This document basically helps the supervisor to monitor the people who have the authorisation to handle the keys. In hotels, one can see that after a guest leaves a room, members of the housekeeping department can enter the room to clean it. Every time an authorised person enters a room, they have to sign the register created for this purpose. After exiting the room, the individual again has to sign with the time of leaving the room.

- The document for key handling authorisation depends on the management who create written procedures and policies related to key issuance.
- With the help of this document, the supervisor can also keep a tab on the personnel who are in the process of using the keys at the time.

• In case any employee leaves the organisation or is terminated, the information is also updated in this document (the key is returned or is yet to be returned)

Follow appropriate key labeling system and storing of original and duplicate keys

There are different registers that are dedicated to different aspects of key keeping and labelling. The register following the key labelling system ensures that the keys for different purposes are kept separately. Added to this, this register also states where the keys are kept.

The best part about this key labelling system is that it keeps track of the keys that are original as well those which are duplicated.

		Date:
[
	Name of Employee	Campus/Department
	Employee Title	Office Phone
Please issue	above employee key(s) to the following	ng areas (include precise building, room numbers):
Approvedu		
Approved:	Signature of Department Head	Title
	Simplify of Key Control Manager	
I acknowledg	ge receipt of the key(s) described above	Date of Keys
I acknowledg Organisation issues by the to Organisati termination	Issuance ge receipt of the key(s) described above and it is a violation of organisational p Organisation. I further acknowledge re on Police immediately and will key(s) t	of Keys I understand that all are property of the olicy to duplicate or to give duplicated any key esponsibility and accountability for these key(s) o my department head at the time of separation, urther agree to remain knowledgeable of and abide
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I acknowledg Organisation issues by the to Organisati termination of the Organisa Employee's S The above k Signature of	Issuance ge receipt of the key(s) described above and it is a violation of organisational p Organisation. I further acknowledge re on Police immediately and will key(s) t or retirement from the organisation. I f tion's Controlled Access policy while in Signature Return of ey(s) have been returned to the Key Co Key Control Manager Issuance of Repla	of Keys . I understand that all are property of the olicy to duplicate or to give duplicated any key esponsibility and accountability for these key(s) o my department head at the time of separation, 'urther agree to remain knowledgeable of and abide possession of the key(s). Date f Key(s) Date Date Date
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6.2.3 Record and Report Irregular Situations with Regard to Key Management

- There are coordinators (in most cases supervisors) who ensure that the keys are not misplaced or misused.
- In case any key is lost, the first step is to notify the incident to your senior.
- After filling the form for lost keys, the next step is to notify a lock shop.
- Request should be made immediately to replace the misplaced or lost key

Some of the irregular situations in this context are:

- Loss of keys
- Copying of keys
- Late deposit of keys
- Expiry of authorisation to draw/ deposit keys
- Damage to keys
- Tampering with key holding panels

UNIT 6.3: Procedure for Carrying out Operations Manually

Unit Objectives 🦉

t	the	end	of	this	unit,	the	part	ticir	bant	will	be	able	to:
					•••••		P						

- 1. Plan security of key panels by implementing approved processes
- 2. Demonstrate how to prepare passes/ permits for visitors

6.3.1 Ensure Security of Key Panels by Implementing Approved Processes

As per the approved process (general) by various organisations, the management of keys and securing key panels come under key management system.

RFID (Radio Frequency Identification) access via a key panel that is usually positioned on the front of the door ensures the security of the key cabinets or boxes. Apart from that, there are large cabinets or organisers where the keys are arranged scientifically.

In order to take or deposit keys, the users require strict authorisation. The administrator or the supervisor can set up specific personnel who will be in-charge of securing the key panels. In addition, a different register is also maintained, which acts as another security detail for key management.

6.3.2 Prepare Passes/ Permits for Visitors in Approved Templates

As per the general approved template, the specifications to prepare visitor's permits or passes are:

Temporary identity card

- PVC card highly durable
- Composite card 60% PVC and 40% PET
- BioPVC card 99% biodegradable PVC
- Rewritable card Rewritable surface on one side and PVC on the other
- Thickness of cards varies from 10 mm to 80 mm, with 30 mm being the most common variant.

	Size
CR79	3.303" x 2.051"
CR80	3.375" x 2.125"
CR100	3.88" x 2.63"

Table 6.3.1: Standard identity card size

Security Tokens (regular visitors)

- These are physical devices used to gain access through the main gate.
- These comprise cryptographic keys like:
 - o Digital signature
 - o Biometric data:
 - a. Fingerprint
 - b. Face
 - c. Voice recognition
 - d. Iris recognition details
- These systems allow the feeding of a PIN or password/key (Token) into the system, via RFID or Bluetooth interface.

UNIT 6.4: Indications Regarding Suspicious Mails and Packages

Unit Objectives

At the end of this unit, the participant will be able to:

- 1. Practice how to respond in case of delivery of suspicious mail/ package
- 2. Practice how to report to designated superior
- 3. Discuss receiving postal mail and couriers

6.4.1 Respond in Case of Delivery of Suspicious Mail/ Package

Types of Suspicious mail/package

- Potential IED device
- Wrongly addressed package
- Package without any sender information
- Package with the name of any suspicious place of origin
- Package without any stamp of postal authority

Action on finding a suspicious package/suspected bomb

- It is extremely important that when a security guard or the supervisor finds a suspicious package, they shouldn't touch it. Chances are that the package may contain a bomb or some explosive material.
- In case any staff or guard discovers such type of unidentified box or package, they should immediately inform the security control room.
- The next step from the control room is to report to designated superior as per procedure about the suspicious package. It is mandatory to inform the section in charge, security officer or the security supervisor.
- Added to this, the supervisor should immediately call for the fire unit, police and the bomb squad.

Many instances of premature detonation due to Radio transmission do take place. So, the supervisor and the guards should consider these points.

- Keep a considerable distance from the suspected package, call the bomb squad, and coordinate • accordingly.
- If the location of the package is inside a building, it is better to open the doors and windows to reduce the blast damage
- It is the responsibility of the supervisor or the officer in charge to evacuate the area and remove the people types of suspicious mail/package
- Potential IED device
- Wrongly addressed package
- Package without any sender information

- Package with the name of any suspicious place of origin
- Package without any stamp of postal authority

Action on finding a Suspicious Package/Suspected Bomb

- It is extremely important that when a security guard or the supervisor finds a Suspicious Package, they shouldn't touch it. Chances are that the package may contain a bomb or some explosive material.
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- Keep a considerable distance from the suspected package, call the bomb squad, and coordinate accordingly.
- If the location of the package is inside a building, it is better to open the doors and windows to reduce the blast damage
- It is the responsibility of the supervisor or the officer in charge to evacuate the area and remove the people from the vicinity as soon as possible. The minimum protective distance of the package from the people should be at least 300 feet.
- With the help of other guards, the supervisor will ensure that the area is cordoned off with red or yellow tape.

- 6.4.2 Report to Designated Superior

- Notify the incident to your senior
- Get in touch with the police station of that area or call 100
- Don't forget to inform the incident details to bomb squad
- After informing about the suspicious package to your senior, barricade the area with a neon coloured tape

- 6.4.3 Receive Postal Mail and Couriers

Respond in case of delivery of suspicious mail/ package

- Suspicious letters and packages have proved to be effective ied (improvised explosive device) over time
- Such letters and packages may often carry highly confidential information and have proved effective tools of conducting domestic and internal espionage and seditious actions over time
- Any such suspicious letter or package, if ignored, may prove fatal later on and this may adversely affect the job reputation of the security supervisor

In case a guard or the supervisor himself catches a person with such a suspicious package, detaining that person is a must. The points to follow in this case are:

- While conducting search operations, a guard may come across prohibited or suspicious items.
- A person carrying such items must be immediately held and detained (not arrested) by the guard, and the incident must be conveyed to the supervisor immediately.
- The guard must confiscate the item but not carry it in his / her pocket because this may lead to security concerns.
- If the suspect takes back the item and escapes the detention, it may lead to severe legal consequences for the guard.

UNIT 6.5: Procedure for Dealing with Irregular Situations

- Unit Objectives 🙆

At the end of this unit, the participant will be able to:

- 1. Plan security of key panels by implementing approved processes
- 2. Demonstrate how to prepare passes/ permits for visitors

- 6.5.1 Irregular Situations

One of the common irregular situations that security supervisors have to often deal with is related to identification documents. In most cases, the documents (passes and permits) are expired. However, the drivers are reluctant to renew their permits. In scenarios like this, the guards can take those individuals directly to the supervisor, or they can detain the person initially.

- The other scenarios, where the guards or the supervisor have to face such situations are, when the permits or passes of the visitor is:
 - o Lost
 - o Defaced
 - o Forged
 - o Unauthorised
- Added to this, there are also instances when people try to get into the premises by impersonating someone else.
- Guards have also witnessed situations where they have to deal with individuals who try to enter the secured area forcibly, engage in aggressive behaviour and often tail others to seek entry.

Visitor management system

- The most common method of visitor management system is the one where the system functionality revolves around the use of software.
- It has the capability to capture photographs of visitors via digital camera.
- This camera, in turn, can be mounted and connected to the usb port of a computer.
- This system also creates an instant database, including the visitors' details like name, organisation's name, address, the purpose of visit, contact details, designation, etc.
- The digital camera then captures the visitor's photograph and adds it instantly to the database.
- If fed with a "print" command, the system then issues and prints a gate pass in that visitor's name, consisting of all these details.

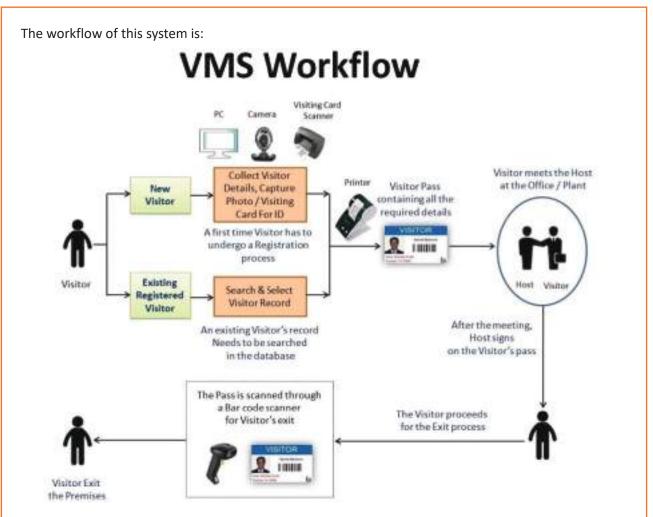


Fig. 6.5.1: VMS workflow representation

Deal with irregular situations arising at front office

Generally when it comes to the front office, one does not find too much of a ruckus. Nonetheless, some of the irregular situations one might find in the front office area include:

Irate visitors – these visitors fall under the category of unsatisfied people. Visitors behaving in an irate manner do so when the services they are promised are not up to the mark. Some of the irregular situations are:

- Unauthorised entry or exit
- Accidents
- Unidentified personnel
- Improper identification documentation or permit/pass
- Front office personnel unable to attend to duties

In case a guard or the supervisor (while supervising the area) catches a person entering or exiting in an unauthorised manner, the first step is to detain them in a separate place. The same is to be followed for an unidentified person or an individual(s) who is creating ruckus (disturbance) in the premises.

In case the front officials are inept or unable to perform their duties, it is important to report the entire incident to one's seniors. They can not only provide an adequate solution but also help the front office employees too.

- E)	kercise 📝 ————	
	It is the responsibility of a to escort a gu	lest or a visitor to the premises
	a) security guard	b) safety guard
	c) security supervisor	d) none of the above
2.	The types of material that are supplied by vendors	are
	a) Industrial machinery	b) Raw material samples
	c) Ready material	d) all of the above
3.	Some of the irregular situations in key managemen	t involves
	a) Loss of keys	b) Copying of keys
	c) Late deposit of keys	d) all of the above
4.	Types of Suspicious mail/package includes	
	a) Potential IED device	b) Wrongly addressed package
	c) Package without any sender information	d) all of the above
5.	The most common method of visitor management s revolves around the use of	ystem is the one where the system functionality
	a) software	b) hardware
	c) manual procedures	d) none of the above

– Notes 🗐 –





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Transforming the skill landscape



7. Deal with Lost and Found Property

- Unit 7.1 Process of Organising Immediate Search to Recover Lost Property
- Unit 7.2 Necessary Documentation for Recording Information on a Lost/ Found Property

MEP/N7203

Unit 7.3 - Method of Handling Found Property, Process of Maintaining Confidentiality



– Key Learning Outcomes 🕎

At the end of this module, the participant will be able to:

- 1. Discuss the process of organising immediate search to recover lost property
- 2. Practice necessary documentation for recording information on a lost/ found property
- 3. Practice the method of handling found property, process of maintaining confidentiality

UNIT 7.1: Process of Organising Immediate Search to Recover Lost Property

Unit Objectives

At the end of this unit, the participant will be able to:

- 1. Practice obtaining information or report of lost property directly from complainant or superiors
- 2. Practice informing superior on lost property complaints and take approved action

7.1.1 Process of Organising Immediate Search to Recover Lost Property

The steps for the search process to recover lost objects are:

Ask the complainant to try and remember the place where they have lost the property

With the help of a torchlight, search every nook and cranny

In case the area in question is obscured under bushes, the guard, under the guidance of the supervisor can use the baton to bend aside the bushes to look for the item

In case the lost property is metallic, the guards can take the help of a metal detector.

Inform superior on lost property complaints

- If the property of complainant got lost in any private establishment, he or she could inform the front office or reception
- If the property of complainant got lost at the airport or railway station, he or she could inform the airport or station manager
- If the property of complainant got lost in the hotel perimeter, he or she could inform the lost property office or the security guard

Obtain information or report of lost property and take approved action

- When a property is lost, it is mandatory for the security guard to create a report based on the statement of the complainant.
- The next step is to submit the written report to the security supervisor.
- Proper actions can only be taken when the complainant gives proper information. The details of the incident are as follows :
 - How did the property get lost?
 - o Where was the assumed place where the property got lost?
 - What was the time when the incident took place?
 - o Did the item have any specific serial number?
 - o In case of mobile phones, what was its model number, colour?
- Report about the lost property (if it is an expensive item or confidential document) to the police station
- Get a copy of the report from the police station

UNIT 7.2: Necessary Documentation for Recording Information on a Lost/ Found Property

Unit Objectives

At the end of this unit, the participant will be able to:

- 1. Plan ways to seek additional information, on lost property
- 2. Demonstrate how to record details of the lost property

7.2.1 Necessary Documentation for Recording Information

Documentation

Complaint from complainant

- The establishment's authority maintains a complaint register.
- After completing the initial investigation, the security officer will write the complaint.
- As per the rules, the security guard needs to record the details related to the incident with an accurate date.
- The complaint should be handwritten by the security staff or the complainant.
- There is a separate form associated with this document missing item report form or complaint acknowledgement form.
- Notification for this incident should be made to the supervisor
- The complainant should read the entire report once, before signing their consent.
- The shift in-charge, with the awareness and permission of the supervisor, will put an official stamp and sign the document.

Details of property

It is imperative that the security officials maintain a different document that has information of the property details that got lost.

To record details of lost property, here are the aspects that need to be mentioned:

- Name of the property owner
- Date when the item got lost
- Colour of the model (if object)
- Serial number on the file
- Colour of the object or file
- Any specific attachment with the property

Lost and found ledger

An item left behind by a guest either in the room or public area which is identified by any security staff member is termed as a "lost and found" item. Lost and found items are stored in separate lockers. Before storing, registers are maintained to keep track of the item. Sample register format:



Fig. 7.2.1: Lost and found register and floor status report

Seek additional information, on lost property

In most cases, it is seen that when a person's property gets lost, the complainant forgets to mention important details. However, for an effective investigation and quick resolution, it is important that the inquirer (in this case the security supervisor or other senior security personnel) asks for that information.

The questions asked to obtain the details may be -:

- Was there any other object attached to the lost item?
- Was it lost on the premises, in the parking lot or any room?
- Was the claimant in a hurry when the item got misplaced?
- Was it an object or any confidential document?
- Was it cash?
- What were the denominations?

Handle and store information relating to lost property confidentially

The best way to ensure that the information regarding the lost item is secure is by keeping it in a separate document. The next step in this process is to keep that document in the lost and found register. It is necessary for the supervisor to keep all the relevant details of the complainant confidential.

Some of the information in this context is:

- Name of the complainant
- Address
- Contact number
- Email address
- Things that were lost

It is important to keep the details of the complainant as well as the lost property confidential to avoid any false claimant coming forward and misappropriating the lost property. To establish the identity of the claimant, it is important that the security supervisor compares and rechecks these same details as well.

Use of CCTV footage to reconstruct events

CCTV has proved itself to be one of the most apt and efficient equipment. It not only works as an excellent surveillance device but is also helpful in reconstructing an event that was not captured by the human eye.

There have been numerous incidents where the testimony by eyewitnesses solved crimes. The details relayed by these witnesses were helpful to punish the criminals.

However, the information imparted by the eyewitnesses were often found not entirely complete or had loophol.

UNIT 7.3: Method of Handling Found Property, Process of Maintaining Confidentiality

Unit Objectives 🦉

At the end of this unit, the participant will be able to:

- 1. Practice how to store and handle information, receive and record details of lost and found property
- 2. Demonstrate the process of reporting to supervisors

7.3.1 Store and Handle Information

Store and handle information, receive and record details of lost and found property, reporting to supervisor

1. Identify and contact the claimant of found property

When a property is lost, the entire incident is reported to the complaint cell. This report is forwarded to the security supervisor, which again is stored in the lost register. When any security staff or any other staff member of the establishment finds the lost item, it is imperative that it is submitted to the supervisor.

From here, the security officer will call up the complainant (based on the information recorded in the register) and ask him or her to bring the copy of the report.

The documents that the security officer should ask the complainant to bring along with them: are:

- Declaration or copy of the report with a proper seal stating the item was lost
- Id proof of the person

In case the person cannot come at that time but is going to send someone on his or her behalf, the person should bring:

- Id document of the complainant
- Id proof of themselves
- Letter of authority

2. Release the found property to the owner

Before giving away the property, it is necessary from the side of the security supervisor to match the information. After the security supervisor hands over the property to the rightful owner, they should store, retrieve and update information relating to the found property.

Here is the list of valid identification proof documents.

- Record details of the found property
- Type of item (cash, document, file, accessories)
- Colour
- Model
- Date and day when the lost property was found
- Time, when it was found

- Name of the person who found it
- Id proof (id number)
- Contact details of the person
- Name of the person who came to collect it
- Id proof (id number)
- Contact details of the person (claimant)
- Report of the lost item

This is an effective method when the supervisor or other security officials receive found property and handle it in this method.

vercise 🕅 —	
	an take the help of a metal detector
d) all of the above	
When a property is lost, it is mandatory for the secur	ity guard to based on the statement
of the complainant	
a) create a report	b) create a file
c) create a statement	d) none of the above
An item left behind by a guest either in the room o staff member is termed as a	r public area which is identified by any security
a) lost and found item	b) found and lost item
c) lost item	d) found item
The best way to ensure that the information rega	rding the lost item is secure is by keeping it in
a) a separate document	b) one document
c) anywhere	d) none of the above
In case the person cannot come to identify lost ob behalf, the person should bring	ject but is going to send someone on his or her
a) Id document of the complainant	b) Id proof of themselves
c) Letter of authority	d) all of the above
	 a) create a report c) create a statement An item left behind by a guest either in the room of staff member is termed as a a) lost and found item c) lost item The best way to ensure that the information regation as a separate document c) anywhere In case the person cannot come to identify lost ob behalf, the person should bring a) Id document of the complainant

- Notes 🗐





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Transforming the skill landscape

MEPSC

8. Supervise Security Escort Duties

- Unit 8.1 Obtain All Relevant Duty Details and Task-Related Briefing from Designated Superior
- Unit 8.2 Necessary Weapon and Ammunition, Safety Gear, Equipment/ Aids
- Unit 8.3 Threat/ Risks Associated With Vehicle Escort Duty
- Unit 8.4 Communication Protocol with Designated Superior/ Concerned Agencies and their Contact Details
- Unit 8.5 Security and Safety Requirements for Security Escort Duty



MEP/N7204

– Key Learning Outcomes 💆

At the end of this module, the participant will be able to:

- 1. Discuss escort task-related details
- 2. List the necessary weapon and ammunition, safety gear, equipment/ aids
- 3. Identify threat/risks associated with vehicle escort duty
- 4. Discuss communication protocol with designated superior/ concerned agencies and their contact details
- 5. Identify security and safety requirements for security escort duty

UNIT 8.1: Obtain All Relevant Duty Details and Task-Related Briefing from Designated Superior

Unit Objectives

At the end of this unit, the participant will be able to:

- 1. Practice obtaining information or report of lost property directly from complainant or superiors
- 2. Practice informing superior on lost property complaints and take approved action

8.1.1 Obtain all Relevant Duty Details and Task-related **Briefing from Designated Superior**

- Vehicles boarded by the client (person or persons under protection/escort) must be thoroughly checked before boarding, to ensure that no harmful items are kept inside.
- The vehicle must be adequately equipped with a first aid kit
- The vehicle must be equipped with an appropriate fire extinguisher. •
- The guard must be aware of the details of the provided equipment/aids.
- Only authorised persons must board the vehicle, and the client must be consulted in case of deviations.
- The guard must not drive the vehicle under any circumstances.
- Only the co-driver seat must be occupied by the escort guard •
- The guard must always stay alert and never fall asleep while on duty.
- The guard must ensure that he/she does not consume heavy or oily food before or during duty • hours.
- The guard must ensure that he/she and the driver do not become too friendly with the client. Professional decorum and discipline must be maintained throughout.
- Any suspicious activity must be reported to the supervisor / line manager immediately

8.1.2 Co-Ordinate with the Transport Supervisor and the **Driver of the Vehicle**

Many times in case of escort duty, the supervisors are required to coordinate with the vehicle driver. There are many reasons to establish this coordination.

- When a customer or any visitor, staying or working in the premise requests for a particular vehicle type
- ٠ When the requirement of the vehicle or driver is scheduled for a particular time
- Ensuring the requested vehicle matches what the visitor has asked for
- Following up with vehicle provider and escorting driver to meet deadlines
- Calling up transporting personnel and car service providers regarding any impending assignment
- Giving them reminders to fulfil the assignment on time •
- Answering the doubts of the escorting driver and clarifying details related to duty •

8.1.3 Approve Driver, Escort, Vehicle for Escort Duty

- The driver's license and credentials must be inspected before the vehicle starts.
- The escort guard must ensure that the driver is not drunk or under the effect of drugs
- The guard must ensure that the driver follows all traffic rules.
- Friends and acquaintances of the driver, or strangers, must not travel with the client.
- The vehicle should have proper papers related to:
 - Registration certificate
 - o License of the vehicle
 - o Certificate of fitness (for vehicle)
 - o Emission test certificate
 - o Insurance certificate
 - o Pollution under-control certificate
 - Rc copy (registration certificate)

UNIT 8.2: Necessary Weapon and Ammunition, Safety Gear, Equipment/ Aids

Unit Objectives

At the end of this unit, the participant will be able to:

1. Identify the safety equipment, clothing and communication equipment

8.2.1 Personal Safety Gear, Equipment/ Aids, Documents, and Weapon & Ammunition

Personal safety equipment and clothing

- Bullet-proof vest
- Flashlight
- Uniform
- Safety shoes with slip-resistant properties
- Metal and bomb detectors

Security equipment

- Bulletproof vest
- Highly visible uniform
- Digital camera (optional if smartphone is allowed on duty)
- Heavy-duty security belt
- Smoke detector
- Fire alarm
- Closed-circuited television (CCTV)
- Access control equipment like metal detectors
- Baggage scanner

Communication equipment

The escort guard on duty must carry the following equipment

- Flashlight
- Stop and go baton
- Walky-talky
- Public announcement system (pas)
- Cell phones
- Landline phone (at check posts and in control room)
- Smart apps for official group chats to communicate emergencies (if smartphones are allowed on the premises)

UNIT 8.3: Threat/ Risks Associated With Vehicle Escort Duty

- Unit Objectives 🙆

At the end of this unit, the participant will be able to:

1. Identify the threat/ risks associated with vehicle escort duty

8.3.1 Escort Duty and the Potential Threat/ Risks

There are a number of hazards that are common to the type of services you would be involved in providing. Potential hazards may include:

- Manual tasks: Overexertion or repetitive movement can cause muscular strain
- Gravity: Falling objects, falls, slips and trips can cause fractures, bruises, lacerations, dislocations, concussions, permanent injuries or death
- **Electricity:** It is one of the potential ignition sources. Exposure to live electrical wires can cause shock, burns or death from electrocution
- Machinery and equipment: Being hit by moving vehicles, or being caught by moving parts of machinery can cause fractures, bruises, lacerations, dislocations, permanent injuries or death
- Hazardous chemicals: Chemicals (such as acids, hydrocarbons, heavy metals) and dust (such as asbestos and silica) can cause respiratory illnesses, cancers or dermatitis
- Extreme temperatures: Heat can cause burns, heat stroke or fatigue. Cold can cause hypothermia or frostbite
- Noise: Exposure to loud noise can cause permanent hearing damage
- **Radiation:** Ultraviolet, welding arc flashes, microwaves and lasers can cause burns, cancer or blindness.
- Biological: Micro-organisms can cause hepatitis, Legionnaires' disease, Q fever, HIV/AIDS or allergies
- **Psychosocial hazards:** You may experience the effects of work-related stress, bullying, violence and work-related fatigue

Few other risks and threats included in this case are:

- **Road accident:** Any form of accident or serious mishap that takes place on the road, even in public circulation is known as road accident Road accidents may take place due to the fault of the driver, any other fellow driver driving rashly, and even due to unfavourable weather (rainy season).
- Vehicle breakdown: When a motor vehicle fails to work, or there are numerous issues in the vehicle that prevent it from working smoothly or not working all, this mechanical failure is known as vehicle breakdown.
- **Medical emergencies:** The risks involved in medical emergencies are no doubt huge. Any person with serious health issues or someone who is severely injured falls under immediate risk; which can be fatal to him or her.
- **Potential criminal/miscreant action:** Any person subjected to criminal activities is definitely under grave risk. The threats related to this are usually associated with disruption in normal working, creating a ruckus, and may have other criminally harmful consequences.

UNIT 8.4: Communication Protocol with Designated Superior/ Concerned Agencies and their Contact Details

Unit Objectives 🦉

At the end of this unit, the participant will be able to:

- 1. Comply with reporting, recording, communication protocol with designated superior
- 2. Maintain communication with an escort as per instructions

8.4.1 Reporting, Recording, Communication Protocol with Designated Superior/ Concerned Agencies

When it comes to maintaining or following communication protocols to the concerned Agencies, those governing bodies include:

- Controlling headquarter/ superiors
- Police
- Ambulance service
- Road patrol
- Hospital services

There are no specific requirements for the establishment of protocols. However, when different agencies communicate, coordinate and establish protocols, they can point out various issues occurring in different sections of work.

On maintaining communication protocol, supervisors and guards can immediately report to those higher up on the hierarchy. This prompt reporting ensures that the response is taken immediately.

8.4.2 Maintain Communication with Escort as per Instructions

- The guard must carry with him / her list of emergency helpline numbers.
- The security control room must be contacted for general contingencies, like car failure.
- The guard must obtain destination details from the client alone.

Route chart: route charts or maps are effective tools that help the transportation personnel while driving. In simple words, these are maps that help the driver by instructing them to take/find shortcut paths and alerting them to avoid congested roads. One can also say it is an effective method of customised traffic management system.

To ensure that the escorting driver doesn't get stuck on the way or come face to face with inconvenient situations, the security personnel create different types of route charts. Some of the important ones are related to:

- Bottle-necks
- Halts
- Emergency routes
- Alternate routes

UNIT 8.5: Security and Safety Requirements for Security Escort Duty

- Unit Objectives 🧕 🎯

At the end of this unit, the participant will be able to:

- 1. Discuss security escort duty
- 2. Demonstrate how to obtain all relevant duty details and task-related briefing

8.5.1 Security Escort Duty

According to the dictionary, security escort duty is defined as "a military duty in which one or more servicemen accompany a person, group of people, or vehicle, for protection, guidance, restraint, or as a mark of honour".

Security and safety requirements

- 1. Background verification of the security escort guard, in the following manner:
 - Police verification (not sufficient)
 - Previous employment verification
 - Verification through third party
 - Reference check
- 2. Physical and psychological health
 - Basic medical tests (blood group, hiv, sexually transmitted diseases, audio and visual impairment, cardiovascular conditions, kidney functions, etc.)
 - Psychological tests like basic situation and reaction-based tests, psychometric tests, etc.

Obtain all relevant duty details and task-related briefing from designated superior

- The vehicle should be checked thoroughly for harmful items. This should be done before the visitor boards the vehicle.
- The vehicle should have a first aid kit and fire extinguisher.
- The vehicle should be driven by the driver and not the guard.
- The co-driver's seat should be occupied by the escort guard.
- The guard should be alert during the entire journey.
- In case of any suspicious activity, the guard should report it to the supervisor or the line manager immediately.

- F1	kercise 📝 ————	
1.	coordination with transport supervisor is essential	
	a) When the requirement of the vehicle or driver is	•
	b) Ensuring the requested vehicle matches what th	
	c) Following up with vehicle provider and escorting	driver to meet deadlines
	d) all of the above	
2	Developed as fatty any interest and elathing for assurit	
2.	Personal safety equipment and clothing for security	
	a) Bullet-proof vest	b) Flashlight
	c) Uniform	d) all of the above
3.	Communication equipment for security supervisor	includes
	a) Flashlight	b) Stop and go baton
	c) Walky-talky	d) all of the above
Л	are offective tools that halp the transm	artation percennel while
4.	are effective tools that help the transp driving	fortation personner while
	a) route charts	b) baton
	c) walky talkies	d) none of the above
_		
5.	Background verification of the security escort guard	
	a) Previous employment verification	b) Verification through third party
	c) Reference check	d) all of the above

Notes 🗐	
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Transforming the skill landscape

9. Control Access to the Assigned Premises

- MEPSC
- Unit 9.1 Modus Operandi of People/ Criminals for Gaining Entry/Exit from the Premises
- Unit 9.2 Types of Identity/ Authorisation Documents Carried By People, Vehicle and Material
- Unit 9.3 Access Control Operations
- Unit 9.4 Basic Knowledge, Faults, Capability and Procedure to Carry Access Control Operations



MEP/N7205

– Key Learning Outcomes 🕎

At the end of this module, the participant will be able to:

- 1. Discuss the modus operandi of people/ criminals for gaining entry/exit from the premises
- 2. Identify the types of identity/ authorisation documents carried by people/vehicle
- 3. Discuss access control operations
- 4. Identify faults, capability and procedure to carry access control operations

UNIT 9.1: Modus Operandi of People/ Criminals for Gaining Entry/Exit from the Premises

Unit Objectives 🦉

At the end of this unit, the participant will be able to:

- 1. Identify the equipment to attain access to a premise
- 2. Identity the purpose and authorisation of different categories of people/vehicles/material

9.1.1 Operate Access Control Equipment in Accordance with Laid down Procedures

Modus operandi implies the way or manner in which something is accomplished.

The modus operandi of people/criminals for gaining entry/exit from the designated premises can be accomplished by the below methods:

Electronically operated systems

Fingerprint access

- Fingerprint access is an alternative to the card swiping method.
- However, it is also used for the purpose of marking attendance in many organisations.
- The software is built in such a way that when the person presses a finger on the system, the entire details of the person related to the organisation pops up in the monitor.
- This allows the surveillance controllers to keep track of employee entry and exit. This is cost effective and eliminates the workforce. It also verifies the person within a split of a second.

Card swiping

- Card swiping is the most common access control method used in facilities especially in corporate offices.
- The system is dependent on the card reader and magnetic strip associated with it.
- Every legal card belonging to a facility is authorized with the access to certain rooms or places.
- The employees have access to move around in the company. They can do so if they place or swipe their card in front of the card reader. This action will open the door automatically.
- However, it is not mandated that an employee will have access to all the rooms in a facility.
- For example, the employee will definitely not have access to rooms like server room, director's room etc.
- Thus, it is evident that the access can be controlled by setting a password and limiting it among authorised persons.

Manual access control

• This involves displaying the id card / permit / authorization letter / visitor's card to the security guard to gain access to the designated premises.

- This is a very common practice in government-run institutions, military premises and corporates.
- However, the process, being manual, is less reliable than the above ones, since this requires true honesty, integrity and vigilance on the part of the guard.

Biometric access

• Biometric access is a real-time attendance marking system which involves fingerprint access as the standard method of giving access.



Fingerprint recognition



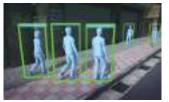
Face recognition



Iris recognition



Voice recognition



Gait recognition

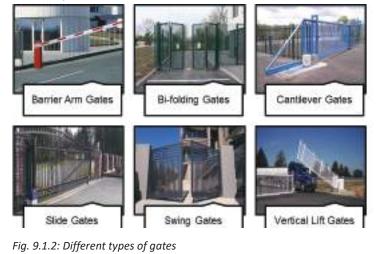
Fig. 9.1.1: Biometric access types

- Like fingerprint access, biometric access also makes use of software that has records of the employees. When an employee uses biometric access, the person's records get reflected on the system in front of the personnel in the control room.
- Biometric access involves face recognition, gait recognition, voice recognition, iris recognition and many more.

Access control equipment

Gates:

- Vertical lift gates: Move vertically up and down over the gate opening
- Slide gates: Slide back and forth across the opening
- Bi-folding gates: Have two panels that fold back to allow access



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- Barrier arm gates: These vertical barrier arms rotate in and out for opening the gate
- Cantilever gates: Supported from rails running inside the fence structure
- Swing gates: Hinged on one side and open and close like a door

Vehicle control equipment

- 1. RFID tag based vehicle access control system
 - The rf tag have over 4 million programmable codes
- 2. Tripod turnstile
 - Equipped with 3 arms, where the rotor arm has automatic positioning and revert function
 - Equipped with positive action lock to prevent multiple passes at a time

3. Full height turnstile

- The barrier arm should rotate 360 degrees with a stop at each 90 degrees
- Bi-directional and equipped with positive action lock to block multiple passes at a time

4. Tyre killer

- It blocks objects with specific width and height
- It is equipped with steel blades
- 5. Vehicle blocker
 - It blocks objects of specific height and width

6. Blocking bollard

- It blocks height above the surface (50-90 cm)
- It is equipped with reflective warning tape, flashing warning lights and audio alarm



RFID tag

unit i

Tyre killer



Tripod turnstile



Vehicle blocker



Full height turnstile



Blocking bollard

Fig. 9.1.3: Vehicle control equipment

9.1.2 Establish Identity, Purpose and Authorisation of Different Categories of People/ Vehicles/ Material

Category of people and vehicles

Employee: Be it a residential complex or an industrial establishment; these premises require staff for various purposes. The staff members may be permanent, temporary and on contract. The support staffs for industrial and residential areas are like:

- Gatekeeper
- Garbage collector
- Electrician
- Office boy
- Sweeper
- The other employee categories comprise of trainees, apprentices and interns that are seen in industrial and corporate sectors.

Visitors: In commercial or industrial areas, one can see different categories of customers or visitors. Some visit the establishments for business purpose while others come for official reasons. Some of them are:

- Vendors do approach the premises for exchanging products or services.
- Regulatory officials are not frequent with their visits. However, these officials approach to inspect food items, raw materials, and other health-related products.
- Union and community leaders are seen during social events and community meetings.

Vehicles: A number of vehicles + come and go in different types of premises. It is important that the security guards keep necessary information of those vehicles. However, it is also obligatory that they can identify the vehicles. The categories of vehicles in this context can be:

- Light vehicles (cars, two-wheelers)
- Heavy vehicles (trucks)
- Specialist vehicles (bulldozers, cranes)
- Employee vehicles
- Visitor vehicles
- Emergency services vehicle (ambulance)
- Vehicles of government officials

UNIT 9.2: Types of Identity/ Authorisation Documents Carried By People, Vehicle and Material

Unit Objectives

At the end of this unit, the participant will be able to:

- 1. Discuss personal identification and authorisation documents
- 2. Identify different documents for movement of goods/materials

9.2.1 Personal Identification and Authorisation Documents

1. Employee identity card: An identity card is defined as "a card carrying the holder's photograph, name, date of birth, and other personal details. The identity card of an employee serves as official proof of their identity". Examining an employee's id card is an excellent way to allow safe and authorised entry of that person in the professional premises.

While examining an id card, a security supervisor establishes one's identity and its genuineness from the below features:

- Organization logo
- Personal information on both the sides
- Photo of person
- Data encoding (barcode, magnetic stripes, rfid tags and smart chips)
- Person's signature
- 2. Temporary identity card: Unlike that of the employee card holders, people like vendors or visitors of employees do not have authorisation or permission to enter into any industrial institutions. So, these id cards are issued by the security supervisors at the time of entry so that the visitors can enter in the premise for a temporary period. The validity of these id cards is generally one day.

Documents for movement of goods/ materials

Gate passes: Gate pass is a printed document that requires to be filled out by the person, who wants to exit from the premises of the organisation. The person is required to fill out the necessary information, including the purpose of travel, to obtain approval.

Generally, the approval is given by authorised officials who make a signature on the filled out pass, especially the security supervisors. They will pass the document if he/she feels that the motive for moving out or in the organisation is valid. The authorised gate pass is verified by the guards in charge of the gate, who allow the movement only if they see the authorised gate pass.

Types of gate passes

Employee gate pass

- o It is for employees, who want to move out. The reason may be personal or professional.
- Either way, he/she would have to fill out the employee gate pass and submit it for approval from the supervisor.
- If the supervisor finds the reason to be valid, he will approve the pass and sign the document after noting down the movement.
- o Ultimately, the employee can submit the document at the gate to move out.

UNIT 9.3: Access Control Operations

- Unit Objectives 🙆

At the end of this unit, the participant will be able to:

- 1. Discuss access control
- 2. Demonstrate how to carry out access control operations manually
- 3. Demonstrate how to carry out assigned tasks and perform duties

9.3.1 Understanding Access Control

- Accessing means entering a certain area or room or facility
- Access determines the people who are authorised to get in
- Restricting access is important to provide better security and to ensure that unwanted persons are kept outside
- Access control refers to the procedure of limiting people with the help of electronic or manual processes
- There are various processes which can be exploited to implement access control
- The process varies, depending on the client requirement or the available facilities
- Access control is also widely used all across the globe in implementing stringent information technology security and protecting intellectual property (like trademark, copyright, patent, etc.)

Below are the types of access control methods widely used:-

- 1. Card swiping
- 2. Fingerprint access
- 3. Biometric access
- 4. Manual access control (by displaying ID card or as per policy)

9.3.2 Carry out Access Control Operations Manually

Manual access control involves frisking to a great extent.

According to the cambridge english dictionary, frisking is the process of "using one's hands to search someone's body when they are wearing clothes to see if they are hiding illegal objects or weapons".

This is a restricted yet protective search for hidden weapons and hazardous material.

Frisking and manual access control operations can be adopted either as a part of the daily routine or for cases of "reasonable suspicion", which implies that the guard has substantial reasons to suspect a person, a group of people or an object(s) of concealing something dangerous.

Steps related to frisking

- Start the frisking and searching process in the area of the person's clothing, which has aroused suspicion.
- Start the frisk with a "pat-down" motion of the outer clothing.

- Do not reach beneath the outer clothing unless the guard has valid reasons to suspect that the inner clothing is concealing hazardous stuff or weapon.
- Instruct the person to open the outer clothing if it is too bulky and hampers your search.
- Pat down on the inner clothing with the permission of the person being frisked.
- If the person objects, state the reasons behind the detailed frisking firmly.

9.3.3 Carry out Assigned Tasks and Perform Duties

- Comply with organisational procedures concerning screening and search of people/ vehicle/ material seeking to enter/ exit from the premises
- Organise queues to manage people at the screening and search points
- Respond to situations arising during screening and search
- Carry out screening and search manually/ with equipment
- Maintain personal safety during screening and search
- Respect persons' right to dignity, privacy and gender/ religious/ cultural sensitivity
- Segregate persons who violate laid down procedures
- Segregate material containing prohibited/ unauthorised items
- Carry out screening and search using provided equipment
- Carry out physical search of vehicle as per laid down procedures
- Segregate suspected vehicle for detailed search
- Operate provided equipment in line with organisation's instructions
- Report malfunctioning of equipment to superiors
- Stay vigilant of people trying to defeat the process/ equipment

UNIT 9.4: Basic Knowledge, Faults, Capability and Procedure to Carry Access Control Operations

Unit Objectives 🦉

At the end of this unit, the participant will be able to:

1. Identify the common faults occurring in the access control equipment

9.4.1 Common Faults Occurring in the Access Control Equipment

Power line interference: Caused by power line noise and high voltage spike

Excess vibration: False triggers resulting from erratic and sudden jerks

Twisting or straining of the inspection / detection head: Picking up false triggers due to uneven surfaces

Erratic use: Use of equipment on erratic products like frozen, extremely hot or semi-thawed products

Radiated signal interference: False triggers picked up due to signal interference from other nearby devices, like microwave antenna or radios

Ground loop interference: False trigger due to the generation of weak electrical field around the inspection head

Interference of analog signals due to noise and signals from other devices

- A security supervisor must not only learn the thorough use of the above access control devices but also how to interpret the signals generated by them and report to concerned team in case of equipment failure and troubleshooting needs.
- He must have a basic understanding of the capability and limitations of the access control equipment in use and how to read and write error detection reports.

- F \	kercise 📝 ————	
1.	Modus operandi implies the way or manner in wh	
	a) accomplished	b) unaccomplished
	c) lost	d) none of the above
2.	is the most common access control r	nethod used in facilities especially in corporate
	a) Card swiping	b) finger swiping
	c) cash swiping	d) none of the above
3.	Like fingerprint access, also makes us a) biometric access c) retina scan access	e of software that has records of the employees b) fingerprint access d) none of the above
4.	Vehicle control equipment includes a) RFID tag based vehicle access control system c) Tyre killer	b) Tripod turnstile d) all of the above
5.	Accessing means a certain area or room a) entering c) both a and b	m or facility b) exiting d) none of the above

Notes	



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Transforming the skill landscape

10. Security and Security Practices and Tasks

- Unit 10.1 Private Security Sector: Role, Different Domains, Organisation
- Unit 10.2 Importance of Security for Society and Risks and Threats Associated
- Unit 10.3 Rank in Police and Military
- Unit 10.4 Different Types of Arms and Types of Improvised Explosive Devices
- Unit 10.5 Types of Hazards, Accidents, Disasters, Emergencies and Organisations Dealing



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– Key Learning Outcomes 🕎

At the end of this module, the participant will be able to:

- 1. Discuss the private security sector: role, different domains, and organisation
- 2. Discuss the importance of security for society and risks and threats associated to it
- 3. Identify different badges of rank in police and military
- 4. Identify different types of arms and types of improvised explosive devices
- 5. Identify the types of hazards, accidents, disasters, emergencies and organisations dealing with it

UNIT 10.1: Private Security Sector: Role, Different Domains, Organisation

Unit Objectives

At the end of this unit, the participant will be able to:

- 1. Discuss the private security sector
- 2. Discuss the importance of security for society, institutions and corporate
- 3. Identify the different domains of the private security sector
- 4. Evaluate the organisation of the private security sector

10.1.1 Role of Private Security Sector

India is a vast country, which is the 7th largest country in the world regarding geographical area.

The world population prospects (2017) states that the current population of india stands at 1,324,171,354

This mammoth population comprises people from different age groups, languages, religions, communities, castes, creed, colour, and hence, different perspectives and opinions

Divided opinions and perspectives among all these different segments have often led to heated discussions, violence, communal riots, and political turbulence and on a broad scale - terrorism at the national level

Apart from these internal security threats, india faces external security threats from her geographical neighbours like pakistan, afghanistan, china, bangladesh and sri lanka

These threats are either in the form of direct military attacks and terrorist activities or covert political and cyber infiltration

Stringent security strategies are hence, required at all levels in india, including the following:

- Safeguarding the government
- Semi-government and private organisations
- Maintaining personal security
- Managing disasters
- Controlling emergency situations

Security sectors, in india, exercise such strategies through utmost vigilance, via patrolling, surveillance, access control and monitoring

10.1.2 Importance of Security for Society, Institutions and Corporate

- Entities like institutions and corporates work either for profit or to serve a specific purpose (applicable for non-profit organisations) in the society.
- To earn a good reputation, goodwill or competitive edge, such entities seek hard to secure, encrypt and protect their information and intellectual property (data, trade secrets, copyright, patents, etc.) Against falling into external or unauthorised hands.

- A significant step in this regard, adopted by such entities, is the restricted or prohibited access of external visitors and trespassers in the premises.
- This initiative is called "access control".
- Access control initiatives enhances security for society, institutions and corporates.

10.1.3 Different Domains of the Private Security Sector

- Corporate security refers to security departments that exist within businesses or corporations.
- Corporate security provides logistics, security support, investigation, protection of members of the corporate sector.
- The role of private security in the industrial sector is known for providing security services for various products, logistics support, field surveys, and technological support.
- Industrial establishments rely heavily on private security personnel for coordinating with local authorities for premises and product security.
- Security industry

Security systems

- o Electronic services
- Cash services
- o Investigation services

Security services

o Manned guarding (armed/unarmed) monitored bt security supervisor

10.1.4 Organisations Provided with the Authority and Responsibilities towards Security of the Public/Society

Indian Armed Forces - Indian Army, Indian Navy and Indian Air Force

The Indian Army is the land-based branch and the largest component of the Indian Armed Forces. The President of India is the Supreme Commander of the Indian Army, and it is commanded by the Chief of Army Staff, who is a four-star general.

The Indian Navy is the naval branch of the Indian Armed Forces. The President of India is the Supreme Commander of the Indian Navy.

The Indian Air Force is the air arm of the Indian armed forces. Its complement of personnel and aircraft assets ranks fourth amongst the air forces of the world.

Unarmed Forces - Private Security (organisation of the Private Security)

The security supervisor is a person, who executes multiple security functions to protect the person(s) and properties in the designated premises. He or she constantly monitors the situation. The supervisor can often carry carrying firearms or similar weapons. He/she executes designated security tasks as per basic security practices.

Police Forces - CISF; CRPF; BSF; RPF, Civil Police

- **The Central Industrial Security Force** is a Central Armed Police Force in India. This force aims to provide integrated security cover to the Public Sector Undertakings (PSUs).
- **The Central Reserve Police Force** is the largest of India's Central Armed Police Forces. It functions under the guidance of Ministry of Home Affairs. It is a reserve battalion that works only if called for.
- **The Border Security Force** is the primary border guarding force of India. It is one of the five Central Armed Police Forces of the Union of India. It is a paramilitary force charged with guarding India's land border during peace time and preventing transnational crime.
- **The Railway Protection Force** is a security force of India entrusted with protecting railway passengers, passenger area and railway property of the Indian Railways.
- A police force is an established body of persons empowered by a state to enforce the law, to protect people and property, and to prevent crime and civil disorder.

UNIT 10.2: Importance of Security for Society and Risks and Threats Associated

Unit Objectives 🦉

At the end of this unit, the participant will be able to:

- 1. Discuss the importance of security for society, institutions, corporate and individuals
- 2. Identify the risks and threats to society, corporate and other organisations or institutions
- 3. Demonstrate how to respond to risks and threats

10.2.1 Importance of Security for Society, Institutions, Corporate and Individuals

- Institutions and corporates work for either specific purposes or for profit. This applies to non-profit
 organisations.
- Organisations desire a competitive edge and goodwill, thus they try various things to earn a good reputation. This includes securing, encrypting and protecting Intellectual Property and information so that it does not fall into unauthorised hands.
- A significant step in this regard, adopted by such entities, is the restricted or prohibited access of external visitors and trespassers within the premises. One of the best steps that these entities adopt is the prohibition or restriction of trespassers and unauthorised external visitors in the premises.

10.2.2 Risks and Threats to Society, Corporate and other Organisations or Institutions

Hazard is defined as a factor, which may cause harm to people and properties alike, like electricity, inflammable products, explosive material, corrosive chemical, using heavy ladders at workplace etc.

Risk is the possibility (high or low) for any hazard to actually cause somebody harm.

The potential or imminent danger to which Risks and Hazards expose the concerned premises is known as a Threat.

Below is a list of Risks and Threats to the society and the corporates:

- Trespassing
- Violent behaviour and mobbing
- Sexual abuse and molestation
- Theft, robbery and cyber crime
- Murder and loss of life
- Littering and vandalism
- Terrorism

10.2.3 Few Risks and Threats in Details

1. Trespassing and unauthorized entry: This occurs when a person or a group of people enters one's premises (land or property) without permission.

Trespassing on criminal intention is a criminal offence and is punishable by law, under the indian penal code.

2. Violent behaviour and mobbing: This can be of many types, like violence in public place, violence on private and commercial properties, domestic violence, violence against women and children, etc.

Violent behaviour is characterized by aggressive gestures and abusive words. It may or may not lead to physical harm to the people and property on the premises under protection.

Mobbing implies thronging around someone (person) or something (property) in an uncontrolled, unruly manner.

Any form of violent behaviour and mobbing, unless committed by a mentally unstable person or a group of mentally unstable persons, is a criminal offence and is punishable by law, under the indian penal code.

3. Sexual abuse, molestation and murder: This is one of the most abominable criminal offences in the indian society.

The gruesome terms sexual abuse, physical harassment, rape and molestation apply to men, women, children and the third gender alike.

Victims and potential victims have protection against such offences like the posh policy.

Murder involves killing somebody and is subject to either life imprisonment or the death penalty.

Severe punishments have been devised against the offenders under the indian penal code.

4. Theft, robbery and cyber crime: Theft and robbery involve dishonestly taking away or snatching at something, which belongs to somewhere else. These are punishable under the indian penal code.

Cyber crime involves theft and robbery and other violations via the internet channel. This includes bullying, financial frauds, and phishing and propagating viruses and is punishable under the it (information technology) act, 2000.

The intellectual property rights (ipr) safeguards intellectual properties like patents, copyrights and trademarks against theft.

5. Littering and vandalism: Littering implies leaving rubbish (like paper, cans, metal scraps and bottles) in open and public places.

Vandalism involves calculated and planned destruction of, or damage to public or private property.

Both these acts are criminal offences and are punishable by law under the indian penal code.

6. Terrorism: Terrorism, as defined by the oxford dictionary, is "the unlawful use of violence and intimidation, especially against civilians, in the pursuit of political aims".

Terrorism is of 5 types, namely:

- Criminal terrorism: Terrorist acts to instigate criminal profits
- Religious terrorism: Terrorist acts are driven by religious motivation
- State-sponsored terrorism: Terrorist acts against a state or a government, by a state or government
- Dissent terrorism: Terrorist acts by rebel groups, against their respective government
- Political terrorism: Terrorist acts motivated by political ideologies

10.2.4 Respond to Risks and Threats

Response to likely risks and threats at the place of duty must take place in the following manner:

- Assessing and grasping the severity of the situation and conveying the same to others in the affected premises
- Summoning medical assistance, depending on the severity of the situation
- Assessing the environment and securing live entities, not properties
- Assessing the degree of casualties and initiating mass Triage
- Identifying one's boundaries of duty and reporting emergencies to appropriate medical authorities to prevent loss of life due to delay

The security supervisor must be well aware of the importance of security for society, institutions and corporates and the role of private security sector is very crucial in this regard.

UNIT 10.3: Ranks in Police and Military services in India

– Unit Objectives 🧖

At the end of this unit, the participant will be able to:

- 1. Identify various ranks and posts in the state police force
- 2. Identify different ranks in the military service

- 10.3.1 Hierarchy of Police in India

In India, the police force is one of the most significant forces. Each state has its police. The police force in every state is empowered to maintain law and order and provide protection and safety to the citizens. While there are several central forces, police forces are chiefly controlled by the state governments. In union territories of India, police forces are governed by the central government-appointed governors or administrators.

Mentioned below are the ranks of the police force in India.

1. Constabulary

- Sepoy/ Home Guard
- Constable (CT)
- Head Constable (HC)

2. Upper Subordinate

- Assistant Sub-Inspector of Police (ASI)
- Sub-Inspector of Police (SI)
- Inspector of Police (PI)
- 3. PPS/ SPS or Provincial/ State Police Service Officers
 - Deputy Superintendent of Police (DSP)
 - Additional Superintendent of Police
 - Superintendent of Police
 - Senior Superintendent of Police
- 4. IPS Officers or Indian Police Service Officers
 - Assistant Superintendent of Police
 - Additional Superintendent of Police
 - Superintendent of Police (SP)
 - Senior Superintendent of Police (SSP)
 - Deputy Inspector General of Police
 - Inspector General of Police (IGP)
 - Additional Director General of Police
 - Director General of Police (DGP)

Basic Setup of State Police Departments

In each state, there are one or more police zones. Each zone is further divided by police ranges. There are commissionerate systems of division as well in some states. A DGP rank officer heads each state police department, and Additional DGPs assist them. These DGPs report to the Home Minister and

Home Secretary of the respective State governments. IGP and Deputy IGP, respective-ly, head zones and ranges. Whereas commissionerates are headed by police commissioners.

Ranges are divided into Districts. SSPs head large districts, whereas SP heads small districts. SP and Additional SP often assist SSPs as the area of operation is large. The responsibilities are divided across city, rural, traffic and crime. Districts are divided into Circles or Sub-Divisions. Each of these is headed by a Circle Officer (CO) or Sub-Divisional Police Officer (SDPO), a DSP rank officer.

A circle or sub-division has several police stations. These police stations are headed by an SHO (Station House Officer). SHOs are 'Inspector' or 'Sub-Inspector' level officers.

10.3.2 Officer Ranks in Indian Armed Forces

The Indian Defence Forces are one of the best trained military forces in the world. Here are the Officer and below-Officer ranks in the Indian Army, Navy and Air Force.

Ranks	Insignia
Field marshal	National emblem over a crossed baton and saber in a lotus blossom wreath.
General	National emblem over a five-pointed star, all over a crossed baton and saber
Lieutenant general	National emblem over crossed baton and saber.
Major general	Five-pointed star over crossed baton and saber.
Brigadier	National emblem over three five-pointed stars in a triangular formation.
Colonel	National emblem over two five-pointed stars
Lieutenant Colonel	National emblem over five-pointed star.
Major	National emblem
Captain	Three five-pointed stars.
Lieutenant	Two five-pointed stars.
Second lieutenant	Five-pointed star.

Commissioned officers

Table 10.3.1: Commissioned officers, Indian Army

Junior commissioned officers

Ranks			
Infantry and other arms	Cavalry and armour	Insignia	
Subedar major	Risaldar major	Gold national emblem with stripe	
Subedar	Risaldar	Two gold stars with stripe	
laib subedar	Naib risaldar	One gold star with stripe	

Ranks		
Infantry and other arms	Cavalry and armour	Insignia
Quartermaster havildar	Quartermaster duffadar	Gold national emblem with three chevrons
Havildar	Daffadar	Three rank chevrons
Naik	Lance daffadar	Two rank chevrons
Lance naik	Acting lance daffadar	Single rank chevron
Sepoy (Sipahi)/Jawan	Sowar	Plain shoulder badge only

Non-commissioned officers

Table 10.3.3: Non-commissioned officers, Indian Army

Equivalent ranks of the Indian Navy

Ranks - Officer	Rank - Sailor
Admiral	Master Chief Petty Officer Ist Class
Vice Admiral (FOC-in-C's Scale)	Master Chief Petty Officer IInd Class
Vice Admiral (HAG scale)	Chief Petty Officer
Rear Admiral	Petty Officer
Commodore	Leading Rate
Captain	Seaman Ist Class
Captain (with seniority) or Commander	Seaman 2nd Class
Commander	
Lt. Commander	
Lieutenant	
Sub Lieutenant	
Midshipman	

Table 10.3.4: Ranks of the Indian Navy

Indian Air Force Ranks

The rank structure of the Indian Air Force is based on the structure of the Royal Air Force. Indian Air Force Ranks is divided into three categories:

Commissioned Officers	Junior Commissioned Officers	Non-Commissioned Officers
Marshal of the Airforce	Master Warrant Officer	Sergent
Air Chief Marshal	Warrant Officer	Corporal
Air Marshal	Junior Warrant Officer	Leading Aircraftsman

Air Vice-Marshal	Aircraftsman
Air Commodore	
Group Captain	
Wing Commander	
Squadron Leader	
Flight Lieutenant	
Flying officer	

Table 10.3.5: Ranks of the Indian Air Force

The easiest way to recognise rank/ badge of rank in police and military is to study, check and identify the insignia and the emblems in them.

Such insignia and emblems are present in places like the cap, shoulders, sleeves and chest. Vehicles used by designated police and military officials often bear such insignia and emblems.

The designations or ranks of few officers are written on the chest badge, along with their names.

UNIT 10.4: Different Types of Arms and Types of Improvised Explosive Devices

Unit Objectives 🦉

At the end of this unit, the participant will be able to:

- 1. Identify arms commonly used by the police and perpetrators
- 2. Identify components of improvised explosive devices

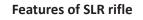
10.4.1 Identify Various Arms Commonly Used by the Police and Perpetrators

Although it is not mandatory for the security supervisors to use firearms all the time, they must be able to identify arms from their physical appearance and features. Security supervisors have to keep an eye on the guards who perform rigorous security checks on persons and objects (like vehicles and baggage) and inside the designated premises.

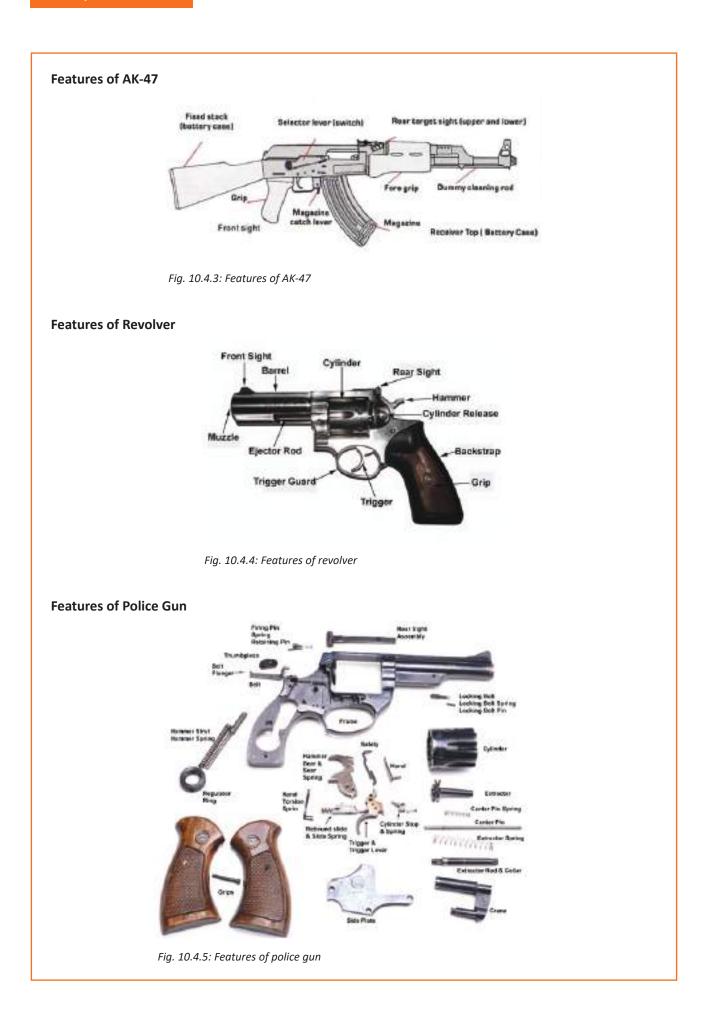


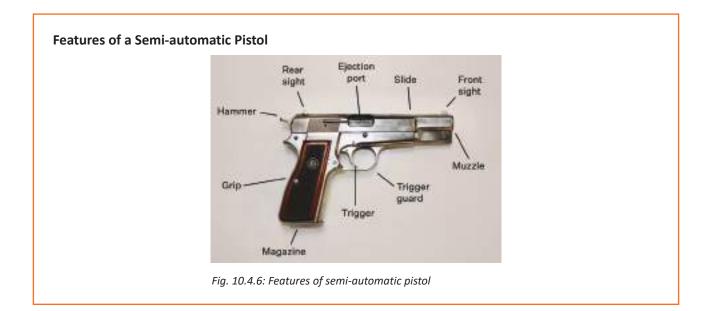
Fig. 10.4.1: Various arms

Below is a list of the common arms in use among public and police, which guards as well as supervisors should be able to identify and detect.









10.4.2 Identify Components of Improvised Explosive Devices

An IED (Improvised Explosive Devices) is an unconventional bomb, uniquely designed, constructed and deployed in a non-traditional way.

The components of an IED are:

- Initiator
- Switch
- Main charge
- Power source
- Container

Categorisation

led bombs can be broadly categorised in 3 ways, namely:

- Warhead
- Delivery mechanism
- Trigger mechanism

Warhead

- Explosive
- Explosively formed penetrator/projectiles (efps)
- Directionally focused charges
- Chemical
- Biological
- Incendiary
- Radiological
- Nuclear

Trigger mechanism

- Wire
- Radio
- Victim-operated
- Mobile phone
- Infra-red

Delivery mechanism

- Car
- Boat
- Animal
- Collar
- Suicide
- Surgically implanted
- Robot
- Tunnel
- Improvised rocket
- Improvised mortar
- Improvised artillery

Others

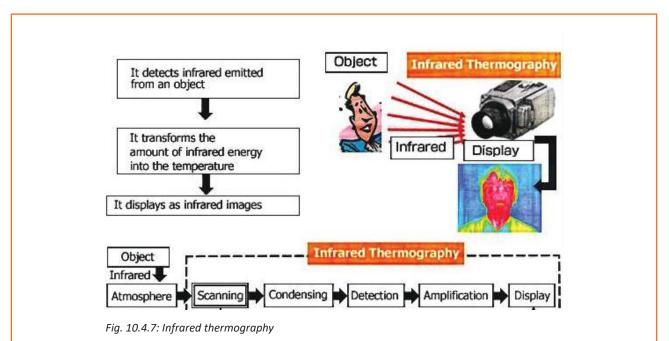
- Shoe bombers
- Energy drink containers
- Shampoo containers
- Underwear bomber
- Tiffin box bomb
- Paste tube bomb
- Medicine tablet/syrups

Identification of IED

To successfully identify Improvised Explosive Devices, security supervisors must take the help of advanced technologies like:

Infrared thermography

- In this method, the infrared radiation emitted from an object is converted into temperature, and the corresponding temperature distribution image/map is displayed.
- The relative comparison between the different objects, over a given surface area, helps in detecting any suspicious object, with a different and comparatively more intense emission of radiation.



Automated colourimetric

- This method involves using chemical reagents to an unknown or suspicious object and observing and interpreting the colour reaction if any.
- This method is specifically applicable for chemical-based, warhead ieds.
- The common chemical reagents, used in colourimetric, are:

Name of reagent	Explosive detected
Webster's reagent	TNT, dynamite, amatol, pentolite, tetryl, etc.
Nessler's reagent	Any explosive containing traces of ammonium ions
Griess reagent	Any explosive containing nitrite ions
Cropen reagent	Any explosive containing chlorates and perchlorates
Diphenylamine	Any explosive containing nitrates, nitrites, chlorates, and ferric ions
Barium chloride	Any explosive containing carbonate and sulphate ions

Table 10.4.1: Common chemical reagents

Specially trained sniffer dogs

Sniffer dogs are specially trained to pick up scents of common explosives, like RDX and TNT.



Fig. 10.4.8: Specially trained sniffer dogs

X-Ray machines

- X-Ray machines can be used to detect the presence of explosives in suspicious objects, by examining the density of the objects under scan.
- These machines are equipped with sophisticated explosive threat libraries, which help in detecting the presence of common explosives in IEDs.



Fig. 10.4.9: X-ray machines

UNIT 10.5: Types of Hazards, Accidents, Disasters, Emergencies and Organisations Dealing

Unit Objectives 🦉

At the end of this unit, the participant will be able to:

- 1. Identify types of hazards, accidents, disasters, emergencies
- 2. Identify organisations dealing with those

10.5.1 Types of Hazards, Accidents, Disasters, Emergencies

Hazard is known as a factor which may cause harm to people and properties alike, like electricity, inflammable products, explosive material, corrosive chemical, using heavy ladders at workplace etc.

Simply put, a hazard is simply a condition or a set of circumstances that present a potential for harm.

Risk is known as the likeliness or the chance that a hazard can actually cause harm to somebody. For example, smokers of cigarettes run the risk of developing cancer.

The potential or imminent danger that risks and hazards expose the concerned premises is known as threat. For example, a person, who has the potential of blowing up a building, is a threat to that building and its inhabitants.

An emergency is known as "a serious, unexpected, and often dangerous situation requiring immediate action." For example, a case of accident inside the premises is an emergency.

Disaster is known as "a sudden accident or a natural catastrophe that causes great damage or loss of life." For example, an earthquake and a hurricane are natural disasters.

Below are the common types of hazards that the supervisors, society, institutions and corporate encounter on a daily basis.

- Electrical hazards
- Chemical hazards
- Fire hazards
- Strains and sprains from slips / trips/fall
- Burns, scalds and cuts

Types of disasters and emergencies

- Earthquake
 - o An earthquake is a natural disaster where two plates overlap each other.
 - The surface where they overlap is known as the fault.
 - The place below the earth's crust (topmost layer in the surface), where the earthquake originates is known as the epicentre.
 - Degree of severity of an earthquake is measured using a seismometer, on a scale ranging from 0 to 10, known as the richter scale.

Hazards and dangers associated:

- Fully or partially collapsing buildings
- Ground surfaces and roads breaking into deep crevices
- Flying glass and metal splinters from broken materials
- Overturned heavy vehicles and furniture from buildings
- Power faults
- Lack of water due to broken mains

Possible solutions:

- Get under a sturdy table, desk or bed
- Move to an inner wall or corridor. (A door frame or the structural frame or inner core of the building are its strongest points and least likely to collapse)
- In an apartment building, the safest place is by the central reinforced core of the building, which is usually located by the elevator well
- Watch for falling objects plaster, bricks, light fixtures, pots and pans, etc.
- Stay away from tall shelves, china cabinets and other furniture, which might slide or topple over
- Stay away from windows, sliding glass doors, mirrors
- Grab anything handy (blanket, pillow, tablecloth, newspapers, box, etc.) To shield your head and face from falling debris and splinting glass
- Do not be alarmed if the fire alarm or sprinklers go off
- Follow standard and prescribed evacuation procedure

Ensure evacuation within available means (casualty and premises):

- Quickly shutdown any hazardous operations or processes and render them safe
- Notify others in the area of the alarm if they did not hear it while you are evacuating yourself
- Exit the room
- Take jackets or other clothing needed for protection from the weather
- If possible close windows and doors as you leave, but do not lock the doors
- Exit the building, walk to the nearest safe exit route (do not run). Do not use elevators

Flood

- Flood is known as an overflow of a huge volume of water beyond its normal limits, especially over what is normally dry land.
- o Generally, the afflicted area becomes fully or partially submerged in water.

Hazards and dangers associated:

- Stagnant water resulting from flood is a natural breeding ground for germs and other harmful pathogens
- Floodwater gives rise to increased chances of short circuits and electrocution
- Floodwater conceals dangerous obstacles like open manholes and accumulated debris
- Receding floodwater leaves behind harmful insects, bugs, germs, debris, sediments and silt

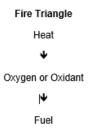
Safety during flood:

- Stay alert, avoid panicking and monitor the surroundings with eyes and ears open
- Move to the high grounds and help others move before the flood strikes
- Accumulate disaster supplies like:
 - o Canned, dry, ready-to-eat and packaged food, which do not require refrigeration or cooking
 - o Liquid cash
 - o Drinking water in clean containers
 - o First aid kit
 - o Essential clothing
 - o Flashlights
 - o Adequate batteries
- Instruct people around you not to drive
- Do not walk or swim through flooded water
- Shut off the mains supply (electricity) at the circuit breakers
- Stay alert for evacuation calls and help people identify alternate routes of getting there

1. Fire outbreak

Source of fire

Fire is the result of a reaction primarily involving oxidation of combustible substances. When oxidation of combustible substances takes place, heat and light are produced. This, in another way is known as fire. Therefore, 3 things are essential for fire to take place. 3 Arms of a triangle can represent this. These 3 things are:



Methods of heat propagation

Fire is the outcome of heat propagation and concentration of heat. It is at a certain point and in a focused manner that the item reaches its ignition point. Its result - it catches fire. The 3 methods of heat propagation are:

- **Radiation:** Radiation is the process of transmission of heat in the form of electromagnetic waves. It does not require a medium and the waves travel at a very high speed. A perfect example of radiation is the radiation of the sun.
- **Convection:** In this process, heat goes up and moves in the air or liquid in a cycle called convection. It is the current carrying the heat with them from a hotter place to a cooler place. In other words, transfer of heat takes place by actual movements of heated particles from a region of higher temperature to another of lower temperature. An ideal example of convection is the heating of air or water.
- **Conduction:** This is the process in which the heat transmission is from hotter part of the body to the colder part of the body. Heat may get transferred from a hotter substance to a cooler substance without transfer of any material particle. If a hot substance is kept in contact with a cooler substance, conduction of heat takes place.

10.5.2 Organisations Dealing with Hazards, Accidents, Disasters and Emergencies

4 important organisations are mainly involved in presenting any form of disaster.

- Those are:
- NDMA (National Disaster Management Authority)
- NIDM (National Institute of Disaster Management)
- NDRF (National Disaster Response Force)
- WHO (World Health Organisation)

10.5.3 Respond to Hazards and Emergencies as per Organisational Policies

Electrical hazards

Guards are responsible for following the safe work practices of their employer agencies or norms in the workplace.

- Identify and report any workplace hazards to supervisors
- Attend any training meetings provided by the employer
- Report any unsafe working conditions to the supervisor
- Do not put your fingers or other materials on the prongs of a plug while you are inserting it into an outlet. Keep your hands well back on the plug
- Remove plugs from receptacles by pulling on the plug, not the cord. Pulling on the cord could damage the cord and increase the risk of shocks
- Do not use damaged cords or receptacles. This may promote shocks
- Learn how to shut off the current (such as flip breakers, or lever switch, etc.) in case of an emergency
- Install an external GFCI (Ground Fault Circuit Interrupter) in case it is not inbuilt
- Make sure electrical control panels are properly labelled
- Never touch an electrocution victim until the power has been turned off
- Never use faulty equipment or damaged receptacles and/or connectors
- Never plug in electrical equipment with wet hands or while touching a wet or damp surface
- •

Fire hazards

Appropriate fire extinguishers must be kept on each floor of the workplace / designated premises and must be replenished after every use

- Stray piles of combustible materials must be removed from all parts of the place of duty
- Displaying evacuation route maps at each floor is important
- Always keeping first aid remedies handy

Strains and sprains due to slips / trips / fall

The black shoes worn by the security supervisors and guard must be robust and slip-resistant, to avoid the following:

• Wet and oily floors/surfaces

- Spills
- Loose and wrinkled material, like unfastened mats, carpets and rugs
- Slippery and polished floors
- Littered, cluttered and obstructed surfaces
- Inadequate lighting
- Open cables
- Open drawers
- Uneven steps and thresholds

Chemical hazards

- Although a security supervisor generally does not have to handle chemicals, emergencies, disasters and the need of the hour may require him/her to do so.
- Under such circumstances, one must abide by the following steps:
- Wear appropriate ppe (like face masks, safety goggles, appropriate gloves, respirators, aprons, etc.) While handling chemically hazardous material
- Avoid smoking near the place of spill or accident
- Read the directions of use / instructions (on the label) / msds (material safety data sheet) before laying hands on any container
- Always keeping first aid remedies handy

Handling heavy materials, like trolleys, ladders, and others

The potential safety hazards that one generally comes across while handling heavy loads are:

- Weight of the heavy materials, leading to stress on muscles, discs and vertebrae
- Bad and awkward postures, like bending while lifting, and carrying a load on one shoulder or with one arm, are strictly prohibited by osha and the ehs department
- Frequent and prolonged lifting and carrying of heavy materials
- Inadequate handholds, like boxes without or with inappropriately shaped handles
- Environmental factors like extremely hot conditions, where the carrier gets easily fatigued by perspiration and extremely cold conditions, where the cold leads to lower muscle flexibility

So, the response, in this case, lies in few preventive measures.

Preparation

One must prepare for lifting and handling the load keeping in mind the following points,

- The heaviness of the load
- If mechanical means like hand trucks are required to lift the load
- If the load can be broken into small parts
- The destination of the load and if the path is free of obstacles
- If there are closed doors on the way
- If ppe must be worn in handling the load
- If another person is needed to help with the load

Lifting

Lifting should be done by considering the following factors,

- Stay as close to the load as possible to ensure better grip
- Keep elbows and arms close to the body
- Back should be kept straight by tightening the stomach muscles
- Twisting and jerking must be avoided while lifting
- Call for help if the load is too heavy for one

Carrying

- Carrying should be accomplished by considering the following factors;
- One should turn by moving the feet around but not by twisting or turning the body
- The carrier's hips, shoulders, toes and knees should face the same direction
- Rest should be taken for some time if the carrier is too fatigued

Settling down

Settling down the load requires you to consider the following factors:

- The load must be put down in the same way it was picked up, but in the reverse order
- The carrier must bend at the knees but not at the hips
- The load must be kept close to the body to ensure a firm grip till it is completely set down
- Hold should be released only when the load is securely set down
- The load must be put down in the same way it was picked up, but in the reverse order
- The carrier must bend at the knees but not at the hips
- The load must be kept close to the body to ensure a firm grip till it is completely set down
- Hold should be released only when the load is securely set down

Burns, scalds and cuts

- Apparatus powered by steam or electricity must be handled only after reading and interpreting the instruction manuals carefully
- While handling gas ovens, burners, gas cylinders etc., Ensure to locate the safety valves/switches first
- Hot water taps must be opened slowly and carefully to prevent abrupt splashing
- Test the water temperatures in sinks before inserting your hands into them
- Never try to catch falling sharp objects (like glass splinters and knives) since this may lead to severe cuts and gaping wounds
- The housekeeping or maintenance team must be summoned to clean broken glass

- F)	kercise 📝 —	
1.	 refers to security departments that exis a) Corporate security 	b) external security
	c) internal security	d) none of the above
2.	Corporate security provides	
	a) logistics	b) security support
	c) protection of members of the corporate sector	d) all of the above
3.	the force which aims to provide integrated security are known as	cover to the Public Sector Undertakings (PSUs)
	a) The Central Industrial Security Force	b) The Central Reserve Police Force
	c) The Border Security Force	d) none of the above
4.	is defined as a factor, which may cause	harm to people and properties alike
	a) Hazard	b) accident
	c) crime	d) none of the above
5.	can be used to detect the presence of ex density of the objects under scan	plosives in suspicious objects, by examining the
	a) Y-Ray machines	b) X-Ray machines
	c) Z-Ray machines	d) W-Ray machines

Notes	



सत्यमेव जयते GOVERNMENT OF INDIA MINISTRY OF SKILL DEVELOPMENT & ENTREPRENEURSHIP



Transforming the skill landscape

11. Basic Rules Pertaining to Private Security Service and Security Personnel

MEPSC Management & Entrepreneurship and Professional Skills Council

- Unit 11.1 Responsibilities and Limitations of Assigned Role and Tasks
- Unit 11.2 Difference between Legal and Illegal Activities & Legal Implication of Assigned Role
- Unit 11.3 Procedure for Co-Operating With Investigations and Relevant Authorities
- Unit 11.4 Method of Giving Evidence in Court



MEP/N7102

– Key Learning Outcomes 🕎

At the end of this module, the participant will be able to:

- 1. Identify the responsibilities and limitations of assigned role and tasks
- 2. Categorize between legal and illegal activities and legal implication of assigned role
- 3. Demonstrate co-operation with investigations and relevant authorities
- 4. Discuss the method of giving evidence in court

UNIT 11.1: Responsibilities and Limitations of Assigned Role and Tasks

Unit Objectives

At the end of this unit, the participant will be able to:

- 1. Discuss basic regulatory and legal provisions
- 2. Discuss rules and regulations about employment terms and conditions

11.1.1 Carry out Tasks Relevant to the Role while Complying with Basic Regulatory and Legal Provisions

The Indian Penal Code, 1860

- The Indian Penal Code, commonly known as the IPC, was drafted in the year 1860 and implemented in the year 1862, under the British rule.
- This is the ultimate legal code that covers all aspects of the Indian criminal laws or the Indian Criminal Penal Code (CrPC)
- The IPC comprises 23 chapters, which are sub-divided into 511 sections.
- The outline of the IPC is:

Chapter	Sections Covered	Scope of the chapter
1	1-2	Introduction
2	6-52	General explanations
3	53-75	Punishments
4	76-106	General exceptions
5	107-120	Abetment
5A	120A-120B	Criminal conspiracy
6	121-130	Offences against the state
7	131-140	Offences against the army, navy and air force
8	141-160	Offences against the public tranquillity
9	161-171	Offences by or against public servants
9A	171A-171I	Offences related to elections
10	172-190	Contempt of lawful authority of public servants
11	191-229	False evidence and offences against public justice
12	230-263	Offences against coin and government stamps
13	264-267	Offences against weights and measures
14	268-294	Offences, adversely affecting the public health, safety, convenience, decency and morals
15	295-298	Religious and communal offences
16	299-377	Offences against the human body

16	299-377	Offences against the human body	
17	378-462	Offences against property	
18	463-489E	Offences related to documents and property marks	
19	490-492	Offence related to the criminal breach of contract of service	
20	493-498	Offences related to matrimony	
20A	498A	Cruelty of husband or his relatives	
21	499-502	Offence related to defamation	
22	503-510	Criminal intimidation, insult and annoyance	
23	511	Attempts to offend	

Table 11.1.1: Synopsis of IPC Act

Section Allotted	Punishment	
53A	Reference of transportation as sentence of imprisonment for life	
54	Commutation of sentence to death	
55	Commutation of sentence to imprisonment for life	
57	Definition of "appropriate government"; for example, the central government in case of death sentence	
63	Amount of fine	
64	Sentence of imprisonment for non-payment of fine	
65	Limit to imprisonment for non-payment of fine, when imprisonment and fine are applicable	
66	Description of imprisonment for non-payment of fine	
67	Imprisonment for non-payment of fine when offence punishable with fine only	
68	Imprisonment to terminate the payment of fine	
69	Termination of imprisonment on payment of proportional part of fine	
70	Fine levied within six years, during imprisonment; death of guilty not to discharge property from liability	
71	Limit of punishment of offence, made up of several offences	
72	Punishment of person guilty of one of several offences, where the judgment is doubtful of which	
73	Solitary confinement	
74	Limit of solitary confinement	
74A	Enhanced punishment for certain offences under chapter xii or chapter xvii after previous conviction	

Table 11.1.2: The list of punishments, according to the IPC Chapter 3

Punishment	Description	Scope / Section in IPC
	Waging or attempting to wage war or	121
	Abetting or supporting the waging of war against the Government of India	121
	Abetment of or supporting a mutiny actually committed	132
Death Penalty	Giving or fabricating false evidence upon which an innocent person suffers death	194
	Murder	302
	Attempt to murder by a person under sentence of imprisonment for life, if hurt is caused	307
	Robbery with murder	396
	Abetment or support of suicide of a child, an insane or intoxicated person	305
Life imprisonment	Any serious crime, as imposed by the goi. 51 Sections in the ipc provide imprisonment for life	55
Rigorous and simple imprisonment	Rigorous imprisonment involves hard labour, often against the payment of wages. Simple imprisonment is given for lighter crimes like drunken brawls, causing public nuisance, eve-teasing, defamation, etc.	172-174: Absconding to avoid service of summons or other proceedings, or not attending in obedience to an order from a public servant 341: Wrongful restraint 500: Defamation
Forfeiture of property	Forcible seizure of the convict's property by goi	62

Fine	Amount paid against offence committed	the	 63: Amount of fine 65: Limit to imprisonment for non-payment of fine, when imprisonment and fine awardable 66: Description of imprisonment for non-payment of fine 67: Imprisonment for non-payment of fine when offence punishable with fine only 68: Imprisonment to terminate on payment of fine 69: Termination of imprisonment on payment of proportional part of fine 70: Fine levied within six years, during imprisonment. Death not to discharge property from liability
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Table 11.1.3: The 5 types of punishments, described under Section 53 under the IPC

Section allotted	General exception	
76	Act done by a person bound, or by mistake of fact believing himself or herself bound, by law	
77	Act of judge when acting judicially	
78	Act done pursuant to the judgment or order of court	
79	Act done by a person justified, or by mistake of fact believing himself justified, by law	
80	Accident in doing a lawful act	
81	Act likely to cause harm, but done without criminal intent, and to prevent other harm	
82	Act of a child under seven years of age	
83	Act of a child above seven and under twelve of immature understanding	
84	Act of a person of unsound mind	
85	Act of a person incapable of judgment by reason of intoxication caused against his will	
86	Offence requiring a particular intent of knowledge committed by one who is intoxicated	
87	Act not intended and not known to be likely to cause death or grievous hurt, done by consent	
88	Act not intended to cause death, done by consent in good faith for person's benefit	
89	Act done in good faith for benefit of child or insane person, by or by consent of guardian	
90	Consent known to be given under fear or misconception, consent of insane person, consent of child, etc.	

91	Exclusion of acts, which are offences independently of harm caused	
92	Act done in faith for benefit of a person without consent	
93	Communication made in good faith	
94	Act to which a person is compelled by threats	
95	Act causing slight harm	
96	Things done in private defence	
97	Right of private defence of the body and of property	
98	Right of private defence against the act of a person of unsound mind, etc.	
99	Acts against which there is no right of private defence	
100	When the right of private defence of the body extends to causing death	
101	When such right extends to causing any harm other than death	
102	Commencement and continuance of the right of private defence of the body	
103	When the right of private defence of property extends to causing death	
104	When such right extends to causing any harm other than death	
105	Commencement and continuance of the right of private defence of property	
106	Right of private defence against deadly assault when there is risk of harm to innocent person	

Table 11.1.4: Chapter 4 covers the General Exceptions

The Code of Criminal Procedure, 1973

The code of criminal procedure (crpc) is the main legislative framework for the administration of substantive (governs how members of the society must behave) criminal law in india. The important highlights of the same, w.R.T the topics below, are:

Important cognisable and non-cognisable offences

According to the 1st schedule of the code, cognisable offences are the ones for which a police officer may arrest a person without a warrant issued by the court of law. These are mentioned in the section 154 of the code and are extremely grave in nature.

For non-cognisable offences, a person may be arrested by a police officer only against a warrant duly issued by the court of law. These are mentioned in section 155 of the code.

Examples of important non-cognisable offences

- Owner or occupier of land not giving information of riot
- A public servant disobeying a direction of the law with intent to cause injury to any person
- A public servant illegally engaging in trade
- Bribery during elections
- Making any false statement, related to a poll or election
- Absconding to avoid service of summons from a public servant

- Refusing to take an oath, when duly required to take an oath by a public servant
- Obstructing public servant in discharge of his public functions
- Providing false evidence or manipulating evidence in a judicial hearing
- Presenting false claim in a court of justice
- Fraudulently using false instrument for weighing
- Selling any food or drink, knowing the same to be harmful
- Selling any adulterated drug or medical preparation
- Voluntarily causing hurt on grave and sudden provocation, with no intention to hurt any other than the person, who gave the provocation
- Participating in human trafficking
- Dishonestly stealing movable property

Examples of important cognisable offences:

- Waging or attempting to wage war or supporting and promoting the waging of war against the government of india
- Donning the uniform or carrying any token used by a soldier, sailor or airman, with intention of impersonation
- Rioting with the help of a deadly weapon
- Hiring, engaging or employing a person to take part in an illegal group
- Counterfeiting, or performing any step of the process of counterfeiting indian coins/notes
- Manufacturing and/or selling false weights or measures for fraudulent use
- Negligently committing any act, which is likely to spread infection of any fatal disease
- Causing a disturbance to a congregation engaged in worship

Other important aspects

Aid to magistrate and police

Any indian citizen must assist a magistrate or police officer in the following circumstances:

- In preventing the escape of a person, who is to be arrested by the magistrate or the police
- In preventing a breach of peace
- In preventing an injury, attempted to hamper public utility services (railway, transportation, communication, property, etc.)

Public to inform on certain offences

Any indian citizen, on becoming aware of a malicious intent, crime or offence, must duly inform the nearest magistrate or police officer about the same.

Arrest by private person and procedure on such arrest

Under section 43 of the code, the provisions on the same are:

• "Any private person may arrest or cause to be arrested any person, who in his presence commits a non-bailable and cognizable offence or any proclaimed offender, and, without unnecessary delay, shall make over or cause to be made over any person so arrested to a police officer, or, in the absence of a police officer, take such person or cause him 10 be taken in custody to the nearest

police station."

- In case such a person falls under section 41 of the code, a police officer shall re-arrest him/her.
- In case the arrested person has committed a non-cognizable offence and refuses to provide the police officer name and address details, or gives false information on the same, he/she shall be arrested by the officer (according to section 42 of the code).
- In case the person is believed to be innocent, he/she shall be released immediately.

No unnecessary restraint/ detention

Under section 49 of the code, an arrested person must not be subjected to unnecessary or greater restraint or detention that is required to prevent his / her escape from arrest.

Summons and warrants

The code recognises summon and warrant cases separately. Under section204 of the code, an offence is where the magistrate takes "cognisance" of a case and issues summons for the accused to attend the hearing of the case mandatorily. An offence is a "warrant case" when it is punishable with death penalty, life imprisonment or imprisonment for more than a 2 years' term.

The Arms Act, 1959

The arms act 1959 prohibited most indians from owning weapons and arms illegally. It also introduced the issuance of a license to any indian citizen. The act got amended in 2010, with the addition of section 30a under section 30.

Section 30 is dedicated for "punishment for contravention of licence or rule", which is imprisonment for a term up to six months, and with fine up to two thousand rupees. Section 30a states that if a police officer, charged with submitting a police report under section 13 of the act, fails to do the same, and if the reasons for not submitting the report are deemed as invalid or inadequate, then he/she shall be punished for negligence of duties. Added to it, he/she shall also be proceeded duly in a court of law (according to the applicable service rules).

The layout of the act is:

Chapter no.	Chapter name	Scope
Chapter i	Preliminary	Definitions of terms used in the act
Chapter ii	Acquisition, possession, manufacture, sale, import, export, and transport of arms and ammunition in india	Explanation of the rules and regulations around acquisition, possession, manufacture, sale, import, export and transport of arms and ammunition in india
Chapter iii	Provisions relating to licences	Details on how to procure license, rules around grant, refusal, fees for license
Chapter iv	Powers and procedure	Details on the powers that the government officials have to enforce this act
Chapter v	Offences and penalties	Explanation of punishments associated with breaking rules related to this act
Chapter vi	Miscellaneous	Deals with the other miscellaneous parts of the act, like exemptions

Table 11.1.5: The Arms Act, 1959

The Protection of Human Rights Act, 1993

- 1. Short title, extent and commencement.—
 - This Act may be called the Protection of Human Rights Act, 1993.
 - It extends to the whole of India
 - It shall be deemed to have come into force on the 28th day of September, 1993.
- 2. Definitions.—In this Act, unless the context otherwise requires,—
 - "armed forces" means the naval, military and air forces and includes any other armed forces of the Union;
 - "Chairperson" means the Chairperson of the Commission or of the State Commission, as the case may be; 2 [(ba) "Chief Commissioner" means the Chief Commissioner for Persons with Disabilities re-ferred to in sub-section (1) of section 74 of the Rights of Persons with Disabilities Act, 2016 (49 of 2016);]
 - "Commission" means the National Human Rights Commission constituted under section 3;
 - "Human Rights" means the rights relating to life, liberty, equality and dignity of the individual guaran-teed by the Constitution or embodied in the International Covenants and enforceable by courts in India;
 - "Human Rights Court" means the Human Rights Court specified under section 30;
 - "International Covenants" means the International Covenant on Civil and Political Rights and the In-ternational Covenant on Economic, Social and Cultural Rights adopted by the General Assembly of the United Nations on the 16th December, 1966 and such other Covenant or Convention adopted by the General Assembly of the United Nations as the Central Government may, by notification, speci-fy;] 4 [(g) "Member" means a Member of the Commission or of the State Commission, as the case may be;] 2 [(ga) "National Commission for Backward Classes" means the National Commission for Backward Classes constituted under section 3 of the National Commission for Backward Classes Act, 1993 (27 of 1993);
 - "National Commission for Minorities" means the National Commission for Minorities constituted un-der section 3 of the National Commission for Minorities Act, 1992 (19 of 1992), (ha) "National Com-mission for Protection of Child Rights" means the National Commission for Protection of Child Rights constituted under section 3 of the Commissions for Protection of Child Rights Act, 2005 (4 of 2006);
 - "National Commission for the Scheduled Castes" means the National Commission for the Scheduled Castes referred to in article 338 of the Constitution; (ia) "National Commission for the Scheduled Tribes" means the National Commission for the Scheduled Tribes referred to in article 338A of the Constitution;
 - "National Commission for Women" means the National Commission for Women constituted under section 3 of the National Commission for Women Act, 1990 (20 of 1990);
 - "notification" means a notification published in the Official Gazette; (I) "prescribed" means prescribed by rules made under this Act; (m) "public servant" shall have the meaning assigned to it in section 21 of the Indian Penal Code (45 of 1860);
 - "State Commission" means a State Human Rights Commission constituted under section 21.
- 3. Any reference in this Act to a law, which is not in force in the State of Jammu and Kashmir, shall, in relation to that State, be construed as a reference to a corresponding law if any, in force in that State.

The Explosives Act, 1884

- 1. Short title.—
 - This Act may be called the Explosives Act, 1884
 - Local extent.—It extends to whole India
- 2. Commencement.—(1)This Act shall come into force on such day, 5 as the Central Government, by notification in the Official Gazette, appoints.
- 3. [Repeal of portions of Act 12 of 1875.] Rep. by the Indian Ports Act, 1889 (10 of 1889),s. 2 and the Sec-ond Schedule.
- 4. Definitions.—In this Act, unless the context otherwise requires,—
 - "aircraft" means any machine which can derive support in the atmosphere from the reactions of the air, other than the reactions of the air against the earth's surface, and includes balloons, whether fixed or free, airships, kites, gliders and flying machines;
 - "carriage" includes any carriage, wagon, cart, truck, vehicle or other means of conveying goods or passengers by land, in whatever manner the same may be propelled,
 - "District Magistrate", in relation to any area for which a Commissioner of Police has been appointed, means the Commissioner of Police thereof and includes— (a) any such Deputy Commissioner of Po-lice, exercising jurisdiction over the whole or any part of such area, as may be specified by the State Government in this behalf in relation to such area or part: and (b) an Additional District Magistrate;
 - "explosive" means gunpowder, nitoglycerine, nitroglycol, gun-cotton, di-nitro-toluene, tri-nitro-toluene, picric acid, di-nitro-phenol, tri-nitro-resorcinol (styphnic acid), cyclo-trime- thylene-trinitramine, penta-erythritol-tetranitrate, tetryl, nitro-guanidine, leadazide, lead styphynate, fulmi-nate of mercury or any other metal, diazo -di-nitro-phenol, coloured fires or any other substance whether a single chemical compound or a mixture of substances, whether solid or liquid or gaseous used or manufactured with a view to produce a practical effect by explosion or pyrotechnic effect; and includes fog-signals, fireworks, fuses, rockets, percussion-caps, detonators, cartidgcs, ammuni-tion of all descriptions and every adaptation or preparation of an explosive as defined in this clause;
 - "export" means taking out of India to a place outside India by land, sea or air;
 - "import" means to bring into India from a place outside India by land, sea or air;
 - "master", (a) in relation to any vessel or aircraft means any person, other than a pilot, harbour master, assistant harbour master or berthing master, having for the time being the charge or control of such vessel or aircraft, as the ease may be; and (b) in relation to any boat belonging to a ship, means the master of that ship;
 - "manufacture" in relation to an explosive includes the process of— (1) dividing the explosive into its component parts or otherwise breaking up or unmaking the explosive, or making fit for use any damaged explosive; and (2) re-making, altering or repairing the explosive;
 - "prescribed- means prescribed by rules made under this Act;
 - "vessel" includes any ship, boat, sailing vessel, or other description of vessel used in navigation whether propelled by oars or otherwise and anything made for the conveyance, mainly by water, of human beings or of goods and a caisson.

The Explosive Substances Act, 1908

1. Short title, extent and application.-

- This Act may be called the Explosive Substances Act, 1908.
- It extends to the whole of India
- Applies also to citizens of India 4*[outside India].

- 2. Definition of "explosive substance".- In this Act the expression "explosive substance" shall be deemed to include any materials for making any explosive substance; also any apparatus, machine, implement or material used, or intended to be used, or adapted for causing, or aiding in causing, any explosion in or with any explosive substance; also any part of any such apparatus, machine or implement.
- 3. Punishment for causing explosion likely to endanger life or property.- Any person who unlawfully and maliciously causes by any explosive substance and explosion of a nature likely to endanger life or to cause serious injury to property shall, whether any injury to person or property has been actually caused or not, be punished with transportation for life or any shorter term, to which fine may be added, or with imprisonment for a term which may extend to ten years, to which fine may be added.
- 4. Punishment for attempt to cause explosion, or for making or keeping explosive with intent to endanger life or property.- Any person who unlawfully and maliciously—
 - does any act with intent to cause by an explosive substance, or conspires to cause by an explosive substance, an explosion in 1*[India] of a nature likely to endanger life or to cause serious injury to property; or
 - makes or has in his possession or under his control any explosive substance with intent by
 means thereof to endanger life, or cause serious injury to property in 1*[India], or to enable any
 other person by means thereof to endanger life or cause serious injury to property in 1*[India];
 shall, whether any explosion does or does not take place and whether any injury to person or
 property has been actually caused or not, be punished with transportation for a term which
 may extend to twenty years, to which fine may be added, or with imprisonment for a term
 which may extend to seven years, to which fine may be added.
- 5. Punishment for making or possessing explosives under suspicious circumstances.- Any person who makes or knowingly has in his possession or under his control any explosive substance, under such cir-cumstances as to give rise to a reasonable suspicion that he is not making it or does not have it in his possession or under his control for a lawful object, shall, unless he can show that he made it or had it in his possession or under his control for a lawful object, be punishable with transportation for a term which may extend to fourteen years, to which fine may be added, or with imprisonment for a term which may extend to five years, to which fine may be added.
- 6. Punishment of abettors.- Any person who by the supply of or solicitation for money, the providing of premises, the supply of materials, or in any manner whatsoever, procures, counsels, aids, abets, or is accessory to, the commission of any offence under this Act shall be punished with the punishment pro-vided for the offence.
- 7. Restriction on trial of offences.- No Court shall proceed to the trial of any person for an offence against this Act except with the consent of 3* the Central Government.

The Private Security Agencies (Regulation) Act, 2005

- 1. Short title, extent and commencement.—
 - This Act may be called the Private Security Agencies (Regulation) Act, 2005.
 - It extends to the whole of India except the State of Jammu and Kashmir.
 - It shall come into force on such date1 as the Central Government may, by notification in the Official Gazette, appoint.
- 2. Definitions.—In this Act, unless the context otherwise requires,—
 - "armoured car service" means the service provided by deployment of armed guards along with armoured car and such other related services which may be notified by the Central Government or as the case may be, the State Government from time to time;

- "Controlling Authority" means the Controlling Authority appointed under sub-section (1) of section 3;
- "licence" means a licence granted under sub-section (5) of section 7;
- "notification" means a notification published in the Official Gazette;
- "prescribed" means prescribed by rules made under this Act;
- "private security" means security provided by a person, other than a public servant, to pro-tect or guard any person or property or both and includes provision of armoured car service;
- "private security agency" means a person or body of persons other than a government agency, department or organisation engaged in the business of providing private security services including training to private security guards or their supervisor or providing private security guards to any industrial or business undertaking or a company or any other person or property;
- "private security guard" means a person providing private security with or without arms to another person or property or both and includes a supervisor;
- "State Government", in relation to a Union territory, includes the Administrator of that Un-ion territory appointed by the President under article 239 of the Constitution.

The Private Security Agencies Central Model Rules, 2006

- 1. Short title and commencement.—
 - These rules may be called the Private Security Agencies Central Model Rules, 2006.
 - They shall come into force from the date of their publication in the Official Ga-zette.
- 2. Definitions.—In these rules unless, the context otherwise requires,—
 - "Act" means the Private Security Agencies (Regulation) Act, 2005;
 - "Agency" means the Private Security Agency;
 - "Controlling Authority" means, the Controlling Authority so declared under the Act;
 - "Form" means, a Form appended to these rules;
 - "License" means a license granted under the Act;
 - words and expressions not defined in these regulations but defined in the Act, shall have the same meaning respectively assigned to them in the Act.

11.1.2 Work within Rules and Regulations Governing Employment Terms and Conditions

Employees' Provident Funds

Provident Fund can be defined as "an investment fund contributed to, by employees, employers, and (sometimes) the state, out of which a lump sum is provided to each employee on retirement".

In India, the first Employees' Provident Fund Act was passed on 4th March 1952.

The incumbent Prime Minister of India, Mr Narendra Modi, launched the Universal Account Number (UAN), a 12-digit number, unique for every individual, to synchronise and link the multiple IDs allotted to an employee by different companies.

The introduction of the UAN ensures the seamless transfer of the same Provident Fund ID from one company to another.

Employees' Pension Scheme- 1995

A Pension is a fund, in which a certain sum of money is added during an employee's employment years and from which payments are drawn (Annuity) to support the person's retirement expenses in the form of periodic and regular payments.

The Employee' Provident Fund Organization (EPFO) also governs the Employee's Pension Scheme, 1995.

Minimum Wages Act, 1948

This act has been enforced by the Indian Parliament, under the Indian Labour Law, aimed at setting the minimum wages for skilled and unskilled labourers. The act stipulates that the minimum wage payable must be commensurate with a basic standard of living, including good health, dignity, comfort, education and contingencies.

While fixing the wage rate, the following factors must be considered:

- Number of working hours per day must include one or more interval/breaks.
- At least 1 day must be given to the employee as weekly off.

• Payment for the day, to be given for rest, should be paid at a rate at least equal to the overtime rate. Violation of the act is a punishable offence, and the corresponding penalty is five years imprisonment and fine of Rs. 10000/-.

Central Rules- 1950

- The complete name for Central Rules 1950 is The Minimum Wages (Central) Rules, 1950.
- This Act comes under Section 23.
- The powers granted to this act were by the Minimum Wages Act, 1948 (XI of 1948) (Section 30)

Working hours

- As per this Act, the normal working hours will be according to the normal working day.
- For a child, the working period will be 4½ hours
- For an adult and an adolescent, the working period will be 9 hours
- It is as per the decision of the company or professional organisation; the working day can stretch over 12 hours. This can only take place if the working day has multiple breaks, which are arranged systematically

Leave

- According to this act, an employee is liable to get a day of rest after working a week with their respective companies. This off day is known as a rest day.
- Sunday is ordinarily considered as this rest day.
- Any changes in the rest day are based on the requirement and discretion of the company.
- However, as per this act, it is a must that the ratio of working to off days is 6:1.

Minimum wage

As per this rule, the minimum wage of a worker is fixed. The minimum wage rate for scheduled employment is fixed as per this act.

Employee's State Insurance Act, 1948

- Commonly known as the ESI Act, this act introduced a self-financed social security and health insurance scheme for Indian workers.
- According to this Act, for all employees with a monthly income of 21, 000 Rupees or less, the employer donates 4.75%, and the employee contributes 1.75% towards the fund.
- This fund is managed by the ESI Corporation, an autonomous body under the Ministry of Labour and Employment, Government of India.
- This scheme enables the beneficiaries to avail medical treatment for themselves and dependent family members, unemployment cash benefit under certain circumstances and maternity benefits (women employees).

UNIT 11.2: Difference between Legal and Illegal Activities & Legal Implication of Assigned Role

Unit Objectives 🦉

At the end of this unit, the participant will be able to:

- 1. Analyze the difference between legal and illegal activities
- 2. Demonstrate how to obtain clarity in case of lack of understanding

11.2.1 Difference Between Legal and Illegal Activities

- Learning and understanding the difference between legal and illegal activities is one of the preliminary job responsibilities of a private security personnel
- The term "legal" implies "related to or permitted by the law".
- The term "illegal" implies "against or forbidden by the law".

The essential elements of legal activities are:

- Professional integrity
- Authorization of access
- Controlled access to data and intellectual property
- Adherence to sops (standard operating procedures)
- Acting in the best interests of the organisation's clients

The following elements define illegal activities:

- Guilty or corrupt intention
- Going against the established principles of law
- Injury to another entity (person, group of person, organisation or intellectual property)

11.2.2 Obtain Clarity in Case of Lack of Understanding

Effective communication is an extremely important aspect of carrying out the job responsibilities of a supervisor. To fulfil their duties, supervisors must ask questions to obtain clarity and clarify doubts, if any.

Proper understanding is possible if the guards abide by the briefing by the supervisor and communication cycle:

- Aim
- Formulate / encode message
- Transmit / deliver message to receiver
- Receive feedback from the receiver
- Decode, analyse and act
- Ask questions to sender, to clarify doubts, if message is still not clear

UNIT 11.3: Procedure for Co-Operating With Investigations and Relevant Authorities

Unit Objectives 🦉

At the end of this unit, the participant will be able to:

- 1. Discuss the procedure for co-operating with investigations
- 2. Demonstrate how to report offences and security violations

11.3.1 Co-Operating with Investigations

The procedure for co-operating with investigations involves actively assisting in the following steps:

- Adhering to "Procedural Fairness": The investigation must be neutral, fair, precise, time-bound and thorough
- Abiding by and enforcing a systematic framework: Investigation must be conducted with a specific objective to avoid wastage of time, human resources and money

Addressing and resolving preliminary issues before conducting interviews

Minor issues like personal concerns and rigid mindset of the witness must be addressed before proceeding with the investigation

- Preparing for, conducting and assessing the results: Deciding on "Whom" to interview, "when" to interview (the complainant must be interviewed first) and "what" to cover (preparing questions on the known facts about the incident)
- **Finalizing and reporting the results of the investigation:** Making logical reports of all facts gathered from the investigation and assessing them, to arrive at conclusions and close the case on time.

11.3.2 Note Offences and Security Violations and Report to Superiors/ Police

Security guards must have a basic understanding of the protocols to be followed, in case they encounter offences.

They should be able to differentiate between cognisable and non-cognisable, bailable and non-bailable offences and arrest the suspected person accordingly.

Based on the fact, whether an offence falls under the scope of "summon" or "warrant", the security guard must take adequate steps to report the same to his / her superiors and police

UNIT 11.4: Method of Giving Evidence in Court

- Unit Objectives 🧕 🎯

At the end of this unit, the participant will be able to:

- 1. Elaborate the methods of providing evidence in court
- 2. Demonstrate the methods of evidence sharing in details

- 11.4.1 Give Evidence Accurately and Clearly in Court

Security supervisors may sometimes get involved, actively or passively, in the task of giving evidence in court.

- The various methods of providing evidence in court are:
- Witness box evidence in open court
- Evidence while the witness is screened from the defendant
- Evidence via video recording
- Evidence via CCTV from another unit in the court premises

Provide information, access and materials for investigations

Let's understand this clearly.

Evidence via CCTV from another unit in the court premises
 This method is based on the common saying "seeing is believing"

Live CCTV footage or reel is presented in the court of law, to provide evidence in a given case.

2. Evidence via video recording

Here, the witness may or may not be present in court The witness speaks, and the statements are recorded to be presented in the court of law This method is adopted if the witness is immobile and invalid

3. Evidence while the witness is screened from the defendant

Here, the witness is questioned separately and in a secret enclosure

Care is taken that the defendant does not see the witness

This method is adopted while dealing with very sensitive cases

4. Witness box evidence in open court

The witness speaks in an open court, positioned in the witness box under the presence of both the defendant and the prosecutor

_ E\	ercise 🕜	
	The Indian Penal Code, commonly known as the IPC, the year, under the British rule	was drafted in the year 1860 and implementedin
	a) 1862	b) 1863
	c) 1852	d) 1860
2.	The IPC comprises 23 chapters, which are sub-divid	ed into sections
	a) 411	b) 511
	c) 501	d) 621
3.	The is the main legislative framework law in india	
	a) CRPC	b) NRPC
	c) TRPC	d) SRPC
4.	Examples of important non-cognisable offences inc a) Owner or occupier of land not giving information	
	b) A public servant disobeying a direction of the law	v with intent to cause injury to any person
	c) A public servant illegally engaging in trade	
	d) all of the above	
5.	The procedure for co-operating with investigations a) Adhering to Procedural Fairness b) Abiding by and enforcing a systematic framework c) Preparing for, conducting and assessing the resul	K
	d) all of the above	

- Notes 🗐



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Transforming the skill landscape

12. Private Guarding Services to People, Property and Premises



- Unit 12.1 Methods of Assigned Guarding, Monitoring and Patrolling
- Unit 12.2 Procedure for Checking the Vehicle and Conducting Baggage Search in a Systematic Manner
- Unit 12.3 Common Hiding Places in Human Body, Dos and Don'ts of Frisking



MEP/N7103

– Key Learning Outcomes 💆

At the end of this module, the participant will be able to:

- 1. Demonstrate methods of assigned guarding, monitoring and patrolling
- 2. Demonstrate the procedure for checking the vehicle and conducting baggage search in a systematic manner
- 3. Discuss the common hiding places in human Body and the Dos and Don'ts of frisking

UNIT 12.1: Methods of Assigned Guarding, Monitoring and Patrolling

Unit Objectives

At the end of this unit, the participant will be able to:

- 1. Demonstrate the methods of assigned guarding
- 2. Explain the methods of patrolling
- 3. Identify the various methods of monitoring

12.1.1 Methods of Assigned Guarding

Security supervisors, in anticipation of and in response to likely risks and threats at the place of duty, provide private guarding service to people, property and premises and carry out screening and search activities to maintain security.

• Static guarding

- This type of guarding is limited to a specific designated area only.
- o Generally, this is implemented at entrances, check posts and exits.
- o This is considered the first line of security in the designated premises.

• Patrol guarding

- Unlike static guarding, security supervisors on patrol guarding duty are mobile.
- This method of guarding covers a broader designated area, with higher responsibilities.
- Guards in this duty generally work in pairs.
- Such guards are often equipped with bikes and cycles for smooth conveyance.
- Undercover or secret guarding
 - o Guards on undercover guarding duty do not wear an uniform deliberately.
 - o They have to stay secret, clandestine, inconspicuous or "undercover".
 - Such guards pretend to be normal civilians.
 - This method of private guarding is implemented at special events involving celebrities, politicians and vips.

12.1.2 Methods of Patrolling

Combat patrol

- Moderately sized group (2 or more guards)
- Aimed at monitoring and observing a specific enemy or risk

Clearing patrol

Brief patrol around a newly occupied defensive position to ensure that the designated area is secure

Standing patrol

• Small group (half section/section) of static patrols intended to provide alerts, security or to guard some geographical feature like dead ground

Reconnaissance (recce) patrol

• Small patrol aimed at gathering information

Screening patrol

- Comprises several static guards
- Aimed at screening a large area



Fig. 12.1.1: Security supervisor on patrolling duty



1. Observation and vigilance

2. Surveillance and detection



3. Screening and control *Fig. 12.1.2: Methods of monitoring*



4. Communicating and reporting

12.1.3 Methods of Monitoring

UNIT 12.2: Procedure for Checking the Vehicle and Conducting Baggage Search in a Systematic Manner

- Unit Objectives

At the end of this unit, the participant will be able to:

- 1. Demonstrate the systematic procedure for checking the vehicle
- 2. Demonstrate the systematic procedure for searching bags

12.2.1 Systematic Procedure for Checking the Vehicle

Conducting security check on vehicles must be done with vigilance, diligence and care. The security supervisor must never open and close the doors and boot of the vehicle all by himself.

Steps in doing the same are:

- Identify the vehicle, the driver and their purpose of travel by asking basic questions, to find out:
 - o If the driver and the passengers are the persons they claim to be
 - o If these people are allowed on the designated premises or is this a case of trespassing
 - o If the vehicle is eligible to enter the premises
 - o If the vehicle is carrying anything suspicious, hazardous, risky or threatening
- Instruct the approaching vehicle to pull over to one side
- Note down the vehicle's registration number
- Inform the driver and passengers politely the purpose of holding them up
- Ask for their IDs and check their identities
- Instruct the people politely to step out of the vehicle, so that the security checks can be performed smoothly
- Check the front of the vehicle through the door on the driver's side
- Take a quick glance to ensure that nothing suspicious exists in the vehicle
- Repeat above step for the space below the driver and passenger seats
- Ask the driver to open the back door
- Step inside the vehicle and repeat step 8
- Ask the driver to open the boot of the vehicle
- Repeat step 8
- Ask politely to show the contents and assess them
- If everything is fine, give a green signal to leave
- Thank the driver and the passengers and see them off



Fig. 12.2.1: Vehicle search being conducted by security supervisors

12.2.2 Systematic Procedure for Searching Bags

Bag checks must be done in a way that respects the rights of the customer and protects staff from unfounded allegations.

- Only employees, who have completed the required training are permitted to undertake bag checking tasks.
- Check with your supervisor if you are in any doubt.
- Generally, do not check handbags smaller than a sheet of A4 paper (297 x 210 mm). Smaller handbags may be checked if you are sure they contain merchandise that has not been paid for.
- Bag checks should be made as requests, not as instructions or orders.
- Where bags are offered for inspection, ask the person carrying the bag to open the bag so that you can clearly see its contents.
- If you are not able to see to the bottom of the bag, ask the customer to move the contents so that you can be satisfied that it does not contain store merchandise.
- Avoid placing your hand into someone else's bag, as you run the risk of injury, contact with contagious diseases or even an allegation of removing their personal possessions.



Fig. 12.2.2: Bag search being conducted

UNIT 12.3: Common Hiding Places in Human Body, Dos and Don'ts of Frisking

- Unit Objectives

At the end of this unit, the participant will be able to:

- 1. Identify the common hiding places in a human body
- 2. List and explain the Dos and Don'ts of Frisking

12.3.1 Common Hiding Places in Human Body

Common hiding places in the human body, where search operations (manual frisking and hand held metal detectors) must be conducted are:

- Mouth cavity, especially below the tongue and towards the sides of each cheek
- Creases of external garments (folds of sleeves, collars, cuffs)
- Middle ear
- Pockets, especially those which are sewn deep within one's garments
- Inner lining of clothes
- Hair, especially if the suspect is wearing a long hairdo
- Medicine bottles (hidden in clothes)
- Hollow biscuits (hidden in clothes)
- Small toys (hidden in clothes)
- Soles of shoes
- Folds of socks
- Private parts of the body



Fig. 12.3.1: Gold biscuit discovered in a person's inner clothes

12.3.2 Dos and Don'ts of Frisking

Frisking is defined as passing the hands over someone or something in search for hidden and prohibited items. The Dos and the Don'ts of Frisking are given below:

Do

- Explain firmly but politely the reason why you are conducting the frisking operation
- Avoid asking a male guard to frisk, pat down and search a woman
- Hold the suspect with a firm but non-violent grip, say, at the shoulder
- Request the suspect to open jackets, shoes, socks and external clothing
- Inquire, if the headgear (if any) or accessory worn by the suspect is a religious one
- Ask your supervisor in case you have any doubt

Don't

- Exert excessive force and violence on the suspect
- Get into casual conversation with the suspect or any colleague; this may hamper your focus
- Open the suspect's external clothing or shoes on your own; this may be dangerous for you
- Force the suspect to open religious headgear or accessories

- F1	kercise 📝 —	
	Methods of guarding involves	
1.	a) Static guarding	b) Patrol guarding
	c) Undercover or secret guarding	d) all of the above
2.	Methods of patrolling involves	
	a) Combat patrol	b) Clearing patrol
	c) Standing patrol	d) all of the above
3.	Conducting security check on vehicles must be done	e with
	a) vigilance	b) diligence
	c) care	d) all of the above
4	Bag checks must be done in a way that	
	a) respects the rights of the customer	b) protects staff from unfounded allegations
	c) both a and b	d) none of the above
5.	is defined as passing the hands over some prohibited items	meone or something in search for hidden and
	a) Frisking	b) Risking
	c) Rigging	d) none of the above

- Notes 🗐



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13. Screening and Search

- Unit 13.1 Security, Screening, Detection and Communication Equipment
- Unit 13.2 Common Faults occurring in the Screening and Search Equipment
- Unit 13.3 Common Methods / Techniques to Defeat Screening and Searching Equipment





– Key Learning Outcomes 💆

At the end of this module, the participant will be able to:

- 1. Illustrate the use of security, screening, detection and communication equipment
- 2. Identify the common faults occurring in the screening and search equipment
- 3. Identify the common methods and techniques for defeating screening and search equipment and listing the items that cannot be put through them

UNIT 13.1: Security, Screening, Detection and Communication Equipment

– Unit Objectives 🙆

At the end of this unit, the participant will be able to:

- 1. Identify and discuss the common security and communication equipment
- 2. Identify and discuss the common surveillance, screening and detection equipment

13.1.1 Common Security and Communication Equipment

Security and communication equipment and tools are used by security supervisors while practising vigilance during private guarding and patrolling operations.

The common security and communication equipment are:





Highly visible Uniform



Flashlight

Baton (optional for Security Supervisors)



Digital Camera



Mobile Phone



Public Announcement System



Heavy-Duty Security Belt



Notepad & Pen



Landline Phone (at Control Room)



Walky Talky



2-way Radio

Fig. 13.1.1: Common security and communication equipment

13.1.2 Common Surveillance, Screening and Detection Equipment

Surveillance, screening and detection mechanisms help in anticipating, identifying and ruling out risks, hazards and threats from the designated premises.

The common surveillance, screening and detection equipment are:



Closed-circuited Television (CCTV)



Audio Catcher



Smoke Detector



Fire Alarm



Multi-screen Monitoring System



Cargo / Baggage Scanner



Bomb Detector



Sniffer Dogs



X-Ray Scanner

Fig. 13.1.2: Common surveillance, screening and detection equipment

UNIT 13.2: Common Faults occurring in the Screening and Search Equipment

Unit Objectives 🧕 🎯

At the end of this unit, the participant will be able to:

1. Identify and assess the common faults in screening and search equipment

13.2.1 Common Faults in Screening and Search Equipment

- The role and responsibilities of the security supervisor must not be restricted or governed by the capabilities and limitations of screening and search equipment.
- Equipment and tools are prone to faults, wear and tear but having a basic understanding of signals emanating from equipment would help in identifying and reporting faults on time.
- Here, in this section, our focus would be to discuss common faults associated with digital screening and search equipment in general, rather than the ones associated with individual equipment and devices.

The common electrical and electronic faults, associated with screening and search equipment, are:

1. Open circuit faults

- Also known as series faults, these faults occur due to the failure of one or more conductors.
- Common causes are:
 - o Joint failure of cables and overhead lines
 - Failure of one or more phase of circuit breakers
 - Melting of a fuse or conductor in one or more phases
 - Open circuit faults are indicated by the following:
 - o Anomalous functioning of the equipment / device
 - o The voltages exceeding beyond normal threshold values in specific points in the network
 - o Insulation failures



Fig. 13.2.1: Circuit diagrams

2. Short circuit faults

• Also known as "shunt" or "parallel" faults, short circuit faults are result of an abnormal or anomalous connection of very low resistance / load / impedance, between 2 terminals or ends.

- These faults lead to immensely high currents flowing through the equipment or the network transmission lines, thus resulting in complete or partial damage to the equipment.
- Short circuit faults are caused due to:

Internal factors

- o Breakdown of transmission lines or equipment
- o Ageing and wearing of insulation
- Wearing of insulation in generator, transformer and other electrical equipment
- Inappropriate installation

External factors

- Equipment overloading
- Insulation failure due to lighting surges and vandalism
- Short circuit faults are indicated by the following:
 - o Arcing (electric sparks)
 - o Overheating of equipment
 - o Insulation failure due to arcing and overheating
 - o Operating voltages of the equipment reaching below or beyond threshold values
 - o Fire outbreak
 - o Restricted or completely blocked power supply

3. Transient faults

- These faults cease to exist, when the power supply is disconnected temporarily and then restored.
- Transient fault examples are:
 - o Contact with a tree, bird or animal
 - o Lighting strike
 - Conductor clashing, caused by any of the below factors:
 - Improper tension of the overhead lines during installation and erection
 - Extremely rainy, windy and stormy weather
 - Trees breaking and falling into the cable lines
 - Birds and animals perching on the lines, causing the wires to sag and clash
 - Vehicles clashing with poles

4. Persistent faults

- These faults exist, irrespective of whether the power supply is present.
- Typical examples include underground cable faults.

5. Realistic faults

- These faults occur when:
- The network impedance / resistance is abnormal (either nil or abnormally high)
- Huge power is consumed for cases of very high impedance
- Power consumption across the network or device is nil, for cases of zero impedance

6. Bolted faults

- These faults are cases of maximum short circuit current and zero impedance.
- Analogically, such faults indicate that all the conductors are grounded by a metallic conductor, or "bolted".

UNIT 13.3: Common Methods / Techniques to Defeat Screening and Searching Equipment

Unit Objectives

At the end of this unit, the participant will be able to:

- 1. Identify the common methods and techniques for defeating screening and searching equipment
- 2. List the items that cannot be put through screening & search equipment

13.3.1 Common Screening and Searching Methods/ Techniques

The common methods and techniques adopted by people to defeat the screening and search equipment are:

- Resorting to the extensive use of IEDs (Improvised Explosive Devices)
- Smuggling banned, rare and expensive things via carriers (designated people or items with inbuilt mechanisms to carry hidden items)
- Resorting to the use of suspicious letters, boxes and packages
- Carrying items that cannot be put through screening and search equipment

13.3.2 Items that Cannot be put Through Screening and Search Equipment

Private security services are often baffled by the various common methods and techniques adopted by people to defeat the screening and search equipment. Hence, the use and maintenance guidelines of such equipment prohibit or restrict items that cannot be put through screening and search equipment.

List of few such items are:

- Water
- Laptops and computers
- Camera
- Cell phones
- Oxygen tanks
- Books
- Metal objects
- Gels and liquids
- Sporting goods
- Sharp objects
- Guns and firearm
- Combustible and lighting material
- Common tools

- Radioactive materials
- Wet cell batteries
- Oxidising and corrosive materials
- Magnetic materials
- Insecticides and pesticides
- Banned and restricted medicines

The trainee must remember that the above list comprises only few of the prohibited items. The real list is bigger.

- F\	ercise 🕜	
1.	Surveillance, screening and detection mechanisms	
	a) anticipating risks	b) identifying risks
	c) ruling out risks	d) all of the above
2.	The common electrical and electronic faults, associa	ated with screening and search equipment, are:
	a) Open circuit faults	b) Short circuit faults
	c) Transient faults	d) all of the above
3.	The common methods and techniques adopted be equipment are: a) Resorting to the extensive use of IEDs	by people to defeat the screening and search
	b) Resorting to the use of suspicious letters, boxes a	and packages
	c) Carrying items that cannot be put through screer	ning and search equipment
	d) all of the above	
4.	are often baffled by the various comm to defeat the screening and search equipment	on methods and techniques adopted by people
	a) Private security services	b) Public security services
	c) both a and b	d) none of the above
5.	The role and responsibilities of the security superv of screening and search equipment	isor must not be restricted or governed by the
	a) capabilities	b) limitations
	c) both a and b	d) none of the above

- Notes 🗐



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Transforming the skill landscape



14. Parking and Traffic Management

- Unit 14.1 Layout and Traffic Plan of the Parking Areas
- Unit 14.2 Traffic Signals, Signage and Markings
- Unit 14.3 Traffic Control and Protective Gear
- Unit 14.4 Dealing with Irregular Situations





– Key Learning Outcomes 🕎

At the end of this module, the participant will be able to:

- 1. Discuss the layout and traffic plan of the parking areas
- 2. Discuss the traffic signals, signage and markings
- 3. Explain traffic control and protective gear
- 4. Demonstrate the procedures for dealing with irregular situations and identify the various categories of vehicles

UNIT 14.1: Layout and Traffic Plan of the Parking Areas

- Unit Objectives 🧕

At the end of this unit, the participant will be able to:

1. Sketch the general layout of a parking area

14.1.1 General Layout of a Parking Area

Parking areas are designed with the objective of maximizing the number of slots, keeping in mind the below factors:

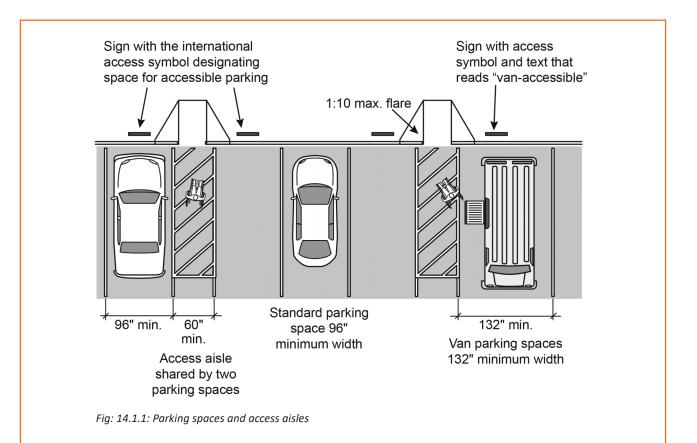
- The layout design of the parking area must be flexible enough to cope up with further and future changes in vehicle dimensions.
- Spaces must be optimally utilized.
- Critical parameters for layout designing are:
 - o Dimensions (length and width) of slots
 - o Width of aisles
 - o Angle of parking
 - o Radius of turns
 - o Vehicle dimensions
 - o Vehicle performance characteristics
- Depending on the suitability of prevailing conditions for parking, critical size considerations for designing the layout:
 - o Large: Slots must be designed for large vehicles (approximately 6 feet wide and 17-18 ft long)
 - o Small: Slots must be designed for smaller vehicles (approximately 5 ft wide and 14-15 ft long)
 - o Medium: Slots must be designed for medium-sized vehicles (in between the above dimensions)
- Few important concepts to remember while layout designing are:

Slot width:

- Measured perpendicular to the vehicle
- Not parallel to the aisle
- The width parallel to the aisle will increase if the slot is placed at an angle less than 90 degrees.

Slot length:

- The slot must be long enough to accommodate most of the vehicles
- On rotating the slot at an angle less than 90 degrees, the slot depth perpendicular to the aisle increases up to 1 ft at least



Aisle width:

• This is generally 12 to 26 ft, depending on the angle at which the parking slots are oriented

Aisle angle:

- The aisle angle should not exceed 75 degrees
- This is because, drivers often tend to enter aisles from wrong directions if aisle angle is too large
- For preventing drivers from entering slots in wrong directions, one-way aisles are sometimes desirable

UNIT 14.2: Traffic Signals, Signage and Markings

- Unit Objectives

At the end of this unit, the participant will be able to:

- 1. Identify and interpret traffic signals
- 2. Identify and interpret signage, symbols and markings

- 14.2.1 Traffic Signals -

Traffic signal or traffic light is a device positioned at a road connection, ordinary crossing, or other place in order to designate, when it is safe to drive, ride, or walk using a colour code popularly used across the globe.

The purpose of traffic signal is to control the traffic on roads and thus, to minimize the number of accidents.

Apart from the traffic police force, security supervisors need to have an understanding of traffic signals and signage, in order to control traffic in their designated premises of responsibility.

The types and importance of traffic signals on roads are very evident from the below nursery rhyme:

- Red light, Red light, what do you say?
 - o I say stop and stop right away!
- Yellow light, Yellow light, what do you mean?
 - o I say wait and wait till the light turns Green!
- Green light, Green light, what do you say?
 - o I say go and go right away!

The above lyrics can be used to memorize the meaning of the lights in the traffic signal.

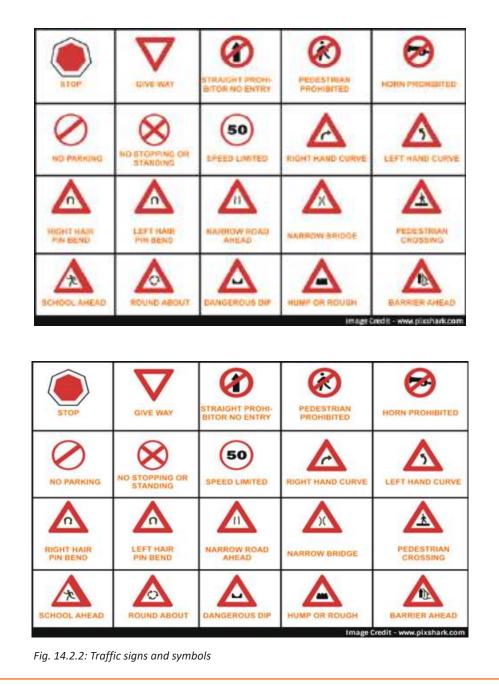


Fig. 14.2.1: Different traffic signals

14.2.2 Traffic Signage and Markings

1. Mandatory and cautionary signs

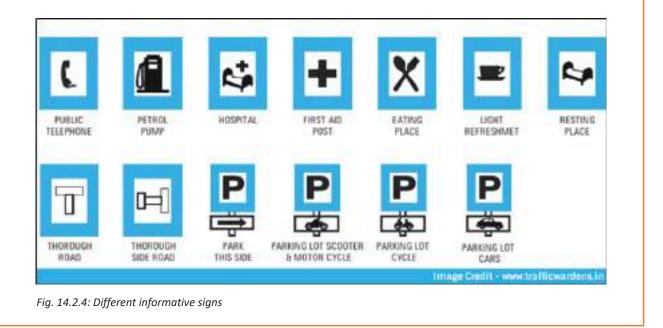
• These are used to facilitate free traffic movement and make road users aware of the general rules, cautions, restrictions, prohibitions and mandates while travelling on road





2. Informative signs

• These signs direct and instruct the road users on destinations, distances, alternative routes, gas stations, parking lots, restaurants, motels, public toilets, hospitals etc.



UNIT 14.3: Traffic Control and Protective Gear

- Unit Objectives 🤘

At the end of this unit, the participant will be able to:

- 1. Illustrate how to control traffic
- 2. Demonstrate the use of protective gear

- 14.3.1 How to Control Traffic

Traffic control can be perfectly accomplished if few general rules are followed on roads. Security supervisors must always educate others on traffic control and rules.

For cars:

- Always keep to the left
- While turning right at a road intersection, look out for approaching vehicles, pedestrians and bicycles at the crossing
- Do not use mobile phones while driving
- Do not overtake
- Do not drink and drive
- Maintain a safe distance or drive slowly while passing pedestrians or bicycles

For pedestrians:

- Always use footpaths, dirt roads and sidewalks, whichever is applicable
- Always keep to the right on roads without sidewalks
- Always use zebra crossings (if any) to cross roads
- While crossing a road without zebra crossing, first look to your left, then right and then to the left again, before proceeding

For bicycles:

- Always keep to the left
- Use zebra crossings to cross roads
- Avoid riding tandems (bicycle with seats and pedals for two riders, one behind the other)
- Grasp handlebars firmly with both hands
- Avoid holding other things (like umbrella or mobile phone) while riding a bicycle
- Alight from and observe pedestrian traffic lights at crossings
- Avoid riding bicycles on snow-laden or wet roads
- Stop and look in either directions, sideways, at crossings and intersections
- Keep the headlights on during night

14.3.2 Use of Protective Gear

Use provided traffic and protective gear





Protective and highly visible Helmet (Fluorescent red / orange) High-visibility, conspicuous clothing (Fluorescent Red / Orange)



Safety, Slip-resistant shoes



Stop and Slow Batton

Fig. 14.3.1: Diagrams of protective gears

Use communication equipment during traffic control

- Walky talky
- Whistle for alerting
- 2-Way radio
- Cell phone
- Smartphone or digital camera, whichever is allowed
- Landline in the traffic control room

Parking sticker / permit: parking stickers may be issued to allow people to park their vehicles at certain designated parking areas. To avoid duplicity and counterfeiting, these are nowadays equipped with security features like:

- Barcode
- Hologram
- Validity period
- Date of expiry
- Tamper-resistant text
- Die-cut shapes
- Customized logos

/ehicle	PARKING PERMIT NUMBER	PERMIT COLOR	ASSIGNED TO THE FOLLOWING PARKING SPACES OR AREA:
Parking	EXPIRATION D	ATE	
Registration	Larmanon		Mark "X" if Not Applicable
logionation	C		man x a Net sporable
AME OF PRIMARY DRI	VER		
Iome Address			
Business Address			Dept
elephone(s)		If No Answer, Call	
MAKE OF VEHICLE		Model	
ear of Vehicle	Color(s)		
Current Tag Number		Year	State
river's Signature		Date Regi	stered

Fig. 14.3.2: Sample diagram of parking form

Segregation of parking

- Parking lots are often segregated into various zones, based on the requirements.
- For example, in schools and other educational institutes, separate zones are dedicated for students, faculty members, general staff members and visitors.
- In few commercial places, where there are chances of high traffic congestion, parking lots are segregated into separate zones designated for different categories of vehicles.
- Few places, like industrial domains, segregate parking lots into separate zones for heavy commercial vehicles, vehicles for personal use and 2-wheelers (bikes, mopeds, scooters and cycles).
- In few countries like china, separate parking lots are dedicated for women and are located near the exit points. This is to ensure and enhance their safety.

UNIT 14.4: Dealing with Irregular Situations



At the end of this unit, the participant will be able to:

- 1. Identify and evaluate irregular situations
- 2. Discuss how to deal with irregular situations
- 3. Identify the various categories of vehicles

14.4.1 Identifying and Evaluating Irregular Situations

The security supervisor, while controlling traffic in the designated premises, must be aware about the possible irregular situations arising during parking and the procedures for dealing with irregular situations.

- Left-turn conflict: Occurs when a car turns left in front of an approaching vehicle and forces it to pull brakes
- Weave conflict: Occurs when a vehicle alters lanes into the path of another vehicle, causing the driver of the other vehicle to pull brakes abruptly to prevent collision
- **Cross-traffic conflict:** Usually seen at non-signalized crossings, this occurs when a vehicle crosses or turns into the path of an approaching vehicle, having the right of way, leading him / her to pull brakes abruptly
- Red-light violation: Occurs when a vehicle crosses or ignores the red light signal
- **Rear-end conflict:** Occurs when a vehicle stops or slows down unexpectedly, causing the vehicle behind it to adopt evasive measures, thus preventing a collision.

14.4.2 How to deal with Irregular Situations

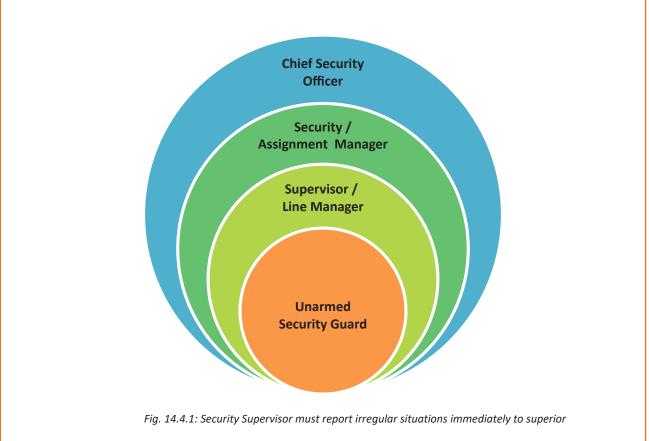
Identify and respond to irregular situations in accordance with organisation's procedures and guidelines:

- Stay observant and vigilant
- Keep calm and staying composed
- Seek Assistance, wherever and whenever required
- Report the incident / accident / situation to the concerned official(s)
- Maintain order and control even amidst turmoil and confusion

Duties while controlling parking in designated areas:

- Identify entry and exit routes to available parking areas
- Check prevailing conditions within the parking areas
- Observe correct positioning of signage for guiding drivers
- Guide drivers to the available parking areas
- Ensure drivers leave the area after parking as per laid down instructions
- Call for assistance and take preventive steps
- Report hazards and defects to superior

- Respond as per organisational procedure
- Ensure own safety
- Report irregular situations immediately to superior:

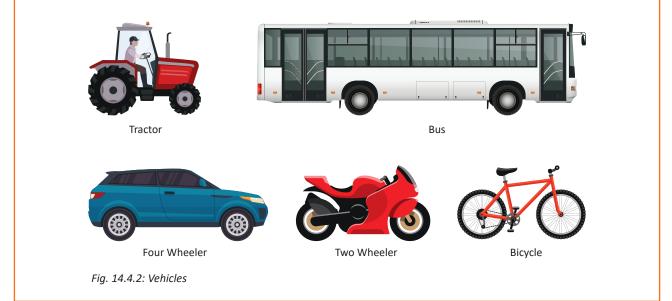


14.4.3 Categories of Vehicles

A vehicle is a mobile machine that transports people or cargo. Typical vehicles include wagons, bicycles, motor vehicles (motorcycles, cars, trucks, and buses), railed vehicles (trains, trams), watercraft (ships, boats), amphibious vehicles (screw-propelled vehicle, hovercraft), aircraft (aeroplanes, helicopters), etc.

- 1. Bicycle A bicycle, also called a bike or cycle, is a human-powered or motor-powered, pedal-driven, single-track vehicle, having two wheels attached to a frame, one behind the other.
- 2. Two Wheel Vehicles India is one of the largest producers of two-wheel vehicles, including scooters, motorcycles, Scooty and Mopeds.
- 3. Three Wheel Vehicles Three Wheel vehicles or three-wheelers are motorised tricycles, also known as auto-rickshaws in India, primarily used for public transportation and pickup trucks for commercial uses.
- 4. Auto-Tempo was a German automobile company that produces Hanseat and Matador. Hanseat, also called a three-wheeled car, extremely common on the streets of Indian cities as goods carrying vehicles and passenger vehicles.
- 5. Four Wheeler Four-wheel vehicles or four-wheelers are the largest lead of the Indian Automobile market, cars, SUV and other commercial vehicles
 - Car Passenger Vehicles
 - Pick Up- Commercial Vehicles

- 6. Bus Bus is the most common road vehicle in India, used for public and school transport with a limited capacity of passengers. The most common type of buses in India is a double-decker, minibuses, Traveller bus and single-decker bus.
- 7. Trucks Most common trucks in India are Tipper, Trailer, lorry, dumper and equipment heavy-duty trucks.
- 8. Tractor Tractors in India are a significant industry, and current manufacturers of tractors in India are Eicher, Escorts, HMT Tractors, Mahindra Tractors, and Swaraj Tract and John Deere tractors.
- 9. Backhoe Most common and different construction heavy-duty vehicles available in India are Bulldozers, Backhoes, excavators and loaders.
- 10. Defence Vehicles Defence vehicles belong to armed forces and the attached equipment used by the Indian Defence Forces. The Mine protected Vehicle, Artillery Tractor and Heavy Utility Trucks can be seen sometimes.
- 11. Equipment Vehicles Heavy equipment and heavy-duty vehicles like Concrete mixers, water tankers, Bore Well drilling trucks and Drill Trucks are also available in India.
- 12. Amphibious vehicles An amphibious vehicle (or simply amphibian) is a vehicle that is a means of transport, viable on land and (or under) water. Amphibious vehicles include amphibious bicycles, ATVs, cars, buses, trucks, combat vehicles, boats and hovercraft.



- F)	kercise 📝 ————	
1.	Concepts to remember while designing the layout of a) Slot width	
		b) Slot length
	c) Aisle width	d) all of the above
2.	The purpose of is to control the traffic a accidents	on roads and thus, to minimize the number of
	a) traffic signal	b) barricades
	c) bumpers	d) none of the above
3.	signs direct and instruct the road users gas stations, parking lots, restaurants, motels, public	
	a) informative	b) cautionary
	c) mandatory	d) none of the above
4.	Traffic rules for cars include:	
	a) Always keep to the left	b) Do not use mobile phones while driving
	c) Do not overtake	d) all of the above
5.	Possible irregular situations arising during parking r	may include
	a) left turn conflict	b) weave conflict
	c) cross-traffic conflict	d) all of the above

Notos 🗐 ————	
Notes	





सत्यमेव जयते GOVERNMENT OF INDIA MINISTRY OF SKILL DEVELOPMENT & ENTREPRENEURSHIP



Transforming the skill landscape

MEPSC

15. Health and Safety

- Unit 15.1 Conform To Rudimentary Legal Requirements of Private Security Agencies
- Unit 15.2 Security and Safety Requirements for Security Escort Duty and Likely Risks
- Unit 15.3 Communication During Security Escort Duty and the Best Practices in Workplace Safety
- Unit 15.4 Identifying Signage and Warning
- Unit 15.5 Ill-effects of Alcohol, Tobacco and Drugs, the Knowledge about First Aid
- Unit 15.6 Safety Evacuation Routes and Few Emergency Toll Free Numbers in India



MEP/N7108

- Key Learning Outcomes 🗋

At the end of this module, the participant will be able to:

- 1. Illustrate the outline of the private security agencies (regulation) act 2005
- 2. Describe the security and safety requirements for security escort duty and identify the likely risks
- 3. Discuss the various means of communication during security escort duty and the best practices in workplace safety
- 4. Demonstrate how to prevent electrical hazards and fire at work
- 5. Identify signage and warning
- 6. Discuss the importance of sound health, hygiene and grooming habits
- 7. Discuss the ill-effects of alcohol, tobacco and drugs and practise first aid
- 8. Discuss safety evacuation routes and list few emergency numbers in india

UNIT 15.1: Conform To Rudimentary Legal Requirements of Private Security Agencies

Unit Objectives

Ø

At the end of this unit, the participant will be able to:

- 1. Identify the rudimentary legal requirements of the Private Security Agencies (Regulation) Act -2005
- 2. Discuss how to abide by various legal requirements

15.1.1 The Rudimentary Legal Requirements of the Private Security Agencies (Regulation) act – 2005

The security supervisor must diligently conform to rudimentary legal requirements of private security agencies (regulation) act – 2005 (psara – 2005) while undertaking security tasks. It is, hence, extremely crucial for the security supervisor to know the legal implication of his / her role and tasks. The following are the outlines covered in the private security agencies (regulation) act -2005:

- Reporting and recording of events ٠
- Procedure for co-operating with investigations •
- Difference between legal and illegal activities
- Assisting in lodging of complaints and first information report •
- Method of giving evidence in court

Synopsis of the act

- Any security agency, within 6 months of procuring registration number and license, must is legally eligible to commence its activities.
- The agency must provide adequate and suitable training to employees (guards and their supervisors), within a year since the date of commencement of activities.
- Such supervisors and guards may be employed within 60 days from the date of license issuance.
- The act prohibits any agency from employing a person, who has been alleged with, suspended or convicted due to any immoral, unethical or criminal action.
- The agency must decide special remuneration for any person (while hiring), who has served as a member with any one of the below:
 - o Indian army
 - Indian navy
 - o Indian air force
 - Indian police services
 - o Home guard
 - Any other such services under the indian union
- The agency must maintain a register (for recording and reporting events) and this essentially comprises the following:
 - Names and addresses of the persons managing the agency

- o Vivid personal details, photographs and salaries of the employed persons
- o Names and addresses of clients
- o Any additional detail as required according to contingencies
- No employee of the agency, nor any member of the managing team, must disclose any confidential information to any entity, internal or external to the agency, without prior permission granted on unanimous board decision.
- Employees of the agency must provide full assistance and co-ordination in conducting investigations, lodging of complaints, first information report and in providing fully integrated evidence in court.
- The above salient point is mandatory, especially for cases related to services done in the agency's designated premises.

Highlights of the indian penal code (ipc)

- The indian penal code, commonly known as the ipc, was drafted in the year 1860 and implemented in the year 1862, under the british rule.
- This is the ultimate legal code that covers all aspects of the indian criminal laws or the indian criminal penal code (crpc)
- The ipc comprises 23 chapters, which are sub-divided into 511 sections.
- The outline of the ipc is:

Chapter	Sections Covered	Scope of the Chapter
1	1-2	Introduction
2	6-52	General explanations
3	53-75	Punishments
4	76-106	General exceptions
5	107-120	Abetment
5A	120A-120B	Criminal conspiracy
6	121-130	Offences against the state
7	131-140	Offences against the army, navy and air force
8	141-160	Offences against the public tranquillity
9	161-171	Offences by or against public servants
9A	171A-171I	Offences related to elections
10	172-190	Contempt of lawful authority of public servants
11	191-229	False evidence and offences against public justice
12	230-263	Offences against coin and government stamps
13	264-267	Offences against weights and measures
14	268-294	Offences, adversely affecting the public health, safety, convenience, decency and morals
15	295-298	Religious and communal offences
16	299-377	Offences against the human body
17	378-462	Offences against property

18	463-489E	Offences related to documents and property marks
19	490-492	Offence related to the criminal breach of contract of service
20	493-498	Offences related to matrimony
20A	498A	Cruelty of husband or his relatives
21	499-502	Offence related to defamation
22	503-510	Criminal intimidation, insult and annoyance
23	511	Attempts to offend

Table 15.1.1: Synopsis of ipc act

• The list of punishments, according to the ipc chapter 3, is:

Section Allotted	Punishment
53A	Reference of transportation as sentence of imprisonment for life
54	Commutation of sentence to death
55	Commutation of sentence to imprisonment for life
57	Definition of "appropriate government"; for example, the central government in case of death sentence
63	Amount of fine
64	Sentence of imprisonment for non-payment of fine
65	Limit to imprisonment for non-payment of fine, when imprisonment and fine are applicable
66	Description of imprisonment for non-payment of fine
67	Imprisonment for non-payment of fine when offence punishable with fine only
68	Imprisonment to terminate the payment of fine
69	Termination of imprisonment on payment of proportional part of fine
70	Fine levied within six years, during imprisonment; death of guilty not to discharge property from liability
71	Limit of punishment of offence, made up of several offences
72	Punishment of person guilty of one of several offences, where the judgment is doubtful of which
73	Solitary confinement
74	Limit of solitary confinement
74A	Enhanced punishment for certain offences under chapter xii or chapter xvii after previous conviction

Table 15.1.2: List of punishments

• The 5 types of punishments, described under section 53 under the ipc, are:

Punishment	Description	Scope / Section in IPC
	Waging or attempting to wage war or	121
	Abetting or supporting the waging of war against the government of india	121
	Abetment of or supporting a mutiny actually committed	132
Death Penalty	Giving or fabricating false evidence upon which an innocent person suffers death	194
-	Murder	302
	Attempt to murder by a person under sentence of imprisonment for life, if hurt is caused	307
	Robbery with murder	396
	Abetment or support of suicide of a child, an insane or intoxicated person	305
Life Imprisonment	Any serious crime, as imposed by the goi. 51 Sections in the ipc provide imprisonment for life	55
Rigorous and Simple Imprisonment	Rigorous imprisonment involves hard labour, often against the payment of wages. Simple imprisonment is given for lighter crimes like drunken brawls, causing public nuisance, eve-teasing, defamation, etc.	172-174: Absconding to avoid service of summons or other proceedings, or not attending in obedience to an order from a public servant 341: Wrongful restraint 500: Defamation
Forfeiture of PropertyForcible seizure of the convict's property by goi		62
Fine	Amount paid against the offence committed	 63: Amount of fine 65: Limit to imprisonment for non-payment of fine, when imprisonment and fine awardable 66: Description of imprisonment for non-payment of fine 67: Imprisonment for non-payment of fine when offence punishable with fine only 68: Imprisonment to terminate on payment of fine 69: Termination of imprisonment on payment of proportional part of fine 70: Fine levied within six years, during imprisonment. Death not to discharge property from liability

Table 15.1.3: List of punishments

• Chapter 4 covers the general exceptions, which are listed below:

Section Allotted	General Exception	
76	Act done by a person bound, or by mistake of fact believing himself or herself bound, by law	
77	Act of Judge when acting judicially	
78	Act done pursuant to the judgment or order of Court	
79	Act done by a person justified, or by mistake of fact believing himself justified, by law	
80	Accident in doing a lawful act	
81	Act likely to cause harm, but done without criminal intent, and to prevent other harm	
82	Act of a child under seven years of age	
83	Act of a child above seven and under twelve of immature understanding	
84	Act of a person of unsound mind	
85	Act of a person incapable of judgment by reason of intoxication caused against his will	
86	Offence requiring a particular intent of knowledge committed by one who is intoxicated	
87	Act not intended and not known to be likely to cause death or grievous hurt, done by consent	
88	Act not intended to cause death, done by consent in good faith for person's benefit	
89	Act done in good faith for benefit of child or insane person, by or by consent of guardian	
90	Consent known to be given under fear or misconception, Consent of Insane person, Consent of child, etc.	
91	Exclusion of acts, which are offences independently of harm caused	
92	Act done in faith for benefit of a person without consent	
93	Communication made in good faith	
94	Act to which a person is compelled by threats	
95	Act causing slight harm	
96	Things done in private defence	
97	Right of private defence of the body and of property	
98	Right of private defence against the act of a person of unsound mind, etc.	
99	Acts against which there is no right of private defence	
100	When the right of private defence of the body extends to causing death	
101	When such right extends to causing any harm other than death	
102	Commencement and continuance of the right of private defence of the body	
103	When the right of private defence of property extends to causing death	
104	When such right extends to causing any harm other than death	
105	Commencement and continuance of the right of private defence of property	

106	Right of private defence against deadly assault when there is risk of harm to
100	innocent person

Table 15.1.4: List of general exceptions

- Right of private defence of person and property, commonly known as the ropd, and the right of selfdefence, has been defined and described under sections 96-106 of the ipc.
- Under this right, a person is authorized, under the indian law system, to use require force against the wrong-doer in order to protect one's own body and property, when immediate help form the government is not in sight.
- In exercising this right, the person is not answerable to the law.
- The section 97 of the ipc classifies ropd into the right of private defence of body and the right of private defence of property.
- It is important to note that the ropd frees a person from guilt even if he / she kills another person under the below circumstances:
 - o If the killed person was the actual assailant
 - If the offence, thus committed by the killed person, falls under the scope of private defence as described under sections 100-106 of the ipc
- Theft, according to the section 378 of the ipc, is defined as "whoever, intending to take dishonestly any moveable property out of the possession of any person without that person's consent, moves that property in order to such taking, is said to commit theft".
- A person guilty with theft, under the section 379 of the ipc, is punishable with imprisonment up to a term of 3 years, or with fine, or both, depending on the severity of the theft.
- The 5 elements of theft, according to the ipc, are:
 - o Dishonest intention to take property
 - o The property must be movable
 - o It should be taken out of possession of another person
 - o It should be taken without consent of the legal owner
 - There must be some removal of the properly in order to accomplish the removal of it

Dealing with illegal acts: as security supervisors, you must present yourselves as loyal representatives of the indian legal framework. To fulfill your responsibilities and duties properly, you must abide by the below requirements while dealing with illegal acts:

- Comply with basic legal provisions applicable to your role and tasks
 - **The indian penal code, 1860:** Right to private defence(ropd)- under this right, a person is authorized, under the indian law system, to use require force against the wrong-doer in order to protect one's own body and property, when immediate help form the government is not in sight. The person is not answerable to the court of law while exercising this right. The various aspects of this right has been explained under sections 96-106 of the indian penal code.
 - Important property & bodily offences and their punishments under the ropd, the list of important property offences and the corresponding punishments is given below:
 Property offences:

Name of Property Offence	Punishment	Relevant sections in IPC
Theft	Imprisonment (of either description) for a term, which may extend to three years, or with fine, or with both	378
Robbery	 Rigorous imprisonment for a term, which may extend to ten years and shall also be liable to fine If the robbery be committed on the highway between sunset and sunrise, the imprisonment may be extended to fourteen years 	390
Dacoity	Imprisonment for life or with rigorous imprisonment	
Criminal Breach of Trust	Imprisonment (of either description) for a term, which may extend to three years, or with fine, or with both	405,406
Dishonestly receiving Stolen Property	Imprisonment (of either description) for a term, which may extend to three years, or with fine, or with both	410, 411
Cheating by Impersonation	Imprisonment (of either description) for a term, which may extend to three years, or with fine, or with both	415, 419
Cheating and dishonestly inducing delivery of property	Imprisonment (of either description) for a term, which may extend to seven years, or with fine, or with both	415, 420
Forgery	Imprisonment (of either description) for a term, which may extend to two years, or with fine, or with both	463, 465

Table 15.1.5: List of property offences

Offences affecting the body and life:

Name of Property Offence	Punishment	Relevant sections in IPC
Culpable Homicide, not amounting to murder but with an intent to kill	Imprisonment for life, or imprisonment of either description for a maximum term of ten years, and the guilty may also be liable to fine as applicable	299, 304
Murder	Death OR Imprisonment or life and fine as applicable	300, 302
Murder by life convict	Death	303
Death by Negligence	Imprisonment of either description for a term which may extend to two years, or with applicable fine, or with both	304A
Dowry Death	Imprisonment for at least 7 years and extending till the remaining life of the guilty	
Abetment of suicide of child or insane person	Death or imprisonment for life, or imprisonment for a maximum term of ten years and fine as applicable	305

Abetment of suicide	Imprisonment of either description for a term which may extend to ten years and fine as applicable	306
Attempt to Murder	Imprisonment of either description for a term which may extend to ten years and fine as applicable	307
Attempt to Murder by life convict	Death	307
Causing miscarriage without woman's consent	Imprisonment for life, or with imprisonment of either description for a maximum term of ten years, and fine as applicable	313
Concealment of child's birth by secret disposal of dead body	Imprisonment of either description for a maximum term of two years, or with fine, or with both	318
Assault / criminal force to woman with intent to outrage modesty	Imprisonment of either description for a minimum term of one year and maximum of five years, and fine as applicable	354
Sexual Harassment	 Rigorous imprisonment for a maximum term of three years, or with fine, or with both Imprisonment of either description for a maximum term of one year, or with fine, or with both (for making sexually coloured remarks) 	354A
Rape	 Rigorous imprisonment of either description for at least seven years, and may extend to imprisonment for life, and fine as applicable If the guilty is a police officer, public servant, management staff of jail / hospital, army person, teacher or guardian, then that person will be punished with rigorous imprisonment for at least ten years, which may extend to imprisonment for life, and fine as applicable 	376
Gang Rape	Rigorous imprisonment for a minimum term of twenty years, which may extend to life and fine as applicable	376D
Unnatural Offences	Imprisonment for life, or with imprisonment of either description for a term which may extend to ten years, and fine as applicable	377

Table 15.1.6: Table for list of punishments

- The code of criminal procedure, 1973: the code of criminal procedure (crpc) is the main legislative framework for the administration of substantive (governs how members in the society must behave) criminal law in india. The important highlights of the same, w.R.T the topics below, are:
- Important cognisable and non-cognisable offences according to the 1st schedule of the code, cognisable offences are the ones for which a person may be arrested by a police officer without a warrant issued by the court of law. These are mentioned under the section 154 of the code and are extremely grave in nature. For non-cognisable offences, a person may be arrested by a police officer only against a warrant duly issued by the court of law. These are mentioned under section 155 of the code.

Examples of important cognisable offences:

- a. Waging or attempting to wage war or supporting and promoting the waging of war against the government of india
- b. Donning the uniform or carrying any token used by a soldier, sailor or airman, with intention of impersonation
- c. Rioting with the help of deadly weapon
- d. Hiring, engaging or employing person to take part in an illegal group
- e. Counterfeiting, or performing any step of the process of counterfeiting indian coin
- f. Manufacturing and / or selling false weights or measures for fraudulent use
- g. Negligently committing any act, which is likely to spread infection of any fatal disease
- h. Causing a disturbance to a congregation engaged in worship

Examples of important non-cognisable offences:

- a. Owner or occupier of land not giving information of riot
- b. A public servant disobeying a direction of the law with intent to cause injury to any person
- c. A public servant illegally engaging in trade
- d. Bribery during elections
- e. Making any false statement, related to a poll or election
- f. Absconding to avoid service of summons from a public servant
- g. Refusing to take oath, when duly required taking oath by a public servant
- h. Obstructing public servant in discharge of his public functions
- i. Providing false evidence or manipulating evidence in a judicial hearing
- j. Presenting false claim in a court of justice
- k. Fraudulently using false instrument for weighting
- I. Selling any food or drink as food and drink knowing the same to be harmful
- m. Selling any adulterated drug or medical preparation
- n. Voluntarily causing hurt on grave and sudden provocation, with no intention to hurt any other than the person, who gave the provocation
- o. Participating in human trafficking
- p. Dishonestly stealing movable property
- q. Aid to magistrate and police any indian citizen must assist a magistrate or police officer in the following circumstances:
 - In preventing the escape of a person, who is to be arrested by the magistrate or the police
 - o In preventing a breach of peace
 - In preventing an injury, attempted to hamper public utility services (railway, transportation, communication, property, etc.)
- r. Public to inform on certain offences any indian citizen, on becoming aware of a malicious intent, crime or offence, must duly inform the nearest magistrate or police officer about the same.
- s. Arrest by private person and procedure on such arrest under section 43 of the code, the provisions on the same are:
 - "Any private person may arrest or cause to be arrested any person, who in his presence commits a non-bail able and cognizable offence, or any proclaimed offender, and, without unnecessary delay, shall make over or cause to be made over any person so arrested to a police officer, or, in the absence of a police officer, take such person or cause him 10 be taken in custody to the nearest police station."

- In case such a person falls under section 41 of the code, a police officer shall re-arrest him / her.
- In case the arrested person has committed a non-cognizable offence and refuses to provide the police officer name and address details, or gives false information on the same, he / she shall be arrested by the officer, according to section 42 of the code.
- ♦ In case the person is believed to be innocent, he / she shall be released immediately.
- t. No unnecessary restraint/ detention under section 49 of the code, an arrested person must not be subjected to unnecessary or greater restraint or detention, than is required to prevent his / her escape from arrest.
- u. Lodging of complaint and first information report with police -
- v. Summons and warrants the code recognizes summon and warrant cases separately. Under section204 of the code, an offence, where the magistrate takes "cognisance" of a case and issues summons for the accused to mandatorily attend the hearing of the case. An offence is a "warrant case", when it is punishable with death penalty, life imprisonment or imprisonment for more than 2 years' term.
- o The arms act, 1959: the arms act 1959 prohibited most indians to own weapons and arms illegally. It also introduced the issuance of license to any indian citizen. The act got amended in the 2010, with an addition of section 30a under section 30. Section 30 is dedicated for "punishment for contravention of licence or rule", which is imprisonment for a term up to six months, and / or with fine up to two thousand rupees. Section 30a states that if a police officer, charged with submitting a police report under section 13 of the act, fails to do the same, and if the reasons for not submitting the report is deemed as invalid or inadequate, then he / she shall be punished for negligence of duties and shall be proceeded duly in a court of law, according to the service rules applicable.

Chapter No.	Chapter Name	Scope
Chapter I	Preliminary	Definitions of terms used in the act
Chapter II	Acquisition, Possession, Manufacture, Sale, Import, Export, and Transport of Arms and Ammunition in India	Explanation of the rules and regulations around acquisition, possession, manufacture, sale, import, export and transport of arms and ammunition in India
Chapter III	Provisions relating to Licences	Details on how to procure license, rules around grant, refusal, fees for license
Chapter IV	Powers and Procedure	Details on the powers that the government officials have to enforce this act
Chapter V	Offences and Penalties	Explanation of punishments associated with breaking rules related to this act
Chapter VI	Miscellaneous	Deals with the other miscellaneous parts of the act, like exemptions

The layout of the act is given below:

Table 11.1.1.7: List of arms act

Protection of human rights act, 1993: This act acts as the supporting pillar for the national human rights commission (nhrc) india, an autonomous framework established on 12th october 1993. The act aims at protecting and promoting human rights, more specifically, "rights relating to life, liberty, equality and dignity of the individual guaranteed by the constitution". The important objectives of the act are:

- a. Inquiring into cases, where human rights have either been violated or neglected by a public servant
- b. Hampering court's proceedings and decisions related to cases of violation or negligence
- c. Studying treaties on human rights and recommending changes in the same
- d. Conducting and promoting research on human rights
- e. Spreading awareness among indian citizens on human rights through various campaigns and programs
- Explosive act, 1884:this act is aimed at regulating the manufacture, possession, use, sale (transport, import and export) of explosives. List of explosives, according to the act, is:
 - a. Gunpowder
 - b. Nitrogycerine
 - c. Nitroglycol
 - d. Gun-cotton
 - e. Picric acid
 - f. Di-nitro-phenol
 - g. Tri-nitro-resorcinol (styphnic acid)
 - h. Cyclo-trimethylene-trinitramine, penta-erythritol-tetranitrate
 - i. Nitroguanidine
 - j. Lead azide
 - k. Lead styphynate,
 - I. Fulminate of mercury or any other metal
 - m. Diazo-di-nitro-phenol
 - n. Fireworks
 - o. Fuses
 - p. Rockets
 - q. Percussion caps
 - r. Detonators
 - s. Cartridges
 - t. Ammunition of all descriptions
 - u. Every adaptation or preparation of an explosive
- The explosive substances act, 1908:this act defines "explosive substances" as materials that include:
 - a. Raw materials for making explosive substances
 - b. Any equipment used in the process of making explosives
 - Punishment for causing explosion, thus threatening life and property, with the help of explosive substances, is imprisonment for life, and / or with rigorous imprisonment of either description, for at least ten years, and fine as applicable. Punishment for causing explosion, with the help of special category explosive substances, like rdx, petn, tnt, octol, hmx, ltpe, ieds and remote-controlled devices for explosion, etc., Death, or rigorous imprisonment for life, and fine as applicable.
- Employees' provident fund: provident fund can be defined as "an investment fund contributed to by employees, employers, and (sometimes) the state, out of which a lump sum is provided to each employee on retirement". In india, the first employees' provident fund act was passed on 4th march 1952. The incumbent prime minister of india, mr. Narendra modi, launched the universal account number (uan), a 12-digit number, unique for every individual, to synchronize

and link the multiple ids allotted to an employee by different companies. The introduction of the uan ensures the seamless transfer of the same provident fund id from one company to another. The employee' provident fund organization (epfo) also governs the employee's pension scheme, 1995. A pension is a fund, in which a certain sum of money is added during an employee's employment years and from which payments are drawn (annuity) to support the person's retirement expenses in the form of periodic and regular payments.

 Employee's state insurance act, 1948: commonly known as the esi act, this act introduced a selffinanced social security and health insurance scheme for indian workers.

According to this act, for all employees with a monthly income of 21k rupees or less, the employer donate 4.75% And the employee contributes 1.75% Towards the fund. This fund is managed by the esi corporation, an autonomous body under the ministry of labour and employment, government of india. This scheme enables the beneficiaries to avail medical treatment for themselves and for dependent family members, unemployment cash benefit under certain circumstances and maternity benefits (women employees).

- Minimum wages act, 1948: this act has been enforced by the indian parliament, under the indian labour law, aimed at setting the minimum wages for skilled and unskilled labourers. The act stipulates that the minimum wage payable must be commensurate with a basic standard of living, including good health, dignity, comfort, education and contingencies.
 - a. While fixing the wage rate, the following factors must be considered:
 - b. Number of working hours per day must include one or more interval / breaks.
 - c. At least 1 day must be given to employee as weekly off.
 - d. Payment for the day, to be given for rest, should be paid at a rate at least equal to the overtime rate.

Violation of the act is a punishable offence and the corresponding penalty is five years imprisonment and fine of rs. 10000/- .

- The private security agencies central model rules, 2006:
 - **a. Para 4** verification: before joining an agency, the credential and background of a security supervisor must be checked w.R.T the following:
 - o Verification of character, credentials and background of the person by itself
 - Verification on the basis of the various certificates produced and presented by the person
 - o By relying on the background verification report sent by the authorized police officials
 - **b.** Para 5 security training: the training that needs to be imparted to security supervisors must be for at least hundred hours of classroom training and at least sixty hours of field training, distributed over a minimum duration of twenty working days.
 - c. Para 6 physical standards:
 - Height, 160 cms (for female 150 cms), weight in accordance with standard table of height and weight, chest 80 cms with an extension of 4 cms (for females no minimum requirement for chest measurement)
 - Eye sight: far sight vision 6/6, near vision 0.6/0.6, With or without correction, free from colour blindness should be able to identify and distinguish colour display in security equipments and read and understand display in english alphabets and arabic numerals
 - Free from knock knee and flat foot and should be able to run one kilometre in six minutes.
 - Hearing: free from defect; should be able to hear and respond to the spoken voice and the alarms generated by security equipment

- The candidate should have the flexibility and strength to conduct searches, handle objects and apply force for restraining the individuals in case of need
- d. Para 15- photo identity card: photo identity cards, issued by an agency, must include:
 - o Full face and coloured picture of the guard
 - o Full name of the guard
 - o Agency name
 - o Id number of the person, to whom the card has been issued
 - The person's designation and rank in the agency
 - Validity period of the card
- e. Requirements that must be adhered to by both the guard and the agency:
 - o Maintenance of the card till present day
 - Upgradation of the card with the necessary changes in details, if any
 - o Return of the card to the agency, once the guard is no longer an employee
 - Any case of theft, loss or misplacement of the card must be immediately brought to the agency' notice
- Obtain clarity in case of lack of understanding
 - Effective communication is an extremely important aspect in carrying out the job responsibilities of a security supervisor.
 - In order to fulfill their duties, security supervisors must ask questions to obtain clarity and clarify doubts, if any.
 - o Proper understanding is possible if the guards abide by the communication cycle:
 - a. Aim
 - b. Formulate / encode message
 - c. Transmit / deliver message to receiver
 - d. Receive feedback from receiver
 - e. Decode, analyse and act
 - f. Ask questions to sender to clarify doubts if message is still not clear
- Take cognisance of offences and report to superiors/ police
 - Security guards must have basic understanding of the protocols to be followed, in case they encounter offences.
 - They should be able to differentiate between cognisable and non-cognisable, bailable and nonbailable offences and arrest the suspected person accordingly.
 - Based on the fact, whether an offence falls under the scope of "summon" or "warrant", the security guard must take adequate steps to report the same to his / her superiors and / or police.
- Cooperate in investigations
 - The procedure for co-operating with investigations involve actively assisting in the following steps:
 - a. Adhering to "procedural fairness": the investigation must be neutral, fair, precise, timebound and thorough
 - b. Abiding by and enforcing a systematic framework: investigation must be conducted with a specific objective to avoid wastage of time, human resources and money
 - c. Addressing and resolving preliminary issues before conducting interviews: minor issues like personal concerns and rigid mindset of the witness must be addressed before proceeding with the investigation

- d. Preparing for, conducting and assessing the results : deciding on"who" to interview, "when" to interview (the complainant must be interviewed first) and "what" to cover (preparing questions on the known facts about the incident)
- e. Finalizing and reporting the results of the investigation: making logical reports of all facts gathered from the investigation and assessing them, for arriving at conclusions and closing the case on time
- Give evidence in court, if required by law
 - The common methods adopted by a guard in giving evidence in court are:
 - a. Witness box evidence in open court
 - The witness speaks in an open court, positioned in the witness box and in presence of both the defendant and the prosecutor
 - b. Evidence while the witness is screened from the defendant
 - o Here, the witness is questioned separately and in a secret enclosure
 - o Care is taken that the defendant does not see the witness
 - o This method is adopted while dealing with very sensitive cases
 - c. Evidence via video recording
 - o Here, the witness may or may not be present in court
 - o The witness speaks and the statements are recorded for presenting in the court of law
 - o This method is adopted if the witness is immobile and invalid
 - d. Evidence via CCTV from another unit in the court premises
 - This method is based on the common saying "seeing is believing"
 - Live CCTV footage or reel is presented in the court of law, to provide evidence in a given case.

UNIT 15.2: Security and Safety Requirements for Security Escort Duty and Likely Risks

Unit Objectives 🥝

At the end of this unit, the participant will be able to:

- 1. Describe the implication of security escort duty
- 2. Explain security and safety requirements for security escort duty
- 3. Analyse the role and duties of security escort guards
- 4. Identify likely risks (using a risk assessment matrix)

15.2.1 Implication of Security Escort Duty

Security escort duty, according to the dictionary, is defined as "a military duty in which one or more servicemen accompany a person, group of people, or vehicle, for protection, guidance, restraint, or as a mark of honour".

Security and safety requirements

- Background verification of the security escort guard, in the following manner:
 - Police verification (not sufficient)
 - o Previous employment verification
 - Verification through third party
 - o Reference check
- Physical and psychological health
 - Basic medical tests (blood group, hiv, sexually transmitted diseases, audio and visual impairment, cardiovascular conditions, kidney functions, etc.)
 - o Psychological tests (basic situation and reaction-based tests, psychometric tests, etc.)

Role and duties of security escort guards:

- Receive task and briefing related to the vehicular security escort duty from superior:
 - Vehicles boarded by the client (person or persons under protection / escort) must be thoroughly checked before boarding to ensure that no harmful items are kept inside.
 - o The vehicle must be adequately equipped with a replenished first aid kit
 - The vehicle must be equipped with an appropriate fire extinguisher.
 - The guard must be aware of the details of provided equipment / aids.
 - Only the authorized persons must board the vehicle and the client must be consulted in case of deviations.
 - The guard must not drive the vehicle under any circumstances.
 - Only the co-driver seat must be occupied by the escort guard.
 - The guard must always stay alert and never fall asleep while on duty.
 - The guard must ensure that he / she does not consume heavy or oily food before or during the duty hours.

- The guard must ensure that he / she and the driver do not become too friendly with the client .Professional decorum and discipline must be maintained throughout.
- o Any suspicious observation must be reported to the supervisor / line manager immediately.
- Ascertain readiness of driver:
 - o The driver's license and credentials must be inspected before the vehicle starts.
 - o The escort guard must ensure that the driver is not drunk or under the effect of drugs
 - o The guard must ensure that the driver follows all traffic rules.
 - Friends and acquaintances of the driver, or strangers, must not travel with the client.
- Maintain communication as per instructions:
 - The guard must carry with him / her list of emergency helpline numbers.
 - The security control room must be contacted for general contingencies, like car failure.
 - The guard must obtain destination details from the client only.
- Respond to risks:
 - Any suspicious observation must be reported to the supervisor / line manager immediately.
 - In case of accidents, first aid tips must be implemented and the driver and the client must be rushed to emergency medical services.
 - o Use available basic first-aid equipment
 - An indemnity bond must be signed between the client and the security escort agency, regarding the basic terms and conditions of the services to be provided.
- Ensure necessary equipment and aids are carried:

Security equipment:

- o Bullet-proof vest
- o Highly visible uniform
- o Digital camera (optional if smartphone is allowed on duty)
- Heavy-duty security belt
- o Smoke detector
- o Fire alarm
- o Closed-circuited television (CCTV)
- o Access control equipment like metal detectors
- o Baggage scanner
- Personal safety equipment and clothing:
 - a. Bullet-proof vest
 - b. Flashlight
 - c. Uniform
 - d. Safety shoes with slip-resistant properties
 - e. Metal and bomb detectors
- Communicate and seek assistance:

The following equipment must be carried by the escort guard on duty:

- o Flashlight
- Stop and go baton
- o Walky-talky
- o Public announcement system (pas)

- o Cell phones
- Landline phone (at check posts and in control room)
- Smart apps for official group chats to communicate emergencies (if smart phones are allowed on the premises)
- Carry documents as per instructions:
 - o The guard on escort duty must carry the following documents:
 - o Id card issued by the agency / employer
 - Authorization letter, issued by the agency / employer, to enable the guard carry on with the escort duty
 - o Route map
 - o Details of driver (name, driving license number, contact number, etc.)
 - o Details of the vehicle (vehicle registration number)
 - o Details of the passenger/s (name, number, physical disability if any, etc.)
- Assist person/s being escorted:
 - o Furnish the route details
 - o Help in getting into and alighting from the vehicle, if the person is aged or invalid
 - o Demonstrate appropriate decorum and manners if the person being escorted is female
 - o Demonstrate appropriate decorum and manners if the person being escorted is a vip or celebrity
 - Render first-aid if required
 - In emergency situations, comfort and soothe the person and encourage him / her not to panic

15.2.2 Likely Risks

It is a good industrial practice to assess the severity and likeliness of risks, before undertaking a particular security service. This can be successfully understood from a risk assessment matrix or risk matrix.

	Negligible	Marginal	Critical	Catastrophic
Certain	High	High	Extreme	Extreme
Likely	Moderate	High	High	Extreme
Possible	Low	Moderate	High	Extreme
Unlikely	Low	Low	Moderate	Extreme
Rare	Low	Low	Moderate	High

Table 15.2.1: Assessment matrix table

Risks can be assessed from the below parameters: Severity: negligible, marginal, critical and catastrophic Likeliness: rare, unlikely, possible, likely and certain For example,

	Negligible	Marginal	Critical	Catastrophic
Certain	Stubbing Toe			
Likely		Fall		
Possible			Car Accident	
Unlikely			Plane Crash	
Rare				Tsunami / Earthquake (Richter scale of 8)

UNIT 15.3: Communication During Security Escort Duty and the Best Practices in Workplace Safety

Unit Objectives 🦉

At the end of this unit, the participant will be able to:

- 1. Identify the various means of communication during security escort duty
- 2. Discuss the best industrial practices in workplace safety
- 3. Demonstrate how to conduct physical training and exercises

15.3.1 The Various Means of Communication during Security Escort Duty

- 1. 2-Way radio
- 2. Walky talky
- 3. Cell phone
- 4. Duress alarm for alerting the security guard control room
- 5. Whistle
- 6. Flashlight signals
- 7. Hand and arm signals

15.3.2 Best Industrial Practices in Workplace Safety

Many aspects relevant to this topic have already been discussed in chapter 2. Below are the best industrial practices in anticipating, avoiding and dealing with hazards, likely risks and threats and in the long run, maintaining workplace safety. These have been recommended by the osha (occupational safety & health administration).

- Carry out safety of workplace in line with organisational procedures:
 - o Evaluate and analyse likely risks before taking up any assignment
 - o Attend drills and safety training sessions, no matter how busy the guard is
 - Always keep the clothes tucked in neatly because loose clothes may get entangled in the unit or catch fire
 - Seek for help and assistance while carrying heavy tools, objects or while rescuing an injured person
 - o Learn to refer to instruction manuals and directions of use while handling tools and chemicals
 - o Always keep communication devices and first aid kit handy while on duty
 - o Display health and safety rules and regulations on the wall in a prominent position
 - o Maintain records of injuries or first aid treatment given
 - o Monitor and evaluate health and safety arrangements regularly
 - o Provide a written health and safety booklet
 - Train all employees on how to summon medical assistance and the emergency services, where necessary

- Keep emergency and escape routes free from obstructions and report violation
- Wear personal safety gear and clothing as per organisational procedure:
 - Identify, wear and use personal safety equipment and clothing to be used appropriately in a given situation
 - Always wear footwear with rubber soles and other appropriate ppe (personal protective equipment) while working with electrical objects, because it helps to prevent electric shocks
 - o Wear a protective head gear during any mechanical work to avoid head injury
 - o Use safety gloves while working with sharp or hot objects
- Refrain from alcohol, tobacco, drugs and other intoxicants: avoiding smoking or drinking in the duty premises and during duty hours
 - o Display the fire evacuation procedures and the map outline for evacuation from the building
- Guard against sexually transmitted diseases and hiv:
 - Sexually transmitted diseases, like hiv and aids, make the victim fall prey to social stigma, taboo and loss of reputation
 - Most sexually transmitted diseases have limited or expensive modes of treatment, which may or may not be available to people from all economic strata in india
 - Sexually transmitted diseases are not only fatal but get carried forward genetically, both to one's children as well as grandchildren and other generations (atavism)
 - o Thus, it affects the victims as well as their future generations
- Report to superiors and emergency service organisations for assistance in the event of emergencies:
 - Get acquainted with local and state-level government agencies in the areas of safety, health and security and their norms and services
 - o Communicate effectively (clearly and concisely) during duty hours
 - o Report fire incidents to superiors and emergency service organisations
 - o Consult the experts and stay knowledgeable as ignorance is not a permissible excuse
 - Identify the different types of breaches in health, safety and security and know how and when to report these
 - o Initiate and implement evacuation procedures for employees and visitors
 - Learn how to use the health, safety and accident reporting procedures and the importance of these

UNIT 15.4: Identifying Signage and Warning



At the end of this unit, the participant will be able to:

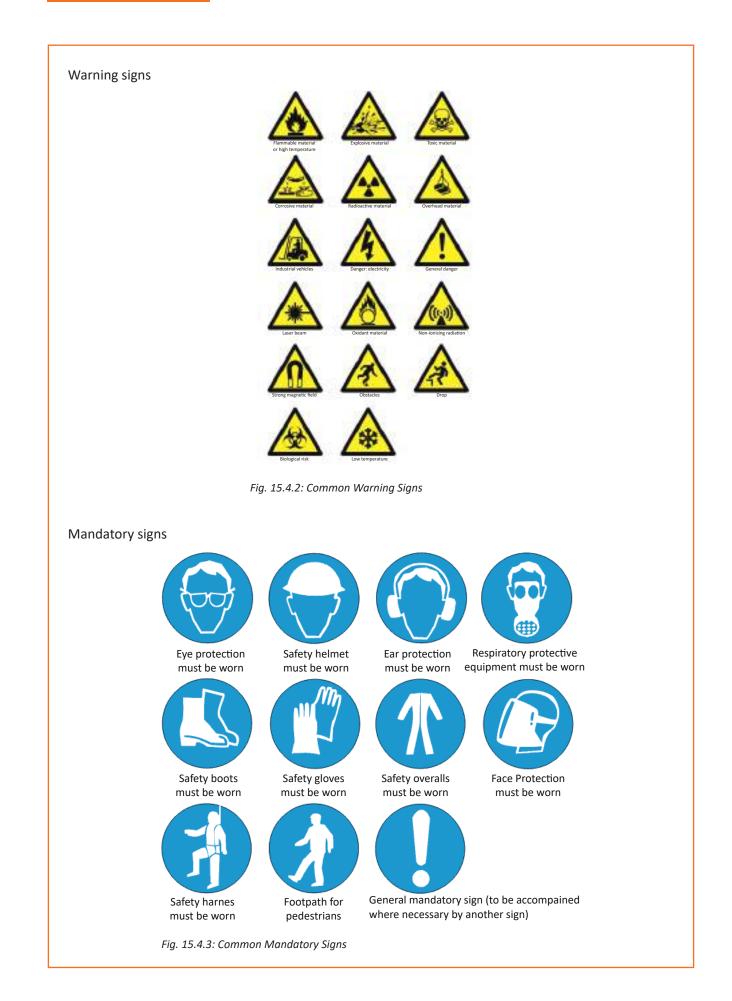
- 1. Discuss the purpose behind using various signs
- 2. Identify and interpret prohibition signs
- 3. Identify and interpret warning signs
- 4. Identify and interpret mandatory signs
- 5. Identify and interpret emergency escape signs
- 6. Identify and interpret direction signs
- 7. Identify and interpret first aid signs
- 8. Identify and interpret fire fighting signs
- 9. Identify and interpret chemical labelling and packaging signs

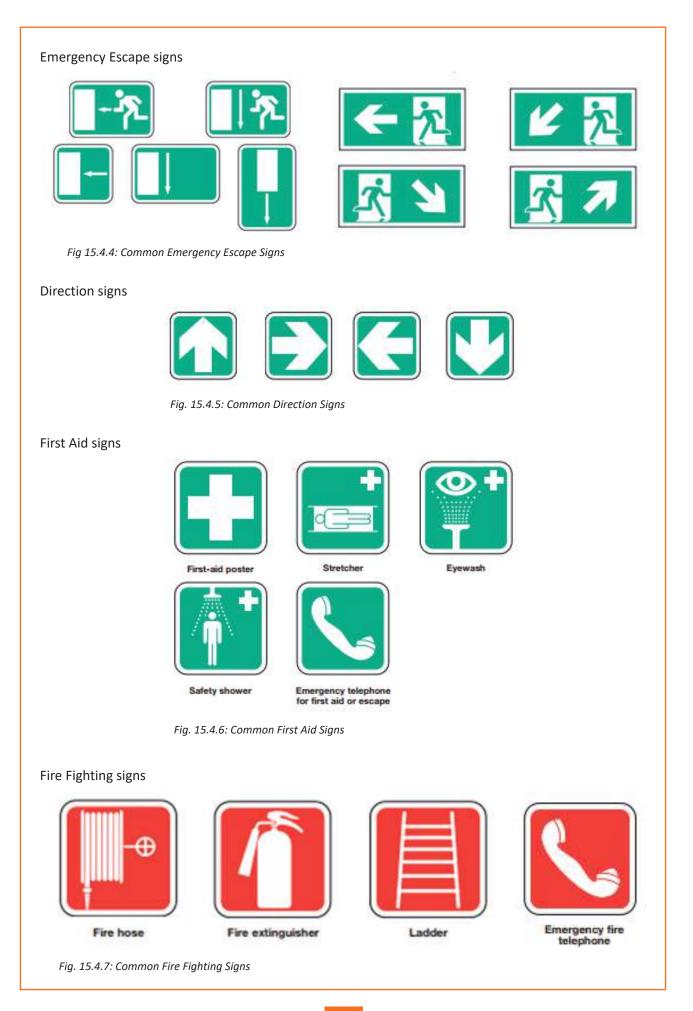
- 15.4.1 Purpose Behind Using Various Signs

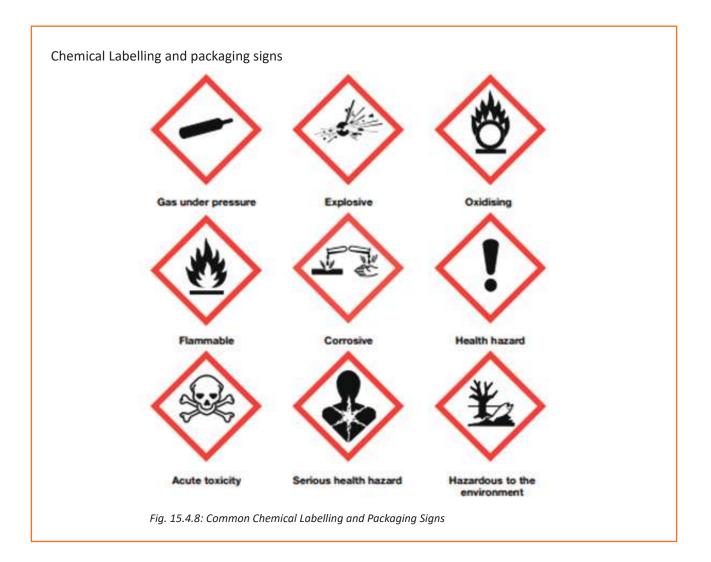
- Emergency escape route signs: to display emergency exits
- Fire equipment safety signs: to indicate the location of fire equipment and convey compliance with fire precaution regulations
- Prohibition safety signs: to indicate prohibited actions
- Supplementary safety signs: to indicate additional information to be followed by employees
- Safety equipment signs: to emphasise on the protective equipment to be worn

Prohibition signs









UNIT 15.5: Ill-effects of Alcohol, Tobacco and Drugs, the Knowledge about First Aid

Unit Objectives

At the end of this unit, the participant will be able to:

- 1. Identify the ill effects of alcohol, tobacco and drugs
- 2. Explain the principles and objectives of first aid
- 3. Demonstrate how to carry out first aid techniques
- 4. List the essential contents of a first aid kit

15.5.1 Ill Effects of Alcohol, Tobacco and Drugs

Alcohol, tobacco and drugs have numerous adverse effects on the human body and decreases one's level of concentration, productivity and output.

The various harmful effects of alcohol, tobacco and drugs on the human body are:

- Abnormal activation of endocrine glands and anomalous secretion of enzymes, leading to various diseases and disorders. For example, the abnormal secretion of digestive enzymes from the pancreas may lead to a disorder called pancreatitis.
- Respiratory ailments like chronic asthma
- Lung, liver and pancreatic cancer
- Inflammatory damage of the liver, known as the cirrhosis of liver
- Fluctuating blood sugar levels, like abnormally low sugar level condition (hypoglycemia) and excess sugar level condition (hyperglycemia)
- Disorders of the central nervous system, like slurred speech, frontal lobe damage, permanent brain damage, memory loss, motor nerve disorders, etc.
- Cardiac ailments like arterial blockages, high cholesterol levels, etc.
- Erectile dysfunction and impotency in males
- Birth defects
- Infertility and miscarriage in females



Fig. 15.5.1: The human body gets seriously affected by tobacco, alchohol and drugs (image courtesy: https://www.Healthline.Com)

15.5.2 Principles and Objectives of First Aid

Principles of First Aid

- Act calmly and logically
- Be in control both of yourself and the problem
- Be gentle but firm
- Speak to the casualty kindly but purposefully
- Build up trust through talking to the casualty throughout the examination and treatment
- Avoid giving any misleading information
- Never leave the casualty alone and continue to talk to him/her until the ambulance or doctor arrives
- Continuously reassure the casualty
- Send the casualty to a hospital or doctor by the quickest means of transport
- Always inform the police about serious accidents
- Inform relatives of the casualty

Objectives of first aid

- Preservation of life by promptness of action
- Relief from pain
- Prevention of the worsening of illness or injury
- Enhancement of chances of recovery
- Protection of the unconscious or semi-conscious

- 15.5.3 How to Carry out First Aid Techniques

Importance of first aid in emergency management can be elaborated through the following techniques:

For heavy bleeding -

- Stop bleeding
 - Direct pressure must be applied on the cut or wound with a clean cloth, tissue, or piece of gauze, until bleeding stops.
 - o If blood soaks through the material, it is highly recommended not to remove it.
 - More cloth or gauze must be put on top of it and pressure must be continued.
 - o If the wound is on the arm or leg, the limb must be raised above the heart to help slow bleeding.
 - Hands must be washed again after giving first aid and before cleaning and dressing the wound.
 - Tourniquet must not be applied unless the bleeding is severe and not stopped with direct pressure.
- Clean cut or wound
 - o The wound must be cleaned with soap and lukewarm water.
 - In order to prevent irritation and burning sensation, the soap solution must be rinsed out of the wound.
 - Hydrogen peroxide or iodine must not be used to clean or treat the wound, since they are corrosive and can damage live tissues.
- Protect the wound
 - Antiseptic cream or solution must be applied on the wound to reduce the risk of infection.
 - Then, the wound must be gently covered with a sterile bandage.

- Till the wound heals, the bandage must be changed (dressed) daily to keep the wound clean and dry.
- Call the emergency helpline if:
 - The bleeding is severe and deep
 - You suspect internal bleeding
 - o Abdominal or chest wound exists
 - o Bleeding continues even after 10 minutes of firm and steady pressure

For burns-

- Cool the burn under cold running water for at least ten minutes.
- Loosely cover the burn with cling film or a clean plastic bag.

For broken bones and fractures-

- Protruding bone must be left alone
 - o If a bone has broken through the skin, it must not be pushed back into place.
 - The area must be covered with a clean bandage and immediate medical attention sought.
- Bleeding must be stopped
 - Steady and direct pressure must be applied with a clean piece of cloth for 15 minutes and the wound must be elevated.
 - If blood soaks through, one must apply another cloth over the first and seek immediate medical attention.
- Swelling must be controlled
 - o The RICE therapy must be applied to control and reduce swelling.
 - Rest ankle by having the person stay off of it. Use crutches if necessary.
 - Ice must be applied on the area with the help of an ice pack or by wrapping the ice in a clean cloth. Ice must not be directly placed against the skin.
 - Compress by wrapping ankle lightly (not tightly) with an "ace" bandage or elastic ankle brace. The bones must not be aligned.
 - Elevate ankle above heart level.
- Pain and inflammation must be mitigated
 - One must apply pain medication, like Aspirin.
 - o Aspirin must not be given to anyone aged 18 years or younger.
- Encourage the person to support the injury with their hand, or use a cushion or items of clothing to prevent unnecessary movement
- Continue supporting the injury until help arrives
- A physician must be summoned at the earliest
 - Call the doctor at the earliest. It is recommended not to take treatment in one's own hands if the fracture is severe.
- Follow up
 - The doctor will examine and X-ray different parts of the leg.
 - The doctor may do a CT or CAT scan, or an MRI to determine if surgery is needed.
 - The doctor may align and set the broken bone back in place and immobilize the ankle with a splint, cast, or other device.
 - o Surgery may be necessary to repair the break.

For heart attack/ stroke -

- Think fast. Face: is there weakness on one side of the face? Arms: can they raise both arms? Speech: is their speech easily understood? Time: to call emergency helpline
- Immediately call medical/ambulance helpline or get someone else to do it

For head injury -

- Ask the victim to rest and apply a cold compress to the injury (e.G. Ice bag)
- If the victim becomes drowsy or vomits, call medical helpline or get someone else to do it

For electric shocks -

- Switch off the main power supply immediately
- Free the victim of his clothes
- Give artificial respiration and oxygen if needed
- In case of burns, apply ice and burn cream and rush to the hospital depending on the severity of the burn

Administering cpr -

- **Cardiopulmonary resuscitation,** commonly known as cpr, is an emergency procedure that combines chest compressions along with artificial ventilation to keep brain functions intact (for prevention of coma), until further steps are adopted to restore spontaneous blood circulation and breathing.
- Cpr involves chest compressions for adults between 5 cm (2.0 In) and 6 cm (2.4 In) deep and at a rate of at least 100 to 120 per minute.
- The rescuer may also provide artificial ventilation by either exhaling air into the victim's mouth or nose (mouth-to-mouth resuscitation) or using a device that pushes air into the subject's lungs (mechanical ventilation).
- Steps involved in administering cpr can be explained by the acronym c.A.B:
 - o Compressions: to restore blood circulation
 - a. Put the person on his or her back on a firm surface.
 - b. Kneel next to the person's neck and shoulders.
 - c. Place the heel of one hand over the center of the person's chest, between the nipples. Place your other hand on top of the first hand.
 - d. Keep your elbows straight and position your shoulders directly above your hands.
 - e. Use your upper body weight (not just your arms) as you push straight down on (compress) the chest at least 2 inches (approximately 5 centimetres) but not greater than 2.4 Inches (approximately 6 centimetres).
 - f. Push hard at a rate of 100 to 120 compressions a minute.
 - g. If you have not been trained in CPR, continue chest compressions until there are signs of movement or until emergency medical personnel take over. If you have been trained in CPR, go on to opening the airway and rescue breathing.
 - o Airway: Open the airway
 - a. Open the victim's airway using the head-tilt, chin-lift manoeuvre.
 - b. Put your palm on the person's forehead and gently tilt the head back.
 - c. Then with the other hand, gently lift the chin forward to open the airway.
 - Breathing: Breathe for the victim

- a. With the airway open (using the head-tilt, chin-lift manoeuver), pinch the nostrils shut for mouth-to-mouth breathing and cover the victim's mouth with yours, making a seal.
- b. Prepare to give two rescue breaths. Give the first rescue breath, lasting for one second and atch to see if the chest rises.
- c. If it does rise, give the second breath.
- d. If the chest does not rise, repeat the head-tilt, chin-lift manoeuver and then give the second breath. Thirty chest compressions followed by two rescue breaths is considered one cycle.
 Be careful not to provide too many breaths or to breathe with too much force.
- e. Resume chest compressions to restore circulation.
- f. As soon as an Automated External Defibrillator (AED) is available, apply it and follow the prompts. Administer one shock, then resume CPR, starting with chest compressions for at least two minutes before administering a second shock.
- g. If an AED is not available, go to the below step.
- h. Continue CPR until there are signs of movement or emergency medical personnel take over.

15.5.4 Essential Content of First Aid Kit -

The essential contents of a First Aid Kit are:

- Basic first aid notes
- Disposable gloves
- Resuscitation mas.
- Individually wrapped sterile adhesive dressings
- Sterile eye pads (packet)
- Sterile coverings for serious wounds
- Triangular bandages
- Safety pins
- Small, medium and large sterile non-medicated wound dressings
- Non-allergenic tape
- Rubber thread or crepe bandage
- Scissors
- Tweezers
- Suitable book for recording details of first aid provided
- Sterile saline solution
- Plastic bags for disposal
- The name and telephone number of workplace first aid officers, and the phone number and address of the emergency services should be either in or near each first aid kit
- Reusable items (such as scissors and tweezers) need to be thoroughly cleaned using warm soapy water or an alcohol swab after each use. While some items can be obtained in disposable form, these are often not as effective as the metal type and are not considered a standard item

Besides these, adequate and medically prescribed Oxygen supply must be kept in hand at the workshop or the site.



UNIT 15.6: Safety Evacuation Routes and Few Emergency Toll Free Numbers in India

– Unit Objectives 🤘

At the end of this unit, the participant will be able to:

- 1. Devise the correct sequence of evacuation
- 2. Comply with the guidelines for safety evacuation
- 3. List few emergency toll free numbers in India

15.6.1 Correct Sequence of Evacuation

The sequence of an Evacuation situation is:

- Detection of emergency
- Decision to evacuate
- Raising alarm
- Reaction to the alarm
- Movement to an area of refuge or an assembly station
- Transportation and evacuation



Fig. 15.6.1: Diagram of a fire escape route (image courtesy: https://www.Visualbuilding.Co.Uk)

15.6.2 Guidelines for Safety Evacuation

Guidelines on Safety Evacuation Points or Exit Routes are:

- A workshop must have at least 2 Exit Routes to facilitate prompt evacuation of Gas Cutters and other employees.
- Exit routes must be permanent parts of the workshop.
- Exit discharges must lead directly outside or to a street, walkway, refuge area, public way, or open space with access to the outside.
- Exit stairs that continue beyond the level on which the exit discharge is located must be interrupted at that level by doors, partitions, or other effective means that clearly indicate the direction of travel leading to the exit discharge.
- Exit route doors must be unlocked from the inside. They must be free of devices or alarms that could restrict use of the exit route if the device or alarm fails.
- Side-hinged exit doors must be used to connect rooms to exit routes. These doors must swing out in the direction of exit travel if the room is to be occupied by more than 50 people or if the room is a high-hazard area.
- Exit routes must support the maximum permitted occupant load for each floor served and the capacity of an exit route may not decrease in the direction of exit route travel to the exit discharge.
- Ceilings of exit routes must be at least 7 feet and 6 inches high.
- An exit access must be at least 28 inches wide at all points. Where there is only one exit access leading to an exit or exit discharge, the width of the exit and exit discharge must be at least equal to the width of the exit access.
- Exits are permitted to have only those openings necessary to allow access to the exit from occupied areas of the workplace or to the exit discharge.
- Openings must be protected by a self-closing, approved fire door that remains closed or automatically closes in an emergency.

(Cited: The OSHA Facts Sheet, www.osha.gov)

100	Police
101	Fire
102	Ambulance
108	Disaster management
181	Women's helpline
1097	Aids helpline
1098	Child abuse helpline
+91 9540161344	Air ambulance

15.6.3 List Few Emergency Toll Free Numbers in India

Table 15.6.1: Emergency toll free numbers in India

- F\	ercise 🕜 ————	
	The rudimentary legal requirements of the Priva contains oulines like	te Security Agencies (Regulation) act – 2005
	a) Reporting and recording of events	
	b) Procedure for co-operating with investigationsc) Difference between legal and illegal activities	
	d) all of the above	
2.	can be defined as "an investment func (sometimes) the state, out of which a lump sum is p	provided to each employee on retirement
	a) provident fund	b) safe deposit
	c) fixed deposit	d) none of the above
3.	Role and duties of security escort guards involve a) Receive task and briefing related to the vehicular b) Ascertain readiness of driver c) Maintain communication as per instructions d) all of the above	security escort duty from superior
4.	The various means of communication during securi	
	a) 1. 2-Way radio	b) Walky talky
	c) Cell phone	d) all of the above
5.	Alcohol, tobacco and drugs have numerous adverse a) level of concentration, c) output	effects on the human body and decreases one's b) productivity d) all of the above

Notes 🗐	
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16. Provide Security in Commercial and Industrial Deployments



Unit 16.1 - Security in Commercial Deployments Unit 16.2 - Security in Industrial Deployments





– Key Learning Outcomes 🕎

At the end of this module, the participant will be able to:

- 1. Manage security in commercial deployments
- 2. Manage security in industrial deployments

UNIT 16.1: Security in Commercial Deployments

Unit Objectives

At the end of this unit, the participant will be able to:

- 1. Explain the concept of commercial premises
- 2. Discuss how to deal with risks and threats specific to domain / organisation where deployed
- 3. Comply with security duties as per organisation's procedures and instructions
- 4. Demonstrate how to operate security equipment
- 5. Manage and maintain basic security registers
- 6. Use appropriate communication methods and equipment
- 7. Comply with good behavioural standards

16.1.1 Commercial Premises

The term "Commercial" is applicable for organizations that run businesses of serving customers. Such organizations must have very sophisticated infrastructure and get-up, to attract customers. These premises are located in highly populated and well-known localities. Examples of commercial domains are:

- Single and multi-flat houses, row houses, condominiums, colonies and townships
- Real estate, parks and public utilities
- Schools, colleges, university and hostels
- Banks and ATMs
- Business parks, offices, shops and warehouses
- ITeS, BPO and KPO
- Hotels, restaurants, guest houses, inns and motels
- Hospitals, nursing homes and diagnostic laboratories
- Malls, markets, bazars and shops
- Cinema, theatre, multiplex, amusement parks, fairs and exhibitions
- Sports complexes and stadiums
- Live shows, weddings, congregation and rallies
- Transport hubs and mass rapid transit system
- Religious places and shrines
- Tourist spots and monuments

16.1.2 Risks and Threats Specific to Domain / Organisation where Deployed

• **Report incidents to superiors** - The hazards involved in commercial premises are not less grave than the ones in industrial premises, but the scale and span of effects is narrower, as compared to industrial premises. Incidents encountered by security supervisors must be reported to supervisors and other seniors as per the common protocols, like the 6cs of communication and the maintenance of an occurrence book. The format of the ob varies between organizations.

The below information, about an incident, must be entered in the occurrence book:

- o The guard's duty hours
- o Name and description of incident/s encountered by the guard, while on duty
- o Accidents that had resulted from the incident
- o Casualty, if any
- o Damage to property, if any
- Actions taken by the guard or his/her colleague
- o Special duties undertaken to manage the incident
- Security breaches due to the incident, if any
- o Items found, if any
- Respond to domain-specific risks and threats The security supervisor would encounter risks and threats, specific to the domain of the organization. For example, commercial premises are afflicted mostly by the common health and safety hazards, as well as threats and security gaps in the system. Care must be taken that such hazards are reported to the concerned authority on time, to avoid risks and losses. On the basis of effects on individuals, occupational hazards can be broadly categorized into: health and safety hazards.

Examples of health hazards in a commercial place:

- o Carcinogenic factors
- o Corrosive
- o Toxic
- o Irritant
- o Factors that may lead to chronic and adverse effects on one's health

Examples of safety hazards in a commercial place:

- o Tripping hazards like loose cords and cluttered workplace
- Electrical hazards like live wires, lack of earthing, loose cables, frayed cords, wet and poorly insulated devices, etc.
- o Inadequate space
- o Examples of threats in a commercial domain:
- o Unauthorised entry and trespass
- o Aggressive and drunken behaviour
- o Loitering and littering
- o Eve teasing and molestation
- o Robbery, theft, pilferage and shoplifting
- o Violence and assault
- o Murder and suicide
- o Kidnapping
- o Accidents
- o Medical emergency
- o Public demonstration, labour unrest and crowd control

16.1.3 Security Equipment in Use where Deployed

Carry out security duties as per organisation's procedures and instructions - A security supervisor carries out the following security duties in a commercial place:

- Control access to the assigned premises:
 - Comply with organisational procedures related to access control in the premises with or without use of equipment
 - Establish identity, purpose and authorisation of different categories of people/ vehicles/ material seeking to enter or exit from the premises
 - o Check and prevent entry to and exit of people/ vehicles/ material without valid authorisation
 - o Direct visitors to designated areas and inform concerned staff/ department
 - o Prepare passes/ permits for people/ vehicles entering the premises
 - o Collect passes/ permits from people/ vehicles exiting the premises
 - o Check relevant documents for movement of goods/ materials
 - o Inform concerned department on arrival of consignments
 - o Handle different situations faced during access control operations
 - o Report irregularities to superior
 - o Operate access control equipment in accordance with laid down procedures
 - o Check and report functioning/ malfunctioning of access control equipment
 - o Respond to signals from access control equipment
 - o Carry out access control operations manually in case of a breakdown
 - o Receive postal mail and couriers after office hours, if assigned
 - Report about delivery of suspicious package/s
 - o Secure and store letters and packages as per procedures
 - o Deliver letters and packages to the designated person
- Carry out screening and search activities to maintain security:
 - Comply with organisational procedures with respect to screening and search of people/ vehicle/ material seeking to enter/ exit from the premises
 - o Organise queue to manage people at the screening and search point
 - o Respond to situations arising during screening and search
 - o Carry out screening and search manually/ with equipment
 - o Maintain personal safety during screening and search
 - o Respect persons' right to dignity, privacy and gender/ religious/ cultural sensitivity
 - o Segregate persons violating laid down procedures
 - o Segregate material containing prohibited/ unauthorised items
 - o Carry out screening and search using provided equipment
 - o Carry out physical search of vehicle as per laid down procedures
 - o Segregate suspected vehicle for detailed search
 - Operate provided equipment in line with organisation's instructions
 - o Report malfunctioning of equipment to superior
 - o Stay vigilant of people trying to defeat the process/ equipment

Operate security equipment - In order to operate security equipment, a Guard must ensure that he / she operates the same safely and appropriately. Operating security equipment includes:

- Select and prepare security equipment:
 - Applicable provisions of legislative and organisational requirements relevant to the operation of security equipment are identified and complied with
 - Security equipment required to carry out work tasks are identified and evaluated for performance and operability
 - o Routine pre-operational checks are carried out as per manufacturer's instructions
 - o Training requirements are identified and reported to relevant persons
- Use security equipment:
 - o Suitable Personal Protection Equipment is selected, used and maintained
 - Security equipment is operated in a safe and controlled manner as per manufacturer's instructions and instruction manuals
 - o Security equipment is used for its intended purpose and as per the assignment instructions
 - Equipment performance is monitored, errors identified and reported as per organisational procedures
- Maintain security equipment:
 - Security equipment is maintained and stored as per organisational procedures and manufacturer's instructions
 - o Work area is cleared and waste materials disposed of as per organisational procedures
 - Faulty or damaged equipment are reported for repair or replacement as per organisational procedures
 - o Relevant documentation is completed and securely maintained as per organisational procedures
 - o Appropriate PPE must be worn while working on maintenance operations

Maintain basic security registers as prescribed - The various types of Security Registers, their purpose and formats have already been discussed earlier in this handbook. These security registers must be maintained, keeping in mind the below factors:

- Each page of every register must be numbered numerically.
- No pages may be detached from any register.
- All entries must be written in ballpoint pen (blue or black).
- Avoid using a pencil in filling up a security register.
- All entries must be legible.
- No entry in any register may be erased, manipulated or altered in any way.
- If a wrong entry is made, it must be cancelled by striking through it and the correct entry is recorded below it.
- All registers must be kept in a clean and neat condition.
- Entries are made in English.
- When a register is full it must be returned to the security manager, who will issue a new one.

16.1.4 Communication Methods and Equipment Used

- Communicate effectively with concerned stakeholders effective communication techniques must be practised while dealing with the below stakeholders:
 - o Peers
 - o Supervisors
 - o Visitors
 - o Vendors and suppliers
 - o Government agencies and bodies

While communicating effectively with all stakeholders, the following elements of communication must be considered:

- Oral / verbal communication
- Clarity & concision
- Confidence
- Respect
- Right medium
- Empathy
- Politeness
- & Precision
- Non-verbal communication
- Active listening
- Open to feedback

The various methods of communication that can be adopted, depending on the context, are:

- Verbal or oral communication: involves the use of language spoken verbally or orally to convey messages
- Written communication: involves the art of writing to convey messages. This includes letters, emails, reports, etc.
- Non-verbal communication: involves the use of body language and gestures to convey messages
- Communication equipment used -
 - Walky talky
 - o Flashlight
 - o Stop and go signage / flags
 - o Cell phone
 - o 2-Way radio
 - Landline phone (in the control room or at the check posts)
 - Smart apps like authorized chat programs (like official google talk or whatsapp groups of the client or recruiting agency)on smartphones
- Follow good behavioural standards as a part of the workplace etiquette, a security supervisor must be:
 - o Alert and vigilant
 - o Well-groomed and courteous
 - o Responsive and helpful
 - o Respectful and caring towards elderly, women and children
 - Communicate effectively and assertively
 - o Responsible and co-operative

UNIT 16.2: Security in Industrial Deployments

- Unit Objectives 🎯

At the end of this unit, the participant will be able to:

- 1. Explain the concept of industrial premises
- 2. Discuss how to deal with risks and threats specific to domain / organisation where deployed
- 3. Demonstrate how to respond to and report hazards and emergencies
- 4. Use the hazard reporting form

16.2.1 Industrial Premises

The term "Industrial" implies that the business is associated with the manufacturing of goods. For example, an organization that manufactures FMCG products is an "Industrial" concern. The premises of such an organization are generally very large, comprising factories and plants, heavy machinery and tools, heavy vehicles, huge power consumption, etc. Considering the requirement of a huge amount of space and the hazards involved, these premises are situated in remote, sparsely populated locations. Typical industrial domains are:

- Factories and workshops
- Plant
- Mines
- Refineries and pipe lines
- Sea ports and air ports
- SEZs (Special Economic Zones)
- Container yards and warehouses
- Transport and logistics
- Infrastructure

16.2.2 Risks and Threats Specific to Domain / Organisation where Deployed

Report incidents to superiors - While identifying and reporting a hazard / potential threat / potential risk, one must describe the following:

- Nature and location of the hazard
- Who it was reported to
- What action was taken
- Whether it was fixed

Respond and report about hazards and emergencies: Reporting an accident / incident to an authorized person can be best done with the help of the hazard reporting form. The common format of the hazard reporting form is given below:

Area/Locality of hazard	Date
Name	
(Name of person preparing report)	
DESCRIPTION OF HAZARD (Include an involved. Use sketches if necessary.)	ea and task involved, any equipment, tools, p
POSSIBLE REMEDIES (List any suggestion problem, e.g. re-design mechanical devices, pro	ns yournay have for reducing or eliminating t cedures, training, maintenance work, etc.)
To be submitted to the Manager	Signed
ACTION TAKEN	
	Date
	Manager
CONTROL IMPLEMENTED & EVALU	Manager
CONTROL IMPLEMENTED & EVALU	Manager
CONTROL IMPLEMENTED & EVALU	Manager

Fig. 16.2.1: Sample Hazard Reporting Form

Part A: To be completed by the Worker

Details required:

- Name of worker
- Designation
- Date of filling up the form
- Time of incident / accident
- Supervisor / manager name
- Work location / address
- Description of the hazard / what happened (includes area, task, equipment, tools and people involved)
- Possible solutions to prevent recurrence (suggestions)

Part B: to be completed by the supervisor / manager

Details required:

• Results of investigation (comment on if the hazard is severe enough to cause an injury and mention the causes of the incident / accident)

Part c: to be completed by the supervisor / manager

Details required:

 Actions taken / measures adopted (identify and devise actions to prevent further injury, illness and casualty)

Respond to domain-specific risks and threats - There are few differences in the nature and intensity of hazards, risks and threats that one is subjected to at an industrial domain, as compared to commercial domains. Chemical and electrical hazards, with a larger span of effect, come into play, in addition with the common hazards in commercial workplace. Chemical spills, power overloads, gas leakages etc. Must be reported and responded to immediately. There have been severe accidents in history like the toxic gas fiasco at the union carbide indian limited, infamous in the name of the "bhopal gas tragedy". Places like nuclear power plants are tremendously exposed to nuclear hazards. One still remembers the massive nuclear reactor meltdown at the fukushima daiichi nuclear power plant, Japan.

- F	xercise 🕜 ————			
1.		e term "Commercial" is applicable for organizations that run businesses of		
1.	a) serving customers	b) not serving customers		
	c) disturbing customers	d) none of the above		
2.	Examples of commercial domains include			
	a) Schools, colleges, university and hostels	b) Banks and ATMs		
	c) Business parks, offices, shops and warehouses	d) all of the above		
3.	Examples of health hazards in a commercial place i	nvolves		
	a) Carcinogenic factors	b) Corrosive		
	c) Toxic	d) all of the above		
4	The term "Industrial" implies that the business is a	ssociated with the manufacturing of		
	a) goods	b) services		
	c) appliances	d) none of the above		
5.	While reporting a hazard one must describe			
	a) Nature and location of the hazard	b) Who it was reported to		
	c) What action was taken	d) all of the above		

Notes	
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17. Image Projection

- Unit 17.1 Positive Projection of Self and the Organisation and Procedure for Co-operating with Investigations
- Unit 17.2 Difference between Legal and Illegal activities and Methods of Giving Evidence in Court
- Unit 17.3 Communicate Effectively with Clients, Colleagues and Supervisor
- Unit 17.4 Importance of Teamwork, Managing Anger and Stress while on Duty, Reading and Writing in Basic English



MEP/N7111

- Key Learning Outcomes 💆

At the end of this module, the participant will be able to:

- 1. Apply a positive projection of self and the organisation and demonstrate the procedure for cooperating with investigations
- 2. Differentiate between legal and illegal activities and methods of giving evidence in court
- 3. Demonstrate how to communicate effectively with clients, colleagues and supervisor and identify the barriers to communication and active listening
- 4. Analyse the importance of teamwork, manage anger and stress while on duty and practise reading & writing in basic english

UNIT 17.1: Positive Projection of Self and the Organisation and Procedure for Co-operating with Investigations

Unit Objectives 🦉

At the end of this unit, the participant will be able to:

- 1. Identify the elements of positive projection of self and organisation
- 2. Demonstrate how to co-operate during investigations

17.1.1 Elements of Positive Projection of Self and Organisation

Positive projection for security supervisors comprises the following:

Implementing security in commercial and industrial deployments, by:

- Identifying risks and threats specific to domain/ organisation, where deployed
- Operating, maintaining and reporting malfunctioning of the security equipment in use, where deployed
- Adopting recommended communication methods and the common equipment used
- Adopting self-defence mechanism for personal protection only and not for satisfying foul intentions
- Learning the appropriate use of communication equipment
- Gaining basic knowledge about the organisation and site

Observing discipline and punctuality, by:

- Respecting the uniform and wearing ppe and other protective gear
- Practising decorum at all times
- Cooperating with team members
- Carrying out assigned tasks and duties diligently
- Observing confidentiality as per organisational procedure
- Maintaining good health, personal hygiene & sanitation

17.1.2 How to Co-operate during Investigations

The procedure for co-operating with investigations involve actively assisting in the following steps:

- Adhering to "Procedural Fairness": The investigation must be neutral, fair, precise, timebound and thorough
- Abiding by and enforcing a systematic framework: Investigation must be conducted with a specific objective to avoid wastage of time, human resources and money
- Addressing and resolving preliminary issues before conducting interviews: Minor issues like personal concerns and rigid mindset of the witness must be addressed before proceeding with the investigation

- **Preparing for, conducting and assessing the results:** Deciding on"Who" to interview, "when" to interview (the complainant must be interviewed first) and "what" to cover (preparing questions on the known facts about the incident)
- **Finalizing and reporting the results of the investigation:** Making logical reports of all facts gathered from the investigation and assessing them, for arriving at conclusions and closing the case on time

UNIT 17.2: Difference between Legal and Illegal activities and Methods of Giving Evidence in Court

Unit Objectives 🦉

At the end of this unit, the participant will be able to:

- 1. Differentiate between legal and illegal acts
- 2. Explain the essential elements of legal and illegal activities
- 3. List the methods of giving evidence in court

17.2.1 Differentiate Between Legal and Illegal Acts

- Learning and understanding the difference between legal and illegal activities is one of the preliminary job responsibilities of a private security personnel
- The term "legal" implies "related to or permitted by the law".
- The term "illegal" implies "against or forbidden by the law".
- The essential elements of legal activities are:
 - o Professional integrity
 - o Authorization of access
 - o Controlled access to data and intellectual property
 - o Adherence to sops (standard operating procedures)
 - o Acting in the best interests of the organization's clients
- Illegal activities are defined by the following elements:
 - o Guilty or corrupt intention
 - o Going against the established principles of law
 - o Injury to another entity (person, group of person, organization or intellectual property)

17.2.2 Methods of Giving Evidence in Court

A security supervisor may sometimes get involved, actively or passively, in the method of giving evidence in court.

The various methods of providing evidence in court are:

- Witness box evidence in open court
- Evidence while the witness is screened from the defendant
- Evidence via video recording
- Evidence via CCTV from another unit in the court premises

UNIT 17.3: Communicate Effectively with Clients, Colleagues and Supervisor

Unit Objectives

At the end of this unit, the participant will be able to:

- 1. Demonstrate how to communicate effectively with clients, colleagues and supervisor
- 2. Discuss how to build good relationships with clients, supervisor and colleagues
- 3. List the components of effective communication
- 4. Identify the barriers of effective communication and active listening
- 5. Demonstrate how to observe the organisation's "Meet and Greet" procedure

17.3.1 How to Communicate Effectively with Clients, Colleagues and Supervisor

Building good relationships with clients

Successful relationship can be built with clients in the following ways:

- Communicating clearly, precisely and politely
- Valuing the customer and his / her views; the customer is the 'King'
- Learning thoroughly about the customer
- Resolving service issues and concerns promptly
- Exceeding customer's expectations through impeccable deals and service
- Staying in touch with and updating the customer on existing and upcoming deals and offers
- Empathizing
- Staying honest in dealing with customer
- Negotiating fairly, politely but firmly

Communicating with Supervisors

Components of communicating with supervisors are:

- The tone of the communication
- Amicable but professional approach
- Knowing what you speak
- Thinking before you speak
- Building rapport, based on mutual trust and respect

Communicating with colleagues

Effectively communicating with colleagues begins with active listening

- Build trust, but do not get too casual
- Be aware of your tone
- Watch your body language

• Participate and coordinate

Complying with the components of effective communication

- Oral / verbal communication
- Clarity & concision
- Confidence
- Respect
- Right medium
- Empathy
- Politeness
- & Precision
- Non-verbal communication
- Active listening
- Open to feedback

17.3.2 Barriers to Effective Communication and Active Listening

Barriers to effective communication

The following factors hinder effective communication and are hence called "barriers".

- Use of jargon and technical terms
- Lack of attention, interest, distractions, or irrelevance to the receiver
- Differences in perception
- Physical disabilities like hearing ailments or impaired speech
- Cultural & language differences and unfamiliar accents
- Expectations and prejudices leading to false assumptions or stereotyping

Barriers to active listening

Active listening is the process by which an individual secures information from another individual or group.

Barriers in active listening are:

- Distractions
- Noise
- Interruptions
- Prejudice
- Lack of interest

17.3.3 How to Observe the Organisation's "Meet and Greet" Procedure

Security supervisors often have to receive guests / visitors and direct them to their destinations. They have to observe the respective organisation's "meet and greet" procedure and decorum. Such decorum comprises:

Complying with behavioural standards:

- Staying alert, vigilant and cooperative
- Staying well-groomed and courteous
- Being responsive and helpful
- Being respectful and caring towards elderly, women and children
- Catering to the special needs of specially-abled people; for example, helping the invalid with their wheelchairs, seating expecting mothers in appropriate seats, helping senior citizens get seated, etc.
- Always communicating politely and firmly
- Always staying aware of and updating oneself on site-specific information

Nurturing traits and habits: practising certain essential elements of ethics like honesty, truthfulness, integrity, discipline and punctuality

Carrying necessary equipment: these include baton, pen, guard's notebook, whistle, torch, clothing as per the weather, communication equipment, etc. The list of such equipment vary between security organisations and their requirements.

UNIT 17.4: Importance of Teamwork, Managing Anger and Stress while on Duty, Reading and Writing in Basic English

Unit Objectives 🦉

At the end of this unit, the participant will be able to:

- 1. Analyse the importance of working as a team
- 2. Analyse the benefits of teamwork
- 3. List the components of team work
- 4. Demonstrate how to manage anger and stress on duty, while dealing with team, clients and supervisor
- 5. Practise reading and writing exercises in basic english

17.4.1 Importance of Working as a Team

Importance of teamwork

- Teamwork is defined as the "actions of individuals, brought together for a common purpose or goal, which subordinate the needs of the individual to the needs of the group".
- Each person on the team puts aside his or her individual needs to work towards the larger group objective. The interaction among the members and the work they complete is called teamwork. Team work i extremely important for the field technician to accomplish hi job responsibilities efficiently.
- The sum of the efforts undertaken by each team member for the achievement of the team's objective is called team work.
- Every member in a team has to perform and contribute in his best possible way to achieve a common predefined goal.
- Individual performances do not count in a team and it is the collective performance of the team workers which matters the most.

Benefits of teamwork

- The benefits of teamwork are:
- Promotes creativity and learning
- Combines complementary strengths
- Builds trust
- Teaches conflict resolution skills
- Promotes a wider sense of ownership
- Teaches effective risk management

Essential components of teamwork

- The essential components of teamwork are:
- Effective communication
- Active listening
- Resolving conflict
- Diversity
- Motivation

17.4.2 Managing Anger and Stress while on Duty

Managing anger and stress while dealing with clients and people in designated premises:

- Informing on time
- Being polite and courteous
- Choosing your words with care
- Acknowledging the client's anger but never snap back
- If you cannot fix the problem, assuring them of a follow-up

Managing anger and stress while dealing with peers:

- Never refusing to help your peers
- Politely refusing if you cannot help your peer at that moment
- Not getting irritated with small things
- Being patient and listen to your peer's concern
- Not raising your voice in anger at your peers

17.4.3 Reading Skills in Basic English

Below are the guidelines on how can one improve his / her english reading skill:

- Read more
- Read the right books
- Ask yourself questions while reading and after reading
- Take notes while reading
- Note down the important words
- Read again after reading once
- Read varied type of articles in magazines and newspapers

Reading exercise:

Read the passage below and answer the following questions:

Carly has a large family. She lives with four people. Carly also has two pets. Carly's mom is a doctor. Carly's mom works at the hospital. Carly's mom helps people who are sick. Carly's dad works at home. Carly's dad cooks for the family. Carly's dad drives the kids to soccer practice. Carly has two brothers. James is ten years old. Scott is fourteen years old. Carly has two pets. Jinx is a small, black cat. Diego is a large, brown dog.

Carly loves her family!

1. How many people are in carly's family?

A) four	b) five	c) six
2. Carly's mom w	orks at the	
A) restaurant	b) mall	c) hospital

 This passage is mo A) family 	ostly about carly's b) pets	c) soccer team		
4. Which of the folloA) carly's mom coachC) jinx and diego are p		B) james is the best soccer player in the family.		
5. The oldest brothe				
A) james	b) scott	c) diego		
6. Carly is a				
A) boy	b) girl			
Writing skills in basis	analiah			
Writing skills in basic english				
1. Below are the guidelines on how can one improve his / her english writing skill:				
2. Brush up on the basic english grammar rules				
3. Take dictations regularly				
4. Find a writing partner				
5. Join a workshop or a night class				
6. Read write-ups that you like				
7. Read your favourite authors				
8. Assess your write-ups				
 Write crisply and briefly and eliminate unnecessary words De adaguate recearch before writing 				
10. Do adequate research before writing				
Writing exercise:				
Write a short passage (not more than 300 words) on your favourite movie / film / soap.				

- E)	ercise 📝 —
1.	Security in commercial and industrial deployments can be implemented by a) Identifying risks and threats specific to domain/ organisation, where deployed b) Operating, maintaining and reporting malfunctioning of the security equipment in use, where deployed c) Adopting recommended communication methods and the common equipment used d) all of the above
2.	Co-operations during investigations can be performed by a) Adhering to "Procedural Fairness" b) Abiding by and enforcing a systematic framework c) Addressing and resolving preliminary issues before conducting interviews d) all of the above
3.	A security supervisor may sometimes get involved,, in the method of giving evidence in court. a) actively or passively b) willingly c) unwillingly d) none of the above
4.	Successful relationship can be built with clients by a) Communicating clearly, precisely and politely b) Valuing the customer and his / her views; the customer is the 'King' c) Learning thoroughly about the customer d) all of the above
5.	Barriers to effective communication involves a) Use of jargon and technical terms b) Lack of attention, interest, distractions, or irrelevance to the receiver c) Differences in perception d) all of the above

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Notes 🗐 –	





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Management & Entrepreneurship

and Professional Skills Council

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Transforming the skill landscape

18. Employability & Entrepreneurship Skills

Unit 18.1 - Personal Strengths & Value Systems

- Unit 18.2 Digital Literacy: A Recap
- Unit 18.3 Money Matters
- Unit 18.4 Preparing for Employment & Self Employment
- Unit 18.5 Understanding Entrepreneurship
- Unit 18.6 Preparing to be an Entrepreneur



Key Learning Outcomes 💆

At the end of this module, the participant will be able to:

- 1. Explain the meaning of health
- 2. List common health issues
- 3. Discuss tips to prevent common health issues
- 4. Explain the meaning of hygiene
- 5. Discuss the purpose of Swacch Bharat Abhiyan
- 6. Explain the meaning of habit
- 7. Discuss ways to set up a safe work environment
- 8. Discuss critical safety habits to be followed by employees
- 9. Explain the importance of self-analysis
- 10. Discuss motivation with the help of Maslow's Hierarchy of Needs
- 11. Discuss the meaning of achievement motivation
- 12. List the characteristics of entrepreneurs with achievement motivation
- 13. List the different factors that motivate you
- 14. Discuss the role of attitude in self-analysis
- 15. Discuss how to maintain a positive attitude
- 16. List your strengths and weaknesses
- 17. Discuss the qualities of honest people
- 18. Describe the importance of honesty in entrepreneurs
- 19. Discuss the elements of a strong work ethic
- 20. Discuss how to foster a good work ethic
- 21. List the characteristics of highly creative people
- 22. List the characteristics of highly innovative people
- 23. Discuss the benefits of time management
- 24. List the traits of effective time managers
- 25. Describe effective time management technique
- 26. Discuss the importance of anger management
- 27. Describe anger management strategies
- 28. Discuss tips for anger management
- 29. Discuss the causes of stress
- 30. Discuss the symptoms of stress
- 31. Discuss tips for stress management
- 32. Identify the basic parts of a computer
- 33. Identify the basic parts of a keyboard
- 34. Recall basic computer terminology
- 35. Recall the functions of basic computer keys
- 36. Discuss the main applications of MS Office
- 37. Discuss the benefits of Microsoft Outlook
- 38. Discuss the different types of e-commerce
- 39. List the benefits of e-commerce for retailers and customers
- 40. Discuss how the Digital India campaign will help boost e-commerce in India
- 41. Describe how you will sell a product or service on an e-commerce platform

- 42. Discuss the importance of saving money
- 43. Discuss the benefits of saving money
- 44. Discuss the main types of bank accounts
- 45. Describe the process of opening a bank account
- 46. Differentiate between fixed and variable costs
- 47. Describe the main types of investment options
- 48. Describe the different types of insurance products
- 49. Describe the different types of taxes
- 50. Discuss the uses of online banking
- 51. Discuss the main types of electronic funds transfers
- 52. Discuss the steps to prepare for an interview
- 53. Discuss the steps to create an effective Resume
- 54. Discuss the most frequently asked interview questions
- 55. Discuss how to answer the most frequently asked interview questions
- 56. Discuss basic workplace terminology
- 57. Discuss the concept of entrepreneurship
- 58. Discuss the importance of entrepreneurship
- 59. Describe the characteristics of an entrepreneur
- 60. Describe the different types of enterprises
- 61. List the qualities of an effective leader
- 62. Discuss the benefits of effective leadership
- 63. List the traits of an effective team
- 64. Discuss the importance of listening effectively
- 65. Discuss how to listen effectively
- 66. Discuss the importance of speaking effectively
- 67. Discuss how to speak effectively
- 68. Discuss how to solve problems
- 69. List important problem solving traits
- 70. Discuss ways to assess problem solving skills
- 71. Discuss the importance of negotiation
- 72. Discuss how to negotiate
- 73. Discuss how to identify new business opportunities
- 74. Discuss how to identify business opportunities within your business
- 75. Explain the meaning of entrepreneur
- 76. Describe the different types of entrepreneurs
- 77. List the characteristics of entrepreneurs
- 78. Recall entrepreneur success stories
- 79. Discuss the entrepreneurial process
- 80. Describe the entrepreneurship ecosystem
- 81. Discuss the purpose of the Make in India campaign
- 82. Discuss key schemes to promote entrepreneurs
- 83. Discuss the relationship between entrepreneurship and risk appetite
- 84. Discuss the relationship between entrepreneurship and resilience

- 85. Describe the characteristics of a resilient entrepreneur
- 86. Discuss how to deal with failure
- 87. Discuss how market research is carried out
- 88. Describe the 4 Ps of marketing
- 89. Discuss the importance of idea generation
- 90. Recall basic business terminology
- 91. Discuss the need for CRM
- 92. Discuss the benefits of CRM
- 93. Discuss the need for networking
- 94. Discuss the benefits of networking
- 95. Discuss the importance of setting goals
- 96. Differentiate between short-term, medium-term and long-term goals
- 97. Discuss how to write a business plan
- 98. Explain the financial planning process
- 99. Discuss ways to manage your risk
- 100. Describe the procedure and formalities for applying for bank finance
- 101. Discuss how to manage your own enterprise
- 102. List important questions that every entrepreneur should ask before starting an enterprise

UNIT 18.1: Personal Strengths & Value Systems



At the end of this unit, the participant will be able to:

- 1. Explain the meaning of health
- 2. List common health issues
- 3. Discuss tips to prevent common health issues
- 4. Explain the meaning of hygiene
- 5. Discuss the purpose of Swacch Bharat Abhiyan
- 6. Explain the meaning of habit
- 7. Discuss ways to set up a safe work environment
- 8. Discuss critical safety habits to be followed by employees
- 9. Explain the importance of self-analysis
- 10. Discuss motivation with the help of Maslow's Hierarchy of Needs
- 11. Discuss the meaning of achievement motivation
- 12. List the characteristics of entrepreneurs with achievement motivation
- 13. List the different factors that motivate you
- 14. Discuss how to maintain a positive attitude
- 15. Discuss the role of attitude in self-analysis
- 16. List your strengths and weaknesses
- 17. Discuss the qualities of honest people
- 18. Describe the importance of honesty in entrepreneurs
- 19. Discuss the elements of a strong work ethic
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- 28. Discuss tips for anger management
- 29. Discuss the causes of stress
- 30. Discuss the symptoms of stress
- 31. Discuss tips for stress management

18.1.1 Health, Habits, Hygiene: What is Health?

As per the World Health Organization (WHO), health is a "State of complete physical, mental, and social well-being, and not merely the absence of disease or infirmity." This means being healthy does not simply mean not being unhealthy – it also means you need to be at peace emotionally, and feel fit physically. For example, you cannot say you are healthy simply because you do not have any physical ailments like a cold or cough. You also need to think about whether you are feeling calm, relaxed and happy.

Common Health Issues

Some common health issues are:

- Allergies
- Asthma
- Skin Disorders
- Depression and Anxiety
- Diabetes
- Cough, Cold, Sore Throat
- Difficulty Sleeping
- Obesity

18.1.1.1 Tips to Prevent Health Issues

Taking measures to prevent ill health is always better than curing a disease or sickness. You can stay healthy by:

- Eating healthy foods like fruits, vegetables and nuts
- Cutting back on unhealthy and sugary foods
- Drinking enough water everyday
- Not smoking or drinking alcohol
- Exercising for at least 30 minutes a day, 4-5 times a week
- Taking vaccinations when required
- Practicing yoga exercises and meditation

How many of these health standards do you follow? Tick the ones that apply to you.

- 1. Get minimum 7-8 hours of sleep every night.
- 2. Avoid checking email first thing in the morning and right before you go to bed at night.
- 3. Don't skip meals eat regular meals at correct meal times.
- 4. Read a little bit every single day.
- 5. Eat more home cooked food than junk food
- 6. Stand more than you sit.
- 7. Drink a glass of water first thing in the morning and have at least 8 glasses of water through the day. \Box

- 8. Go to the doctor and dentist for regular checkups.
- 9. Exercise for 30 minutes at least 5 days a week.
- 10. Avoid consuming lots of aerated beverages.

18.1.1.2 What is Hygiene?

As per the World Health Organization (WHO), "Hygiene refers to conditions and practices that help to maintain health and prevent the spread of diseases." In other words, hygiene means ensuring that you do whatever is required to keep your surroundings clean, so that you reduce the chances of spreading germs and diseases.

For instance, think about the kitchen in your home. Good hygiene means ensuring that the kitchen is always spick and span, the food is put away, dishes are washed and dustbins are not overflowing with garbage. Doing all this will reduce the chances of attracting pests like rats or cockroaches, and prevent the growth of fungus and other bacteria, which could spread disease.

How many of these health standards do you follow? Tick the ones that apply to you.

- 1. Have a bath or shower every day with soap and wash your hair with shampoo 2-3 times a week.
- 2. Wear a fresh pair of clean undergarments every day.
- 3. Brush your teeth in the morning and before going to bed.
- 4. Cut your fingernails and toenails regularly.
- 5. Wash your hands with soap after going to the toilet.
- 6. Use an anti-perspirant deodorant on your underarms if you sweat a lot.
- 7. Wash your hands with soap before cooking or eating.
- 8. Stay home when you are sick, so other people don't catch what you have.
- 9. Wash dirty clothes with laundry soap before wearing them again.
- 10. Cover your nose with a tissue/your hand when coughing or sneezing.

See how healthy and hygienic you are, by giving yourself 1 point for every ticked statement! Then take a look at what your score means.

Your Score

- 0-7/20: You need to work a lot harder to stay fit and fine! Make it a point to practice good habits daily and see how much better you feel!
- **7-14/20:** Not bad, but there is scope for improvement! Try and add a few more good habits to your daily routine.
- **14-20/20:** Great job! Keep up the good work! Your body and mind thank you!

18.1.1.3 Swachh Bharat Abhiyan

We have already discussed the importance of following good hygiene and health practices for ourselves. But, it is not enough for us to be healthy and hygienic. We must also extend this standard to our homes, our immediate surroundings and to our country as a whole.

The 'Swachh Bharat Abhiyan' (Clean India Mission) launched by Prime Minister Shri Narendra Modi on 2nd October 2014, believes in doing exactly this. The aim of this mission is to clean the streets and roads of India and raise the overall level of cleanliness. Currently this mission covers 4,041 cities and towns across the country. Millions of our people have taken the pledge for a clean India. You should take the pledge too, and do everything possible to keep our country clean!

18.1.1.4 What are Habits?

A habit is a behaviour that is repeated frequently. All of us have good habits and bad habits. Keep in mind the phrase by John Dryden: "We first make our habits, and then our habits make us." This is why it is so important that you make good habits a way of life, and consciously avoid practicing bad habits.

Some good habits that you should make part of your daily routine are:

- Always having a positive attitude
- Making exercise a part of your daily routine
- Reading motivational and inspirational stories
- Smiling! Make it a habit to smile as often as possible
- Making time for family and friends
- Going to bed early and waking up early

Some bad habits that you should quit immediately are:

- Skipping breakfast
- Snacking frequently even when you are not hungry
- Eating too much fattening and sugary food
- Smoking, drinking alcohol and doing drugs
- Spending more money than you can afford
- Worrying about unimportant issues
- Staying up late and waking up late

- 18.1.1.5 Tips 🖳

1. Following healthy and hygienic practices every day will make you feel good mentally and physically.

2. Hygiene is two-thirds of health – so good hygiene will help you stay strong and healthy!

18.1.2 Safety: Tips to Design a Safe Workplace

Every employer is obligated to ensure that his workplace follows the highest possible safety protocol. When setting up a business, owners must make it a point to:

- Use ergonomically designed furniture and equipment to avoid stooping and twisting
- Provide mechanical aids to avoid lifting or carrying heavy objects
- Have protective equipment on hand for hazardous jobs
- Designate emergency exits and ensure they are easily accessible
- Set down health codes and ensure they are implemented
- Follow the practice of regular safety inspections in and around the workplace
- Ensure regular building inspections are conducted
- Get expert advice on workplace safety and follow it

18.1.2.1 Non-Negotiable Employee Safety Habits

Every employer is obligated to ensure that his workplace follows the highest possible safety protocol. When setting up a business, owners must make it a point to:

- Immediately report unsafe conditions to a supervisor
- Recognize and report safety hazards that could lead to slips, trips and falls
- Report all injuries and accidents to a supervisor
- Wear the correct protective equipment when required
- Learn how to correctly use equipment provided for safety purposes
- Be aware of and avoid actions that could endanger other people
- Take rest breaks during the day and some time off from work during the week

18.1.2.2 Tips

- 1. Be aware of what emergency number to call at the time of a workplace emergency
- 2. Practice evacuation drills regularly to avoid chaotic evacuations

18.1.3 Self Analysis – Attitude, Achievement Motivation

What is Self-Analysis?

To truly achieve your full potential, you need to take a deep look inside yourself and find out what kind of person you really are. This attempt to understand your personality is known as self-analysis. Assessing yourself in this manner will help you grow, and will also help you to identify areas within yourself that need to be further developed, changed or eliminated. You can better understand yourself by taking a deep look at what motivates you, what your attitude is like, and what your strengths and weaknesses are.

18.1.3.1 What is Motivation?

Very simply put, motivation is your reason for acting or behaving in a certain manner. It is important to understand that not everyone is motivated by the same desires – people are motivated by many, many different things. We can understand this better by looking at Maslow's Hierarchy of Needs.

18.1.3.2 Maslow's Hierarchy of Needs

Famous American psychologist Abraham Maslow wanted to understand what motivates people. He believed that people have five types of needs, ranging from very basic needs (called physiological needs) to more important needs that are required for self-growth (called self- actualization needs). Between the physiological and self-actualization needs are three other needs – safety needs, belongingness and love needs, and esteem needs. These needs are usually shown as a pyramid with five levels and are known as Maslow's Hierarchy of Needs.

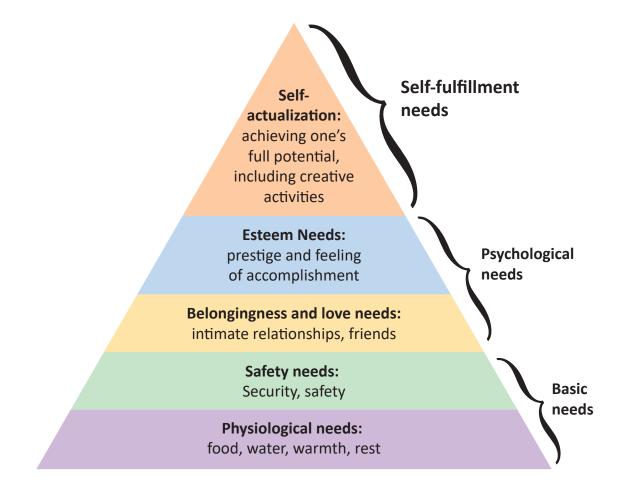


Fig. 18.1.1: Mashlow's Hierarchy of Needs

As you can see from the pyramid, the lowest level depicts the most basic needs. Maslow believed that our behaviour is motivated by our basic needs, until those needs are met. Once they are fulfilled, we move to the next level and are motivated by the next level of needs. Let's understand this better with an example.

Rupa comes from a very poor family. She never has enough food, water, warmth or rest. According to Maslow, until Rupa is sure that she will get these basic needs, she will not even think about the next level of needs – her safety needs. But, once Rupa is confident that her basic needs will be met, she will move to the next level, and her behaviour will then be motivated by her need for security and safety. Once these new needs are met, Rupa will once again move to the next level, and be motivated by her need for relationships and friends. Once this need is satisfied, Rupa will then focus on the fourth level of needs – her esteem needs, after which she will move up to the fifth and last level of needs – the desire to achieve her full potential.

18.1.3.3 Understanding Achievement Motivation

We now know that people are motivated by basic, psychological and self-fulfillment needs. However, certain people are also motivated by the achievement of highly challenging accomplishments. This is known as Achievement Motivation, or 'need for achievement'.

The level of motivation achievement in a person differs from individual to individual. It is important that entrepreneurs have a high level of achievement motivation – a deep desire to accomplish something important and unique. It is equally important that they hire people who are also highly motivated by challenges and success.

What Motivates You?

What are the things that really motivate you? List down five things that really motivate you. Remember to answer honestly!

I am motivated by:

Characteristics of Entrepreneurs with Achievement Motivation

- Entrepreneurs with achievement motivation can be described as follows:
- Unafraid to take risks for personal accomplishment
- Love being challenged Future-oriented Flexible and adaptive
- Value negative feedback more than positive feedback
- Very persistent when it comes to achieving goals
- Extremely courageous
- Highly creative and innovative
- Restless constantly looking to achieve more
- Feel personally responsible for solving problems

Think about it:

- How many of these traits do you have?
- Can you think of entrepreneurs who display these traits?

- 18.1.3.4 How to Cultivate a Positive Attitude -

The good news is attitude is a choice. So it is possible to improve, control and change our attitude, if we decide we want to! The following tips help foster a positive mindset:

- Remember that you control your attitude, not the other way around
- Devote at least 15 minutes a day towards reading, watching or listening to something positive
- Avoid negative people who only complain and stop complaining yourself
- Expand your vocabulary with positive words and delete negative phrases from your mind
- Be appreciative and focus on what's good in yourself, in your life, and in others
- Stop thinking of yourself as a victim and start being proactive
- Imagine yourself succeeding and achieving your goals

18.1.3.5 What is Attitude? -

Now that we understand why motivation is so important for self-analysis, let's look at the role our attitude plays in better understanding ourselves. Attitude can be described as your tendency (positive or negative), to think and feel about someone or something. Attitude is the foundation for success in every aspect of life. Our attitude can be our best friend or our worst enemy. In other words:

"The only disability in life is a bad attitude."

When you start a business, you are sure to encounter a wide variety of emotions, from difficult times and failures to good times and successes. Your attitude is what will sail you through the tough times and guide you towards success. Attitude is also infectious. It affects everyone around you, from your customers to your employees to your investors. A positive attitude helps build confidence in the workplace while a negative attitude is likely to result in the demotivation of your people.

18.1.3.6 What Are Your Strengths and Weaknesses

Another way to analyze yourself is by honestly identifying your strengths and weaknesses. This will help you use your strengths to your best advantage and reduce your weaknesses.

Note down all your strengths and weaknesses in the two columns below. Remember to be honest with yourself!

Strengths	Weaknesses



- 1. Achievement motivation can be learned.
- 2. Don't be afraid to make mistakes.
- 3. Train yourself to finish what you start.
- 4. Dream big.

18.1.4 Honesty & Work Ethics: What is Honesty?

Honesty is the quality of being fair and truthful. It means speaking and acting in a manner that inspires trust. A person who is described as honest is seen as truthful and sincere, and as someone who isn't deceitful or devious and doesn't steal or cheat. There are two dimensions of honesty – one is honesty in communication and the other is honesty in conduct.

Honesty is an extremely important trait because it results in peace of mind and builds relationships that are based on trust. Being dishonest, on the other hand, results in anxiety and leads to relationships full of distrust and conflict.

18.1.4.1 Qualities of Honest People

Honest individuals have certain distinct characteristics. Some common qualities among honest people are:

- They don't worry about what others think of them. They believe in being themselves they don't bother about whether they are liked or disliked for their personalities.
- They stand up for their beliefs. They won't think twice about giving their honest opinion, even if they are aware that their point of view lies with the minority.
- They are thick skinned. This means they are not affected by others judging them harshly for their honest opinions.
- They forge trusting, meaningful and healthy friendships. Honest people usually surround themselves with honest friends. They have faith that their friends will be truthful and upfront with them at all times.

They are trusted by their peers. They are seen as people who can be counted on for truthful and objective feedback and advice.

- Honesty and employees: When entrepreneurs build honest relationships with their employees, it leads to more transparency in the workplace, which results in higher work performance and better results.
- Honesty and investors: For entrepreneurs, being honest with investors means not only sharing strengths but also candidly disclosing current and potential weaknesses, problem areas and solution strategies. Keep in mind that investors have a lot of experience with startups and are aware that all new companies have problems. Claiming that everything is perfectly fine and running smoothly is a red flag for most investors.
- Honesty with oneself: The consequences of being dishonest with oneself can lead to dire results, especially in the case of entrepreneurs. For entrepreneurs to succeed, it is critical that they remain realistic about their situation at all times, and accurately judge every aspect of their enterprise for what it truly is.

18.1.4.2 Importance of Honesty in Entrepreneurs

One of the most important characteristics of entrepreneurs is honesty. When entrepreneurs are honest with their customers, employees and investors, it shows that they respect those that they work with. It is also important that entrepreneurs remain honest with themselves. Let's look at how being honest would lead to great benefits for entrepreneurs.

• **Honesty and customers:** When entrepreneurs are honest with their customers it leads to stronger relationships, which in turn results in business growth and a stronger customer network.

18.1.4.3 What are Work Ethics?

Being ethical in the workplace means displaying values like honesty, integrity and respect in all your decisions and communications. It means not displaying negative qualities like lying, cheating and stealing.

Workplace ethics play a big role in the profitability of a company. It is as crucial to an enterprise as high morale and teamwork. This is why most companies lay down specific workplace ethic guidelines that must compulsorily be followed by their employees. These guidelines are typically outlined in a company's employee handbook.

18.1.4.4 Elements of a Strong Work Ethic

An entrepreneur must display strong work ethics, as well as hire only those individuals who believe in and display the same level of ethical behavior in the workplace. Some elements of a strong work ethic are:

- **Professionalism:** This involves everything from how you present yourself in a corporate setting to the manner in which you treat others in the workplace.
- **Respectfulness:** This means remaining poised and diplomatic regardless of how stressful or volatile a situation is.
- **Dependability:** This means always keeping your word, whether it's arriving on time for a meeting or delivering work on time.

- **Dedication:** This means refusing to quit until the designated work is done, and completing the work at the highest possible level of excellence.
- **Determination:** This means embracing obstacles as challenges rather than letting them stop you, and pushing ahead with purpose and resilience to get the desired results.
- Accountability: This means taking responsibility for your actions and the consequences of your actions, and not making excuses for your mistakes.
- Humility: This means acknowledging everyone's efforts and hard work, and sharing the credit for accomplishments.

18.1.4.5 How to Foster a Good Work Ethic -

As an entrepreneur, it is important that you clearly define the kind of behaviour that you expect from each and every team member in the workplace. You should make it clear that you expect employees to display positive work ethics like:

- **Honesty:** All work assigned to a person should be done with complete honesty, without any deceit or lies.
- Good attitude: All team members should be optimistic, energetic, and positive.
- **Reliability:** Employees should show up where they are supposed to be, when they are supposed to be there.
- **Good work habits:** Employees should always be well groomed, never use inappropriate language, conduct themselves professionally at all times, etc.
- **Initiative:** Doing the bare minimum is not enough. Every team member needs to be proactive and show initiative.
- **Trustworthiness:** Trust is non-negotiable. If an employee cannot be trusted, it's time to let that employee go.
- **Respect:** Employees need to respect the company, the law, their work, their colleagues and themselves.
- Integrity: Each and every team member should be completely ethical and must display above board behaviour at all times.
- Efficiency: Efficient employees help a company grow while inefficient employees result in a waste of time and resources.

- 18.1.4.6 Tips 🖳

- 1. Don't get angry when someone tells you the truth and you don't like what you hear.
- 2. Always be willing to accept responsibility for your mistakes.

18.1.5 Creativity & Innovation

What is Creativity?

Creativity means thinking outside the box. It means viewing things in new ways or from different perspectives, and then converting these ideas into reality. Creativity involves two parts: thinking and producing. Simply having an idea makes you imaginative, not creative. However, having an idea and acting on it makes you creative.

Characteristics of Highly Creative People

Some characteristics of creative people are:

- They are imaginative and playful
- They see issues from different angles
- They notice small details
- They have very little tolerance for boredom
- They detest rules and routine
- They love to daydream
- They are very curious

What is Innovation?

There are many different definitions of innovation. In simple terms, innovation means turning an idea into a solution that adds value. It can also mean adding value by implementing a new product, service or process, or significantly improving on an existing product, service or process.

Characteristics of Highly Innovative People

Some characteristics of highly innovative people are:

- They embrace doing things differently
- They don't believe in taking shortcuts
- They are not afraid to be unconventional
- They are highly proactive and persistent
- They are organized, cautious and risk-averse

- **18.1.5.1** Tips 🖳

- 1. Take regular breaks from your creative work to recharge yourself and gain fresh perspective.
- 2. Build prototypes frequently, test them out, get feedback, and make the required changes.

18.1.6 Time Management

Management is the process of organizing your time, and deciding how to allocate your time between different activities. Good time management is the difference between working smart (getting more done in less time) and working hard (working for more time to get more done).

Effective time management leads to an efficient work output, even when you are faced with tight deadlines and high pressure situations. On the other hand, not managing your time effectively results in inefficient output and increases stress and anxiety.

Benefits of Time Management

Time management can lead to huge benefits like:

- Greater productivity
- Higher efficiency
- Better professional reputation
- Reduced stress

- Higher chances for career advancement
- Greater opportunities to achieve goals

Not managing time effectively can result in undesirable consequences like:

- Missing deadlines
- Inefficient work output
- Substandard work quality
- Poor professional reputation
- Stalled career
- Increase in stress and anxiety

18.1.6.1 Traits of Effective Time Managers

Some traits of effective time managers are:

- They begin projects early
- They set daily objectives
- They modify plans if required, to achieve better results
- They are flexible and open-minded
- They inform people in advance if they need help
- They know how to say no
- They break tasks into steps with specific deadlines
- They continually review long term goals
- They think of alternate solutions if and when required
- They ask for help when required
- They create backup plans

18.1.6.2 Effective Time Management Techniques

You can manage your time better by putting into practice certain time management techniques. Some helpful tips are:

- **Plan out your day as well as plan for interruptions.** Give yourself at least 30 minutes to figure out your time plan. In your plan, schedule some time for interruptions.
- Put up a "Do Not Disturb" sign when you absolutely have to complete a certain amount of work.
- **Close your mind to all distractions.** Train yourself to ignore ringing phones, don't reply to chat messages and disconnect from social media sites.
- **Delegate your work.** This will not only help your work get done faster, but will also show you the unique skills and abilities of those around you.
- **Stop procrastinating.** Remind yourself that procrastination typically arises due to the fear of failure or the belief that you cannot do things as perfectly as you wish to do them.
- **Prioritize.** List each task to be completed in order of its urgency or importance level. Then focus on completing each task, one by one.
- **Maintain a log of your work activities.** Analyze the log to help you understand how efficient you are, and how much time is wasted every day.
- Create time management goals to reduce time wastage.

- 18.1.6.3 Tips 🖳

- 1. Always complete the most important tasks first.
- 2. Get at least 7 8 hours of sleep every day.
- 3. Start your day early.
- 4. Don't waste too much time on small, unimportant details.
- 5. Set a time limit for every task that you will undertake.
- 6. Give yourself some time to unwind between tasks.

18.1.7 Anger Management

Anger management is the process of:

- 1. Learning to recognize the signs that you, or someone else, is becoming angry.
- 2. Taking the best course of action to calm down the situation in a positive way Anger management does not mean suppressing anger.

Importance of Anger Management

Anger is a perfectly normal human emotion. In fact, when managed the right way, anger can be considered a healthy emotion. However, if it is not kept in check, anger can make us act inappropriately and can lead us comment aggressively for which we regret later.

Extreme anger can:

- Hurt you physically: It leads to heart disease, diabetes, a weakened immune system, insomnia, and high blood pressure.
- Hurt you mentally: It can cloud your thinking and lead to stress, depression and mental health issues.
- Hurt your career: It can result in alienating your colleagues, bosses, clients and lead to the loss of respect.
- Hurt your relationships: It makes it hard for your family and friends to trust you, be honest with you and feel comfortable around you.

This is why anger management, or managing anger appropriately, is so important.

18.1.7.1 Anger Management Strategies

Here are some strategies that can help you control your anger:

Strategy 1: Relaxation: Something as simple as breathing deeply and looking at relaxing images works wonders in calming down angry feelings. Try this simple breathing exercise:

- Take a deep breath from your diaphragm (don't breathe from your chest)
- Visualize your breath coming up from your stomach
- Keep repeating a calming word like 'relax' or 'take it easy' (remember to keep breathing deeply while repeating the word)
- Picture a relaxing moment (this can be from your memory or your imagination)

Follow this relaxation technique daily, especially when you realize that you're starting to feel angry.

Strategy 2: Cognitive Restructuring: Cognitive restructuring means changing the manner in which you think. Anger can make you curse, swear, exaggerate and act very dramatically. When this happens, force yourself to replace your angry thoughts with more logical ones. For instance, instead of thinking 'Everything is ruined' change your mindset and tell yourself 'It's not the end of the world and getting angry won't solve this'.

Strategy 3: Problem Solving: Getting angry about a problem that you cannot control is a perfectly natural response. Sometimes, try as you may, there may not be a solution to the difficulty you are faced with. In such cases, stop focusing on solving the problem, and instead focus on handling and facing the problem. Remind yourself that you will do your best to deal with the situation, but that you will not blame yourself if you don't get the solution you desire.

Strategy 4: Better Communication: When you're angry, it is very easy to jump to inaccurate conclusions. In this case, you need to force yourself to stop reacting, and think carefully about what you want to say, before saying it. Avoid saying the first thing that enters your head. Force yourself to listen carefully to what the other person is saying. Then think about the conversation before responding.

Strategy 5: Changing Your Environment: If you find that your environment is the cause of your anger, try and give yourself a break from your surroundings. Make an active decision to schedule some personal time for yourself, especially on days that are very hectic and stressful. Having even a brief amount of quiet or alone time is sure to help calm you down.

18.1.7.2 Tips for Anger Management

The following tips will help you keep your anger in check:

- Take some time to collect your thoughts before you speak out in anger.
- Express the reason for your anger in an assertive, but non-confrontational manner once you have calmed down.
- Do some form of physical exercise like running or walking briskly when you feel yourself getting angry.
- Make short breaks part of your daily routine, especially during days that are stressful. Focus on how
 to solve a problem that's making you angry, rather than focusing on the fact that the problem is
 making you angry.

18.1.8 Stress Management: What is Stress?

We say we are 'stressed' when we feel overloaded and unsure of our ability to deal with the pressures placed on us. Anything that challenges or threatens our well-being can be defined as a stress. It is important to note that stress can be good and bad. While good stress keeps us going, negative stress undermines our mental and physical health. This is why it is so important to manage negative stress effectively.

Causes of Stress

Stress can be caused by internal and external factors.

Internal causes of stress:

- Constant worry
- Rigid thinking
- Unrealistic expectations
- Pessimism
- Negative self-talk
- All in or all out attitude

External causes of stress:

- Major life changes
- Difficulties with relationships
- Having too much to do
- Difficulties at work or in school
- Financial difficulties
- Worrying about one's children and/or family

- 18.1.8.1 Symptoms of Stress -

Stress can manifest itself in numerous ways. Take a look at the cognitive, emotional, physical and behavioral symptoms of stress.

Cognitive Symptoms	Emotional Symptoms
Memory problems	Depression
Concentration issues	Agitation
Lack of judgement	Irritability
Pessimism	Loneliness
Anxiety	Anxiety
 Constant worrying 	Anger

Physical Symptoms	Behavioral Symptoms
 Aches and pain Diarrhea or constipation Nausea Dizziness Chest pain and/or rapid heartbeat Frequent cold or flu like feelings 	 Increase or decrease in appetite Over sleeping or not sleeping enough Withdrawing socially Ignoring responsibilities Consumption of alcohol or cigarettes Nervous habits like nail biting, pacing etc.

18.1.8.2 Tips for Stress Management

The following tips can help you manage your stress better:

- Note down the different ways in which you can handle the various sources of your stress.
- Remember that you cannot control everything, but you can control how you respond.
- Discuss your feelings, opinions and beliefs rather than reacting angrily, defensively or passively.
- Practice relaxation techniques like meditation, yoga or tai chi when you start feeling stressed.
- Devote a part of your day towards exercise.
- Eat healthy foods like fruits and vegetables. Avoid unhealthy foods especially those containing large amounts of sugar.
- Plan your day so that you can manage your time better, with less stress.
- Say no to people and things when required.
- Schedule time to pursue your hobbies and interests.
- Ensure you get at least 7-8 hours of sleep.
- Reduce your caffeine intake.
- Increase the time spent with family and friends.

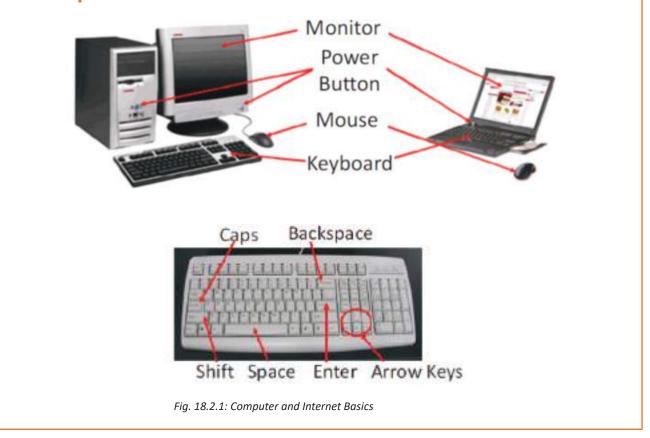
UNIT 18.2: Digital Literacy: A Recap



At the end of this unit, the participant will be able to:

- 1. Identify the basic parts of a computer
- 2. Identify the basic parts of a keyboard
- 3. Recall basic computer terminology
- 4. Recall the functions of basic computer keys
- 5. Discuss the main applications of MS Office
- 6. Discuss the benefits of Microsoft Outlook
- 7. Discuss the different types of e-commerce
- 8. List the benefits of e-commerce for retailers and customers
- 9. Discuss how the Digital India campaign will help boost e-commerce in India
- 10. Describe how you will sell a product or service on an e-commerce platform

18.2.1 Computer and Internet basics: Basic Parts of a Computer



- 1. Central Processing Unit (CPU): The brain of the computer. It interprets and carries out program instructions.
- 2. Hard Drive: A device that stores large amounts of data.
- 3. Monitor: The device that contains the computer screen where the information is visually displayed.
- 4. Desktop: The first screen displayed after the operating system loads.
- 5. Background: The image that fills the background of the desktop.
- 6. Mouse: A hand-held device used to point to items on the monitor.
- 7. Speakers: Devices that enable you to hear sound from the computer.
- 8. Printer: A device that converts output from a computer into printed paper documents.
- 9. Icon: A small picture or image that visually represents something on your computer.
- **10.** Cursor: An arrow which indicates where you are positioned on the screen.
- **11. Program Menu:** A list of programs on your computer that can be accessed from the Start menu.
- **12. Taskbar:** The horizontal bar at the bottom of the computer screen that lists applications that are currently in use.
- 13. Recycle Bin: A temporary storage for deleted files.

- 18.2.1.1 Basic Internet Terms —

- The Internet: Avast, international collection of computer networks that transfers information.
- The World Wide Web: A system that lets you access information on the Internet.
- **Website:** A location on the World Wide Web (and Internet) that contains information about a specific topic.
- Homepage: Provides information about a website and directs you to other pages on that website.
- Link/Hyperlink: A highlighted or underlined icon, graphic, or text that takes you to another file or object.
- Web Address/URL: The address for a website.
- Address Box: A box in the browser window where you can type in a web address.

18.2.1.2 Basic Parts of a Keyboard

- Arrow Keys: Press these keys to move your cursor.
- Space bar: Adds a space.
- Enter/Return: Moves your cursor to a new line.
- Shift: Press this key if you want to type a capital letter or the upper symbol of a key.
- **Caps Lock:** Press this key if you want all the letters you type to be capital letters. Press it again to revert back to typing lowercase letters.
- Backspace: Deletes everything to the left of your cursor.

- 18.2.1.3 Tips 🖳

- When visiting a .com address, there no need to type http:// or even www. Just type the name of the website and then press Ctrl + Enter. (Example: Type 'apple' and press Ctrl + Enter to go to www. apple.com)
- 2. Press the Ctrl key and press the + or to increase and decrease the size of text.
- 3. Press F5 or Ctrl + R to refresh or reload a web page.

18.2.2 MS Office and Email: About MS Office

MS Office or Microsoft Office is a suite of computer programs developed by Microsoft. Although meant for all users, it offers different versions that cater specifically to students, home users and business users. All the programs are compatible with both, Windows and Macintosh.

Most Popular Office Products

Some of the most popular and universally used MS Office applications are:

- 1. Microsoft Word: Allows users to type text and add images to a document.
- 2. Microsoft Excel: Allows users to enter data into a spreadsheet and create calculations and graphs.
- **3.** Microsoft PowerPoint: Allows users to add text, pictures and media and create slideshows and presentations.
- 4. Microsoft Outlook: Allows users to send and receive email.
- 5. Microsoft OneNote: Allows users to make drawings and notes with the feel of a pen on paper.
- 6. Microsoft Access: Allows users to store data over many tables.

Why Choose Microsoft Outlook

A popular email management choice especially in the workplace, Microsoft Outlook also includes an address book, notebook, web browser and calendar. Some major benefits of this program are:

- Integrated search function: You can use keywords to search for data across all Outlook programs.
- Enhanced security: Your email is safe from hackers, junk mail and phishing website email.
- Email syncing: Sync your mail with your calendar, contact list, notes in One Note and...your phone!
- Offline access to email: No Internet? No problem! Write emails offline and send them when you're connected again.

- **18.2.2.1** Tips 🖳

- 1. Press Ctrl+R as a shortcut method to reply to email.
- 2. Set your desktop notifications only for very important emails.
- 3. Flag messages quickly by selecting messages and hitting the Insert key.
- 4. Save frequently sent emails as a template to reuse again and again.
- 5. Conveniently save important emails as files.

18.2.3 E-Commerce: What is E-Commerce?

What is E-Commerce?

E-commerce is the buying or selling of goods and services, or the transmitting of money or data, electronically on the internet. E-Commerce is the short form for "electronic commerce."

Examples of E-Commerce:

- Online shopping Online auctions
- Online ticketing
- Electronic payments
- Internet banking

Types of E-Commerce

E-commerce can be classified based on the types of participants in the transaction. The main types of e-commerce are:

- Business to Business (B2B): Both the transacting parties are businesses.
- Business to Consumer (B2C): Businesses sell electronically to end-consumers.
- Consumer to Consumer (C2C): Consumers come together to buy, sell or trade items to other consumers.
- **Consumer-to-Business (C2B):** Consumers make products or services available for purchase to companies looking for exactly those services or products.
- **Business-to-Administration (B2A):** Online transactions conducted between companies and public administration.
- **Consumer-to-Administration (C2A):** Online transactions conducted between individuals and public administration.

18.2.3.1 Benefits of E-Commerce

The e-commerce business provides some benefits for retailers and customers.

Benefits for retailers:

- Establishes an online presence
- Reduces operational costs by removing overhead costs
- Increases brand awareness through the use of good keywords
- Increases sales by removing geographical and time constraints

Benefits for customers:

- Offers a wider range of choice than any physical store
- Enables goods and services to be purchased from remote locations
- Enables consumers to perform price comparisons

18.2.3.2 Digital India Campaign

Prime Minister Narendra Modi launched the Digital India campaign in 2015, with the objective of offering every citizen of India access to digital services, knowledge and information. The campaign aims to improve the country's online infrastructure and increase internet connectivity, thus boosting the e-commerce industry.

Currently, the majority of online transactions come from tier 2 and tier 3 cities. Once the Digital India campaign is in place, the government will deliver services through mobile connectivity, which will help deliver internet to remote corners of the country. This will help the e-commerce market to enter India's tier 4 towns and rural areas.

E-Commerce Activity

Choose a product or service that you want to sell online. Write a brief note explaining how you will use existing e-commerce platforms, or create a new e-commerce platform, to sell your product or service.



- 1. Before launching your e-commerce platform, test everything.
- 2. Pay close and personal attention to your social media.

UNIT 18.3: Money Matters

- Unit Objectives 🙆

At the end of this unit, the participant will be able to:

- 1. Discuss the importance of saving money
- 2. Discuss the benefits of saving money
- 3. Discuss the main types of bank accounts
- 4. Describe the process of opening a bank account
- 5. Differentiate between fixed and variable costs
- 6. Describe the main types of investment options
- 7. Describe the different types of insurance products
- 8. Describe the different types of taxes
- 9. Discuss the uses of online banking
- 10. Discuss the main types of electronic funds transfers

18.3.1 Personal Finance – Why to Save

Importance of Saving

We all know that the future is unpredictable. You never know what will happen tomorrow, next week or next year. That's why saving money steadily through the years is so important. Saving money will help improve your financial situation over time. But more importantly, knowing that you have money stashed away for an emergency will give you peace of mind. Saving money also opens the door to many more options and possibilities.

Benefits of Saving

Inculcating the habit of saving leads to a vast number of benefits. Saving helps you:

- Become financially independent: When you have enough money saved up to feel secure you can start making your choices, from taking a vacation whenever you want, to switching careers or starting your own business.
- **Invest in yourself through education:** Through saving, you can earn enough to pay up for courses that will add to your professional experience and ultimately result in higher paying jobs.
- Get out of debt: Once you have saved enough as a reserve fund, you can use your savings to pay off
 debts like loans or bills that have accumulated over time.
- **Be prepared for surprise expenses:** Having money saved enables you to pay for unforeseen expenses like sudden car or house repairs, without feeling financially stressed.
- **Pay for emergencies:** Saving helps you deal with emergencies like sudden health issues or emergency trips without feeling financially burdened.
- Afford large purchases and achieve major goals: Saving diligently makes it possible to place down payments towards major purchases and goals, like buying a home or a car.
- **Retire:** The money you have saved over the years will keep you comfortable when you no longer have the income you would get from your job.

18.3.1.1 Tips

- 1. Break your spending habit. Try not spending on one expensive item per week, and put the money that you would have spent into your savings.
- 2. Decide that you will not buy anything on certain days or weeks and stick to your word.

18.3.2 Types of Bank Accounts, Opening a Bank Account

In India, banks offer four main types of bank accounts. These are:

- 1. Current Accounts
- 2. Savings Accounts
- 3. Recurring Deposit Accounts
- 4. Fixed Deposit Accounts

Current Accounts

Current accounts offer the most liquid deposits and thus, are best suited for businessmen and companies. As these accounts are not meant for investments and savings, there is no imposed limit on the number or amount of transactions that can be made on any given day. Current account holders are not paid any interest on the amounts held in their accounts. They are charged for certain services offered on such accounts.

Savings Accounts

Savings accounts are meant to promote savings, and are therefore the number one choice for salaried individuals, pensioners and students. While there is no restriction on the number and amount of deposits made, there are usually restrictions on the number and amount of withdrawals. Savings account holders are paid interest on their savings.

Recurring Deposit Accounts

Recurring Deposit accounts, also called RD accounts, are the accounts of choice for those who want to save an amount every month, but are unable to invest a large sum at one time. Such account holders deposit a small, fixed amount every month for a pre-determined period (minimum 6 months). Defaulting on a monthly payment results in the account holder being charged a penalty amount. The total amount is repaid with interest at the end of the specified period.

Fixed Deposit Accounts

Fixed Deposit accounts, also called FD accounts, are ideal for those who wish to deposit their savings for a long term in return for a high rate of interest. The rate of interest offered depends on the amount deposited and the time period, and also differs from bank to bank. In the case of an FD, a certain amount of money is deposited by the account holder for a fixed period of time. The money can be withdrawn when the period expires. If necessary, the depositor can break the fixed deposit prematurely. However, this usually attracts a penalty amount which also differs from bank to bank.

18.3.2.1 Opening a Bank Account

Opening a bank account is quite a simple process. Take a look at the steps to open an account of your own:

Step 1: Fill in the Account Opening Form

This form requires you to provide the following information:

- Personal details (name, address, phone number, date of birth, gender, occupation, address)
- Method of receiving your account statement (hard copy/email)
- Details of your initial deposit (cash/cheque)
- Manner of operating your account (online/mobile banking/traditional via cheque, slip books) Ensure that you sign wherever required on the form.

Step 2: Affix your Photograph

Stick a recent photograph of yourself in the allotted space on the form.

Step 3: Provide your Know Your Customer (KYC) Details

KYC is a process that helps banks verify the identity and address of their customers. To open an account, every individual needs to submit certain approved documents with respect to photo identity (ID) and address proof. Some Officially Valid Documents (OVDs) are:

- Passport
- Driving License
- Voters' Identity Card
- PAN Card
- UIDAI (Aadhaar) Card

Step 4: Submit All your Documents

Submit the completed Account Opening Form and KYC documents. Then wait until the forms are processed and your account has been opened!

18.3.2.2 Tips 🖳

- 1. Select the right type of account.
- 2. Fill in complete nomination details.
- 3. Ask about fees.
- 4. Understand the rules.
- 5. Check for online banking it's convenient!
- 6. Keep an eye on your bank balance.

18.3.3 Costs: Fixed vs Variable: What are Fixed and Variable Costs?

- Fixed costs and variable costs together make up a company's total cost. These are the two types of costs that companies have to bear when producing goods and services.
- A fixed cost does not change with the volume of goods or services a company produces. It always remains the same.

• A variable cost, on the other hand, increases and decreases depending on the volume of goods and services produced. In other words, it varies with the amount produced.

Differences Between Fixed and Variable Costs

Let's take a look at some of the main differences between fixed and variable costs:

Criteria	Fixed Costs	Variable Costs
Meaning	A cost that stays the same, regardless of the output produced.	A cost that changes when the
Nature	Time related.	Incurred
Incurred	Incurred irrespective of units being produced.	Incurred only when units are produced.
Unit cost	Inversely proportional to the number of units produced.	Remains the same, per unit.
Examples	Depreciation, rent, salary, insurance, tax etc.	Material consumed, wages, commission on sales, packing expenses, etc.

- 18.3.3.1 Tips 🖳

1. When trying to determine whether a cost is fixed or variable, simply ask the following question: Will the particular cost change if the company stopped its production activities? If the answer is no, then it is a fixed cost. If the answer is yes, then it is probably a variable cost.

18.3.4 Investment, Insurance and Taxes

Investment

Investment means that money is spent today with the aim of reaping financial gains at a future time. The main types of investment options are as follows:

- Bonds: Bonds are instruments used by public and private companies to raise large sums of money too large to be borrowed from a bank. These bonds are then issued in the public market and are bought by lenders.
- **Stocks:** Stocks or equity are shares that are issued by companies and are bought by the general public.
- Small Savings Schemes: Small Savings Schemes are tools meant to save money in small amounts. Some popular schemes are the Employees Provident Fund, Sukanya Samriddhi Scheme and National Pension Scheme.
- **Mutual Funds:** Mutual Funds are professionally managed financial instruments that invest money in different securities on behalf of investors.
- **Fixed Deposits:** A fixed amount of money is kept aside with a financial institution for a fixed amount of time in return for interest on the money.
- **Real Estate:** Loans are taken from banks to purchase real estate, which is then leased or sold with the aim of making a profit on the appreciated property price.

- Hedge Funds: Hedge funds invest in both financial derivatives and/or publicly traded securities.
- **Private Equity:** Private Equity is trading in the shares of an operating company that is not publicly listed and whose shares are not available on the stock market.
- **Venture Capital:** Venture Capital involves investing substantial capital in a budding company in return for stocks in that company.

Insurance

There are two types of insurance:

- 1. Life Insurance
- 2. Non-Life or General Insurance.

Life Insurance Products

The main life insurance products are:

- **Term Insurance:** This is the simplest and cheapest form of insurance. It offers financial protection for a specified tenure, say 15 to 20 years. In the case of your death, your family is paid the sum assured. In the case of your surviving the term, the insurer pays nothing.
- Endowment Policy: This offers the dual benefit of insurance and investment. Part of the premium is allocated towards the sum assured, while the remaining premium gets invested in equity and debt. It pays a lump sum amount after the specified duration or on the death of the policyholder, whichever is earlier.
- Unit-Linked Insurance Plan (ULIP): Here part of the premium is spent on the life cover, while the remaining amount is invested in equity and debt. It helps develop a regular saving habit.
- Money Back Life Insurance: While the policyholder is alive, periodic payments of the partial survival benefits are made during the policy tenure. On the death of the insured, the insurance company pays the full sum assured along with survival benefits.
- Whole Life Insurance: It offers the dual benefit of insurance and investment. It offers insurance cover for the whole life of the person or up to 100 years whichever is earlier.

General Insurance

General Insurance deals with all insurance covering assets like animals, agricultural crops, goods, factories, cars and so on.

General Insurance Products:

- Motor Insurance: This can be divided into Four Wheeler Insurance and Two Wheeler Insurance.
- **Health Insurance:** The main types of health insurance are individual health insurance, family floater health insurance, comprehensive health insurance and critical illness insurance.
- **Travel Insurance:** This can be categorised into Individual Travel Policy, Family Travel Policy, Student Travel Insurance and Senior Citizen Health Insurance.
- Home Insurance: This protects the house and its contents from risk.
- Marine Insurance: This insurance covers goods, freight, cargo etc. against loss or damage during transit by rail, road, sea and/or air.

Taxes

There are two types of taxes:

- 1. Direct Taxes
- 2. Indirect Taxes.

Direct Tax

Direct taxes are levied directly on an entity or a person and are non-transferrable. Some examples of Direct Taxes are:

- **Income Tax:** This tax is levied on your earning in a financial year. It is applicable to both, individuals and companies.
- **Capital Gains Tax:** This tax is payable whenever you receive a sizable amount of money. It is usually of two types short term capital gains from investments held for less than 36 months and long term capital gains from investments held for longer than 36 months.
- Securities Transaction Tax: This tax is added to the price of a share. It is levied every time you buy or sell shares.
- **Perquisite Tax:** This tax is levied is on perks that have been acquired by a company or used by an employee.
- **Corporate Tax:** Corporate tax is paid by companies from the revenue they earn.

Indirect Tax

Indirect taxes are levied on goods or services. Some examples of Indirect Taxes are:

- Sales Tax: Sales Tax is levied on the sale of a product.
- Service Tax: Service Tax is added to services provided in India.
- Value Added Tax: Value Added Tax is levied at the discretion of the state government. The tax is levied on goods sold in the state. The tax amount is decided by the state.
- **Customs Duty & Octroi:** Customs Duty is a charge that is applied on purchases that are imported from another country. Octroi is levied on goods that cross state borders within India.
- Excise Duty: Excise Duty is levied on all goods manufactured or produced in India.



- 1. Think about how quickly you need your money back and pick an investment option accordingly.
- 2. Ensure that you are buying the right type of insurance policy for yourself.
- 3. Remember, not paying taxes can result in penalties ranging from fines to imprisonment.

18.3.5 Online Banking, NEFT, RTGS, etc.

What is Online Banking

Internet or online banking allows account holders to access their account from a laptop at any location. In this way, instructions can be issued. To access an account, account holders simply need to use their unique customer ID number and password.

Internet banking can be used to:

- Find out an account balance
- Transfer amounts from one account to another
- Arrange for the issuance of cheques
- Instruct payments to be made
- Request for a cheque book
- Request for a statement of accounts
- Make a fixed deposit

Electronic Funds Transfers

Electronic funds transfer is a convenient way of transferring money from the comfort of one's own home, using integrated banking tools like internet and mobile banking.

Transferring funds via an electronic gateway is extremely convenient. With the help of online banking, you can choose to:

- Transfer funds into your own accounts of the same bank.
- Transfer funds into different accounts of the same bank.
- Transfer funds into accounts in different banks, using NEFT.
- Transfer funds into other bank accounts using RTGS.
- Transfer funds into various accounts using IMPS.

NEFT

NEFT stands for National Electronic Funds Transfer. This money transfer system allows you to electronically transfer funds from your respective bank accounts to any other account, either in the same bank or belonging to any other bank. NEFT can be used by individuals, firms and corporate organizations to transfer funds between accounts.

In order to transfer funds via NEFT, two things are required:

- A transferring bank
- A destination bank

Before you can transfer funds through NEFT, you will need to register the beneficiary who will be receiving the funds. In order to complete this registration, you will require the following

- Recipient's name
- Recipient's account number
- Recipient's bank's name
- Recipient's bank's IFSC code

RTGS

RTGS stands for Real Time Gross Settlement. This is a real time funds transfer system which enables you to transfer funds from one bank to another, in real time or on a gross basis. The transferred amount is immediately deducted from the account of one bank, and instantly credited to the other bank's account. The RTGS payment gateway is maintained by the Reserve Bank of India. The transactions between banks are made electronically.

RTGS can be used by individuals, companies and firms to transfer large sums of money. Before remitting funds through RTGS, you will need to add the beneficiary and his bank account details via your online banking account. In order to complete this registration, you will require the following information:

- Name of the beneficiary
- Beneficiary's account number
- Beneficiary's bank address
- Bank's IFSC code

IMPS

IMPS stands for Immediate Payment Service. This is a real-time, inter-bank, electronic funds transfer system used to transfer money instantly within banks across India. IMPS enables users to make instant

electronic transfer payments using mobile phones through both, Mobile Banking and SMS. It can also be used through ATMs and online banking. IMPS is available 24 hours a day and 7 days a week. The system features a secure transfer gateway and immediately confirms orders that have been fulfilled.

To transfer money through IMPS, the you need to:

- Register for IMPS with your bank
- Receive a Mobile Money Identifier (MMID) from the bank
- Receive a MPIN from the bank

Once you have both these, you can login or make a request through SMS to transfer a particular amount to a beneficiary.

For the beneficiary to receive the transferred money, he must:

- Link his mobile number with his respective account
- Receive the MMID from the bank

In order to initiate a money transfer through IMPS, you will need to enter the following information:

- The beneficiary's mobile number
- The beneficiary's MMID
- The transfer amount
- Your MPIN

As soon as money has been deducted from your account and credited into the beneficiary's account, you will be sent a confirmation SMS with a transaction reference number, for future reference.

- 18.3.5.1 Differences Between NEFT, RTGS & IMPS

Criteria	NEFT	RTGS	IMPS
Settlement	Done in Batches	Real-Time	Real-Time
Full Form	national Electronic Fund Transfer	Real Time Gross Settlement	Immediate Payment Service
Timing on Monday to Friday	8.00 am - 6.30 pm	9.00 am - 4.30 pm	24x7
Timing on Saturday	8.00 am - 7.00 p.m.	9.00 am - 1.30 pm	24x7
Minimum amount of money transfer limit	₹1	₹2 lacs	₹1
Maximum amount of money transfer limit	₹10 lacs	₹10 lacs per day	₹2 lacs
Maximum charges as per RBI	Upto 10,000 - ₹2.5 above 10,000 - ₹1 lac - ₹5 above 1-2 lacs - ₹15 above 2-5 lacs - ₹25 above 5-10 lacs - ₹25	above 2-5 lacs - ₹25 above 5-10 lacs - ₹50	Upto 10,000 - ₹5 above 10,000 - ₹1 lac - ₹5 above 1-2 lacs - ₹15

- 18.3.5.2 Tips 🖳

- 1. Never click on any links in any e-mail message to access your online banking website.
- 2. You will never be asked for your credit or debit card details while using online banking.
- 3. Change your online banking password regularly.

UNIT 18.4: Preparing for Employment & Self Employment

- Unit Objectives 🤘

At the end of this unit, the participant will be able to:

- 1. Discuss the steps to prepare for an interview
- 2. Discuss the steps to create an effective Resume
- 3. Discuss the most frequently asked interview questions
- 4. Discuss how to answer the most frequently asked interview questions
- 5. Explain basic workplace terminology

18.4.1 Interview Preparation: How to Prepare for an Interview?

The success of your getting the job that you want depends largely on how well your interview for that job goes. Therefore, before you go in for your interview, it is important that you prepare for it with a fair amount of research and planning. Take a look at the steps to follow in order to be well prepared for an interview:

1. Research the organization that you are having the interview with.

- Studying the company beforehand will help you be more prepared at the time of the interview. Your knowledge of the organization will help you answer questions at the time of the interview, and will leave you looking and feeling more confident. This is sure to make you stand out from other, not as well informed, candidates.
- Look for background information on the company. Ty and find an overview of the company and its industry profile.
- Visit the company website to get a good idea of what the company does. A company website offers a wealth of important information. Read and understand the company's mission statement. Pay attention to the company's products/services and client list. Read through any press releases to get an idea of the company's projected growth and stability.
- Note down any questions that you have after your research has been completed.
- 2. Think about whether your skills and qualifications match the job requirements.
 - Carefully read through and analyze the job description.
 - Make a note of the knowledge, skills and abilities required to fulfill the job requirements.
 - Take a look at the organization hierarchy. Figure out where the position you are applying for fits into this hierarchy.
- 3. Go through the most typical interview questions asked, and prepare your responses.
 - Remember, in most interviews a mix of resume-based, behavioral and case study questions are asked.
 - Think about the kind of answers you would like to provide to typical questions asked in these three areas.
 - Practice these answers until you can express them confidently and clearly.
- 4. Plan your attire for the interview.
 - It is always safest to opt for formal business attire, unless expressly informed to dress in business casual (in which case you should use your best judgement).

- Ensure that your clothes are clean and well-ironed. Pick neutral colours nothing too bright or flashy.
- The shoes you wear should match your clothes, and should be clean and suitable for an interview.
- Remember, your aim is to leave everyone you meet with the impression that you are a professional and highly efficient person.
- 5. Ensure that you have packed everything that you may require during the interview.
 - Carry a few copies of your resume. Use a good quality paper for your resume print outs.
 - Always take along a notepad and a pen.
 - Take along any information you may need to refer to, in order to fill out an application form.
 - Carry a few samples of your work, if relevant.

6. Remember the importance of non-verbal communication.

- Practice projecting confidence. Remind yourself to smile and make eye contact. Practice giving a firm handshake.
- Keep in mind the importance of posture. Practice sitting up straight. Train yourself to stop nervous gestures like fidgeting and foot-tapping.
- Practice keeping your reactions in check. Remember, your facial expressions provide a good insight into your true feelings. Practice projecting a positive image.

7. Make a list of questions to end the interview with.

- Most interviews will end with the interviewer(s) asking if you have any questions. This is your chance to show that you have done your research and are interested in learning more about the company.
- If the interviewer does not ask you this question, you can inform him/her that you have some queries that you would like to discuss. This is the time for you to refer to the notes you made while studying the company.
- Some good questions to ask at this point are:What do you consider the most important criteria for success in this job?
 - o How will my performance be evaluated?
 - o What are the opportunities for advancement?
 - What are the next steps in the hiring process?
- Remember, never ask for information that is easily available on the company website.



- 1. Ask insightful and probing questions.
- 2. When communicating, use effective forms of body language like smiling, making eye contact, and actively listening and nodding. Don't slouch, play with nearby items, fidget, chew gum, or mumble.

18.4.2 Preparing an Effective Resume: How to Create an Effective Resume?

A resume is a formal document that lists a candidate's work experience, education and skills. A good resume gives a potential employer enough information to believe the applicant is worth interviewing. That's why it is so important to create a résumé that is effective. Take a look at the steps to create an effective resume:

Step 1: Write the Address Section: The Address section occupies the top of your resume. It includes information like your name, address, phone number and e-mail address. Insert a bold line under the section to separate it from rest of your resume.

Example:

Jasmine Watts Breach Candy, mumbai - India Contact No. +91 2223678270 Email: jasmine.watts@gmail.com

Step 2: Add the Profile Summary Section: This part of your resume should list your overall experiences, achievements, awards, certifications and strengths. You can make your summary as short as 2-3 bullet points or as long as 8-10 bullet points.

Example:

Profile Summary

- A Content Writer gratuated from University of Strathclyde having 6 years of experience in writing website copy.
- Core expertise lies in content creation for e-learning courses, specifically for the k-12 segment.

Step 3: Include Your Educational Qualifications: When listing your academic records, first list your highest degree. Then add the second highest qualification under the highest one and so on. To provide a clear and accurate picture of your educational background, it is critical that include information on your position, rank, percentage or CPI for every degree or certification that you have listed.

If you have done any certifications and trainings, you can add a Trainings & Certifications section under your Educational Qualifications section.

Example:

Educetional Qualification

- Masters in International Management (2007) from Columbia University with 7.8 CPI.
- Bachelor of Management Studios (2004) from Mumbai University with 87% marks.
- 10+2 with Math, Stats (2001) from Maharastra Board with 91% marks.
- High School (1999) from Maharastra Board with 93% marks.

Step 4: List Your Technical Skills: When listing your technical skills, start with the skills that you are most confident about. Then add the skills that you do not have as good a command over. It is perfectly acceptable to include just one skill, if you feel that particular skill adds tremendous value to your résumé. If you do not have any technical skills, you can omit this step.

Example:

Technical Skills

- Flash
- Photoshop

Step 5: Insert Your Academic Project Experience

List down all the important projects that you have worked on. Include the following information in this section:

Example:

Project titleOrganizationContributionDescription	Platform used	
--	---------------	--

Academic Projects Project Title: Different Communication Skills Organization: True Blue Solutions Platform used: Articilate Contribution: Content writing and graphic zisualization Description: Development of storyboards for corporate induction & training programs.

Step 6: List Your Strengths: This is where you list all your major strengths. This section should be in the form of a bulleted list.

Example:

Strengths

- Excellent oral, written and presentation skills
- Action-oriented and result-focused
- Great time management skills

Step 7: List Your Extracurricular Activities: It is very important to show that you have diverse interests and that your life consists of more than academics. Including your extracurricular activities can give you an added edge over other candidates who have similar academic scores and project experiences. This section should be in the form of a bulleted list.

Example:

Extracurricular Activities

- Mamber of the Debate Club
- Played tennis at at national level
- Won first prizes in the All India Camel Contest, 2010

Step 8: Write Your Personal Details: The last section of your résumé must include the following personal information:

- Date of birth
- Gender & marital status
- Nationality
- Languages known

Example:

Personal Details

- Date of Birth: 25th May, 1981
 Gender & marital status: Female, Single
 Nationality: Indian
- Languages known: English, Hindi, Tamil, French

18.4.2.1 Tips

- 1. Keep your resume file name short, simple and informational.
- 2. Make sure the resume is neat and free from typing errors.
- 3. Always create your resume on plain white paper.

18.4.3 Interview FAQs -

Take a look at some of the most frequently asked interview questions, and some helpful tips on how to answer them.

1. Can you tell me a little about yourself?

Tips to answer:

- Don't provide your full employment or personal history.
- Offer 2-3 specific experiences that you feel are most valuable and relevant.
- Conclude with how those experiences have made you perfect for this specific role.

2. How did you hear about the position?

Tips to answer:

- Tell the interviewer how you heard about the job whether it was through a friend (name the friend), event or article (name them) or a job portal (say which one).
- Explain what excites you about the position and what in particular caught your eye about this role.

3. What do you know about the company?

Tips to answer:

- Don't recite the company's About Us page.
- Show that you understand and care about the company's goals.
- Explain why you believe in the company's mission and values.

4. Why do you want this job?

Tips to answer:

- Show that you are passionate about the job.
- Identify why the role is a great fit for you.
- Explain why you love the company.

5. Why should we hire you?

Tips to answer:

- Prove through your words that you can not only do the work, but can definitely deliver excellent results.
- Explain why you would be a great fit with the team and work culture.
- Explain why you should be chosen over any other candidate.

6. What are your greatest professional strengths?

Tips to answer:

- Be honest share some of your real strengths, rather than give answers that you think sound good.
- Offer examples of specific strengths that are relevant to the position you are applying for.
- Provide examples of how you've demonstrated these strengths.

7. What do you consider to be your weaknesses? Tips to answer:

- The purpose of this question is to gauge your self-awareness and honesty.
- Give an example of a trait that you struggle with, but that you're working on to improve.

8. What are your salary requirements?

Tips to answer:

- Do your research beforehand and find out the typical salary range for the job you are applying for.
- Figure out where you lie on the pay scale based on your experience, education, and skills.
- Be flexible. Tell the interviewer that you know your skills are valuable, but that you want the job and are willing to negotiate.

9. What do you like to do outside of work?

Tips to answer:

- The purpose of this question is to see if you will fit in with the company culture.
- Be honest open up and share activities and hobbies that interest and excite you.

10. If you were an animal, which one would you want to be?

Tips to answer:

- The purpose of this question is to see if you are able to think on your feet.
- There's no wrong answer but to make a great impression try to bring out your strengths or personality traits through your answer.

11. What do you think we could do better or differently?

Tips to answer:

- The purpose of this question is to see if you have done your research on the company, and to test whether you can think critically and come up with new ideas.
- Suggest new ideas. Show how your interests and expertise would help you execute these ideas.

12. Do you have any questions for us?

Tips to answer:

- Do not ask questions to which the answers can be easily found on the company website or through a quick online search.
- Ask intelligent questions that show your ability to think critically.

- 18.4.3.1 Tips 🖳

- 1. Be honest and confident while answering.
- 2. Use examples of your past experiences wherever possible to make your answers more impactful.

- 18.4.4 Work Readiness – Terms & Terminologies

Every employee should be well versed in the following terms:

- Annual leave: Paid vacation leave given by employers to employees.
- **Background Check:** A method used by employers to verify the accuracy of the information provided by potential candidates.
- **Benefits:** A part of an employee's compensation package.

- Breaks: Short periods of rest taken by employees during working hours.
- **Compensation Package:** The combination of salary and benefits that an employer provides to his/her employees.
- Compensatory Time (Comp Time): Time off in lieu of pay.
- **Contract Employee:** An employee who works for one organization that sells said employee's services to another company, either on a project or time basis.
- **Contract of Employment:** When an employee is offered work in exchange for wages or salary, and accepts the offer made by the employer, a contract of employment exists.
- **Corporate Culture:** The beliefs and values shared by all the members of a company, and imparted from one generation of employees to another.
- **Counter Offer/Counter Proposal:** A negotiation technique used by potential candidates to increase the amount of salary offered by a company.
- **Cover Letter:** A letter that accompanies a candidate's resume. It emphasizes the important points in the candidate's resume and provides real examples that prove the candidate's ability to perform the expected job role.
- **Curriculum Vitae (CV)/Resume:** A summary of a candidate's achievements, educational background, work experience, skills and strengths.
- **Declining Letter:** A letter sent by an employee to an employer, turning down the job offer made by the employer to the employee.
- **Deductions:** Amounts subtracted from an employee's pay and listed on the employee's pay slip.
- **Discrimination:** The act of treating one person not as favourably as another person.
- **Employee:** A person who works for another person in exchange for payment.
- **Employee Training:** A workshop or in-house training that an employee is asked to attend by his or her superior, for the benefit of the employer.
- Employment Gaps: Periods of unemployed time between jobs.
- Fixed-Term Contract: A contract of employment which gets terminated on an agreed-upon date.
- Follow-Up: The act of contacting a potential employer after a candidate has submitted his or her resume.
- **Freelancer/Consultant/Independent Contractor:** A person who works for him or herself and pitches for temporary jobs and projects with different employers.
- Holiday: Paid time-off from work.
- Hourly Rate: The amount of salary or wages paid for 60 minutes of work.
- **Internship:** A job opportunity offered by an employer to a potential employee, called an intern, to work at the employer's company for a fixed, limited time period.
- **Interview:** A conversation between a potential employee and a representative of an employer, in order to determine if the potential employee should be hired.
- Job Application: A form which asks for a candidate's information like the candidate's name, address, contact details and work experience. The purpose of a candidate submitting a job application, is to show that candidate's interest in working for a particular company.
- Job Offer: An offer of employment made by an employer to a potential employee.
- **Job Search Agent:** A program that enables candidates to search for employment opportunities by selecting criteria listed in the program, for job vacancies.
- Lay Off: A lay off occurs when an employee is temporarily let go from his or her job, due to the employer not having any work for that employee.
- Leave: Formal permission given to an employee, by his or her employer, to take a leave of absence from work.

- Letter of Acceptance: A letter given by an employer to an employee, confirming the offer of employment made by the employer, as well as the conditions of the offer.
- Letter of Agreement: A letter that outlines the terms of employment.
- Letter of Recommendation: A letter written for the purpose of validating the work skills of a person.
- Maternity Leave: Leave taken from work by women who are pregnant, or who have just given birth.
- **Mentor:** A person who is employed at a higher level than you, who offers you advice and guides you in your career.
- Minimum wage: The minimum wage amount paid on an hourly basis.
- **Notice:** An announcement made by an employee or an employer, stating that the employment contract will end on a particular date.
- Offer of Employment: An offer made by an employer to a prospective employee that contains important information pertaining to the job being offered, like the starting date, salary, working conditions etc.
- **Open-Ended Contract:** A contract of employment that continues till the employer or employee terminates it.
- **Overqualified:** A person who is not suited for a particular job because he or she has too many years of work experience, or a level of education that is much higher than required for the job, or is currently or was previously too highly paid.
- **Part-Time Worker:** An employee who works for fewer hours than the standard number of hours normally worked.
- **Paternity Leave:** Leave granted to a man who has recently become a father.
- **Recruiters/Headhunters/Executive Search Firms:** Professionals who are paid by employers to search for people to fill particular positions.
- **Resigning/Resignations:** When an employee formally informs his or her employer that he or she is quitting his or her job.
- **Self-Employed:** A person who has his or her own business and does not work in the capacity of an employee.
- **Time Sheet:** A form that is submitted to an employer, by an employee, that contains the number of hours worked every day by the employee.

UNIT 18.5: Understanding Entrepreneurship

- Unit Objectives 🥝

At the end of this unit, the participant will be able to:

- 1. Discuss the concept of entrepreneurship
- 2. Discuss the importance of entrepreneurship
- 3. Describe the characteristics of an entrepreneur
- 4. Describe the different types of enterprises
- 5. List the qualities of an effective leader
- 6. Discuss the benefits of effective leadership
- 7. List the traits of an effective team
- 8. Discuss the importance of listening effectively
- 9. Discuss how to listen effectively
- 10. Discuss the importance of speaking effectively
- 11. Discuss how to speak effectively
- 12. Discuss how to solve problems
- 13. List important problem solving traits
- 14. Discuss ways to assess problem solving skills
- 15. Discuss the importance of negotiation
- 16. Discuss how to negotiate
- 17. Discuss how to identify new business opportunities
- 18. Discuss how to identify business opportunities within your business
- 19. Explain the meaning of entrepreneur
- 20. Describe the different types of entrepreneurs
- 21. List the characteristics of entrepreneurs
- 22. Recall entrepreneur success stories
- 23. Discuss the entrepreneurial process
- 24. Describe the entrepreneurship ecosystem
- 25. Discuss the current entrepreneurship ecosystem in India
- 26. Discuss the purpose of the 'Make in India' campaign
- 27. Discuss the relationship between entrepreneurship and risk appetite
- 28. Discuss the relationship between entrepreneurship and resilience
- 29. Describe the characteristics of a resilient entrepreneur
- 30. Discuss how to deal with failure

18.5.1 Concept Introduction (Characteristic of an Entrepreneur, types of firms/types of Enterprises)

Anyone who is determined to start a business, no matter what the risk, is an entrepreneur. Entrepreneurs run their own start-up, take responsibility for the financial risks and use creativity, innovation and vast reserves of self-motivation to achieve success. They dream big and are determined to do whatever it takes to turn their idea into a viable offering. The aim of an entrepreneur is to create an enterprise. The process of creating this enterprise is known as entrepreneurship.

18.5.1.1 Importance of Entrepreneurship

Entrepreneurship is very important for the following reasons:

- 1. It results in the creation of new organizations
- 2. It brings creativity into the marketplace
- 3. It leads to improved standards of living
- 4. It helps develop the economy of a country

18.5.1.2 Characteristics of Entrepreneurs

All successful entrepreneurs have certain characteristics in common.

They are all:

- 1. Extremely passionate about their work
- 2. Confident in themselves
- 3. Disciplined and dedicated
- 4. Motivated and driven
- 5. Highly creative
- 6. Visionaries
- 7. Open-minded
- 8. Decisive

Entrepreneurs also have a tendency to:

- 1. Have a high risk tolerance
- 2. Thoroughly plan everything
- 3. Manage their money wisely
- 4. Make their customers their priority
- 5. Understand their offering and their market in detail
- 6. Ask for advice from experts when required
- 7. Know when to cut their losses

18.5.1.3 Examples of Famous Entrepreneurs

Some famous entrepreneurs are:

- Bill Gates (Founder of Microsoft)
- Steve Jobs (Co-founder of Apple)

- Mark Zuckerberg (Founder of Facebook)
- Pierre Omidyar (Founder of eBay)

- 18.5.1.4 Types of Enterprises –

As an entrepreneur in India, you can own and run any of the following types of enterprises:

Sole Proprietorship: In a sole proprietorship, a single individual owns, manages and controls the enterprise. This type of business is the easiest to form with respect to legal formalities. The business and the owner have no separate legal existence. All profit belongs to the proprietor, as do all the losses the liability of the entrepreneur is unlimited.

Partnership: A partnership firm is formed by two or more people. The owners of the enterprise are called partners. A partnership deed must be signed by all the partners. The firm and its partners have no separate legal existence. The profits are shared by the partners. With respect to losses, the liability of the partners is unlimited. A firm has a limited life span and must be dissolved when any one of the partners dies, retires, claims bankruptcy or goes insane.

Limited Liability Partnership (LLP): In a Limited Liability Partnership or LLP, the partners of the firm enjoy perpetual existence as well as the advantage of limited liability. Each partner's liability is limited to their agreed contribution to the LLP. The partnership and its partners have a separate legal existence.

18.5.1.5 Tips 🖳

- 1. Learn from others' failures.
- 2. Be certain that this is what you want.
- 3. Search for a problem to solve, rather than look for a problem to attach to your idea.

18.5.2 Leadership & Teamwork

Leadership means setting an example for others to follow. Setting a good example means t asking someone to do something that you wouldn't willingly want to do yourself. Leadership is about figuring out what to do in order to win as a team, and as a company.

Leaders believe in doing the right things. They also believe in helping others to do the right things. An effective leader is someone who:

- Creates an inspiring vision of the future.
- Motivates and inspires his team to pursue that vision.

18.5.2.1 Leadership Qualities That All Entrepreneurs Need

Building a successful enterprise is only possible if the entrepreneur in charge possesses excellent leadership qualities. Some critical leadership skills that every entrepreneur must have are:

- **1. Pragmatism:** This means having the ability to highlight all obstacles and challenges, in order to resolve issues and reduce risks.
- **2. Humility:** This means admitting to mistakes often and early, and being quick to take responsibility for your actions. Mistakes should be viewed as challenges to overcome, not opportunities to point blame.

- **3.** Flexibility: It is critical for a good leader to be very flexible and quickly adapt to change. It is equally critical to know when to adapt and when not to.
- **4.** Authenticity: This means showing both, your strengths and your weaknesses. It means being human and showing others that you are human.
- 5. Reinvention: This means refreshing or changing your leadership style when necessary. To do this, it's important to learn where your leadership gaps lie and find out what resources are required to close them.
- 6. Awareness: This means taking the time to recognize how others view you. It means understanding how your presence affects those around you.

18.5.2.2 Benefits of Effective Leadership

Effective leadership results in numerous benefits. Great leadership leads to the leader successfully:

- Gaining the loyalty and commitment of the team members
- Motivating the team to work towards achieving the company's goals and objectives
- Building morale and instilling confidence in the team members
- Fostering mutual understanding and team-spirit among team members
- Convincing team members about the need to change when a situation requires adaptability

18.5.2.3 Teamwork and Teams

Teamwork occurs when the people in a workplace combine their individual skills to pursue a common goal. Effective teams are made up of individuals who work together to achieve this common goal. A great team is one who holds themselves accountable for the end result.

18.5.2.4 Importance of Teamwork in Entrepreneurial Success

For an entrepreneurial leader, building an effective team is critical to the success of a venture. An entrepreneur must ensure that the team he builds possesses certain crucial qualities, traits and characteristics. An effective team is one which has:

- **1. Unity of purpose:** All the team members should clearly understand and be equally committed to the purpose, vision and goals of the team.
- **2.** Great communication skills: Team members should have the ability to express their concerns, ask questions and use diagrams, and charts to convey complex information.
- **3.** The ability to collaborate: Every member should feel entitled to provide regular feedback on new ideas.
- **4. Initiative:** The team should consist of proactive individuals. The members should have the enthusiasm to come up with new ideas, improve existing ideas, and conduct their own research.
- **5.** Visionary members: The team should have the ability to anticipate problems and act on these potential problem before they turn into real problems.
- **6. Great adaptability skills:** The team must believe that change is a positive force. Change should be seen as the chance to improve and try new things.
- **7.** Excellent organizational skills: The team should have the ability to develop standard work processes, balance responsibilities, properly plan projects, and set in place methods to measure progress and ROI.

18.5.2.5 Tips 🖳

- 1. Don't get too attached to your original idea. Allow it to evolve and change.
- 2. Be aware of your weaknesses and build a team that will complement your shortfalls.
- 3. Hiring the right people is not enough. You need to promote or incentivize your most talented people to keep them motivated.
- 4. Earn your team's respect

18.5.3 Communication Skills: Listening & Speaking: The Importance of Listening Effectively

Listening is the ability to correctly receive and understand messages during the process of communication. Listening is critical for effective communication. Without effective listening skills, messages can easily be misunderstood. This results in a communication breakdown and can lead to the sender and the receiver of the message becoming frustrated or irritated.

It's very important to note that listening is not the same as hearing. Hearing just refers to sounds that you hear. Listening is a whole lot more than that. To listen, one requires focus. It means not only paying attention to the story, but also focusing on how the story is relayed, the way language and voice is used, and even how the speaker uses their body language. The ability to listen depends on how effectively one can perceive and understand both, verbal and non-verbal cues.

18.5.3.1 How to Listen Effectively -

To listen effectively you should:

- Stop talking
- Stop interrupting
- Focus completely on what is being said
- Nod and use encouraging words and gestures
- Be open-minded
- Think about the speaker's perspective
- Be very, very patient
- Pay attention to the tone that is being used
- Pay attention to the speaker's gestures, facial expressions and eye movements
- Not try and rush the person
- Not let the speaker's mannerisms or habits irritate or distract you
- Be very, very patient
- Pay attention to the tone that is being used
- Pay attention to the speaker's gestures, facial expressions and eye movements
- Not try and rush the person
- Not let the speaker's mannerisms or habits irritate or distract you

18.5.3.2 How to Listen Effectively

How successfully a message gets conveyed depends entirely on how effectively you are able to get it through. An effective speaker is one who enunciates properly, pronounces words correctly, chooses the right words and speaks at a pace that is easily understandable. Besides this, the words spoken out loud need to match the gestures, tone and body language used.

What you say, and the tone in which you say it, results in numerous perceptions being formed. A person who speaks hesitantly may be perceived as having low self-esteem or lacking in knowledge of the discussed topic. Those with a quiet voice may very well be labelled as shy. And those who speak in commanding tones with high levels of clarity, are usually considered to be extremely confident. This makes speaking a very critical communication skill.

18.5.3.3 How to Speak Effectively

To speak effectively you should:

- Incorporate body language in your speech like eye contact, smiling, nodding, gesturing etc.
- Build a draft of your speech before actually making your speech.
- Ensure that all your emotions and feelings are under control.
- Pronounce your words distinctly with the correct pitch and intensity. Your speech should be crystal clear at all times.
- Use a pleasant and natural tone when speaking. Your audience should not feel like you are putting on an accent or being unnatural in any way.
- Use precise and specific words to drive your message home. Ambiguity should be avoided at all costs.
- Ensure that your speech has a logical flow.
- Be brief. Don't add any unnecessary information.
- Make a conscious effort to avoid irritating mannerisms like fidgeting, twitching etc.
- Choose your words carefully and use simple words that the majority of the audience will have no difficulty understanding.
- Use visual aids like slides or a whiteboard.
- Speak slowly so that your audience can easily understand what you're saying. However, be careful not to speak too slowly because this can come across as stiff, unprepared or even condescending.
- Remember to pause at the right moments.



- 1. If you're finding it difficult to focus on what someone is saying, try repeating their words in your head.
- 2. Always maintain eye contact with the person that you are communicating with, when speaking as well as listening. This conveys and also encourages interest in the conversation.

18.5.4 Problem Solving & Negotiation skills

As per The Concise Oxford Dictionary (1995), a problem is, "A doubtful or difficult matter requiring a solution"

All problems contain two elements:

- 1. Goals
- 2. Obstacles

The aim of problem solving is to recognize the obstacles and remove them in order to achieve the goals.

18.5.4.1 How to Solve Problems

Solving a problem requires a level of rational thinking. Here are some logical steps to follow when faced with an issue:

- Step 1: Identify the problem
- Step 2: Study the problem in detail
- Step 3: List all possible solutions
- **Step 4:** Select the best solution
- Step 5: Implement the chosen solution
- Step 6: Check that the problem has really been solved

18.5.4.2 Important Traits for Problem Solving

Highly developed problem solving skills are critical for both, business owners and their employees. The following personality traits play a big role in how effectively problems are solved:

- Being open minded
- Asking the right questions
- Being proactive
- Not panicking
- Having a positive attitude
- Focusing on the right problem

18.5.4.3 How to Assess for Problem Solving Skills? -

As an entrepreneur, it would be a good idea to assess the level of problem solving skills of potential candidates before hiring them. Some ways to assess this skill are through:

- Application forms: Ask for proof of the candidate's problem solving skills in the application form.
- **Psychometric tests:** Give potential candidates logical reasoning and critical thinking tests and see how they fare.
- Interviews: Create hypothetical problematic situations or raise ethical questions and see how the candidates respond.
- **Technical questions:** Give candidates examples of real life problems and evaluate their thought process.

18.5.4.4 What is Negotiation?

Negotiation is a method used to settle differences. The aim of negotiation is to resolve differences through a compromise or agreement while avoiding disputes. Without negotiation, conflicts are likely to lead to resentment between people. Good negotiation skills help satisfy both parties and go a long way towards developing strong relationships.

Why Negotiate

Starting a business requires many, many negotiations. Some negotiations are small while others are critical enough to make or break a startup. Negotiation also plays a big role inside the workplace. As an entrepreneur, you need to know not only know how to negotiate yourself, but also how to train employees in the art of negotiation.

How to Negotiate

Take a look at some steps to help you negotiate:

Step 1: Pre-Negotiation Preparation: Agree on where to meet to discuss the problem, decide who all will be present and set a time limit for the discussion.

Step 2: Discuss the Problem: This involves asking questions, listening to the other side, putting your views forward and clarifying doubts.

Step 3: Clarify the Objective: Ensure that both parties want to solve the same problem and reach the same goal.

Step 4: Aim for a Win-Win Outcome: Try your best to be open minded when negotiating. Compromise and offer alternate solutions to reach an outcome where both parties win.

Step 5: Clearly Define the Agreement: When an agreement has been reached, the details of the agreement should be crystal clear to both sides, with no scope for misunderstandings.

Step 6: Implement the Agreed Upon Solution: Agree on a course of action to set the solution in motion.

- 18.5.4.5 Tips 🖳

- 1. Know exactly what you want before you work towards getting it
- 2. Give more importance to listening and thinking, than speaking
- 3. Focus on building a relationship rather than winning
- 4. Remember that your people skills will affect the outcome
- 5. Know when to walk away sometimes reaching an agreement may not be possible

18.5.5 Business Opportunities Identification: Entrepreneurs and Opportunities

"The entrepreneur always searches for change, responds to it and exploits it as an opportunity."

Peter Drucker

The ability to identify business opportunities is an essential characteristic of an entrepreneur.

What is an Opportunity?

The word opportunity suggests a good chance or a favourable situation to do something offered by circumstances.

A business opportunity means a good or favourable change available to run a specific business in a given environment, at a given point of time.

Common Questions Faced by Entrepreneurs

A critical question that all entrepreneurs face is how to go about finding the business opportunity that is right for them.

Some common questions that entrepreneurs constantly think about are:

- Should the new enterprise introduce a new product or service based on an unmet need?
- Should the new enterprise select an existing product or service from one market and offer it in another where it may not be available?
- Should the enterprise be based on a tried and tested formula that has worked elsewhere?

It is therefore extremely important that entrepreneurs must learn how to identify new and existing business opportunities and evaluate their chances of success.

When is an Idea an Opportunity?

An idea is an opportunity when:

- It creates or adds value to a customer
- It solves a significant problem, removes a pain point or meets a demand
- Has a robust market and profit margin
- Is a good fit with the founder and management team at the right time and place

Factors to Consider When Looking for Opportunities

- Consider the following when looking for business opportunities:
- Economic trends Changes in funding
- Changing relationships between vendors, partners and suppliers
- Market trends
- Changes in political support
- Shift in target audience

Ways to Identify New Business Opportunities

- **Identify Market Inefficiencies:** When looking at a market, consider what inefficiencies are present in the market. Think about ways to correct these inefficiencies.
- **Remove Key Hassles:** Rather than create a new product or service, you can innovatively improve a product, service or process.
- Create Something New: Think about how you can create a new experience for customers, based on existing business models.
- **Pick a Growing Sector/Industry:** Research and find out which sectors or industries are growing and think about what opportunities you can tap in the same.
- Think About Product Differentiation: If you already have a product in mind, think about ways to set it apart from the existing ones.

Ways to Identify Business Opportunities Within Your Business

SWOT Analysis: An excellent way to identify opportunities inside your business is by creating a SWOT analysis. The acronym SWOT stands for strengths, weaknesses, opportunities, and threats. SWOT analysis framework:

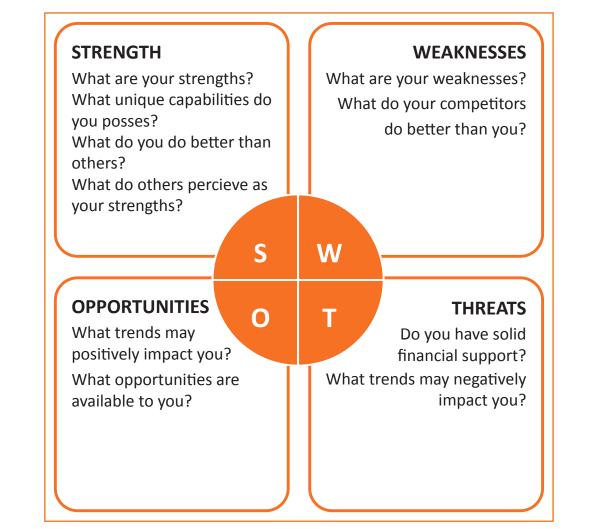


Fig. 18.5.1: SWOT

Consider the following when looking for business opportunities:

By looking at yourself and your competitors using the SWOT framework, you can uncover opportunities that you can exploit, as well as manage and eliminate threats that could derail your success.

Establishing Your USP

Establish your USP and position yourself as different from your competitors. Identify why customers should buy from you and promote that reason.

Opportunity Analysis

Once you have identified an opportunity, you need to analyze it. To analyze an opportunity, you must:

- Focus on the idea
- Focus on the market of the idea
- Talk to industry leaders in the same space as the idea
- Talk to players in the same space as the idea

18.5.5.1 Tips

- 1. Remember, opportunities are situational.
- 2. Look for a proven track record.
- 3. Avoid the latest craze.
- 4. Love your idea.

18.5.6 Entrepreneurship Support Eco-System

An entrepreneur is a person who:

- Does not work for an employee
- Runs a small enterprise
- Assumes all the risks and rewards of the enterprise, idea, good or service

Types of Entrepreneurs

There are four main types of entrepreneurs:

- 1. The Traditional Entrepreneur: This type of entrepreneur usually has some kind of skill they can be a carpenter, mechanic, cook etc. They have businesses that have been around for numerous years like restaurants, shops and carpenters. Typically, they gain plenty of experience in a particular industry before they begin their own business in a similar field.
- 2. The Growth Potential Entrepreneur: The desire of this type of entrepreneur is to start an enterprise that will grow, win many customers and make lots of money. Their ultimate aim is to eventually sell their enterprise for a nice profit. Such entrepreneurs usually have a science or technical background.
- **3.** The Project-Oriented Entrepreneur: This type of entrepreneur generally has a background in the Arts or psychology. Their enterprises tend to be focus on something that they are very passionate about.
- 4. The Lifestyle Entrepreneur: This type of entrepreneur has usually worked as a teacher or a office assistant. They are more interested in selling something that people will enjoy, rather than making lots of money.

Characteristics of an Entrepreneur

Successful entrepreneurs have the following characteristics:

- They are highly motivated
- They are creative and persuasive
- They are mentally prepared to handle each and every task
- They have excellent business skills they know how to evaluate their cash flow, sales and revenue
- They are willing to take great risks
- They are very proactive this means they are willing to do the work themselves, rather than wait for someone else to do it
- They have a vision they are able to see the big picture
- They are flexible and open-minded
- They are good at making decisions

18.5.6.1 Entrepreneur Success Stories

Dhiru Bhai Ambani

Dhirubhai Ambani began his entrepreneurial career by selling "bhajias" to pilgrims in Mount Girnar on weekends. At 16, he moved to Yemen where he worked as a gas-station attendant, and as a clerk in an oil company. He returned to India with Rs. 50,000 and started a textile trading company. Reliance went on to become the first Indian company to raise money in global markets and the first Indian company to feature in Forbes 500 list.

Dr. Karsanbhai Patel

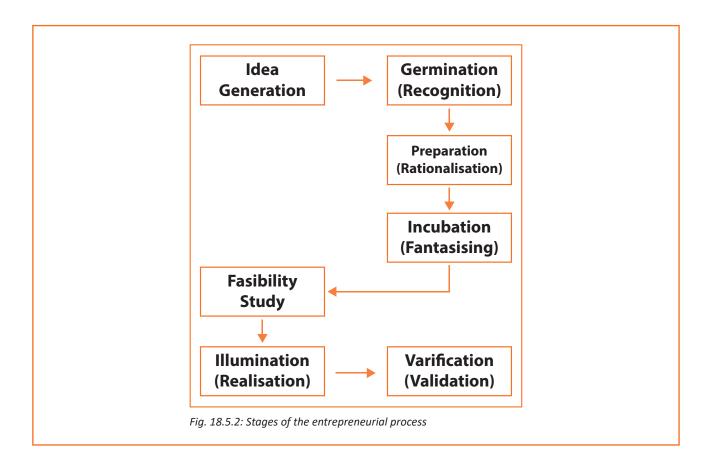
Karsanbhai Patel made detergent powder in the backyard of his house. He sold his product door-todoor and offered a money back guarantee with every pack that was sold. He charged Rs. 3 per kg when the cheapest detergent at that time was Rs.13 per kg. Dr. Patel eventually started Nirma which became a whole new segment in the Indian domestic detergent market.

18.5.6.2 The Entrepreneurial Process

Let's take a look at the stages of the entrepreneurial process.

- **Stage 1:** Idea Generation. The entrepreneurial process begins with an idea that has been thought of by the entrepreneur. The idea is a problem that has the potential to be solved.
- **Stage 2:** Germination or Recognition. In this stage a possible solution to the identified problem is thought of.
- **Stage 3:** Preparation or Rationalization. The problem is studied further and research is done to find out how others have tried to solve the same problem.
- **Stage 4:** Incubation or Fantasizing. This stage involves creative thinking for the purpose of coming up with more ideas. Less thought is given to the problem areas.
- **Stage 5:** Feasibility Study: The next step is the creation of a feasibility study to determine if the idea will make a profit and if it should be seen through.
- **Stage 6:** Illumination or Realization. This is when all uncertain areas suddenly become clear. The entrepreneur feels confident that his idea has merit.
- **Stage 7:** Verification or Validation. In this final stage, the idea is verified to see if it works and if it is useful.

Take a look at the diagram below to get a better idea of this process.



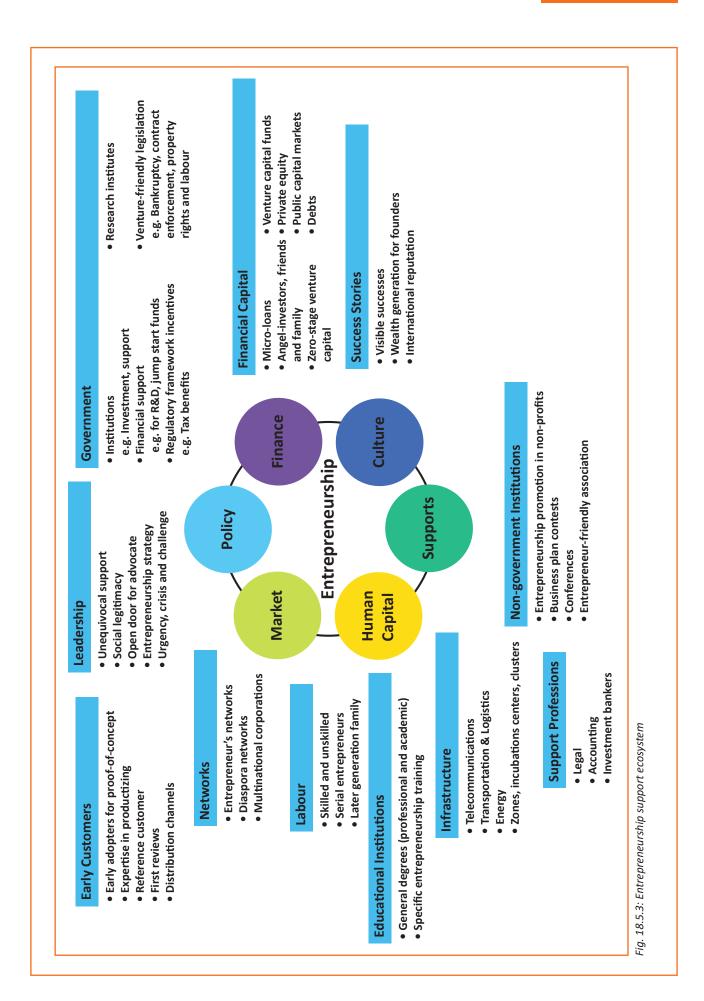
18.5.6.3 Introduction to the Entrepreneurship Ecosystem

The entrepreneurship support ecosystem signifies the collective and complete nature of entrepreneurship. New companies emerge and flourish not only because of the courageous, visionary entrepreneurs who launch them, but they thrive as they are set in an environment or 'ecosystem' made of private and public participants. These players nurture and sustain the new ventures, facilitating the entrepreneurs' efforts.

An entrepreneurship ecosystem comprises of the following six domains:

- 1. Favourable Culture: This includes elements such as tolerance of risk and errors, valuable networking and positive social standing of the entrepreneur.
- 2. Facilitating Policies & Leadership: This includes regulatory framework incentives and existence of public research institutes.
- **3.** Financing Options: Angel financing, venture capitalists and micro loans would be good examples of this.
- **4.** Human Capital: This refers to trained and untrained labour, entrepreneurs and entrepreneurship training programmes, etc.
- 5. Conducive Markets for Products & Services: This refers to an existence or scope of existence of a market for the product/service.
- **6. Institutional & Infrastructural Support:** This includes legal and financing advisers, telecommunications, digital and transportation infrastructure, and entrepreneurship networking programmes.

These domains indicate whether there is a strong entrepreneurship support ecosystem and what actions should the government put in place to further encourage this ecosystem. The six domains and their various elements have been graphically depicted.



Every entrepreneurship support ecosystem is unique and all the elements of the ecosystem are interdependent. Although every region's entrepreneurship ecosystem can be broadly described by the above features, each ecosystem is the result of the hundred elements interacting in highly complex and particular ways.

Entrepreneurship ecosystems eventually become (largely) self-sustaining. When the six domains are resilient enough, they are mutually beneficial. At this point, government involvement can and should be significantly minimized. Public leaders do not need to invest a lot to sustain the ecosystem. It is imperative that the entrepreneurship ecosystem incentives are formulated to be self-liquidating, hence focusing on sustainability of the environment.

18.5.6.4 Make in India Campaign

Every entrepreneur has certain needs. Some of their important needs are:

- To easily get loans
- To easily find investors
- To get tax exemptions
- To easily access resources and good infrastructure
- To enjoy a procedure that is free of hassles and is quick
- To be able to easily partner with other firms

The Make in India campaign, launched by Prime Minister Modi aims to satisfy all these needs of young, aspiring entrepreneurs. Its objective is to:

- Make investment easy
- Support new ideas
- Enhance skill development
- Safeguard the ideas of entrepreneurs
- Create state-of-the-art facilities for manufacturing goods

18.5.6.5 Key Schemes to Promote Entrepreneurs

The government offers many schemes to support entrepreneurs. These schemes are run by various Ministries/ Departments of Government of India to support First Generation Entrepreneurs. Take a look at a few key schemes to promote entrepreneurship:

Name of the Scheme

- 1. Pradhan Mantri MUDRA Yojana Micro Units Development and Refinance Agency (MUDRA),
- 2. STAND UP INDIA
- 3. Prime Minister Employment Generation Programme (PMEGP)
- 4. International Cooperation
- 5. Performance and Credit Rating
- 6. Marketing Assistance Scheme
- 7. Reimbursement of Registration Fee for Bar Coding
- 8. Enable Participation of MSMEs in State/District level Trade Fairs and Provide Funding Support
- 9. Capital Subsidy Support on Credit for Technology up gradation
- 10. Credit Guarantee Fund for Micro and Small Enterprise (CGFMSE)
- 11. Reimbursement of Certification Fees for Acquiring ISO Standards

- 12. Agricultural Marketing
- 13. Small Agricultural Marketing
- 14. Mega Food Park
- 15. Adivasi Mahila Sashaktikaran Yojana

Pradhan Mantri MUDRA Yojana, - Micro Units Development and Refinance Agency (MUDRA)

Under the aegis support of Pradhan Mantri MUDRA Yojana, MUDRA has already created its initial products/ schemes. The interventions have been named 'Shishu', 'Kishor' and 'Tarun' to signify the stage of growth/ development and funding needs of the beneficiary micro unit/entrepreneur and also provide a reference point for the next phase of graduation/growth to look forward to:

- Shishu: Covering loans upto Rs.50,000/-
- Kishor: Covering loans above Rs. 50,000/- and upto Rs.5 lakh
- Tarun: Covering loans above Rs. 5 lakh to Rs.10 lakh

Who can apply?: Any Indian citizen who has a business plan for a non-farm sector income generating activity such as manufacturing, processing, trading or service sector and whose credit need is less than Rs.10 lakh can approach either a Bank, MFI, or NBFC for availing of MUDRA loans under Pradhan Mantri Mudra Yojana (PMMY).

Stand Up India

The objective of the Standup India scheme is to facilitate bank loans between Rs.10 lakh and Rs.1 crore to at least one Schedule Caste (SC) or Scheduled Tribe (ST) borrower and at least one woman borrower per bank branch for setting up a Greenfield enterprise. This enterprise may be in manufacturing, services or the trading sector. In case of non-Individual enterprises at least 51% of the shareholding and controlling stake should be held be either an SC/ST or Woman Entrepreneur.

Who can apply ?: ST, SC & Women

Prime Minister Employment Generation Programme (PMEGP)

The Scheme is implemented by Khadi and Village Industries Commission (KVIC), as the nodal agency at the National level. At the State level, the Scheme is implemented through State KVIC Directorates, State Khadi and Village Industries Boards (KVIBs) and District Industries Centres (DICs) and banks. The Government subsidy under the Scheme is routed. by KVIC through identified banks for eventual distribution to the beneficiaries/ entrepreneurs in their bank accounts.

Nature of assistance: The maximum cost of the project/unit admissible under manufacturing sector is Rs.25 lakh and under business/service sector is Rs.10 lakh. Levels of funding under PMEGP

Categories of beneficiaries under PMEGP	Beneficiary's contribution (of project cost)	Rate of Subsidy (of project cost)
Area (location of project/unit)		Urban Rural
Concernal Contocome	10%	15%
General Category		25%
Special (including SC / ST / OBC / Minorities / Women, Ex- servicemen, Physically handicapped, NER, Hill and Border areas, etc.	05%	25% 35%

The balance amount of the total project cost will be provided by Banks as term loan as well as working capital.

Who can apply?: Any individual, above 18 years of age. At least VIII standard pass for projects costing above Rs.10 lakh in the manufacturing sector and above Rs.5 lakh in the business/service sector. Only new projects are considered for sanction under PMEGP. Self Help Groups (including those belonging to BPL provided that they have not availed benefits under any other Scheme), Institutions registered under Societies Registration Act,1860; Production Co-operative Societies, and Charitable Trusts are also eligible. Existing Units (under PMRY, REGP or any other scheme of Government of India or State Government) and the units that have already availed Government Subsidy under any other scheme of Government of India or State Government are NOT eligible.

International Cooperation Description

The Scheme would cover the following activities:

- Deputation of MSME business delegations to other countries for exploring new areas of technology infusion/ upgradation, facilitating joint ventures, improving market of MSMEs products, foreign collaborations, etc.
- Participation by Indian MSMEs in international exhibitions, trade fairs and buyer-seller meets in foreign countries as well as in India, in which there is international participation.
- Holding international conferences and seminars on topics and themes of interest to the MSME.

Nature of assistance: IC Scheme provides financial assistance towards the airfare and space rent of entrepreneurs. Assistance is provided on the basis of size and the type of the enterprise.

Who can apply?:

- State/Central Government Organisations;
- Industry/Enterprise Associations; and
- Registered Societies/Trusts and Organisations associated with the promotion and development of MSMEs

Performance and Credit Rating for Micro and Small Enterprises Description

The objective of the Scheme is to create awareness amongst micro & small enterprises about the strengths and weaknesses of their operations and also their credit worthiness.

Nature of assistance:

Turn Over	Fee to be reimbursed by Ministry of MSME
Up to Rs.50 lacs	75% of the fee charged by the rating agency subject to a ceiling Rs.15,000/-
Above Rs.50 lacs to Rs.200 lacs	75% of the fee charged by the rating agency subject to a ceiling of Rs.30,0001-
Above Rs.200 lacs	75% of the fee charged by the rating agency subject

Who can apply?: Any enterprise registered in India as a micro or small enterprise is eligible to apply.

Marketing Assistance Scheme Description

The assistance is provided for the following activities:

- Organizing exhibitions abroad and participation in international exhibitions/trade fairs
- Co-sponsoring of exhibitions organized by other organisations/industry associations/agencies
- Organizing buyer-seller meets, intensive campaigns and marketing promotion events

Nature of assistance: Financial assistance of up to 95% of the airfare and space rent of entrepreneurs. Assistance is provided on the basis of size and the type of the enterprise. Financial assistance for cosponsoring would be limited to 40% of the net expenditure, subject to maximum amount of Rs.5 lakh.

Who can apply?: MSMEs, Industry Associations and other organizations related to MSME sector.

Reimbursement of Registration Fee for Bar Coding Description

The financial assistance is provided towards 75% reimbursement of only one-time registration fee and 75% of annual recurring fee for first three years paid by MSEs to GS1 India for using bar coding.

Nature of assistance: Funding support for reimbursement of 75% of one time and recurring bar code registration fees.

Who can apply?: All MSMEs with EM registration.

Enabling Participation of MSMEs in State/District Level Trade Fairs and Provide Funding Support

Provide marketing platform to manufacturing MSMEs by enabling their participation in state/district level exhibitions being organized by state/district authorities/associations.

Nature of assistance:

- Free registration for participating in trade fairs. The selection of participants would be done by the MSME-DIs post the submission of application.
- Reimbursement of 50% of to and fro actual fare by shortest distance/direct train (limited to AC II tier class) from the nearest railway station/bus fare to the place of exhibition and 50% space rental charges for MSMEs (General category entrepreneurs).
- For Women/SC/ST entrepreneurs & entrepreneurs from North Eastern Region Govt. of India will reimburse 80% of items listed above in Point (2).

Note: The total reimbursement will be max. Rs.30,000/- per unit for the SC/ST/Women/Physically

Handicapped entrepreneurs, while for the other units the max. limit will be Rs.20,000/- per person per MSME unit.

Note: The participant is required to submit follow-up proofs post attending the event to claim reimbursement. The proofs can be submitted after logging in online under the section "My Applications" or directly contacting a DI office.

Who can apply?: All MSMEs with EM registration.

Capital Subsidy Support on Credit for Technology Upgradation Description

MSMEs can get a capital subsidy (~15%) on credit availed for technology upgradation.

Nature of assistance: Financial assistance for availing credit and loan.

Who can apply?:

- Banks and financial institutions can apply to DC-MSME for availing support.
- MSMEs need to directly contact the respective banks for getting credit and capital subsidy.

How to apply?: If you are a financial institution, click on the "Apply Now" button or else you can also directly contact the Office of DC-MSME. You can view the contact details of Office of DC-MSME. If you are an MSME, directly contact the respective banks/financial institutions as listed in the scheme guidelines.

Provision of Collateral Free Credit for MSMEs Description

Banks and financial institutions are provided funding assistance under this scheme so that they can in turn lend collateral free credit to MSMEs.

Nature of assistance: Funding support to banks and financial institutions for lending collateral-free credit to MSMEs.

Who can apply?: Banks and financial institutions can apply to office of DC-MSME/MSME-DIs for availing support. MSMEs need to directly contact the respective banks for getting credit.

Reimbursement of certification fees for acquiring ISO standards - ISO 9000/ISO 14001 Certification Reimbursement

The Goal assistance will be provided for one-time reimbursement of expenditure to such MSME manufacturing units which acquire ISO 18000/ISO 22000/ISO 27000 certification.

Nature of assistance: Reimbursement of expenditure incurred on acquiring ISO standards.

Who can apply?: MSMEs with EM registration.

Agricultural Marketing Description

A capital investment subsidy for construction/renovation of rural godowns. Creation of scientific storage capacity and prevention of distress sale.

Nature of assistance: Subsidy @ 25% to farmers, 15% of project cost to companies.

Who can apply?: NGOs, SHGs, companies, co-operatives.

Small Agricultural Marketing Description

Business development description provides venture capital assistance in the form of equity, and arranges training and visits of agri-preneurs

Farmers' Agriculture Business Consortium: Business development description provides venture capital assistance in the form of equity, and arranges training and visits of agri-preneurs.

Nature of assistance: Financial assistance with a ceiling of Rs.5 lakh.

Who can apply?: Individuals, farmers, producer groups, partnership/propriety firms, SGHs, agri-preneurs, etc.

Mega Food Park Description

Mechanism to link agricultural production and market to maximize value addition, enhance farmers income, create rural employment.

Nature of assistance: One-time capital grant of 50% of project cost with a limit of Rs.50 crore.

Who can apply?: Farmers, farmer groups, SHGs.

Adivasi Mahila Sashaktikaran Yojana Description

Concessional scheme for the economic development of ST women.

Nature of assistance: Term loan at concessional rates upto 90% of cost of scheme.

Who can apply?: Scheduled Tribes Women.

- 18.5.6.6 Tips 🖳

- 1. Remember, opportunities are situational.
- 2. Look for a proven track record.
- 3. Avoid the latest craze.
- 4. Love your idea.

18.5.7 Risk Appetite & Resilience

Entrepreneurship and Risk

Entrepreneurs are inherently risk takers. They are path-makers not path-takers. Unlike a normal, cautious person, an entrepreneur would not think twice about quitting his job (his sole income) and taking a risk on himself and his idea.

An entrepreneur is aware that while pursuing his dreams, assumptions can be proven wrong and unforeseen events may arise. He knows that after dealing with numerous problems, success is still not guaranteed. Entrepreneurship is synonymous with the ability to take risks. This ability, called risk-appetite, is an entrepreneurial trait that is partly genetic and partly acquired.

What is Risk Appetite?

Risk appetite is defined as the extent to which a company is equipped to take risk, in order to achieve its objectives. Essentially, it refers to the balance, struck by the company, between possible profits and the hazards caused by changes in the environment (economic ecosystem, policies, etc.). Taking on more risk may lead to higher rewards but have a high probability of losses as well. However, being too conservative may go against the company as it can miss out on good opportunities to grow and reach their objectives.

The levels of risk appetite can be broadly categorized as "low", "medium" and "high." The company's entrepreneur(s) have to evaluate all potential alternatives and select the option most likely to succeed. Companies have varying levels of risk appetites for different objectives. The levels depend on:

- The type of industry
- Market pressures
- Company objectives

For example, a startup with a revolutionary concept will have a very high risk appetite. The startup can afford short term failures before it achieves longer term success. This type of appetite will not remain constant and will be adjusted to account for the present circumstances of the company.167

Risk Appetite Statement

Companies have to define and articulate their risk appetite in sync with decisions made about their objectives and opportunities. The point of having a risk appetite statement is to have a framework that clearly states the acceptance and management of risk in business. It sets risk taking limits within the company. The risk appetite statement should convey the following:

- The nature of risks the business faces.
- Which risks the company is comfortable taking on and which risks are unacceptable.
- How much risk to accept in all the risk categories.
- The desired tradeoff between risk and reward.
- Measures of risk and methods of examining and regulating risk exposures.

Entrepreneurship and Resilience

Entrepreneurs are characterized by a set of qualities known as resilience. These qualities play an especially large role in the early stages of developing an enterprise. Risk resilience is an extremely valuable characteristic as it is believed to protect entrepreneurs against the threat of challenges and changes in the business environment.

What is Entrepreneurial Resilience?

Resilience is used to describe individuals who have the ability to overcome setbacks related to their life and career aspirations. A resilient person is someone who is capable of easily and quickly recovering from setbacks. For the entrepreneur, resilience is a critical trait. Entrepreneurial resilience can be enhanced in the following ways:

- By developing a professional network of coaches and mentors
- By accepting that change is a part of life
- By viewing obstacles as something that can be overcome

Characteristics of a Resilient Entrepreneur

The characteristics required to make an entrepreneur resilient enough to go the whole way in their business enterprise are:

- A strong internal sense of control
- Strong social connections
- Skill to learn from setbacks
- Ability to look at the bigger picture
- Ability to diversify and expand
- Survivor attitude
- Cash-flow conscious habits
- Attention to detail

- 18.5.7.1 Tips 🖳

- 1. Cultivate a great network of clients, suppliers, peers, friends and family. This will not only help you promote your business, but will also help you learn, identify new opportunities and stay tuned to changes in the market.
- 2. Don't dwell on setbacks. Focus on what the you need to do next to get moving again.
- 3. While you should try and curtail expenses, ensure that it is not at the cost of your growth.

18.5.8 Success & Failures

Understanding Successes and Failures in Entrepreneurship

Shyam is a famous entrepreneur, known for his success story. But what most people don't know, is that Shyam failed numerous times before his enterprise became a success. Read his interview to get an idea of what entrepreneurship is really about, straight from an entrepreneur who has both, failed and succeeded.

Interviewer: Shyam, I have heard that entrepreneurs are great risk-takers who are never afraid of failing. Is this true?

Shyam: Ha ha, no of course it's not true! Most people believe that entrepreneurs need to be fearlessly enthusiastic. But the truth is, fear is a very normal and valid human reaction, especially when you are planning to start your own business! In fact, my biggest fear was the fear of failing. The reality is, entrepreneurs fail as much as they succeed. The trick is to not allow the fear of failing to stop you from going ahead with your plans. Remember, failures are lessons for future success!

Interviewer: What, according to you, is the reason that entrepreneurs fail?

Shyam: Well, there is no one single reason why entrepreneurs fail. An entrepreneur can fail due to numerous reasons. You could fail because you have allowed your fear of failure to defeat you. You could fail because you are unwilling to delegate (distribute) work. As the saying goes, "You can do anything, but not everything!" You could fail because you gave up too easily – maybe you were not persistent enough. You could fail because you were focusing your energy on small, insignificant tasks and ignoring the tasks that were most important. Other reasons for failing are partnering with the wrong people,

not being able to sell your product to the right customers at the right time at the right price... and many more reasons!

Interviewer: As an entrepreneur, how do you feel failure should be looked at?

Shyam: I believe we should all look at failure as an asset, rather than as something negative. The way I see it, if you have an idea, you should try to make it work, even if there is a chance that you will fail. That's because not trying is failure right there, anyway! And failure is not the worst thing that can happen. I think having regrets because of not trying, and wondering 'what if' is far worse than trying and actually failing.

Interviewer: How did you feel when you failed for the first time?

Shyam: I was completely heartbroken! It was a very painful experience. But the good news is, you do recover from the failure. And with every subsequent failure, the recovery process gets a lot easier. That's because you start to see each failure more as a lesson that will eventually help you succeed, rather than as an obstacle that you cannot overcome. You will start to realize that failure has many benefits.

Interviewer: Can you tell us about some of the benefits of failing?

Shyam: One of the benefits that I have experienced personally from failing is that the failure made me see things in a new light. It gave me answers that I didn't have before. Failure can make you a lot stronger. It also helps keep your ego in control.

Interviewer: What advice would you give entrepreneurs who are about to start their own enterprises?

Shyam: I would tell them to do their research and ensure that their product is something that is actually wanted by customers. I'd tell them to pick their partners and employees very wisely and cautiously. I'd tell them that it's very important to be aggressive – push and market your product as aggressively as possible. I would warn them that starting an enterprise is very expensive and that they should be prepared for a situation where they run out of money.

I would tell them to create long term goals and put a plan in action to achieve that goal. I would tell them to build a product that is truly unique. Be very careful and ensure that you are not copying another startup. Lastly, I'd tell them that it's very important that they find the right investors.

Interviewer: That's some really helpful advice, Shyam! I'm sure this will help all entrepreneurs to be more prepared before they begin their journey! Thank you for all your insight!

18.5.8.1 Tips

- 1. Remember that nothing is impossible.
- 2. Identify your mission and your purpose before you start.
- 3. Plan your next steps don't make decisions hastily.

UNIT 18.6: Preparing to be an Entrepreneur

- Unit Objectives

At the end of this unit, the participant will be able to:

1. Discuss how market research is carried out

- 2. Describe the 4 Ps of marketing
- 3. Discuss the importance of idea generation
- 4. Recall basic business terminology
- 5. Discuss the need for CRM
- 6. Discuss the benefits of CRM
- 7. Discuss the need for networking
- 8. Discuss the benefits of networking
- 9. Discuss the importance of setting goals
- 10. Differentiate between short-term, medium-term and long-term goals
- 11. Discuss how to write a business plan
- 12. Explain the financial planning process
- 13. Discuss ways to manage your risk
- 14. Describe the procedure and formalities for applying for bank finance
- 15. Discuss how to manage your own enterprise
- 16. List important questions that every entrepreneur should ask before starting an enterprise

18.6.1 Market Study / The 4 Ps of Marketing / Importance of an IDEA: Understanding Market Research

Understanding Market Research

Market research is the process of gathering, analyzing and interpreting market information on a product or service that is being sold in that market. It also includes information on:

- Past, present and prospective customers
- Customer characteristics and spending habits
- The location and needs of the target market
- The overall industry
- Relevant competitors

Market research involves two types of data:

- Primary information. This is research collected by yourself or by someone hired by you.
- Secondary information. This is research that already exists and is out there for you to find and use.

Primary research

Primary research can be of two types:

- Exploratory: This is open-ended and usually involves detailed, unstructured interviews.
- **Specific:** This is precise and involves structured, formal interviews. Conducting specific research is the more expensive than conducting exploratory research.

Secondary research

Secondary research uses outside information. Some common secondary sources are:

- **Public sources:** These are usually free and have a lot of good information. Examples are government departments, business departments of public libraries etc.
- **Commercial sources:** These offer valuable information but usually require a fee to be paid. Examples are research and trade associations, banks and other financial institutions etc.
- Educational institutions: These offer a wealth of information. Examples are colleges, universities, technical institutes etc.

18.6.1.1 The 4 Ps of Marketing -

The 4 Ps of marketing are:

- 1. Product,
- 2. Price,
- 3. Promotion and
- 4. Place.

Let's look at each of these 4 Ps in detail.

Product

A product can be:

- A tangible good
- An intangible service

Whatever your product is, it is critical that you have a clear understanding of what you are offering, and what its unique characteristics are, before you begin with the marketing process.

Some questions to ask yourself are:

- What does the customer want from the product/service?
- What needs does it satisfy?
- Are there any more features that can be added?
- Does it have any expensive and unnecessary features?
- How will customers use it?
- What should it be called?
- How is it different from similar products?
- How much will it cost to produce?
- Can it be sold at a profit?

Price

Once all the elements of Product have been established, the Price factor needs to be considered. The Price of a Product will depend on several factors such as profit margins, supply, demand and the marketing strategy.

Some questions to ask yourself are:

- What is the value of the product/service to customers?
- Do local products/services have established price points?

- Is the customer price sensitive?
- Should discounts be offered?
- How is your price compared to that of your competitors?

Promotion

Once you are certain about your Product and your Price, the next step is to look at ways to promote it. Some key elements of promotion are advertising, public relations, social media marketing, email marketing, search engine marketing, video marketing and more.

Some questions to ask yourself are:

- Where should you promote your product or service?
- What is the best medium to use to reach your target audience?
- When would be the best time to promote your product?
- How are your competitors promoting their products?

Place

According to most marketers, the basis of marketing is about offering the right product, at the right price, at the right place, at the right time. For this reason, selecting the best possible location is critical for converting prospective clients into actual clients.

Some questions to ask yourself are:

- Will your product or service be looked for in a physical store, online or both?
- What should you do to access the most appropriate distribution channels?
- Will you require a sales force?
- Where are your competitors offering their products or services?
- Should you follow in your competitors' footsteps?
- Should you do something different from your competitors?

Importance of an IDEA

Ideas are the foundation of progress. An idea can be small or ground-breaking, easy to accomplish or extremely complicated to implement. Whatever the case, the fact that it is an idea gives it merit. Without ideas, nothing is possible. Most people are afraid to speak out their ideas, out for fear of being ridiculed. However, if are an entrepreneur and want to remain competitive and innovative, you need to bring your ideas out into the light.173

Some ways to do this are by:

- Establishing a culture of brainstorming where you invite all interested parties to contribute
- Discussing ideas out loud so that people can add their ideas, views, opinions to them
- Being open minded and not limiting your ideas, even if the idea who have seems ridiculous
- Not discarding ideas that you don't work on immediately, but instead making a note of them and shelving them so they can be revisited at a later date.

18.6.1.2 Tips

- 1. Keep in mind that good ideas do not always have to be unique.
- 2. Remember that timing plays a huge role in determining the success of your idea.
- 3. Situations and circumstances will always change, so be flexible and adapt your idea accordingly.

18.6.2 Business Entity Concepts

If your aim is to start and run a business, it is crucial that you have a good understanding of basic business terms. Every entrepreneur should be well versed in the following terms:

- Accounting: A systematic method of recording and reporting financial transactions.
- Accounts payable: Money owed by a company to its creditors.
- Accounts Receivable: The amount a company is owed by its clients.
- Assets: The value of everything a company owns and uses to conduct its business.
- Balance Sheet: A snapshot of a company's assets, liabilities and owner's equity at a given moment.
- Bottom Line: The total amount a business has earned or lost at the end of a month.
- Business: An organization that operates with the aim of making a profit.
- Business to Business (B2B): A business that sells goods or services to another business.
- Business to Consumer (B2C): A business that sells goods or services directly to the end user.
- **Capital:** The money a business has in its accounts, assets and investments. The two main types of capital are debt and equity.
- **Cash Flow:** The overall movement of funds through a business each month, including income and expenses.
- **Cash Flow Statement:** A statement showing the money that entered and exited a business during a specific period of time.
- **Contract:** A formal agreement to do work for pay.
- **Depreciation:** The degrading value of an asset over time.
- **Expense:** The costs that a business incurs through its operations.
- Finance: The management and allocation of money and other assets.
- Financial Report: A comprehensive account of a business' transactions and expenses.
- Fixed Cost: A one-time expense.
- Income Statement (Profit and Loss Statement): Shows the profitability of a business during a period of time.
- Liabilities: The value of what a business owes to someone else.
- Marketing: The process of promoting, selling and distributing a product or service.
- Net Income/Profit: Revenues minus expenses.
- Net Worth: The total value of a business.
- Payback Period: The amount of time it takes to recover the initial investment of a business.
- **Profit Margin:** The ratio of profit, divided by revenue, displayed as a percentage.
- Return on Investment (ROI): The amount of money a business gets as return from an investment.
- Revenue: The total amount of income before expenses are subtracted.
- Sales Prospect: A potential customer.
- **Supplier:** A provider of supplies to a business.
- Target Market: A specific group of customers at which a company's products and services are aimed.
- Valuation: An estimate of the overall worth of the business.
- Variable Cost: Expenses that change in proportion to the activity of a business.
- Working Capital: Calculated as current assets minus current liabilities.
- Business Transactions: There are three types of business transactions. These are:
 - **Simple Transactions** Usually a single transaction between a vendor and a customer. For example: Buying a cup of coffee.

- **Complex Transactions** These transactions go through a number of events before they can be completed. For example: Buying a house.
- **Ongoing transactions** These transactions usually require a contract. For example: Contract with a vendor.

18.6.2.1 Basic Accounting Formulas

Take a look some important accounting formulas that every entrepreneur needs to know.

- The Accounting Equation: This is value of everything a company owns and uses to conduct its business. Formula: Assets = Liability + Owner's Equity
- 2. Net Income: This is the profit of the company. Formula: Net Income = Revenues Expenses
- 3. Break-Even Point: This is the point at which the company will not make a profit or a loss. The total cost and total revenues are equal.

Formula: Break-Even = Fixed Costs/Sales Price – Variable Cost per Unit

- 4. Cash Ratio: This tells us about the liquidity of a company. Formula: Cash Ratio = Cash/Current Liabilities
- 5. Profit Margin: This is shown as a percentage. It shows what percentage of sales are left over after all the expenses are paid by the business.

Formula: Profit Margin = Net Income/Sales

6. Debt-to-Equity Ratio: This ratio shows how much equity and debt a company is using to finance its assets, and whether the shareholder equity can fulfill obligations to creditors if the business starts making a loss.

Formula: Debt-to-Equity Ratio = Total Liabilities/Total Equity

- Cost of Goods Sold: This is the total of all costs used to create a product or service, which has been sold.
 Formula: Cost of Goods Sold = Cost of Materials/Inventory Cost of Outputs
- 8. Return on Investment (ROI): This is usually shown as a percentage. It calculates the profits of an investment as a percentage of the original cost.

Formula: ROI = Net Profit/Total Investment * 100

Simple Interest: This is money you can earn by initially investing some money (the principal).
 Formula: A = P(1 + rt); R = r * 100

Where:

A = Total Accrued Amount (principal + interest) P = Principal Amount

I = Interest Amount

- r = Rate of Interest per year in decimal; r = R/100 t = Time Period involved in months or years
- 10. Annual Compound Interest: The calculates the addition of interest to the principal sum of a loan or deposit.

Formula:

 $A = P (1 + r/n) ^ nt$

Where, A = the future value of the investment/loan, including interest

P = the principal investment amount (the initial deposit or loan amount) r = the annual interest rate (decimal)

 ${\tt n=} the number of times that interest is compounded per yeart= the number of years the money is invested or borrowed for.$

18.6.3 CRM & Networking

What is CRM?

CRM stands for Customer Relationship Management. Originally the expression Customer Relationship Management meant managing one's relationship with customers. However, today it refers to IT systems and software designed to help companies manage their relationships.

The Need for CRM

The better a company can manage its relationships with its customers, the higher the chances of the company's success. For any entrepreneur, the ability to successfully retain existing customers and expand the enterprise is paramount. This is why IT systems that focus on addressing the problems of dealing with customers on a daily basis are becoming more and more in demand.

Customer needs change over time, and technology can make it easier to understand what customers really want. This insight helps companies to be more responsive to the needs of their customers. It enables them to modify their business operations when required, so that their customers are always served in the best manner possible. Simply put, CRM helps companies recognize the value of their clients and enables them to capitalize on improved customer relations.

Benifits of CRM

CRM has a number of important benefits:

- It helps improve relations with existing customers which can lead to: Increased sales
 - o Identification of customer needs
 - o Cross-selling of products
 - o It results in better marketing of one's products or services
- It enhances customer satisfaction and retention
- It improves profitability by identifying and focusing on the most profitable customers

18.6.3.1 What is Networking?

In business, networking means leveraging your business and personal connections in order to bring in a regular supply of new business. This marketing method is effective as well as low cost. It is a great way to develop sales opportunities and contacts. Networking can be based on referrals and introductions, or can take place via phone, email, and social and business networking websites.

The Need for Networking

Networking is an essential personal skill for business people, but it is even more important for entrepreneurs. The process of networking has its roots in relationship building. Networking results in greater communication and a stronger presence in the entrepreneurial ecosystem. This helps build strong relationships with other entrepreneurs.

Business networking events held across the globe play a huge role in connecting like-minded entrepreneurs who share the same fundamental beliefs in communication, exchanging ideas and converting ideas into realities. Such networking events also play a crucial role in connecting entrepreneurs with potential investors. Entrepreneurs may have vastly different experiences and backgrounds but they all have a common goal in mind – they all seek connection, inspiration, advice, opportunities and mentors. Networking offers them a platform to do just that. Benefits of Networking

Networking offers numerous benefits for entrepreneurs. Some of the major benefits are:

- Getting high quality leads
- Increased business opportunities

- Good source of relevant connections
- Advice from like-minded entrepreneurs
- · Gaining visibility and raising your profile
- Meeting positive and enthusiastic people
- Increased self-confidence
- Satisfaction from helping others
- Building strong and lasting friendships

18.6.3.2 Tips

- 1. Use social media interactions to identify needs and gather feedback.
- 2. When networking, ask open-ended questions rather than yes/no type questions.

18.6.4 Business Plan: Why Set Goals? -

Setting goals is important because it gives you long-term vision and short-term motivation. Goals can be short term, medium term and long term.

Short-Term Goals

- These are specific goals for the immediate future. Example: Repairing a machine that has failed. Medium- Term Goals
- These goals are built on your short term goals.
- They do not need to be as specific as your short term goals.

Example: Arranging for a service contract to ensure that your machines don't fail again.

Long-Term Goals

These goals require time and planning. They usually take a year or more to achieve.

Example: Planning your expenses so you can buy new machinery

Why Create a Business Plan

A business plan is a tool for understanding how your business is put together. It can be used to monitor progress, foster accountable and control the fate of the business. It usually offers a 3-5 year projection and outlines the plan that the company intends to follow to grow its revenues. A business plan is also a very important tool for getting the interest of key employees or future investors.

A business plan typically comprises of eight elements.

18.6.4.1 Elements of a Business Plan

Executive Summary

The executive summary follows the title page. The summary should clearly state your desires as the business owner in a short and businesslike way. It is an overview of your business and your plans. Ideally this should not be more than 1-2 pages.

Your Executive Summary should include:

- The Mission Statement: Explain what your business is all about.
 Example: Nike's Mission Statement
 Nike's mission statement is "To bring inspiration and innovation to every athlete in the world."
- **Company Information:** Provide information like when your business was formed, the names and roles of the founders, the number of employees, your business location(s) etc.
- Growth Highlights: Mention examples of company growth. Use graphs and charts where possible.
- Your Products/Services: Describe the products or services provided.
- Financial Information: Provide details on current bank and investors.
- Summarize future plans: Describe where you see your business in the future.

Business Description

The second section of your business plan needs to provide a detailed review of the different elements of your business. This will help potential investors to correctly understand your business goal and the uniqueness of your offering.

Your Business Description should include:

- A description of the nature of your business
- The market needs that you are aiming to satisfy
- The ways in which your products and services meet these needs
- The specific consumers and organizations that you intend to serve
- Your specific competitive advantages

Market Analysis

The market analysis section usually follows the business description. The aim of this section is to showcase your industry and market knowledge. This is also the section where you should lay down your research findings and conclusions.

Your Market Analysis should include:

- Your industry description and outlook
- Information on your target market
- The needs and demographics of your target audience
- The size of your target market
- The amount of market share you want to capture
- Your pricing structure
- Your competitive analysis
- Any regulatory requirements

Organization & Management

This section should come immediately after the Market Analysis. Your Organization & Management section should include:

- Your company's organizational structure
- Details of your company's ownership
- Details of your management team

- Qualifications of your board of directors
- Detailed descriptions of each division/department and its function
- The salary and benefits package that you offer your people
- The incentives that you offer

Service or Product Line

The next section is the service or product line section. This is where you describe your service or product, and stress on their benefits to potential and current customers. Explain in detail why your product of choice will fulfill the needs of your target audience.

Your Service or Product Line section should include:

- A description of your product/service
- A description of your product or service's life cycle
- A list of any copyright or patent filings
- A description of any R&D activities that you are involved in or planning

Marketing & Sales

Once the Service or Product Line section of your plan has been completed, you should start on the description of the marketing and sales management strategy for your business.

Your Marketing section should include the following strategies:

- Market penetration strategy: This strategy focuses on selling your existing products or services in existing markets, in order to increase your market share.
- **Growth strategy:** This strategy focuses on increasing the amount of market share, even if it reduces earnings in the short-term.
- **Channels of distribution strategy:** These can be wholesalers, retailers, distributers and even the internet.
- **Communication strategy:** These can be written strategies (e-mail, text, chat), oral strategies (phone calls, video chats, face-to-face conversations), non-verbal strategies (body language, facial expressions, tone of voice) and visual strategies (signs, webpages, illustrations).

Your Sales section should include the following information:

- A salesforce strategy: This strategy focuses on increasing the revenue of the enterprise.
- A breakdown of your sales activities: This means detailing out how you intend to sell your products or services will you sell it offline or online, how many units do you intend to sell, what price do you plan to sell each unit at, etc.

Funding Request

This section is specifically for those who require funding for their venture. The Funding Request section should include the following information:

- How much funding you currently require.
- How much funding you will require over the next five years. This will depend on your long-term goals.
- The type of funding you want and how you plan to use it. Do you want funding that can be used only for a specific purpose, or funding that can be used for any kind of requirement?
- Strategic plans for the future. This will involve detailing out your long-term plans what these plans are and how much money you will require to put these plans in motions.

Historical and prospective financial information. This can be done by creating and maintaining
all your financial records, right from the moment your enterprise started, to the present day.
Documents required for this are your balance sheet which contains details of your company's
assets and liabilities, your income statement which lists your company's revenues, expenses and
net income for the year, your tax returns (usually for the last three years) and your cash flow budget
which lists the cash that came in, the cash that went out and states whether you had a cash deficit
(negative balance) or surplus (positive balance) at the end of each month.

Financial Planning

Before you begin building your enterprise, you need to plan your finances. Take a look at the steps for financial planning:

- **Step 1:** Create a financial plan. This should include your goals, strategies and timelines for accomplishing these goals.
- **Step 2:** Organize all your important financial documents. Maintain a file to hold your investment details, bank statements, tax papers, credit card bills, insurance papers and any other financial records.
- **Step 3:** Calculate your net worth. This means figure out what you own (assets like your house, bank accounts, investments etc.), and then subtract what you owe (liabilities like loans, pending credit card amounts etc.) the amount you are left with is your net worth.
- **Step 4:** Make a spending plan. This means write down in detail where your money will come from, and where it will go.
- **Step 5:** Build an emergency fund. A good emergency fund contains enough money to cover at least 6 months' worth of expenses.
- **Step 6:** Set up your insurance. Insurance provides long term financial security and protects you against risk.

Risk Management

As an entrepreneur, it is critical that you evaluate the risks involved with the type of enterprise that you want to start, before you begin setting up your company. Once you have identified potential risks, you can take steps to reduce them. Some ways to manage risks are:

- Research similar business and find out about their risks and how they were minimized.
- Evaluate current market trends and find out if similar products or services that launched a while ago are still being well received by the public.
- Think about whether you really have the required expertise to launch your product or service.
- Examine your finances and see if you have enough income to start your enterprise.
- Be aware of the current state of the economy, consider how the economy may change over time, and think about how your enterprise will be affected by any of those changes.
- Create a detailed business plan.

18.6.4.2 Tips

- 1. Ensure all the important elements are covered in your plan.
- 2. Scrutinize the numbers thoroughly.
- 3. Be concise and realistic.
- 4. Be conservative in your approach and your projections.
- 5. Use visuals like charts, graphs and images wherever possible.

18.6.5 Procedure and Formalities for Bank Finance

The Need for Bank Finance

For entrepreneurs, one of the most difficult challenges faced involves securing funds for start-ups. With numerous funding options available, entrepreneurs need to take a close look at which funding methodology works best for them. In India, banks are one of the largest funders of start-ups, offering funding to thousands of start-ups every year.

18.6.5.1 What Information Should Entrepreneurs Offer Banks for Funding

When approaching a bank, entrepreneurs must have a clear idea of the different criteria that banks use to screen, rate and process loan applications. Entrepreneurs must also be aware of the importance of providing banks with accurate and correct information. It is now easier than ever for financial institutions to track any default behaviour of loan applicants. Entrepreneurs looking for funding from banks must provide banks with information relating to their general credentials, financial situation and guarantees or collaterals that can be offered.

General Credentials

This is where you, as an entrepreneur, provide the bank with background information on yourself. Such information includes:

- Letter(s) of Introduction: This letter should be written by a respected business person who knows you well enough to introduce you. The aim of this letter is set across your achievements and vouch for your character and integrity.
- Your Profile: This is basically your resume. You need to give the bank a good idea of your educational achievements, professional training, qualifications, employment record and achievements.
- **Business Brochure:** A business brochure typically provides information on company products, clients, how long the business has been running for etc.
- Bank and Other References: If you have an account with another bank, providing those bank references is a good idea.
- **Proof of Company Ownership or Registration:** In some cases, you may need to provide the bank with proof of company ownership and registration. A list of assets and liabilities may also be required.

Financial Situation

Banks will expect current financial information on your enterprise. The standard financial reports you should be prepared with are:

- Balance Sheet
- Profit-and-Loss Account
- Cash-Flow Statement
- Projected Sales and Revenues
- Business Plan
- Feasibility Study

Guarantees or Collaterals

Usually banks will refuse to grant you a loan without security. You can offer assets which the bank can seize and sell off if you do not repay the loan. Fixed assets like machinery, equipment, vehicles etc. are also considered to be security for loans.

18.6.5.2 The Lending Criteria of Banks

Your request for funding will have a higher chance of success if you can satisfy the following lending criteria:

- Good cash flow
- Adequate shareholders' funds
- Adequate security
- Experience in business
- Good reputation

The Procedure

To apply for funding the following procedure will need to be followed.

- Submit your application form and all other required documents to the bank.
- The bank will carefully assess your credit worthiness and assign ratings by analyzing your business information with respect to parameters like management, financial, operational and industry information as well as past loan performance.
- The bank will make a decision as to whether or not you should be given funding.

18.6.5.3 Tips

- 1. Get advice on funding options from experienced bankers.
- 2. Be cautious and avoid borrowing more than you need, for longer than you need, at an interest rate that is higher than you are comfortable with.

18.6.6 Enterprise Management - An Overview: How to Manage Your Enterprise?

To manage your enterprise effectively you need to look at many different aspects, right from managing the day-to-day activities to figuring out how to handle a large scale event. Let's take a look at some simple steps to manage your company effectively.

Step 1: Use your leadership skills and ask for advice when required: Let's take the example of Ramu, an entrepreneur who has recently started his own enterprise. Ramu has good leadership skills – he is honest, communicates well, knows how to delegate work etc. These leadership skills definitely help Ramu in the management of his enterprise. However, sometimes Ramu comes across situations that he is unsure how to handle. What should Ramu do in this case? One solution is for him to find a more experienced manager who is willing to mentor him. Another solution is for Ramu to use his networking skills so that he can connect with managers from other organizations, who can give him advice on how to handle such situations.

Step 2: Divide your work amongst others – realize that you cannot handle everything yourself: Even the most skilled manager in the world will not be able to manage every single task that an enterprise will demand of him. A smart manager needs to realize that the key to managing his enterprise lies in his dividing all his work between those around him. This is known as delegation. However, delegating is not enough. A manager must delegate effectively if he wants to see results. This is important because delegating, when done incorrectly, can result in you creating even more work for yourself. To delegate effectively, you can start by making two lists. One list should contain the things that you know you need to handle yourself. The second list should contain the things that you are confident can be given to others to manage and handle. Besides incorrect delegation, another issue that may arise is over-delegation. This means giving

away too many of your tasks to others. The problem with this is, the more tasks you delegate, the more time you will spend tracking and monitoring the work progress of those you have handed the tasks to. This will leave you with very little time to finish your own work.

Step 3: Hire the right people for the job: Hiring the right people goes a long way towards effectively managing your enterprise. To hire the best people suited for the job, you need to be very careful with your interview process. You should ask potential candidates the right questions and evaluate their answers carefully. Carrying out background checks is always a good practice. Running a credit check is also a good idea, especially if the people you are planning to hire will be handling your money. Create a detailed job description for each role that you want filled and ensure that all candidates have a clear and correct understanding of the job description. You should also have an employee manual in place, where you put down every expectation that you have from your employees. All these actions will help ensure that the right people are approached for running your enterprise.

Step 4: Motivate your employees and train them well: Your enterprise can only be managed effectively if your employees are motivated to work hard for your enterprise. Part of being motivated involves your employees believing in the vision and mission of your enterprise and genuinely wanting to make efforts towards pursuing the same. You can motivate your employees with recognition, bonuses and rewards for achievements. You can also motivate them by telling them about how their efforts have led to the company's success. This will help them feel pride and give them a sense of responsibility that will increase their motivation.

Besides motivating your people, your employees should be constantly trained in new practices and technologies. Remember, training is not a one-time effort. It is a consistent effort that needs to be carried out regularly.

Step 5: Train your people to handle your customers well: Your employees need to be well-versed in the art of customer management. This means they should be able to understand what their customers want, and also know how to satisfy their needs. For them to truly understand this, they need to see how you deal effectively with customers. This is called leading by example. Show them how you sincerely listen to your clients and the efforts that you put into understand their requirements. Let them listen to the type of questions that you ask your clients so they understand which questions are appropriate.

Step 6: Market your enterprise effectively: Use all your skills and the skills of your employees to market your enterprise in an effective manner. You can also hire a marketing agency if you feel you need help in this area.

Now that you know what is required to run your enterprise effectively, put these steps into play, and see how much easier managing your enterprise becomes!

18.6.6.1 Tips

- 1. Get advice on funding options from experienced bankers.
- 2. Be cautious and avoid borrowing more than you need, for longer than you need, at an interest rate that is higher than you are comfortable with.

18.6.7 20 Questions to Ask Yourself Before Considering Entrepreneurship

Questions to Ask Yourself Before Considering Entrepreneurship

- Why am I starting a business?
- What problem am I solving?
- Have others attempted to solve this problem before? Did they succeed or fail?
- Do I have a mentor1 or industry expert that I can call on?
- Who is my ideal customer2?
- Who are my competitors3?
- What makes my business idea different from other business ideas?
- What are the key features of my product or service?
- Have I done a SWOT4 analysis?
- What is the size of the market that will buy my product or service?
- What would it take to build a minimum viable product5 to test the market?
- How much money do I need to get started?
- Will I need to get a loan?
- How soon will my products or services be available?
- When will I break even6 or make a profit?
- How will those who invest in my idea make a profit?
- How should I set up the legal structure7 of my business?
- What taxes8 will I need to pay?
- What kind of insurance9 will I need?
- Have I reached out to potential customers for feedback

- **18.6.6.3** Tips 🖳

- 1. It is very important to validate your business ideas before you invest significant time, money and resources into it.
- 2. The more questions you ask yourself, the more prepared you will be to handle to highs and lows of starting an enterprise.

Footnotes:

- 1. A mentor is a trusted and experienced person who is willing to coach and guide you.
- 2. A customer is someone who buys goods and/or services.
- 3. A competitor is a person or company that sells products and/or services similar to your products and/or services.
- 4. SWOT stands for Strengths, Weaknesses, Opportunities and Threats. To conduct a SWOT analysis of your company, you need to list down all the strengths and weaknesses of your company, the opportunities that are present for your company and the threats faced by your company.
- 5. A minimum viable product is a product that has the fewest possible features, that can be sold to customers, for the purpose of getting feedback from customers on the product.

- 6. A company is said to break even when the profits of the company are equal to the costs.
- 7. The legal structure could be a sole proprietorship, partnership or limited liability partnership.
- 8. There are two types of taxes direct taxes payable by a person or a company, or indirect taxes charged on goods and/or services.
- 9. There are two types of insurance life insurance and general insurance. Life insurance covers human life while general insurance covers assets like animals, goods, cars etc.





Price: ₹



Price: ₹