

## PROFESSIONAL DEVELOPMENT

IGS Academy's ongoing professional development program focuses on delivering practical solutions for the key issues that property managers and security staff typically encounter and provides you with an effective way to improve your security programs and skills.

Our ongoing professional development program incorporates the best practices of national police departments, IGS Academy training manuals, and features the latest information and procedures.

The IGS Academy professional development program is a free resource designed to raise the bar for security training and equip you with valuable information that you can distribute freely throughout your organization as a valuable benefit.



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# IGS Security Academy



professional DEVELOPMENT

# Update

## High-Rise and Multi-Tenant Residential Building Security



**IGS Academy provides ongoing professional development for security guards, property managers, building managers and security professionals to remain current on issues, methodologies and best practices applicable to their daily challenges.**

### **Can you answer these questions?**

- 1. Do you know what makes providing security services and security guards for tenants living in market-rate high-rise residential buildings and condos different?**
- 2. Do you know the role preparation plays in providing security?**
- 3. Do you understand what part tenant perceptions and expectations of general security and safety in the overall environment plays in defining, designing and providing security services?**
- 4. Do you understand where design and technology come into play in providing security for residential buildings?**
- 5. Do you know the importance of taking good care of security employees and security guards in halting damaging activities?**

# **The Importance of High-Rise and Multi-Tenant Residential Building Security for Security Guards, Property Managers and Building**

*Please read the following principals for operations success*

- Tenants or condo owners in residential high-rises expect to be protected while feeling safe in their units and common areas. Establishing the right mix of comfort and security. The goal is to incorporate security measures without making them completely obvious. It's all about providing a safe environment that feels like home.
- No one wants to live in an environment that is perceived to be unsafe. Criminals and other offenders are always looking for ways to beat access systems and procedures, but there is only so far that they are prepared to go. By deploying layered security property managers can lower their chances of experiencing vandalism, being robbed or violent incidents or personal attacks by remembering this simple rule: the greater the risk of getting caught, the lower the probability that someone will commit the offence.
- Placing a professionally trained security guard at the entrance, who is making face to face contact with people, minimizes un-authorized access, allows for faster calls to law enforcement and maintenance if required, and provides residential buildings with real physical security. Requiring visitors to pass people at the front desk to get to the elevators may be enough to stop some crimes right away.
- Deploying next generation security technology designed for high-rises and multi-tenant buildings allows property managers and condo owners to better manage their budgets. Old security technology is extremely expensive to maintain.



Building owners, managers and security staff/guards are responsible for ensuring public safety within their buildings in response to all types of risks and occurrences and preparation is the key to an effective security. Bringing together different aspects of security management can be challenging. Having General Orders, policies and procedures provides a detailed plan of action for providing building security. The general orders policies and procedures offers security guards and property managers a single resource for identifying possible risks for high-rise and multi-tenant buildings and provides step-by-step guidance and best practices to minimize or eliminate these risks and handle various emergency situations. Planning, awareness training and periodic dry drills introduced prior to an emergency are essential to improving building supervisory and occupant responses. There are 5 main steps in establishing general orders, policies and procedures. They are as follows:

Step 1 -- Establish an Security Management Team

Step 2 -- Analyze Risks, Vulnerabilities and Response Capabilities

Step 3 -- Develop the Plan

Step 4 -- Provide Training and Exercise the Plan

Step 5 -- Test, Evaluate and Modify the Plan

### **Provide layered security.**

- The first layer of security typically occurs at the first point of entrance or the boundary of the property restricting entrance to the property, building, or location to authorized persons through the use of an intruder alarms/sensors, electronic keypad, facial recognition, a security guard, etc. Additional layers of protection can be provided by monitored CCTV video surveillance as people move through the building toward their living quarters.
- The second layer of security occurs at the lobby door, where tenants or visitors are greeted by a professionally trained security guard who has knowledge of the property, its tenants, activities and policies provided by the general orders. Entrance gates and other security systems by themselves cannot adequately keep unwanted parties from gaining access to the property. By having a security guard on duty and on patrol property managers or condo associations can control deliveries, direct guests or deny entry to suspicious people, unwanted guests and trespassers.
- The third layer of security is provided by monitored elevators. Monitored elevators (CCTV) provide security contact to those elevators in the same way as intruder alarms do providing visible security to protect the passengers and significantly decreased elevator vandalism.
- The fourth layer of security is virtual security guards that can cover a much bigger area than a single security guard can. New technologies such as in-motion biometrics/facial recognition and in-building personal tracking with panic button can replace traditional security guards. The real cost savings will come by deploying virtual security eliminating extra security staff which could cut on-site staff costs by 30 per cent, costs which are part of the property managers or condo owners' maintenance fees. The biggest benefits may come, in fact, in smaller buildings where there are too few residents to afford any security.
- The fifth layer of security occurs in the apartment or condo unit. Remote monitoring will allow the tenant or owner to monitor any activities such as service personnel coming in and out of the unit while they're at home, downstairs, at work, or halfway across the world. Providing tenants and condo owners with access to remote monitoring technology via their own mobile devices means they'll be more likely to use they can monitor their unit.

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FOR PROPERTY  
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Security for high-rise and multi-tenant buildings extends beyond traditional security. Integration of all security systems is an important factor for low visibility and user acceptance. Integration brings such important benefits as ability to manage every aspect of the technology centrally and from one location; significantly improved investigation procedures and includes:

- tenant and condominium building card access systems
- in-suite security panels
- intelligent video surveillance
- video analytics for multi-tenant building use
- fire alarm monitoring
- high-rise and multi-tenant building elevator monitoring
- intercom for multi-tenant buildings
- parking and gate control
- building automation and HVAC control
- news display systems
- information technology services
- tenant information management systems

Taking good care of security guards and personal can also indirectly halt damaging activity. If building security staff know tenants and regular guests by name, and they're familiar with who typically arrives at the building (and when), they'll be able to quickly identify a new face and detect potential problems easily. A professional security guard can add to the level of comfort and satisfaction tenants and condo owners feel when they come home.

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**IGS Academy was created in order to provide training for candidates who desired to work in the security industry who have solid skills, knowledge and abilities; a comprehensive syllabus was put together for their benefit, the benefit of the company and its clients.**

**Ultimately whether they were to work for the IGS Group or for security in general (companies, corporation, business organization, government agencies, in the private or public sector, financial institutions, airports, real estate companies, office or apartment towers, condominiums, shopping centers, and hospitals), our graduates exhibit professionalism, competencies and clarity as to what is expected of them and of how they can contribute utmost within the legal framework of the private security industry..**

