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Security Solutions

ADDRESSING THE NEEDS AND SECURING THE FUTURE.

Helping secure your world

We live in a highly competitive world where often the difference between one company and another is the information that one company possesses, whether that information is a customer list or the knowledge about a particular process. Information is therefore valuable and whenever there are items of value there are persons who will seek to gain it by legal or illegal means. Corporate espionage may not be in the headlines in the Caribbean but it takes place. At **SECURITY SOLUTIONS** we seek to alert you to crime trends and to provide you with measures for your protection, as a result we have included the article, **How to Spot and Stop a Corporate Spy**.

One of the measures that is often advanced for dealing with corporate espionage is having Company Policies. The comment is sometimes heard'

"We have a policy but no one follows it".

Our next article addresses Corporate Policies and points out that **Enforcing them is the only remedy**, plus provides some pointers on how to get staff to follow the policies.



One area in which it has historically been difficult to enforce policies is with staff who work on vehicles and so are out of sight of the office. Increasingly companies are turning to the use of tracking

technology to monitor their external employees. In addition concerns about personal security are also driving this trend. We have therefore included an article on **GPS Tracking Devices**.

The office lobby has traditionally been an area of security focus and with good reason. It seems however that companies have been securing it for so long they have forgotten why, and a reminder is required. We address this area in the article, **Five Reasons to Rethink Visitor Management**.

We recognize that individuals are concerned about security issues from a corporate perspective but also from a personal perspective. Consequently, advice on personal security issues is given in the article **The use and effects of Pepper spray**.

Brian Ramsey
Editor

Corporate Policies – Enforcing them is the only Remedy

by Kai Roer



Bad advice comes from everywhere. One of the struggles of security is to teach management and employees alike the importance of policies and regulations, and the need to abide by them.

In an organization, there are rules. Rules are there to be followed - like it or not. To make sure that the rules are followed, most of them are written down as procedures and policies. That makes it easy to control, and change when necessary. The challenge is that not everyone follows the rules.

Policies enforces behavior

Humans are different - some are energetic and full of ideas, some are very down to detail and control. Others prefer a nice workplace where everyone is happy and calm. Others again like to be in control and drive their own agenda forward. The

more people you put in a room, the more diverse the group will be. And without a clear leadership and management, the group will not be able to efficiently come up with anything but noise.

In a corporate world the same scenario is true. You need to control your employees and join their efforts to push in the same direction. On a day-to-day basis, policies are used to control the behavior and to put in place a set of methods and processes.

No incentives - no followers

One very important thing about policies is the fact that if you give no incentives to follow them, people will soon start to make up their own ways of doing things. To the one employee it may make perfect sense to use his laptop to store personal images and share music. To the company, this sort of behavior may result in lawsuits and liability.

The incentives will vary from organization to organization. The most important thing is that if an employee does not follow the rules, then a penalty must occur. The penalty should be widely known, and practiced.

A few years ago, a Norwegian oil company tried to sack a team of employees that had been viewing adult movies at one of the oil rigs. The company did have a policy that prohibited any kind of adult material to be viewed using their systems. So you would think they had a clear case. Not so, the policy had never been enforced. The company had to

take the employees back and even pay a penalty.

The lesson to be learned is simple - when you have a policy in place, make sure you enforce it.

Technology is a supplement

Technology should supplement policies - not the other way around. You should never invest in (security) technology and then make the policies.

The purpose of security technology with regard to policies is to enforce the policies, to control that they are being followed and to trace possible violations. To do so, you first need to know the behavior you would like to have in place (the policy), and then you invest and set up the necessary tools to check if the policy is followed.

Technology includes tools that removes threats, tools that enforces a particular behavior, tools that log and analyze the movement and use of your employees, as well as tools to audit, control and change policies itself.

Today there is a great demand for this kind of technology. The driving force is not so much the company itself. The driving force is the need for the company to stay compliant to public regulations like SOx, HIPAA, PCI and the like. These regulations come in different flavors, from international, to regional, via national laws, and finally as policies in the company. Then add industry standards like ISO. Clearly you need some technology to help you stay on top of the problems.

Still, always remember to have the policies in place beforehand - the technology is only there to support and enforce your policies.

Review and audit

Regardless of if you like it or not once you do not understand the reason behind the policies - then ask around internally. If you have the knowledge and the power, you may change them - a process that should be a major part of the rules, and it is called auditing.

Auditing is important to keep your policies and your employees up to speed.

If you have a policy that your employees see is useless, or wrong, they will try to find ways around it. You need to teach them that if the policy is wrong, the right way of doing things is to change the policy. It must be easy to report errors. It should be positive to report errors.

Errors happen all the time. If you fail to catch the errors, how will you be able to improve?

The Toyota Production System is one way to do this. The purpose is to improve and manage quality. Toyota does this by emphasizing the need for improvement. They proactively ask their employees to come up with better ways to do their job.

Rule breakers

In every organization you have the people who always seem to be breaking the rules. Some are in the R&D - and there they are doing a great job. But other employees who break the rules

with intent must be identified and removed. They are working against the target of the company, and they are reducing the inner bonding and cooperation of the team.

Most importantly, rule breakers impose a risk to the organization. You will never be able to control everyone 100%, but most people will follow most rules if told or given a reason to do so.

If you add noise to the group in the form of a rule breaker, the team will soon stop following the policies. And of course - people who do not abide by the rules are more likely to sell off company secrets, impose threats to the company and be an overall liability.

The challenge is to discover and neutralize such elements. Especially since they very well may add great value to the organization by their opportunistic views and new ideas. You see them in R&D, Sales and as business developers.

The bad bones you must remove. But if you cater for them correctly, and stay in control, any organization has great benefits from these people.

Success with policies

Policies are a set of rules put in place to ensure a particular behavior. Many policies out there are worthless - either because they are not being enforced, they are wrong or outdated, or they have been put in place for the wrong reasons.

Success with policies comes by combining the right mix of incentives and controls, with

regular updates and audits. But if you forget that the policies are all about human behavior, you will fail.

About the Author

The author is Mr. Kai Roer. He has dealt with communication and the Internet since 1994. Taking part in projects all over Europe, Mr. Roer is a reknowned resource on information security, communication and security in general. As a management consultant, author and speaker, Mr. Roer has helped many a client. Mr. Roer maintains an information security blog: <http://www.roer.com>

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State Of The Art GPS Tracking Devices To Monitor Family Members Or Company Drivers

By [Timothy Clark](#)

There have been debates as to whether it is OK to monitor your spouse, children or company drivers using GPS tracking devices.

When it comes to the safety and protection of our children, it makes perfect sense to monitor their driving activities with GPS tracking devices. A small device that mounts to the vehicle and records daily driving information such as location addresses, starts and stops, amount of idle time at location, speed of vehicle and more. These Hi-Tech tracking systems allow you to monitor

your teenager's driving from the internet. The device can even call your cell phone when the vehicle is in motion. It is the equivalent to having your own private investigator. It is equipped with a USB port that allows you to plug into any computer to view the recorded information. The reports provide readable data and also a color map and chart of the day's route which make this device one of the most popular GPS trackers on the market. You can have piece of mind much sooner than if you sat up waiting and wondering about how your teenager is doing while on the road. If the vehicle has been stolen, track the vehicle, catch the criminal and recover your vehicle quickly, denying criminals the time to travel far distances or the time to strip the vehicle for parts. Today we also face a higher rate of kidnappings in America so having a GPS tracker on your teenager's vehicle can also save time in tracking down a criminal which could save many lives as well. So your initial interest in a GPS tracker may be to just keep your teenager honest but you are also providing a higher level of security for your child's life by using these devices as well.

When needing a device to track a spouse that you suspect of infidelity, the details contained in the tracking reports are exactly what you are needing to compare with the information your spouse is telling you when explaining where they have been. In addition to these benefits, you will also want to keep the device hidden so that your spouse is not alerted of your suspicions. One of the smallest GPS products on

the market is about the size of your smallest finger. It can be hidden on the vehicle out of sight while recording the vehicles routes. This device receives its signals from twenty-four Department of Defense satellites orbiting the earth. It has a USB port for plugging directly to any computer for displaying the recorded information.

It is impossible to lie about where you have been when this device has been mounted to your vehicle.



For the business owner, fleet manager or operations manager of any company, these GPS trackers will improve productivity greatly. Unlike the situations mentioned above, you would definitely want to inform your drivers that these devices are installed on your company vehicles. When a driver is aware that they are being monitored by their employer while on route, they will be less likely to engage in non-job related activities, which will result in a higher level of productivity. These devices report addresses, starts and stops, total amount of time at each location and also speed of vehicle. The end result when operating a fleet equipped with GPS tracking devices is more productive employees, happier customers and increased profit margins.

Tim Clark is the owner of Security and Surveillance 4ALL. This online retailer provides products in Home and Office Security, Surveillance, Self Defense, Private Investigation and Law Enforcement. To view over 700 products in these categories including those mentioned above, please visit <http://www.securityandsurveillance4all.com>

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Amalgamated Security provides a GPS Tracking service with the most detailed maps of Trinidad

Five Reasons to rethink Visitor Management

By [Rich Anderson](#)
Security Technology & Design

In my line of work, I spend a lot of time on the road visiting customers. Hanging around in a corporate lobby waiting for my host to arrive is an everyday occurrence. So, for better or worse, I have a good deal of experience in how corporations handle visitors.

Out of 10 companies I might visit, I am lucky if one painlessly verifies my identity and issues a personalized visitor credential. Most have me sign the old paper log, assume I must be who I say I am, and hand me a dog-eared visitor badge left over from the Nixon administration. At least one or two out of the 10 doesn't even use a log book; just a wave to "come on back." Let's just say that visitor management is pretty low on the list for most companies. This always strikes me as strange

since the vast majority of the companies I visit are in the security business. It seems they should know better since securing the lobby has been a first line of defense since the dawn of the industrial age. Perhaps that is the issue — we have been doing it for so long we have forgotten why, and a reminder is required. So without further ado, here are the top five reasons why you should consider improving your visitor management and purchasing a computerized system:

1. You need to have a record of who is in your building.

Let's start with the basics: why do we care? For some companies, it is a matter of compliance. Sarbanes-Oxley, for example, requires public companies to report on the adequacy of their internal control over financial reporting. Those controls are typically taken as control over information systems, but it will be hard to prove if the auditors see loose controls over visitors to the data center. Similarly, companies may be bound by other regulations such as HIPAA or CFATS (Chemical Facility Anti-Terrorism Standards) that can require control over who can access a facility and when. This is not, however, an issue that is brought about by U.S. regulation. "We are seeing global demand and are now providing our system in five languages," says Paul Terschuren, vice president of Sales and Marketing for STOPware, a supplier of visitor management systems.

Even if regulatory compliance is not an issue for your firm, avoidance of legal liability is. Failure to provide a safe workplace is a lot harder to prove if a company has taken reasonable steps to provide access and visitor control. In addition, almost any company has intellectual property, private data or high-value assets that may be available to any visitor who finds himself in the right place at the right time. Without accurate records, there is no hope of recovery.

2. No one else should know who is in your building

One of the areas often overlooked

by companies with a paper log book is loss of privacy. Any salesperson can tell you that the visitor log is an invaluable source of information and can tell quite a story about the deals a company is pursuing or what competitors may be bidding on a job. In the case of a multi-tenant facility, these privacy concerns can create a real liability for the landlord that can outweigh the need for security. This is a concern that completely goes away with an automated system, since the history data in the system will not be available to any visitor. "Information about who is visiting you should be confidential," says Howard Marson, CEO of Easy Lobby. "It's not (confidential) with the paper book — everybody looks through it"

3. A paper log says "I never really intend to look at this again"

Have you looked at your paper log lately? How many of the names are legible? Are the purpose of the visit and the host's name filled out? How about the arrival and departure times? Most people fill out the arrival time, but hardly anyone bothers on the way out. Even if they did, the times are notoriously inaccurate and certainly not verifiable. If your procedure calls for verifying identity with a driver's license, can you prove the procedure was followed? What about the logs themselves? Do you know where all old logs are? Has anyone "accidentally" removed a page? Are there back-up copies off-site? Are you gathering all of the data you should be gathering, or are you limited by the log you use and the time it takes to fill it out? How long does it take you to search through the data to find the entries you need?

If you are not sure about the answers to any of these questions, stop and think about the risk you are placing your company under if an incident does occur. A simple electronic visitor log program can solve all of these issues.

4. Many of your visitors are customers

One of the key reasons companies are moving to visitor management

systems and away from paper logs is the impression it makes on their customers. Not only do the badges have a professional look and the potential for personalization with a photo, but the lobby process leaves the right impression. A company with long lines of visitors waiting to check in starts out a visit on a really bad note. Having Bob the security guard misspell your customer's name is even worse. In fact, one of the best features of these new systems from both a security and an image point of view is the ability to scan a Driver's License or Passport automatically. Not only is the information correct and complete, it is much faster than typing. "A scan of a license can be completed in about ten seconds" Marson says.

Having the capability to allow the visitor to self-enroll is another feature that many new systems have that leaves a high-tech impression on visitors. Even if it is followed up with an ID verification and badge printing a guard station, the overall process will be faster, more reliable and less of an aggravation for the visitor. Customers or not, you also have a responsibility to protect visitors. In the event of an emergency, you have the responsibility to ensure that all employees and visitors have been marshaled to a safe area. Visitors represent a significant issue since they will have no idea what the proper evacuation procedures are. Additionally, you want to make sure none elect to remain inside with your assets while they are unsupervised. While visitors can be accounted for using a paper log — the log must be available at potentially multiple marshaling points outside, and the information it contains must be correct. Both assumptions are easier to accomplish with a computerized visitor system.

5. Some of your visitors may not be friends

Visitor management systems have capabilities far beyond those of the paper log, and those features can make an enormous difference in your overall security. Take for example, the ability to screen visitors using a watch-list. This

capability is becoming very popular in the educational sector using a sexual predator list. It also has obvious applications in the government space using terrorist watch-lists. In the commercial arena, this capability can be used with internally generated lists such as terminated employees. "We also have customers that turn that idea around and use the watchlist capability to give VIPs special treatment," Terchuren says.

Most systems today also allow the option of visitor pre-enrollment using either a link to the company's Outlook system, or an internal Web page. This can be a significant security improvement, since all visitors must be invited by an employee of the company. It is certainly possible to pre-approve visitors using a manual system, but it would be inefficient, error prone and require far too much lead-time to be practical.

It is also now possible to allow the use of visitor management systems by mobile guards. "We have all of our systems available on handhelds so they can be used at the guard shack, a gated facility, a distribution center or a warehouse," Marson says.

A visitor management system also allows a user to require each visitor to execute a legal document such as an NDA or a general release. In a high-tech design company, executing an NDA with each visit is a standard practice, and reminds the visitor that the company considers all disclosure as confidential.

Logging meetings, dates and attendees can also be very useful in disputes over intellectual property. In the case of manufacturing or process plants, executing a general release helps the company avoid liability for accidents by making it clear the visitor knew the risks of being on premises. In the case of either the NDA or general release, the visitor management system makes it practical to consistently execute these types of documents and retrieve them on demand.

If your company is like many that I visit, maybe it's time to have another look at the way you deal with visitors. Not only can you improve security, make your

investigations easier and lower your risk, but you have a real chance to enhance your company's image with its customers.

Rich Anderson is the president of Phare Consulting, a firm providing technology and growth strategies for the security industry. A 25-year veteran of high-tech electronics, Mr. Anderson previously served as the VP of Marketing for GE Security and the VP of Engineering for CASI-RUSCO. He can be reached at randerson@phareconsulting.com.

The Use and Effects of Pepper Spray

By Ken Potter

Pepper spray is one of the most popular self defense products on the market today. If you have not heard of it before, it is a spray made out of a solution that contains extracts from chili peppers. When an individual is attacked, the pepper spray can be sprayed into the attacker's eyes, causing temporary discomfort and even blindness, allowing the person being attacked the chance to escape.



Pepper spray comes in a wide range of sizes. Individuals commonly carry small pepper sprays for personal protection.

There are even tiny pepper spray containers on the market today that can be slipped into a purse or pocket. For instance, one product, known as lipstick pepper spray, looks like a little tube of lipstick. However, when you open the cap it contains a small sprayer instead of makeup. Lipstick pepper spray and other small pepper spray containers can be attached to key chains as well to keep them handy in case of an attack.

Believe it or not, you can actually purchase pepper spray that is in a ring. This type of self defense is always on your hand, so it will not matter if your purse is stolen or you cannot reach your pocket or keys. All you have to do to dispense the pepper spray is point your hand towards your attackers face and touch your ring.

If you have ever looked into purchasing pepper spray, you have likely come across a product called Mace Spray. Mace Spray is a combination self defense spray that combines pepper spray, tear gas, and a marking dye. This is a highly effective self defense product. Mace is the brand name for this type of defensive chemical spray, and this company was the first to market pepper spray and other defense sprays to the general public.

To understand how these products work, it is best to look at the three agents in Mace Spray, which are found in some combination in many pepper spray products. The pepper spray in the product makes the attacker's eyes shut instantly

because it acts as a powerful irritant and inflammatory agent. It will also cause choking and coughing, which typically cause the attacker to panic. Tear gas will cause the eyes to tear, making it difficult to see. Also, this agent causes the attacker's face to burn and can cause disorientation. The effects of these two agents disappear after thirty minutes to an hour. The UV dye will mark the attacker so that he can be identified after the attack.

No matter how well the Mace Spray or lipstick pepper spray product that you have purchased works, if you do not know how to use it, it will not be of any use to you. Almost all of these products work in a similar fashion. To use the product, you must remain calm when you are attacked. Remember, you are in control because you have a way to defend yourself. The sprayer must be held upright. Then, you need to direct the spray at your attacker's face. Spray for around five to six seconds. This should give enough of the irritant to the attacker to keep him immobilized for a while. Immediately run away and seek help.

It may help to practice using the pepper spray. However, you will not want to practice on a real person, as the effects of the spray are quite irritating. Consider practicing on a target that would be about face height. It is essential that you know where the trigger is on your pepper spray. It is also essential that you know how to get it out of your purse or pocket quickly before the attacker has a chance to immobilize your hands.

About the Author

Ken Potter is the founder and owner of Protect Your Home and Family and Eyes Undetected. Please visit <http://www.ProtectYourHomeandFamily.com> and <http://www.EyesUndetected.com> where you can buy self defense products and security cameras to protect your home and family. On these sites you will find a variety of personal protection products, including pepper sprays, a variety of stun guns, kubotans, telescopic stun batons, college safety products, cell phone stun guns, wireless security systems, surveillance cameras and many other self defense and personal protection products.

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