

The Components of security

Preventative security. A proactive approach in which we take control over the property and exert control, or otherwise influence, the environment around the property.

Reactive security. Reacting to a situation that has been initiated by an adversary.

Security should always be separated into these two components. They are chronologically distinct, with prevention coming first (maintained at all non-incident times by default) and reaction coming later—if necessary. Both are important but must be executed at the appropriate time.

Preventative Access Control

Make sure the property is secured, contained and controlled. Conduct a security sweep before the event. Get acquainted with the property and with the other employees and volunteers. Restrict access into the property from uncontrolled access points (doors and windows).

Evaluate and assess people even before they reach the entrance. The process begins on a rudimentary level from a distance and then becomes more detailed as the person gets closer. We apply this to:

A) **Chosen appearance** (i.e. not race, gender, etc.)

How is the person dressed? What shoes are they wearing? What are they carrying? Notice their hair, facial hair, hats, accessories, tattoos, etc. Can you see their car?

B) **Behavior/body language**

Are they alone? Do they seem happy, calm, nervous, confused? Are they moving fast and with purpose or slowly and hesitantly? Are they focused on the property/entrance or looking around at their environment?

Influence and evaluate people's choices

- C) Project an appearance of authority and control.
- D) Position yourself where you can see and be seen from a distance.
- E) Try to notice if a person's behavior changes after they've noticed you.
- F) Acknowledge people from a distance, as they're making their way towards you, and try to notice any changes in their body language in response to this.

Engage and question people

Besides the actual Q&A, you are creating a certain barrier to entry, delaying people and giving them a good amount of attention. These are things that an adversary is looking to avoid. You are therefore creating both a visual deterrence and, if the person decides to come anyway, an opportunity for the person to inadvertently display signs of nervousness that can help you expose a problem.

Preventative Access Control (cont'd)

Pointers on how to engage and question people

Greet people in holiday-specific ways

Gauge their understanding and mental state as best you can according to their response:
Happy New Year, Shana Tova, Happy Holiday, Chag Sameach, G'mar Chatima Tova, Good Yom Tov, etc.

Ask open-ended questions

How are you? How can I help you? Can I ask what you're here for?

Ask follow-up questions (if necessary)

Have you been here before? Do you know where to go? How did you hear about us? Do you know anyone here? Who do you know?

If necessary in order to further delay and question a person, ask questions that are unrelated to the situation (and therefore could not have been rehearsed). Do you know what the weather is supposed to be later today? Which holiday is your favorite? Where are you coming from today? How was the traffic coming over here today? Did you watch the game yesterday?

Establish and maintain a form of communication

You can do this with two-way radios, cellphones, etc. but figure out a way to communicate to others that you need assistance or that there's a problem. Establish in advance who needs to be contacted and for what reasons.

Try to always have a knowledgeable member of the organization at the main entrance to help with communication, evaluation and customer service.