HOSPITALITY SECURITY

Managing Security in Today's Hotel, Nightlife, Entertainment, and Tourism Environment

Second Edition
Darrell Clifton



CRC Press is an imprint of the Taylor & Francis Group, an **informa** business

I

| Preface | xxix |
|---|--------|
| Prologue | xxxi |
| About the Author | xxxiii |
| What's with the Pineapple? | XXXV |
| Risk Assessment | I |
| Premises Liability and the Risk Assessment | I |
| External Risk Assessment | 1 |
| Internal Risk Assessment | 2 |
| Step 1—Divide the Property | 3 |
| Step 2—List Threats | 3 |
| Step 3—Severity | 4 |
| Step 4—Probability | 4 |
| Gathering Local Crime Data | 4 |
| Police Data and Statistics | 6 |
| Compiling Local Crime Data | 7 |
| Gathering Proprietary Incident Data | 8 |
| Gathering Market Incident Data | 8 |
| Determining Likelihood | 8 |
| Determining Risk | 9 |
| Foreseeability | 10 |
| Notice | 11 |
| Managing Foreseeability | 12 |
| Managing Risk | 13 |
| The Living Document | 13 |
| Talking Risk | 14 |
| What Does Risk Have to Do with Security? | 15 |
| Reacting to Risk | 16 |
| Pre-emptive Risk Assessments | 17 |
| Managing Threats | 17 |
| Many of the Questions that Came from Media and Others after | |
| October I | 19 |

| 19 |
|----|
| 20 |
| 21 |
| 21 |
| 21 |
| 22 |
| 23 |
| 24 |
| 24 |
| 26 |
| 28 |
| 30 |
| 31 |
| 32 |
| 33 |
| 33 |
| 34 |
| 37 |
| 37 |
| 37 |
| 40 |
| 42 |
| 43 |
| 43 |
| 43 |
| 44 |
| 44 |
| 44 |
| 45 |
| 46 |
| 47 |
| 47 |
| 47 |
| 48 |
| 48 |
| 49 |
| 49 |
| |

| Systems/Procedures—Section 5 | 50 |
|--|----|
| Crimes and House Policies—Section 6 | 50 |
| Arrests | 50 |
| Emergency Procedures—Section 7 | 50 |
| Incident Response—Section 8 | 51 |
| Documentation—Section 9 | 51 |
| Writing the Manual | 51 |
| Other Sources | 52 |
| Delegation | 53 |
| Compiling | 54 |
| Updates | 54 |
| Summary | 54 |
| Emergency Manual | 55 |
| Hazards and Threats | 55 |
| Starting the Emergency Manual | 56 |
| Testing the Manual | 56 |
| Incident Action Plan | 56 |
| Training | 59 |
| Making the Case for Training | 59 |
| Ability | 59 |
| Consistency | 60 |
| Liability | 61 |
| Funding Training | 62 |
| Guest Safety | 62 |
| Liability | 63 |
| Training Culture | 63 |
| Training Manager | 64 |
| Unique Classes | 64 |
| Include Everyone in the Process | 64 |
| Continue the Training from Day One until the End of Time | 65 |
| Quality In Is Quality Out | 65 |
| Consistency | 66 |
| Training Program | 67 |
| Training Components | 67 |
| Classroom | 67 |
| Training Objective | 68 |
| Basic Laws | 69 |
| | |

| Laws of Arrest | 69 |
|-----------------------------------|----|
| Search and Seizure | 70 |
| Use of Force | 70 |
| Use of Force (More Stories Later) | 73 |
| Company Policies | 75 |
| Report Writing | 75 |
| Emergency Procedures | 75 |
| Guest Service | 76 |
| Field Training | 77 |
| Task List | 78 |
| Evaluations | 79 |
| In-Service Training | 79 |
| Defensive Tactics | 81 |
| Documentation | 83 |
| | |
| Staffing | 85 |
| Guards or Officers? | 85 |
| Hiring | 86 |
| Recruitment | 86 |
| Job Posting | 86 |
| The Screener | 87 |
| Qualifications | 87 |
| Starting Wage | 88 |
| Loosen Up | 88 |
| Application Process | 89 |
| Interview | 90 |
| Standard Questions | 91 |
| The Questions | 91 |
| Second Interview | 92 |
| Group Interview | 92 |
| Background | 92 |
| Drug Testing | 94 |
| Before Hiring | 94 |
| Orientation | 95 |
| Deployment | 96 |
| Schedules | 97 |
| Minimum Staffing | 99 |
| | |

| Wage Structure | 99 |
|---|-----|
| Survey | 99 |
| Base Wage | 99 |
| Raises | 100 |
| Training | 100 |
| Experience | 100 |
| Benefits | 100 |
| Reputation | 100 |
| Officer Development Program | 101 |
| Contract Security | 102 |
| Leadership | 105 |
| The Hierarchy | 105 |
| Creating Managers | 106 |
| Responsibility | 106 |
| Supervision | 106 |
| Training and Coaching | 107 |
| Delegation | 107 |
| Managing Managers | 108 |
| Maintaining Morale | 110 |
| Empowerment | 111 |
| Other Morale Boosters | 112 |
| Image | 112 |
| Guards | 113 |
| Recognition | 113 |
| Proper Training and Equipment | 113 |
| Patrol | 114 |
| Overall Property | 114 |
| Physical Protection System | 114 |
| People | 114 |
| Deployment | 116 |
| Work Force | 117 |
| Patrol | 119 |
| Basics | 119 |
| Prevention | 119 |
| My Perception of the Recent History of Policing | 120 |
| A Tale of Two Cities | 120 |

| Preventive Patrol | 121 |
|---------------------------------------|-----|
| Posts | 123 |
| Post Types | 123 |
| Post Orders | 125 |
| Elevators | 125 |
| Hotel Patrol | 126 |
| Combining Layers | 128 |
| Summary | 129 |
| VIP Protection | 129 |
| Dispatch | 3 |
| Communication | 132 |
| System Monitoring | 132 |
| Documentation | 132 |
| Patrol Procedures | 132 |
| Safety | 133 |
| Parking | 134 |
| Headcounts | 134 |
| Purse Advisories | 134 |
| Loiterers | 135 |
| Eye Contact | 135 |
| Greeting | 135 |
| Patrol Duties | 135 |
| Room Entry | 135 |
| Housekeeping | 137 |
| Marijuana | 137 |
| Service Animals | 138 |
| Wheelchairs or Other Mobility Devices | 138 |
| Parties in a Room | 138 |
| Underage Drinkers | 139 |
| Domestic Fights | 139 |
| Cooking and Other Unsafe Practices | 140 |
| Door Ajar | 140 |
| Welfare Check | 4 |
| Privacy | 142 |
| Unknown Guest | 142 |
| Room Inventories | 143 |
| Weapons | 144 |
| Room Thefts | 144 |

| Violent Crimes | 145 |
|------------------------------|-----|
| Restrooms | 145 |
| The Lobby | 147 |
| Lost and Found | 147 |
| Administration | 147 |
| Tracking | 148 |
| Found Objects | 148 |
| Valuables and Cash | 148 |
| Storage | 148 |
| Do the Math | 149 |
| Disposition of Items | 149 |
| Security Measures | 149 |
| Search Stations | 149 |
| Arrests | 150 |
| Refuse Service | 151 |
| Trespassing | 151 |
| Last Resort | 152 |
| Procedures | 152 |
| Video Patrol | 153 |
| Camera Placement | 154 |
| Special Training | 156 |
| Bike Patrol | 156 |
| Escalators | 158 |
| Spas and Pools | 160 |
| Lifeguards | 160 |
| Pool Rules | 160 |
| Safety Equipment | 161 |
| Hot Tubs | 161 |
| Spa Treatments | 161 |
| Chemical Hazards | 162 |
| Pool Parties (Wet Clubs) | 162 |
| Theft | 162 |
| Valet | 163 |
| Employee Theft | 164 |
| Guest Accidents and Injuries | 164 |
| Vehicle Damage | 164 |

| Conventions, Meetings, and Banquets | 164 |
|--|-----|
| Event Type | 166 |
| Specific Group | 166 |
| Number of People and Demographics | 166 |
| Alcohol | 166 |
| BYOB | 166 |
| Music | 167 |
| Politics | 167 |
| Admission | 167 |
| Merchandise | 167 |
| Security | 167 |
| Dress and Prohibited Items | 168 |
| Age | 168 |
| Crowd Management | 168 |
| Minor Events | 168 |
| Security Plan | 168 |
| Special Event Permits | 169 |
| Outdoor Events | 169 |
| Parking | 170 |
| Cleanliness | 170 |
| Lighting | 171 |
| Access Control | 171 |
| Security Patrol | 172 |
| Parking Enforcement | 172 |
| Casino Security | 172 |
| Casino Controls | 173 |
| Regulation Hierarchy | 175 |
| Casino Patrol | 175 |
| Detention | 176 |
| Deployment | 177 |
| Innovation | 177 |
| Medical | 178 |
| Physical Security and Crime Prevention Through Environmental | |
| Design (CPTED) | 179 |
| CPTED | 180 |
| Crime Prevention Through Environmental Design, by Russell Kolins | 181 |

| | Exterior Physical Security | 182 |
|---|--|-----|
| | Landscaping | 183 |
| | Lighting | 185 |
| | Put It All Together | 187 |
| | Physical Barriers | 187 |
| | Walls and Fences | 189 |
| | Conclusion | 189 |
| 7 | Emergency and Incident Response | 191 |
| | Major Emergencies | 191 |
| | Fire Alarm | 192 |
| | Directional Signage | 192 |
| | Means of Egress | 193 |
| | Doors | 193 |
| | Alarm Function | 193 |
| | False Alarms | 194 |
| | Bottom Line | 194 |
| | Fire | 194 |
| | Active Shooter | 195 |
| | Response | 197 |
| | Security Response | 199 |
| | Objective | 199 |
| | Physical Response | 199 |
| | Police Notification | 199 |
| | General Procedures | 200 |
| | Additional Details | 200 |
| | Panic Alarm | 200 |
| | Bomb Threat | 201 |
| | Medical | 202 |
| | Suicidal | 203 |
| | Lost Child | 203 |
| | Weather—Blizzards, Hurricanes, Rain/Flood, Winds | 204 |
| | Earthquake | 205 |
| | Power Failure | 205 |
| | Indoor Contaminant Release | 205 |
| | Outside Chemical Release | 206 |

| Secondary Effects | 206 |
|---|-----|
| October 1, Las Vegas Mass Casualty Incident | 206 |
| Recovery | 208 |
| Mutual Aid | 209 |
| Incident Response | 209 |
| Medical Incidents | 210 |
| Domestic Fights | 210 |
| Suspicious Person | 211 |
| Trespass | 211 |
| Room Losses | 213 |
| Value of Item | 214 |
| Crimes in Rooms | 214 |
| Proprietary Loss/Damage | 214 |
| Room Disturbance | 215 |
| Bed Bugs | 215 |
| Major Incidents | 216 |
| Guest-Room Attendants | 217 |
| Investigations | 219 |
| Preliminary Investigations | 219 |
| Initial Response | 220 |
| Preparation | 220 |
| Response | 220 |
| Starting the Investigation | 221 |
| Photos | 221 |
| Witnesses | 222 |
| Interview | 222 |
| Evidence | 222 |
| Drugs and Contraband | 223 |
| Report Writing | 223 |
| Format | 224 |
| Narrative | 224 |
| Corrections | 225 |
| Attachments | 226 |
| Next Steps | 226 |
| Retention | 226 |
| Report Writing Software | 227 |
| | |

| Investigations | 227 |
|-------------------------------------|-----|
| Report Follow-Up | 228 |
| Personnel Investigations | 229 |
| Interview | 231 |
| Victim | 231 |
| Witnesses | 232 |
| Non-witnesses | 232 |
| Character Witness | 232 |
| Suspect Employee | 232 |
| Post-interview Conference | 233 |
| Interrogation | 234 |
| Resignation versus Termination | 234 |
| Cooperation | 235 |
| Unions | 235 |
| Translators | 236 |
| Burden of Proof | 236 |
| Criminal Investigation | 236 |
| Private versus Public | 237 |
| Restitution | 237 |
| Workers' Compensation Investigation | 238 |
| Guest Claims | 239 |
| Triggers | 239 |
| Statements | 239 |
| Witnesses | 239 |
| Analysis | 240 |
| Metrics | 240 |
| Data Sources | 240 |
| More Data Is Better | 241 |
| Analyzing the Data | 241 |
| Slip and Falls | 243 |
| Crime Analysis | 243 |
| Location | 244 |
| Crime Type | 244 |
| Time | 244 |
| Suspect | 244 |
| Other Sorts | 245 |
| Crime Triangle | 245 |
| Suspect | 245 |

| Victim | 246 |
|--------------------------|-----|
| Location | 246 |
| Off-Property Incidents | 246 |
| Reacting to the Data | 247 |
| Special Operations | 247 |
| Undercover Operations | 247 |
| Outside Agencies | 248 |
| Private Outside Agencies | 248 |
| In-House Operations | 248 |
| Integrity Checks | 248 |
| The Preliminaries | 249 |
| The Setup | 250 |
| Now Some Warnings | 251 |
| The Sting | 251 |
| More Warnings | 251 |
| Covert Cameras | 252 |
| Bag Checks | 253 |
| Drug Testing | 254 |
| Random | 254 |
| Random Testing | 255 |
| Post-accident | 255 |
| Cause Testing | 256 |
| Abandoned Luggage | 256 |
| Risk Assessment | 256 |
| Back Track | 256 |
| Internal Procedures | 257 |
| Official Response | 257 |
| Internal Crime | 257 |
| Employee Crime Stats | 258 |
| Internal Audit | 258 |
| Security Audits | 258 |
| Types of Audits | 259 |
| Performing Audits | 259 |
| Fraud Detection | 260 |
| Accounting | 260 |
| Payroll Scams | 260 |
| Collusion | 261 |

| Credit Card Fraud | 261 |
|--------------------------------|-----|
| Identity Theft | 262 |
| Charge-Offs | 262 |
| Fake Vendors | 262 |
| Cashiers | 263 |
| Voids | 263 |
| Returns | 263 |
| Coupon | 263 |
| Restaurants | 263 |
| Receiving | 264 |
| Outgoing Theft | 264 |
| Receiving Theft | 264 |
| False Orders and Return Thefts | 265 |
| Lost Merchandise | 265 |
| Housekeeping | 265 |
| Security | 265 |
| Background Checks | 266 |
| Executive Skills | 269 |
| Finding Your Place | 269 |
| Cooperation and Collaboration | 270 |
| Executive Meetings | 271 |
| Communication | 272 |
| The Boss | 272 |
| Your Staff | 273 |
| Maintaining Morale | 274 |
| Your Peers | 275 |
| Networking | 275 |
| Government Meetings | 276 |
| Associations | 276 |
| Local Trade Groups | 276 |
| Nonprofit Groups | 276 |
| Public/Private Groups | 276 |
| Online | 277 |
| Regional Training | 277 |
| Regional Communication | 277 |
| Mutual Aid | 277 |
| | |

| Written Agreement | 278 |
|----------------------------|-----|
| Sharing of Resources | 278 |
| Regional Disaster Planning | 279 |
| Personal Growth | 280 |
| Your Work Ethic | 280 |
| Stress | 280 |
| Time Management | 281 |
| Delegation | 281 |
| Visibility | 281 |
| Respect | 282 |
| Attitude | 282 |
| Tactical Planning | 283 |
| Budgeting | 284 |
| Basics | 284 |
| What Is It? | 284 |
| Prior Year | 284 |
| Process | 284 |
| Full-Time Equivalent | 285 |
| Wages | 285 |
| Recurring Expenses | 285 |
| Overtime | 285 |
| Benefits | 286 |
| Budget Submission | 286 |
| Your Budget | 286 |
| Capital Expenses | 287 |
| Life Safety | 287 |
| Saving Labor | 288 |
| Security Envy | 289 |
| The Pitch | 291 |
| Security Revenue | 291 |
| Restitution | 292 |
| Parking | 292 |
| Special Events | 292 |
| Lost and Found | 293 |
| Back-Charging | 293 |
| Justifying Security | 293 |
| Crime Rates | 293 |
| Internal Crime | 294 |

| | Guest Comfort Level | 294 |
|----|-----------------------------------|-----|
| | Terrorism | 294 |
| | Making Those Cuts | 294 |
| | Creative Scheduling | 294 |
| | Briefing | 295 |
| | Supervisors | 295 |
| | Spending | 295 |
| | Procedural Changes | 295 |
| | Patrol Areas | 296 |
| | Arrests/Reports | 296 |
| 10 | Nightclubs, Restaurants, and Bars | 297 |
| | Alcoholic Beverages | 297 |
| | Alcohol | 298 |
| | Guest Service | 300 |
| | Training | 301 |
| | Training Topics | 301 |
| | Appearance | 301 |
| | Shared Labor | 302 |
| | House Policies | 303 |
| | Age Requirements | 303 |
| | Identification | 304 |
| | Crowd Manager | 306 |
| | VIPs and Known Persons | 307 |
| | Tips | 307 |
| | Bottle Service | 308 |
| | Prohibited Activity | 309 |
| | Dress Code | 309 |
| | Prohibited Items | 310 |
| | Searches | 311 |
| | Weapons | 312 |
| | Drugs | 312 |
| | Date Drugs | 314 |
| | Violence | 314 |
| | Pre-violence | 315 |
| | Taking Action | 315 |
| | Ejections | 315 |
| | Occupancy | 316 |

| Staffing Ratios | 316 |
|-------------------------------|-----|
| Restrooms | 317 |
| Emergency Exits | 317 |
| Re-entry | 317 |
| Hand Stamps | 318 |
| ID Scanners | 318 |
| Closing Duties | 319 |
| Posts | 319 |
| Line Control | 319 |
| Door Host | 320 |
| Floor Person | 321 |
| Situations and Procedures | 322 |
| Violence | 324 |
| Ejections | 325 |
| Intoxicated Persons | 325 |
| Trespasses | 325 |
| Use of Force | 326 |
| Policy | 326 |
| Emergency Procedures | 328 |
| Person Down | 328 |
| Fight (Two or More Persons) | 329 |
| Ejections | 331 |
| Fire Alarm—Sirens and Strobes | 332 |
| Smoke or Fire | 332 |
| Power Failure | 332 |
| Earthquake | 332 |
| Hurricane/Blizzard/Tornado | 332 |
| Active Shooter/Shots Fired | 333 |
| Restaurants | 333 |
| Slips, Trips, and Falls | 333 |
| Food Poisoning | 334 |
| Allergies | 334 |
| Now the Financial Stuff | 334 |
| Walk-Out | 334 |
| Credit Cards | 335 |
| Bars | 336 |
| Over-Pouring | 336 |
| Over-Serving | 337 |
| | |

| Over-Charging | 337 |
|--|-----|
| By Russell Kolins | 338 |
| CPTED Concepts | 338 |
| CPTED Basic Principles | 338 |
| Natural Surveillance | 339 |
| Access Management | 339 |
| Territoriality | 339 |
| Facility Maintenance | 339 |
| Order Maintenance | 340 |
| Activity Support | 340 |
| It Starts with a Plan | 340 |
| CPTED Checklist for Venues that Serve Alcohol—Bar Area | 347 |
| Internal Layout | 347 |
| Crowding | 348 |
| Lighting | 348 |
| Outdoor Drinking Areas | 348 |
| CCTV | 348 |
| Entrances and Exits | 349 |
| Staff | 349 |
| Retail | 349 |
| Policies | 349 |
| Shoplifting | 350 |
| Catching Shoplifters | 350 |
| Arrests | 351 |
| Preventing Shoplifting | 352 |
| Retail Staff Training | 352 |
| Store Layout | 353 |
| Cameras and Mirrors | 353 |
| Antitheft Devices | 353 |
| Organized Retail Crime (ORC) | 354 |
| Credit Cards | 354 |
| Employee Awareness | 357 |
| Culture Change | 359 |
| Ownership | 361 |
| Communication | 361 |

П

| Awareness | 362 |
|--|-----|
| Security Awareness | 363 |
| Housekeeping | 363 |
| Drugs and Paraphernalia | 363 |
| Parties | 364 |
| Weapons | 365 |
| Prostitution | 365 |
| Safety Hazards | 365 |
| Criminal Activity | 366 |
| Front Desk | 367 |
| Identity Theft | 367 |
| Key Theft/Room Entry | 367 |
| Night Auditor | 368 |
| Vertical Security | 368 |
| Hotel Operator | 368 |
| Credit Card | 369 |
| Vandalism | 369 |
| Long Distance Call | 369 |
| Purchasing Scam | 370 |
| Behavioral Recognition | 370 |
| Step One—Objective | 371 |
| Step Two—Observe | 371 |
| Step Three—Second Look | 371 |
| Step Four—Challenge | 372 |
| Social Engineering | 374 |
| Front Desk | 374 |
| Workplace Violence | 377 |
| Type I—Criminal Acts | 377 |
| Type II—Customer/Client/Patient Violence | 377 |
| Type III—Worker-on-Worker Violence | 378 |
| Type IV—Violence Stemming from a Personal Relationship | 378 |
| History | 378 |
| Conclusions | 379 |
| Anger | 379 |
| Workplace Violence Policy | 380 |
| Developing the Program | 380 |
| Related Policies | 382 |
| Training Program | 382 |

| Threat Management Team (TMT) | 383 |
|---------------------------------|-----|
| Domestic Violence | 383 |
| Conclusion | 384 |
| Valet Parking | 384 |
| Video Cameras | 385 |
| Reducing Obstacles | 385 |
| Back It In | 385 |
| Background Check | 385 |
| Height | 386 |
| The Ticket | 386 |
| Clearance | 386 |
| Theft Claims | 386 |
| Drunk Drivers | 386 |
| Porte-cochère | 387 |
| Concourse | 387 |
| The Point | 387 |
| Podium | 387 |
| Office | 387 |
| Keys | 387 |
| Virus | 388 |
| Virus Overview | 389 |
| Airborne | 389 |
| Ingested Poisons | 390 |
| Contact Poisons | 390 |
| Prevention | 390 |
| Mitigation | 391 |
| Norovirus | 391 |
| Preventing Norovirus | 392 |
| Water Supply | 392 |
| Prohibited Items | 393 |
| Microwaves and Other Appliances | 393 |
| Coolers | 394 |
| Pizza Coupons | 394 |
| Trafficking/Prostitution | 394 |
| End-User | 397 |
| Pimp | 397 |
| Solutions | 399 |
| Front Desk Clerks | 399 |

| Guest-Room Attendants | 400 |
|--|-----|
| Valet, Bell, and Concierge | 400 |
| Online Enticement | 402 |
| Child Sex Trafficking | 402 |
| Child Pornography | 402 |
| Prostitution Glossary (Caution: Explicit Language) | 403 |
| Drug Use | 404 |
| Marijuana | 404 |
| Parties | 405 |
| Unplanned Parties | 406 |
| Sales Groups | 406 |
| Squatters | 408 |
| Sub-Letting | 409 |
| Safety | 410 |
| Objective | 410 |
| Culture of Safety | 410 |
| Safety Value | 411 |
| Executive Team | 411 |
| Coordinator | 412 |
| Accountability | 412 |
| Participation | 413 |
| Efficiency | 414 |
| Branding | 414 |
| Program | 415 |
| Compliance | 415 |
| Awareness | 416 |
| Safety Committee | 416 |
| Departmental Inspections | 417 |
| Training | 417 |
| Communication | 418 |
| Safety Newsletter | 418 |
| Safety Wall | 418 |
| Safety Suggestions | 418 |
| Insurance Company | 419 |
| Workers' Comp | 419 |
| Accidents | 419 |
| Documentation | 420 |
| Risk Management | 420 |

| | Restroom Logs | 421 |
|----|-------------------------------|-----|
| | Safety Sweeps | 421 |
| | Spill Stations | 421 |
| | Escalator Shutdown | 421 |
| 12 | Technology | 423 |
| | Guest Surveys | 423 |
| | Guest Satisfaction | 424 |
| | Employee Development | 424 |
| | Fresh Ideas | 425 |
| | Liability | 425 |
| | Fire Alarms | 425 |
| | Sensors | 425 |
| | Panel | 425 |
| | Communicator | 426 |
| | Types of Alarms | 426 |
| | Fire Sprinklers | 426 |
| | Metal Detectors | 426 |
| | Concerts | 427 |
| | Policy | 427 |
| | Placement | 428 |
| | Settings | 428 |
| | Bottles/Liquor | 428 |
| | Searches | 428 |
| | Wands | 429 |
| | Smoking; Re-Entry; In and Out | 429 |
| | Cell Phones | 430 |
| | Manpower | 430 |
| | Crowd Management | 430 |
| | Planning | 431 |
| | Communication | 432 |
| | Direction | 432 |
| | Gun Shot Detection | 433 |
| | Artificial Intelligence | 433 |
| | Anti-Terrorism | 434 |
| | X-Ray Luggage | 435 |
| | Bomb Dogs | 435 |
| | Data Security | 436 |
| | | |

| Data Investigations | 438 |
|---------------------------|-----|
| Employee Duress | 438 |
| Tour Tracking | 439 |
| Employee Lockers | 440 |
| Issuance | 440 |
| Key Control | 440 |
| Video | 440 |
| Cameras | 440 |
| Analog and Digital | 441 |
| Digital | 441 |
| Lens Types | 442 |
| Compression | 442 |
| Speed | 443 |
| Analytics | 444 |
| Applications | 444 |
| Facial Recognition | 444 |
| Analytics in Real Life | 445 |
| Deterrence | 445 |
| Detection | 446 |
| Elevator Camera | 446 |
| Investigation | 446 |
| Guest-Room Locks | 447 |
| Elevator Keys | 449 |
| Radios | 449 |
| Report Writing Software | 450 |
| License Plate Recognition | 450 |
| Robots | 451 |
| Armed Security | 451 |
| Off-Duty Police | 452 |
| Contract Security | 453 |
| Proprietary Security | 454 |
| Hiring | 456 |
| Training | 456 |
| Tasers | 458 |
| Weapons Policies | 458 |
| Conclusion | 460 |
| Index | 461 |