

Introduction

A. PURPOSE

The purpose of *The Professional Protection Officer: Practical Security Strategies and Emerging Trends* is to provide “need-to-know” information for protection officers and students throughout the security industry. This resource serves as the course text for the Certified Protection Officer (CPO) program. Many security professionals also find the contents of this textbook helpful as a reference in their day-to-day security management responsibilities.

B. HISTORY OF THE TEXTBOOK

The first edition of the *Protection Officer Training Manual* (POTM) originated with the birth of the International Foundation for Protection Officers (IFPO) in 1988. Twelve dedicated security professionals from the United States and Canada had a vision: to create an organization that would provide meaningful career opportunities for line security officers throughout North America.

The newly formed IFPO Board of Directors realized that a certification program was needed, along with a professional training textbook, to make that vision a reality. Hence, the first edition of POTM was created to serve as the course text for the Certified Protection Officer (CPO) program. IFPO, the CPO program, and POTM all proved to be vital components in achieving the foundation’s objectives.

Today, IFPO is the recognized catalyst in the development of professionalism throughout the private security industry. Thousands of security officers who have earned the CPO accreditation have gained knowledge and professional career enhancement; they have unselfishly provided encouragement and information to their colleagues and employers. Hence, a new dimension of opportunities has spread throughout the security industry.

The first edition was simple, short, and limited in scope, but included enough information to help the security officer better understand his or her roles, duties, and responsibilities. However, since that simple beginning, each subsequent edition has brought new and enlightening information to the security professional. The *Professional Protection Officer* is the leading text for protection officers and students. It is also widely used by those teaching in Protective Services, Criminal Justice, Homeland Security or Emergency Management courses of study.

Feedback has been the most significant factor. It has led to a standard of excellence for this new text. We have received countless letters of appreciation for the depth and quality of the seventh edition, but these same enthusiasts have been liberal with their recommendations for changes and improvements, and we have listened. Ongoing dialogue with security managers, supervisors, consultants, educators, and, of course, protection officers, has enabled us to develop and maintain a training text that will serve future learning.

C. THE EIGHTH EDITION DEDICATIONS

Norman Bottom

I first met Dr. Norman R. Bottom when I was a graduate student at Indiana University of Pennsylvania. He taught a course on executive protection on Saturday mornings that was held on the campus of Allegheny County Community College in Monroeville, Pennsylvania. Two other classes were held there on Saturdays so that people pursuing a Master's degree could take nine credits by going to class one day a week.

The class was a unique arrangement; in those days we didn't have online learning. Creative scheduling like Dr. Bottom had engineered was not the norm. The class offerings and schedule concept were a fantastic way of meeting the needs of the learner, the security industry, and the university.

It was way out in front.

The *Journal of Security Administration* was started by Norman Bottom. It was the first scholarly refereed academic journal in the security field. The journal was a major contribution to the fledgling discipline of asset protection. Norman edited it for many years, assisted by his wife, Mari, who took care of book, seminar, and video reviews. Dr. Bottom was also instrumental in founding the Academy of Security Educators and Trainers (ASET). This association included many leading trainers, practitioners, and academicians in the security industry. Some of the networking initiated through the academy is manifested in the pages of this text. Some of us met each other through ASET.

In 1982, I applied to become a Certified Protection Professional (CPP). As Dr. Bottom was a CPP, he endorsed my application.

In 1983, Norman and Professor John Kostanoski wrote a book entitled *Security and Loss Prevention*. This was an excellent text that presented the WAECUP model of loss control. This model stated that loss was attributable to

more than crime. Loss to an organization came from waste, accident, error, crime, and unethical/unprofessional practices. This was a new and important concept. Security was not just about the bad things that people do; it was much more than that. The WAECUP model is part of this text. It is part of what I teach. It is part of what we do as protectors.

In 1988, the International Foundation for Protection Officers was formed. Leading advocates of professional development helped with this organization under the direction of Ron Minion. Norman Bottom was on the Board of Directors, at one point serving as Chairman.

He was way out in front. He was always way out in front.

Now it's up to us.

Christopher A. Hertig, CPP, CPOI
Assistant Professor
York College of Pennsylvania
October 15, 2009

Fallen Officers

This edition of the textbook is dedicated to the brave officers who lost their lives on 9/11, as well as all of the other officers who have died in the line of duty. We remember and honor your sacrifice, and we salute your dedication. Our hearts and sympathies go out to your families, friends, and coworkers.

Ron Minion, CPP and IFPO Founder

Ron Minion (1938–2008) lost his battle with Lou Gehrig's Disease in 2008. He was the man behind this book, one of the founders of the IFPO, a dedicated champion of the security industry, and a tireless advocate for protection officers. His determination, and vision of professionalism through training for the industry, has resulted in a brighter future for scores of security professionals, and will continue to do so in the future.

Ron was the first examined Certified Protection Professional in Canada. He was a founding member of the Calgary Chapter of the ASIS International, where he was a chapter chair and regional vice president. As regional vice president, he earned the president's "award of merit" for establishing ASIS chapters throughout Canada. In 2006, *Security Magazine* named Ron one of the 25 Most Influential Executives.

Ron's legacy includes the thousands of line security officers he employed and mentored over the years. He knew the industry from the ground floor up, and never lost his vision of providing affordable training for security officers to help them turn their mere jobs into viable careers with brighter futures.

Ron, our friend, mentor, industry advocate, and trusted colleague, will be greatly missed.

Lee Minion, CPO

Lee Minion, son of Sandi Davies and Ron Minion, served his country in Iraq and is now embarking on a career in law enforcement. He is indeed a chip off the old block. At the Foundation, we are so very proud of him.

IFPO Team

The International Foundation for Protection Officers is supported by a team of security professionals throughout the world who, year after year, work diligently on behalf of the Foundation and what it stands for. Because of these men and women who are committed to excellence and remain steadfast in their obligation to high standards of service, IFPO continues to be successful. We thank you.

Louise Gringas

A victim of a tragic accident, our coworker, team member, and friend, Louise Gringas, brought sunshine to the IFPO Corporate Headquarters for seven years. She was taken from us far too soon, in June 2009. Louise started

her tenure with the IFPO as a part-time employee in 2002, and quickly worked her way into a very valuable full-time Program Coordinator position.

Her friendly, caring nature assisted literally thousands of candidates through their desired certifications. She took pride and joy in attending to the IFPO students' and clients' needs. Her strengths were many, and her radiant smile and personality will be forever missed within our offices. She leaves behind her precious daughter, Haylee.

D. EIGHTH EDITION CONTENTS

The eighth edition has **12 units and 45 chapters**. The contributors to the eighth edition are among the best writers, academics, and practitioners in the security community. This talented group of professionals has generously provided readers of this superior textbook with unique opportunities to acquire current asset protection and life safety information. These writers are outstanding individuals who deserve recognition and appreciation for their service to the security community.

The contents of this textbook are sometimes quite basic. However, every security supervisor and manager should fully understand all of the information contained herein to provide better leadership and interpretation of officer responsibilities.

The material contained in each unit is arranged to provide the reader with a smooth flow of related security information.

At the conclusion of each chapter, there are 10 multiple choice and true/false questions. It is important to be able to answer each question correctly before proceeding to the next chapter.

E. GLOBAL CHALLENGES, NEW ROLES, AND RESPONSIBILITIES

In the late sixth century, when the Greek philosopher Heraclitus first commented that the

universe is in constant flux, and the only constant is change; little could he have imagined the pace of that change in the 21st century.

Advances in medicine, science, and technology are happening at a dizzying pace, and news travels the globe in the blink of an eye. Information of all sorts is available with just a few keystrokes, and people can stay in constant touch via electronic media. Journeys that once took weeks, months, or even years now take mere hours. It is a small world these days, and economic problems and social unrest in one nation can be felt in many others.

Where once the term "security" might have referred to the lone night watchman whose greatest adversary was a burglar hoping to pick a lock, those days are long gone. The night watchman's role was viewed as merely a job that did not garner much respect in the community.

Today's private security professionals are finding their roles greatly expanded in numerous arenas worldwide, due, in part, to a much greater global threat and a reduction in public law enforcement protection. The current economic situation has caused an increase in some types of crimes. At the same time, those economic realities have also forced local municipalities to reduce public law enforcement efforts through layoffs or hiring freezes, even though the need for more protection is growing.

The threat of terrorism was spotlighted for the United States and the world on 9/11, and it is still an ever-present threat worldwide. It has and will continue to impact the industry, particularly in the areas of research and risk management methodologies.

In recent years, cyberterrorism, which threatens infrastructure and services by attacking computer networks via the Internet, has become a very serious threat. It can and has resulted in the loss of billions of dollars of proprietary information, and compromised data at a broad range of institutions, from government agencies to banks, credit card companies, and business firms. Company executives are acutely

aware of the danger of data loss, and numerous laws govern what must be done if data is compromised. Cyberterrorism not only puts data at risk, it can put essential services and infrastructure at risk. Guarding against this type of threat requires continuing education about the ever-evolving risks, deterrents, prevention, and laws. Unlike the night watchman, who only worried about physical security with its fences, gates, and access points, today's protection officer must also guard against an enemy that moves at the speed of light. The protection officer must not only protect the physical premises and equipment, but must also guard against an enemy that moves silently to disrupt services, incapacitate infrastructure, and steal data.

The National Fire Protection Association's (NFPA) "Guide for Premises Security" and "Standard for the Installation of Electronic Premises Security Systems" have both caused changes that may not make news headlines, but will certainly impact the industry. The former will not affect the general public, but fire protection, security consultants, facility managers, and insurance companies will be forced to deal with it. ASIS has already begun setting standards that have impacted the industry. The latter more or less cements the impact of the former.

While the quest for mutual respect and seamless cooperation between public and private security has improved over the years, it must remain an ongoing goal for both the private and public sectors. Mutual respect and cooperation between public law enforcement and private security is essential to ensuring that security needs are met effectively.

Increasingly, security functions have been contracted out to private security firms to fill the gap between what government can do and what is needed. Private security firms are even stepping in to fill the roles that military personnel once filled on military installations and even war zones. A new type of protection officer is increasingly stepping forward to fill the need, ready to deal with new situations and challenges

as they come along, thanks to ongoing education and training.

Currently, corporations that once relied on that night watchman to patrol a fence as sufficient protection are increasingly instituting their own in-house security departments. An integral part of this overall protection process is the professional security manager and supervisor, complemented with a security staff capable of attending to ongoing protection needs. Generally, corporations require their security managers and supervisors to be well educated, trained, and experienced. Private security firms are also demanding educated, trained professionals.

The night watchman might have been able to do his job with limited education, but in today's ever-changing, challenging security climate, professionals must be educated and well trained to fulfill their new, evolving, and demanding roles. This new breed of security professional is winning respect by proving it is skilled and very capable of carrying out the most sophisticated, demanding roles. They are dedicated professionals with the credentials needed to keep themselves, their employers, and their employers' assets from harm.

F. CERTIFIED PROTECTION OFFICER (CPO) PROGRAM

Professional Protection Officer: Practical Security Strategies and Emerging Trends is the course text for the Certified Protection Officer (CPO) program, an internationally recognized certification for protection officers.

The CPO designation is a professional accreditation that can be earned by completing a self-paced course based on this textbook.

In addition to having security experience or the equivalent, a candidate must complete the following stages of progression to earn the CPO designation:

- Submit application for enrollment.

- Successfully complete a midterm examination.
- Successfully complete a supervised final examination. (A proctor may be located within the candidate's organization or community.)

(Both examinations are based on the contents of this textbook.)

G. CERTIFIED PROTECTION OFFICER (CPO) FINAL CHALLENGE PROGRAM

This textbook, *The Professional Protection Officer: Practical Security Strategies and Emerging Trends*, is also the text for the CPO Final Challenge Program, which is the fast-track method of obtaining the CPO certification. The Final Challenge option eliminates the course of study and goes directly to the final exam, which is the same one that is part of the CPO program. Questions on the final exam come from the material in the textbook.

Contact the International Foundation for Protection Officers (IFPO) for more information regarding the Certified Protection Officer and/or other programs.

H. CONCLUSION

The term *protection officer* frequently appears in this textbook. What is a protection officer?

Protection officers have many titles: security guard, security officer, campus police, loss prevention officer, crime prevention officer, retail loss prevention agent, military police, and several others. They can work part time or full time. They can be assigned to protect a person, a group of people, an office building, a network, a store or factory, and many other assets in many locations. Some are armed; some are unarmed.

They can be employed as independent consultants, by a security services agency, by the military, by a state government, by the federal government, and by other organizations. The term “protection officer” is not easy to define. Titles vary, specific tasks vary, locations vary, employers vary, but the one thing that all protection officers have in common is that they are willing to take risks and put into place preventive measures to protect tangible assets, such as buildings, intangible assets, such as data, and of course, the public. They assume the risks so that others can go about their business and not have to worry about potential harm.

This textbook is written as a useful reference for security supervisors, managers, and those

that teach; but the primary beneficiary is the student or working protection officer.

The editors of the Professional Protection Officer: Practical Security Strategies and Emerging Trends are honored to work with so many academicians, researchers, and outstanding security professionals since the planning of the first edition. These talented and dedicated security professionals have worked tirelessly in supporting, promoting, and contributing to the International Foundation for Protection Officers and all of its worthwhile programs. “We could not have done it without you!”

A special thanks goes to Alice Grime, Charles Thibodeau, and Jamie Ingram for their technical support and assistance in the production and development of this textbook.