

Defensive Security Training



This training program has been developed to give you the tools to
Safely Deal with physical threats within the context of a security
activity

Training Content



This training program will focus on the following key points:

- Establishing the Context
- Vital Hands Off Policy
- Understanding Force Continuum
- Use of Force Continuum
- Fight or Flight (Strategic Withdrawal)
- Use of Force - Maintaining Control
- Positional Asphyxia
- Avoiding Positional Asphyxia
- Pain Compliance (Theory)
- Pain Compliance (Application)
- Defensive Pain Compliance Practical



Establishing the context

- By the very nature of the Security Industry, there will be occasion where a physical threat may present itself within your work place. Its vitally important to understand that the use physical force should always be a last resort (this will be visited later in the force continuum model).
- Utilising your knowledge of the laws and regulations (i.e. Lepra, Liquor, Inclosed Lands etc) a professional security guard should always attempt to deescalate every situation using persuasive language and negation skills in their dialogue.
- Every time you make the decision to physically engage with a person you must remember the inherent risks associated with that course of action
 - Legal
 - Injury to Self
 - Injury to other
 - Reputational Damage
 - Insurances
 - Other costs

Without context, a piece of information is just a dot. It floats in your brain with a lot of other dots and doesn't mean a damn thing. Knowledge is information-in-context ... connecting the dots.

- Michael Ventura

Vital Hands off Policy



Dealing with a failure to comply with a “Move on direction”:

- a. Ensure you are wearing the correct PPE (Face Mask/Shields, Gloves, Sanitiser, Uniforms etc.)
- b. Where available Ensure Body Cameras are turned on at the start of the conversation and request Eyes on.
- c. Vital Guards will advise the person of their obligation to vacate the Venue under Section 77 of the NSW liquor Act for (Violent/Quarrelsome/Disorderly/Intoxication). Failure to comply may result in a fine of \$550.00
- d. Vital Guards will make Contact the EOC /JOC/Control room /security supervisor and or the Manager/ licensee and if required request a member of the NSW Police Force to attend and eject the person from the venue.

Dealing with or responding to a Physical Altercation

- a. Ensure you are wearing the correct PPE (Face Mask/Shields, Gloves, Sanitiser, Uniforms etc.)
- b. Where available Ensure Body Cameras are turned on at the start of the conversation and request Eyes on.
- c. Vital Guards is to make Contact with the EOC /JOC/Control room and request a member of the NSW Police Force to attend and eject the person from the venue.
- d. Remain in the vicinity and observe and record those involved in the altercation so that we can provide Police with Witness Statements.
- e. Move on onlookers who are adding to the congestion of the area by trying to record or watch the incident
- f. If a person involved in the altercation, who has caused harm or significant injury to another person attempts to run away then follow that person and advise the control room of their location. However, do not physically interact with the person.
- g. Complete an incident report as soon as reasonably practicable

Exceptions to the Hand off Policy

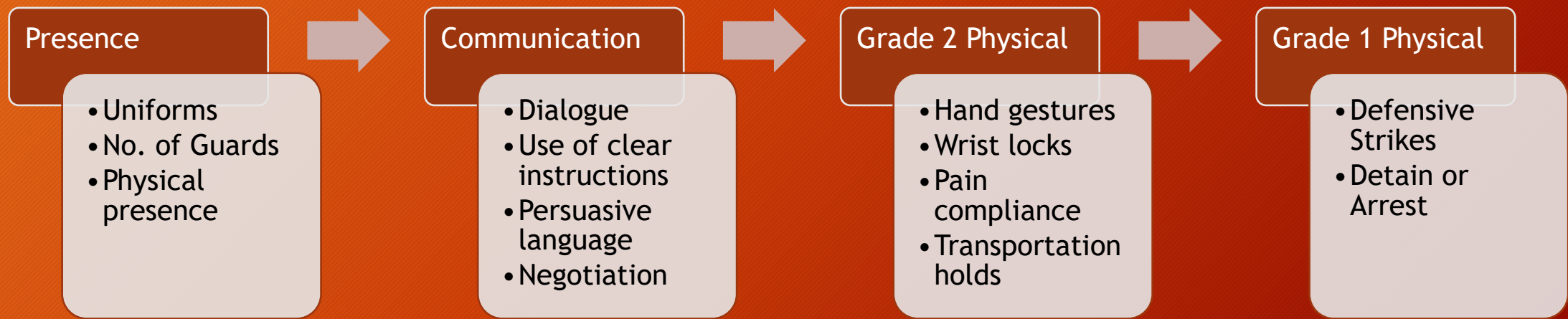
- The following reasons are the exceptions to the Hands off Policy
 - a. There is an imminent threat to yourself or another person, and you are acting in self defense
 - b. If you have been given a clear instruction by a Member of the NSW Police Force to assist in the apprehension or arrest of a person under LEPR Act
 - c. If you have witnessed a Serious Indictable offence, and whereby the presence of that person, results in an imminent threat to yourself or others without the apprehension of that person
 - d. To prevent the kidnapping or abduction of a Child or Minor

Understanding Force Continuum



force continuum is simply a tool used to describe a succession of force, in basic terms it's the steps we take in order to deal with the evolution of a threat.

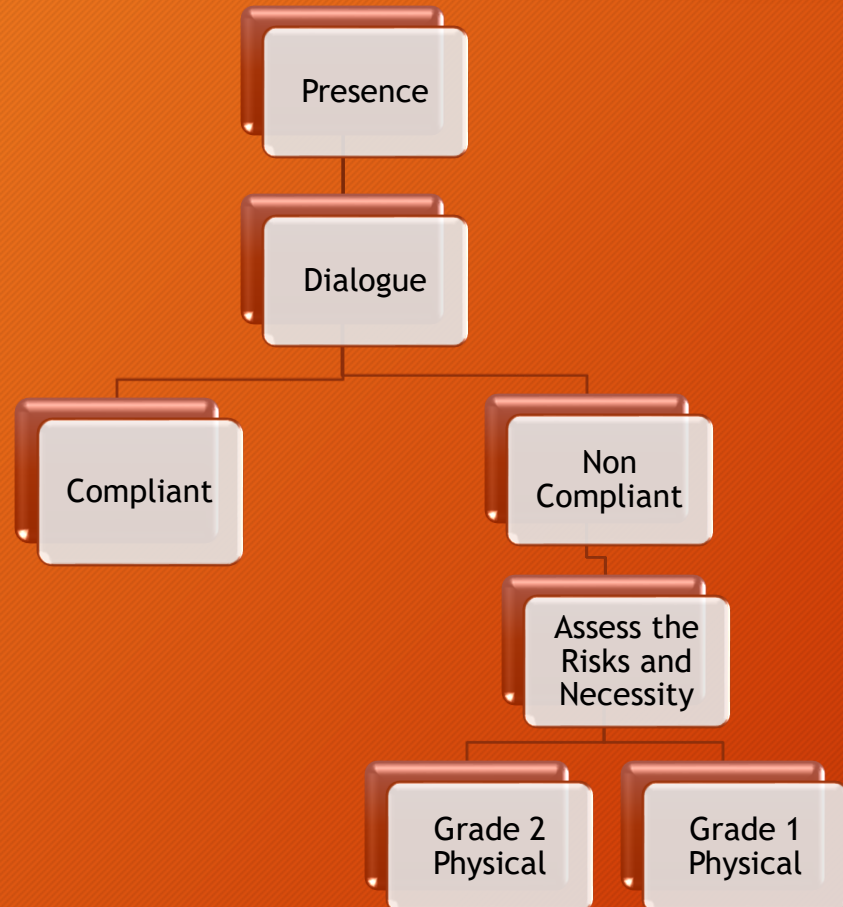
For the purpose of this training program the Force Continuum model will only focus on the main points tabled below. The use of Impact weapons and lethal force will not be taught in this program.



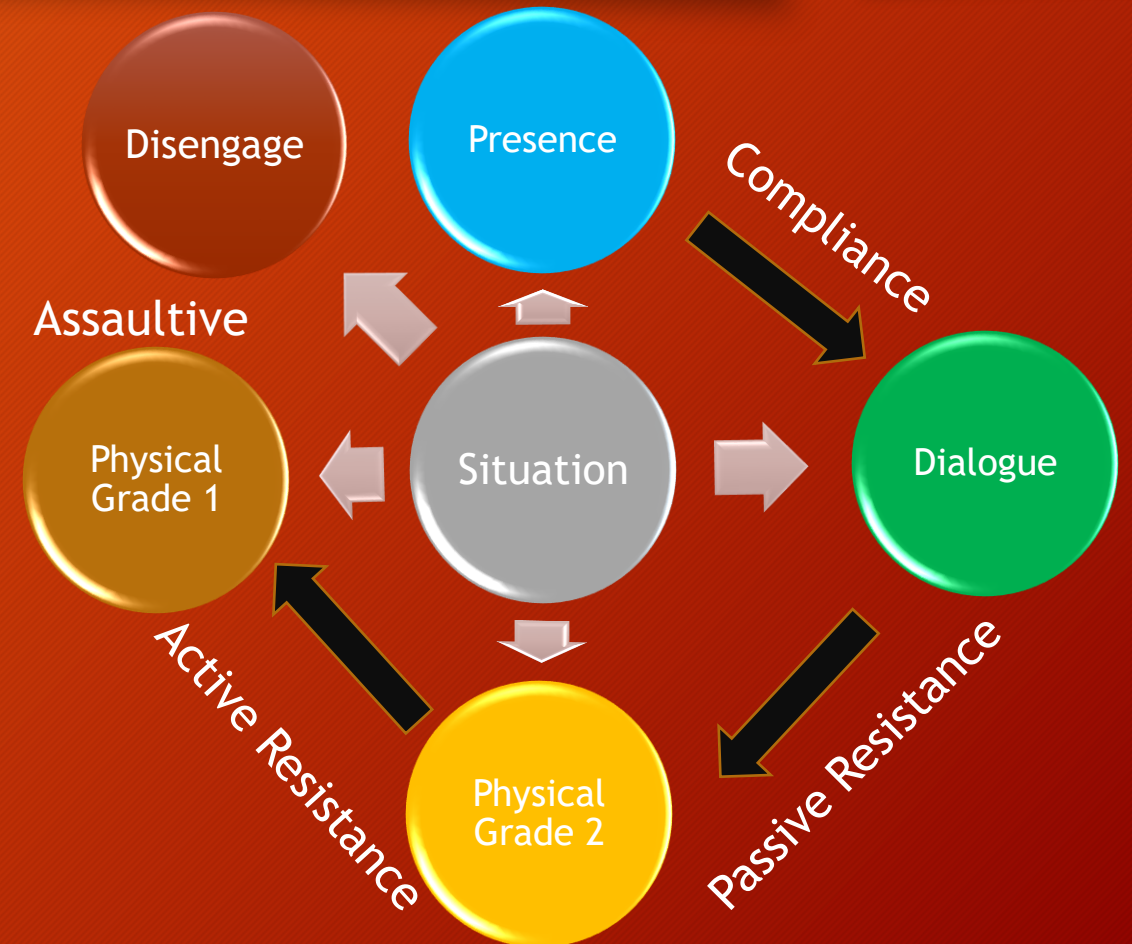
Use of Force Continuum



Linear



Non Linear



Fight or Flight (Strategic withdrawal)



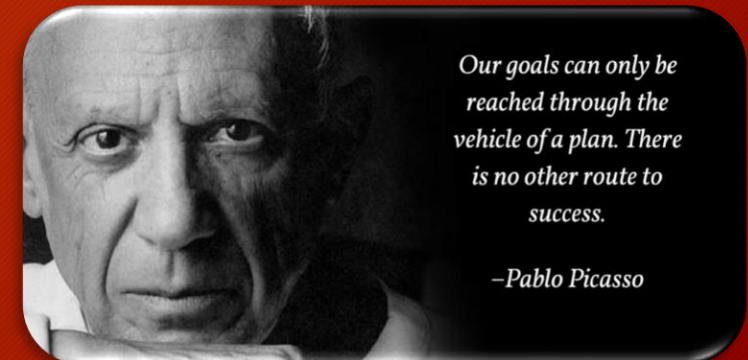
Always remember the main aim is to ensure that you have exhausted all negation techniques.

Often a Strategic withdrawal is the best option you have available. Especially in situations where you are working alone, or with inexperienced staff.

Ensure, that if you are unable to dialogue with an POI then step away, prior to escalation, from the situation and focus on safely moving out of any potential danger.

Things to consider:

- Responsibility “Duty of Care”
- Level of Support available
- Training



Use of Force - Maintaining Control



The main aim is to ensure that the situation does not escalate to a point where a person who has been physical restrained by security don't not results in a fatal outcome.

- Things to keep in mind:
 - Avoid any Neck Restraints
 - Applying the correct level of Pain Compliance (*we will focus on this in detail*)
 - Signs to monitor (*Medical distress*)
 - Positional asphyxia

On occasion where use of force must be used, your aim to use the minimal level of force required to the counter the level of resistance exerted by the Offender

You have power over your **mind** - not **outside events**. Realize this, and you will find strength.

– Marcus Aurelius



Positional Asphyxia



Positional Asphyxia

- Definition:
 - Death as a result of body positioning that interferes with breathing; also known as restraint asphyxia. In its broadest sense, it refers to a state in which the body is deprived of oxygen. This results in a loss of consciousness and/or death.
- Things to consider:
 - What increases the Risk of positional asphyxia???
 - Obstruction to airways, this restricts breathing, especially if the POI is placed on his stomach
 - Pressure to Neck or compression of the Chest region
 - The Offender's Weight, Age and Level of Intoxication and influence of Drugs
 - Medical history such as Cardiac or Respiratory health issues



Avoiding Positional Asphyxia



While dealing with an Offender, All Security involved in the Physical must ensure the Following:

- At all times security restrains do not impede or obstruct the Offender's airway .
- When Control/Compliance is obtained, the Offender should be place facing upwards (*supine Position*) or sitting position
- Monitor the Offender's breathing patterns and the level of distress (*fainting, drowsiness, collapse and shock*)
- Pay attention to any complaints that are communicated, especially when it relates to breathing. DO NOT dismiss their comments as an attempt to break free of your hold. Its better to be safe then sorry
- At all times security restrains do not apply pressure to The Offender's;
 - Nose/Mouth
 - Neck/Head
 - Chest/Abdomen



Pain Compliance (Theory)



This Section will focus on the following:

- Definition
- How is Pain Compliance used?
- When to reduce pain?
- Use of Voice Commands!

Pain Compliance (Theory)



Definition

Pain compliance is the application of defensive restraint techniques which allows Security Operatives to maintain physical control over an Offender.

The concept is based on an application of Pressure (Pain) being applied to an Offender who acts in a threatening or aggressive manner.

The level of pressure applied to the restraint should be reduced as compliance is achieved.

Compliance is best achieved based on a Negative - Positive system. Pressure should be increased to gain compliance and reduced once that compliance has been achieved, and controlled pressure should be applied.

Note:

Ensure that communication between you and the other officers your working with, is maintained while restraints are applied
Remember to maintain a dialogue with the offender. Communication should be non-abusive and all verbal commands should be clearly stated.

When to Reduce Pain



Use of Pain is used to gain Compliance, hence the use of Pain should be reduced and discontinued once you have determined that the Offender is compliant and no longer a threat to your-self and members of your team .

Before you reduce Pain you must ensure the following:

- The offender is compliant and following your commands
- Communicate with your team
- Communicate with the offender.
- Reduce pain at the same time.
- Ensure the offender is unable to attack

Use of Voice Commands



Once the offender has been placed into a Pain Compliance hold all communication should be
CLEAR - LOUD - SIMPLE

The offender may be under stress and their physical and mental faculties may be effected.

This could also be as a result of;

- Injury
- Fear
- Intoxication
- Communication barriers
- Confusion

Use instructional language such as;

- WALK!
- YOU NEED TO COMPLY?
- STOP!
- PAIN WILL BE REDUCED IF YOU COMPLY!

Pain Compliance (Practical)



This Section will focus on the following:

- Spacing and Reaction time
- Safe Zone and Positioning
- Interview Positioning - Individual
- Interview Positioning - Working as part of a Team
- Grade 2 Physical
- Grade 1 Physical

Spacing and Reaction time



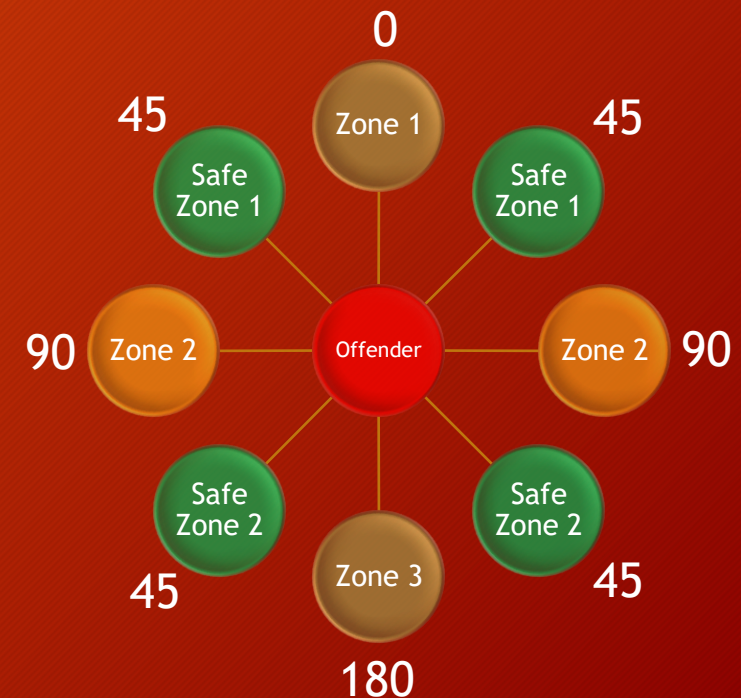
- Maintaining our personal space is vitally important. Our reaction time is essential when dealing with an Offender.
- If an offender is within your personal space (*within 2 Metre's*) then they are inside your personal space and a reactionary gap occurs. (*reactionary gap, in basic terms means a offender would be able to strike you before your able to react*).
- When dealing with situations, we are not always able to maintain our personal space as we invite people in often to communicate especially when in a loud environment, or there are large crowds.
 - Hence we should apply the following measures:
 - Our personal space is circular (360) so protect your back, this can be achieved by positioning of other guards to stand guard. When working as part of a team always ensure that you can see each others backs
 - Maintain alertness.
 - Try and move the conversation away to a better location.
 - If your able to time your approach, wait till your POI moves away from a crowded location to a more suitable location i.e. toilet, outside for a smoke etc.

Safe Zone and Positioning



When communicating with an POI who is vertical you must maintain your personal space and maintain alertness.

- Below are the Safe Zone we should utilise when speaking with an offender. Based on the number of Guards available will paly a major role in how we deal with an offender.
 - Zone 1: In front (Direct)
 - Safe Zone 1: Communication positing
 - Zone 2: Side on
 - Safe Zone 2: Escort Positioning
 - Zone 3: Rear of Offender



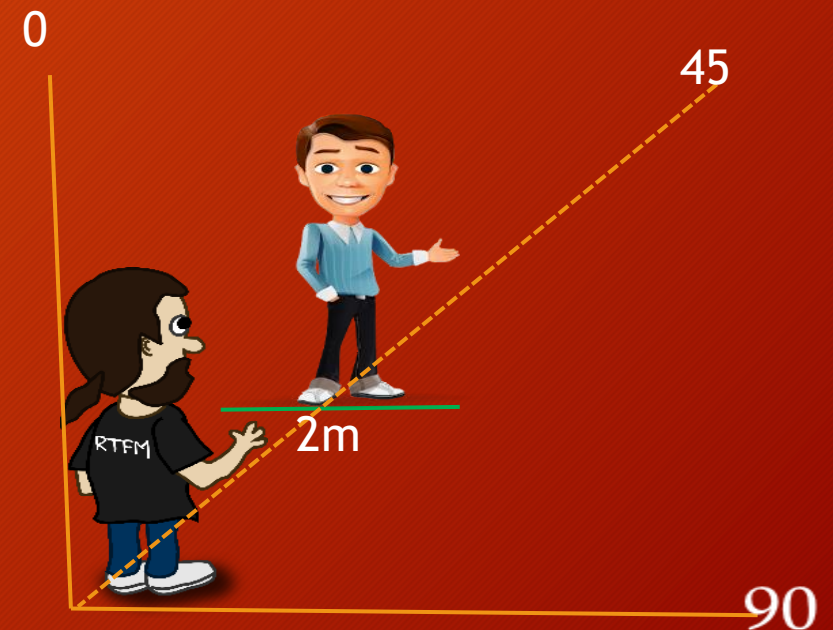
Interview Positioning



Individual

Working a one (1) man venue can be difficult. However when approaching a Offender ensure you apply to the following:

- Speak in a clear loud voice and provide simple instructions
- Make a legal request
- Consider your environment and your safety
- Focus on your negotiation and persuasive language
- Consider your tactical withdrawal
- Remain in Safe Zone 1
- Remain mentally aware and maintain your personal space
- Ensure tat the offender remains outside your reaction Gap
- Use hand Gestures and remain under CCTV if possible

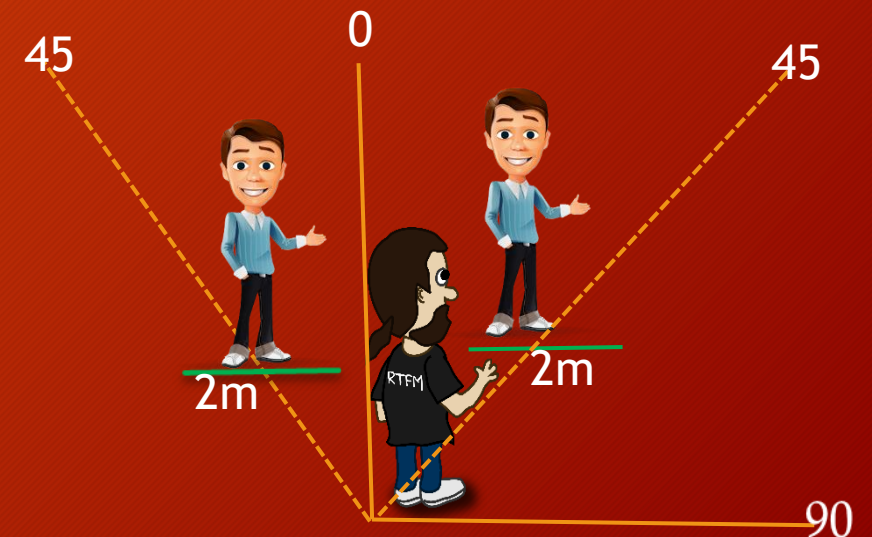


Interview Positioning - Working as part of a Team



Working within a team of 2

- When Working as a team communication is essential
- The Messaging with the offender must be consistent between both Security Operators
- The senior guard should take control of communication
- The second guard should focus on both the visual queues of the senior guard, and keep a look out for other threats
- Should the situation warrant physical engagement then you must work as a team

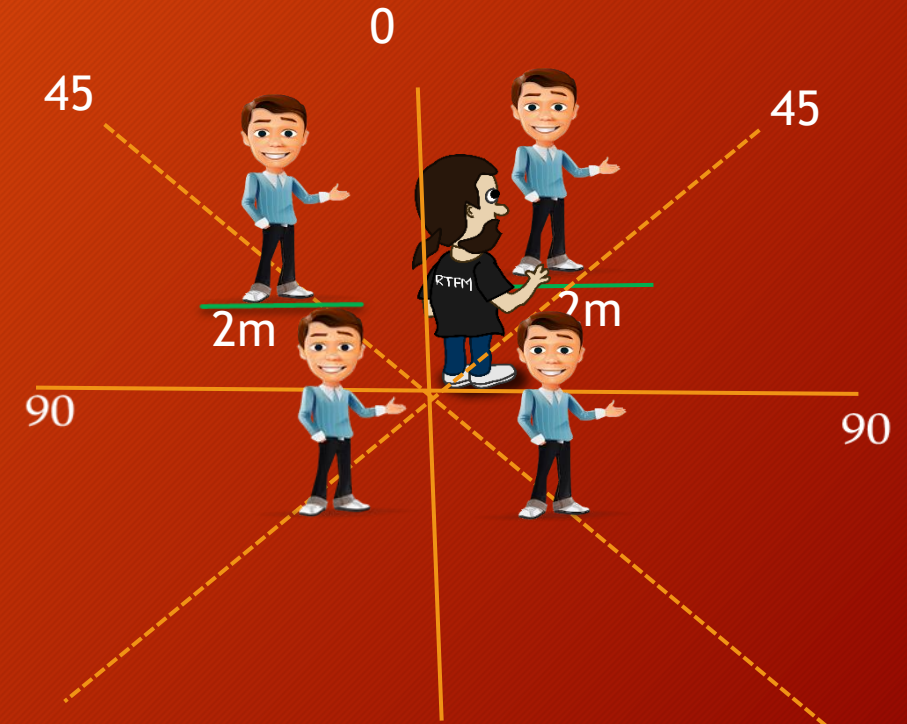


Interview Positioning - Working as part of a Team



Working within a team a large team

- When Working as a team communication is essential
- The Messaging with the offender must be consistent between both Security Operators
- The senior guard should take control of communication
- The second guard should focus on both the visual queues of the senior guard, and keep a look out for other threats
- Guards standing in Safe Zone 2 should initiate the Grade 2 Physical, only after the senior guard has signalled for them to Escort the Offender, at which point they may commence a transportation Lock
- The Senior Guard in safe zone 1 should lead the escort and create a pathway
- The Second Guard in Safe Zone 1 should escort the rear of the Transportation



Defensive Pain Compliance



Grade 2 Physical

- Your Stance should be - Feet and Shoulders wide apart with one (1) foot slightly in front of the other. This is referred to as a bladed stance.
- Use your hands while communicating, this will allow for you to block should the offender attempt to strike
- The aim is to obtain compliance and eliminate the threat caused by the offender.
- Once the Offender is escorted out of the venue, disengage and return inside the venue.

Defensive Pain Compliance



Types of Restraints

- Transportation Lock - Ideal for escorting uncooperative offenders the venue.
- Wrist Lock (partial)
- Wrist Lock
- Take Down Lock Front On
- Take Down Lock from Strike
- Goose Neck
- Reverse Goose Neck

Defensive Pain Compliance



Grade 1 Physical (Striking)

- During any defensive strike we must ensure that we target specific zones to reduce the likelihood of injury to the offender.
- Security must only strike offenders to protect themselves or others from an imminent threat. Target areas of the body that will cause short term pain, allowing you sufficient time to apply a Grade 2 Physical restraint hold.
- No Target Zone (unacceptable)
 - The Spine, Joints, Head and Groin should not be targeted when applying striking techniques
 - The areas highlighted in green dots are preferred target zone for striking

Note: Punching should only be utilised in extreme cases of Self Defence where no other option is available to thwart an Attack

