



## Important Lessons in Close Protection

Ideal situations do happen, but not by accident. The good bodyguard makes good things happen and stop bad things from happening.



### The Relevance of Background Investigation

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“

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**Women in Security**

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## ASIS International

# Volunteer Governance Structure



## Mission

Promote excellence and leadership in the security management profession.

## Vision

Be the recognized leader advancing security worldwide.

The governing structure of ASIS International is arranged in such a way as to best serve the interests of its members. All volunteers (elected and appointed) serve the entire membership. The various components of the ASIS volunteer structure are as follows:

- Board of Directors**  
 ASIS International is governed by a 12-17-member board of directors. The board generally meets three times a year in January, June, and September, to transact society business.
- ASIS Foundation Board of Trustees**  
 The Foundation Board Trustees are responsible for oversight of the ASIS Foundation, the research and philanthropic activities of ASIS International.
- Professional Certification Board**  
 The Professional Certification Board is responsible for elevating the standing of the security profession and to improve the practice of security through the testing and certification of security practitioners.
- Senior and Regional Vice Presidents**  
 SRVPs and RVPs have been appointed by the ASIS President to provide oversight, support, and direction for ASIS Chapters.
- Communities**  
 By focusing on specialized security practice areas, councils offer forums to contribute your expertise, resources to increase professional effectiveness, and niche networks and programming relevant to your specific sector

# ASIS Society Year

**Chapter and Regional Volunteers:** All chapter officers serve a one-year term that begins on 1 January and ends 31 December. Regional Vice Presidents are appointed by the ASIS President to a three-year term and may be re-appointed to a second three-year term. All Assistant Regional Vice Presidents serve a term concurrent with their RVP. At the end of every three year term, RVPs must reappoint any ARVPs that will continue to serve in the next term.

**The ASIS International Membership Dues Year** runs from 1 October to 30 September. Any members who join after 30 September will receive membership for the remainder of the current calendar year and the following calendar year up to 31 December. Each year, after 1 July, half-year membership dues take effect. Any members that join ASIS International between 1 July and 30 September are only obligated to pay half the cost of the new membership dues. However, the membership will expire on 31 December of the current calendar year if the member does not renew for the next year.

Each year ASIS International members are required to renew their membership, except for Life Members. The annual membership renewal period runs from 1 October – 28 February, each year. Members that do not renew their membership by 28 February will have their membership placed on hold and will be removed from active chapter rosters. These individuals may still renew their membership at any point during the year up to 31 December. After 31 December, any member that did NOT renew their membership the previous year will be required to re-apply as a new member if they wish to reactivate their ASIS Membership.

## Upcoming Webinars 2021

- 31 Aug:** An Early Intro to Climate-informed Infrastructure Resilience
- 01 Sept:** Advanced Concepts in Business Continuity and Crisis Management
- 08 Sept:** Natural Disasters: When an Organization is Most Vulnerable
- 14 Sept:** Understanding and Mitigating Complex Coordinated Terrorist Attacks.
- 07 Oct:** Package Theft in the "Last Foot" of Delivery.
- 19 Oct:** Cyber Incident Response: Common pitfalls.



# Important Lessons in Close Protection



**Vice Chairman & Editor,  
Carlos Pipher, CPP, PCI, PSP**

Job titles under the occupation are Close Protection Officer (CPO), Executive Protection Officer (EPO), Personal Protection Specialist (PPS), Personal Protection Professional (PPP) or Personal Protection Officer (PPO) - they all refer to bodyguard.

**T**o become a professional Close Protection Officer (CPO) an individual should attend a formal course in Close Protection (CP) from a recognized provider, pass the examination and then gain valuable on the job experience, it is impossible for a book to provide experience.

and lots of common sense all play their part. The way a good CPO will position himself, his demeanor, eye contact and positive movement, are all extremely reassuring to his principal. Clients that are confident in the ability of their bodyguard are a pleasure to work with. A professional relationship develops and both CPO and principal go about their business, neither interfering with the other's function, they become a team.

According to James Brown in The Bodyguard's Bible, "the mark of a good bodyguard is that he keeps a level head in crisis, reassesses the situation and then embarks

**“Ideal situations do happen, but not by accident. The good bodyguard makes good things happen and stop bad things happening.”**

A CPO should look normal, it is not uncommon for a professional CPO to be told "you are too nice, too small, too tall, too short, or even too pretty to be a bodyguard". The CPO blends into the background of his client's business and social schedule and should not draw any undue attention.

The twenty-first century bodyguard is often dressed in a smart but neutrally toned business suit, presenting a discreet and subdued image to the outside world. A highly skilled and motivated individual, who is constantly assessing potential risks and weighing these

**“It is not uncommon for a professional CPO to be told “you are too nice, too small, too tall, too short, or even too pretty to be a bodyguard”.”**

against his/her skills and the measures that must be used to neutralize them. A bodyguard should be fit, not overweight and be an expert in first aid, defensive driving, weapons, unarmed combat and communication skills.

The CPO is concerned with all aspects of security throughout his working day. By contrast, his client will hardly devote anytime to security at all. Flexibility and quick thinking, along with good advance work

on the correct next course of action". In an ideal situation, whether working 'one on one' or part of a team, everyone will be at the right place at the right time. No one will ever lose the keys to the client's car, the car will never break down, and it will not rain when you have forgotten the umbrella, The principal will not oversleep, you will never get lost en route, you will never get unexpected visitors, the battery on your mobile phone will never die and you will never hit fog when you are late. The hotel will always be expecting you, you will not oversleep, have the right map and the radio range will be miles, The Principal will never change his mind. The plane will not be early or late, you will eat three meals a day, Customs will not stop the team and wave the principal through and you will always know what is happening next. Ideal situations do happen, but not by accident. The good bodyguard makes good things happen and stop bad things happening.

The main function of a CPO is to defend their client from all forms of attack, on them, their loved ones and their property. They are also employed to deal with accidents and emergencies. CPO's ensure that the Principal can get on with his/her life without worrying too much about their security.

## The Different Users of Bodyguards

Some users of CP have a very real (or sometimes imagined) reason for protection. They see the use of a

bodyguard as an absolute necessity; they take you and their security very seriously. This is the best type of Principal to work for, another group consists of company executives or representatives, where the company perceives a threat and pays for the protection. The best principal to work for is one that takes the threat seriously. As a CPO you will be involved with public figures that require protection such as members of government/corporations. Whenever a principal uses the services of a good protection team, they will be very reluctant to dismiss it and go unprotected. The day that the protection is not there, will be the very day that it is needed.

Once you are working, your employer must be made acutely aware of your function; to him it may appear that you are doing nothing all day long. You must educate your Principal as to what your function is. To do your job

properly you must have the trust and complete co-operation of your principal or you may as well not be there.



ASIS Jamaica Chairman, Capt. Garth Gray, CPP, PCI, PSP (L), ASIS Member Lt. Col. Euken Mills, CPP (Second right) and ASIS Member, Maj. Marlon Kennedy (R) at a Jamaica Defence Force Resettlement Forum.



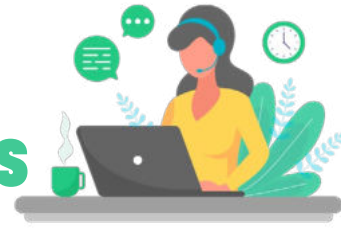
Front Row: Courtney Wallace, CPP, PSP (L) Nichelle Duncan, PSP and ASIS Jamaica Chapter Vice Chairman, Carlos Pipher, CPP, PCI, PSP (R) at a Jamaica Defence Force Resettlement Forum.



ASIS Jamaica Chairman, Capt. Garth Gray, CPP, PCI, PSP (R) presents a PSP lapel pin to Damion Ayton, PSP.



# Customer Service Training for Private Security Officers



**Desmond Pringle**  
ASIS Member

To most observers, security officers primarily provide security services. They are expected to be vigilant and firm in discharging their duties to protect the organizations' assets. However, in the corporate environment a security officer's responsibilities transcend the traditional role of securing the assets of the organization. The job, by design, places the security officer at the very

centre of the customer facing machinery that helps to build and sustain an organization's reputation. This means that the traditional skills by which the security officer was measured, have expanded exponentially as the need to effectively handle a wider range of issues with customers and other stakeholders have become commonplace.

Today's security officer is more than an authoritative figure, posted at the doorway to business establishments to deter, prevent and detect undesirable activities. This professional is now also the courteous voice and welcoming figure whose interactions with customers and stakeholders provide an insight into a company's culture.

**“Far too often, our security officers have been labeled as callous or not having the soft skills to engage a wide cross section of customers.”**

The conduct of some security officers during the execution of their duties would suggest that not a great deal of emphasis was placed on customer service training. It is quite common to find significant hours dedicated to address core functions on training syllabuses. But training for security officers must also place real emphasis on customer service skills to enable them to meet the multifaceted need that now



exists, such as the need to make customers feel safe through firm but friendly interactions. Far too often, our security officers have been labeled as callous or not having the soft skills to engage a wide cross section of customers in a non-aggressive way, or in a way that communicates empathy and care.

The security officer who is not trained to deliver customer service is at a disadvantage and places the organization at the risk of reputational damage which affects business relationships. Potential clients are likely to be turned off from doing business if they are uncomfortable interacting with a security officer who mans the entrance or who is responsible for the visitor management system at the front desk to your business. Customer service skills for security officers should be included in the plan to improve the customer experience and to ensure good relationships. This approach will serve to foster continuous growth and improvement.

Being affable, vigilant, knowledgeable, and engaging, a security officer can help an irate customer or client to reach an amicable solution when faced with a problematic situation. These are important skills that are the cornerstone of good customer service and security officers should be enabled to incorporate these skills into how they conduct their duties.

Organizations need to appreciate that the security officer can play a key role in communicating the kind of experience that management wants customers to have. Their actions and demeanor convey strong messages and can assist customers to determine the kind of culture that exists within an organization. With the right kind of training and a leadership approach that fosters a customer-centric attitude; the security officer can positively impact customers and stakeholders with a satisfied experience that makes their visit to your organization an enjoyable one. For an organization to foster and promote a strong customer-centric culture, its security officers must be a cornerstone in the overall process of promoting good customer service.

# The Relevance of Background Investigation and Pre-employment Screening



By Maj. Oswald J Smiley, CPP  
ASIS Foundation Liaison

**W**e are currently living in a time where research has shown that 70% of losses within the retail industry are perpetrated by employees. The United States Chamber of Commerce has estimated that 30% of business failures are because of employee theft, and approximately 48.5% of all background checks have revealed discrepancies in what an applicant provided regarding their employment, education or credentials.

From this information, it is evident that dishonest employees can wreak havoc within any organization. All it takes is for that organization or enterprise to make one bad hiring decision. One theft, drug incident or violent act can significantly harm an organization's earning, production or reputation.

In order for an organization to survive and become profitable in today's society, much emphasis and relevance must be placed on Background Investigation & Pre-employment Screening. Implementing this type of program within an enterprise will help to find the most appropriate person for a particular job and can go a long way towards preventing losses and damages which would have been caused by a bad hiring decision.

**“The primary purpose of a pre-employment background investigation is to prevent losses and mitigate damages due to negligent hiring as this can be very costly.”**

Losses that are due to employee theft, fraud, workplace violence, illegal drug activities and alcohol use are at a staggering high and as such an organization has a responsibility to implement measures that promote

employee screening strategies. A good Background Investigation & Pre-employment Screening program can help an organization mitigate against the following:

- Resume Fraud
- Employee Theft
- Workplace Violence
- Drug & Alcohol use among workers

The primary purpose of a pre-employment background investigation is to prevent losses and mitigate damages due to negligent hiring as this can be very costly.

The ASIS Professional Investigators Manual 2010 shows that the benefits that can be derived from a pre-employment screening program are:

- It discourages applicants with something to hide and encourages applicants to be honest during the interview process. Applicants know that the information they provide will be scrutinized.
- It demonstrates that a company has exercised due diligence, which may provide legal protection in a lawsuit and may also encourage good candidates to apply.
- It ensures that a job candidate has the background, education, experience and skills that he or she claims. Once that information is confirmed, hiring decisions can be based on facts, not instincts or promises.



Pre-employment screening is definitely an essential component of any good security program for an enterprise. Security practitioners focus much attention on preventing employee theft, workplace violence and other security incidents. Background checking and pre-employment screening can be instrumental in those efforts.



## Women in Security

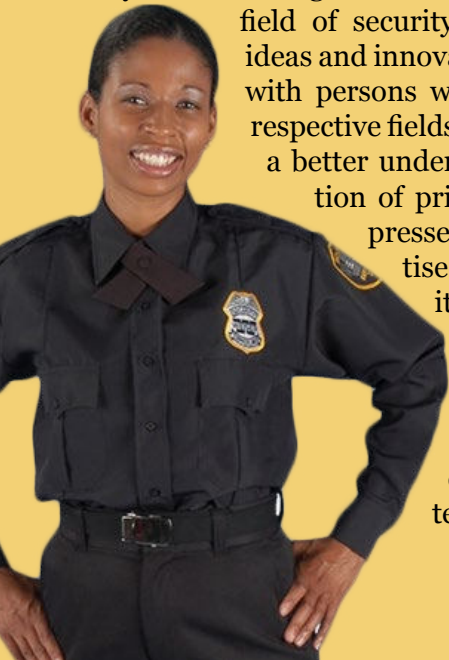
Charmaine Clarke  
ASIS Member

I am Charmaine Clarke, born and raised in Kingston & St. Andrew, now a Detective Sergeant of the Jamaica Constabulary Force with over 22 years' service. I am the mother of two children.

In my formative years I attended Clan Carthy Primary and St. Hugh's High School. I hold a Bachelor of Science Degree in Business Administration (Cum Laude) awarded by The University of the Commonwealth Caribbean (UCC) and an Associate of Science Degree in Computer Applications & Business Studies from Portmore Community College.

I was a visitor to the Jamaica Chapter meetings of ASIS International occasionally in early 2020, during this time I had lost both my parents and I can clearly remember the compassion, condolences and sympathy that were shown to me by former Chairman Warren Smith CPP, PCI, PSP, and other members of the organization. I was drawn by the warmth and professionalism of the members; I immediately knew that I wanted to be a member and so I joined ASIS International in November 2020.

My focus is to gain additional knowledge in the field of security and learn about new ideas and innovations. I want to interact with persons who are experts in their respective fields of specialty and to have a better understanding and appreciation of private security. I am impressed by the level of expertise that I see in this group, it is a pleasure to be associated with persons who have been contributing to the security of their organizations, companies and by extension national security.



Global Connections



Career Development



Professional Certification



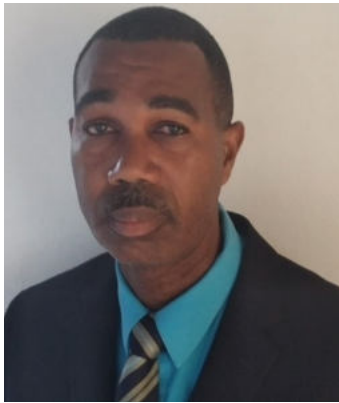
Training & Education



[asisjachapter.org](http://asisjachapter.org)



# My Journey to CPP Certification



**Selbourne Webb, CPP**  
ASIS Member  
Director E-FAST

**“I was never hesitant to ask questions if I had even an inkling of doubt. There is immense value in participating in the session and engaging the instructor.”**

**I** became a member of ASIS International Jamaica Chapter in December 2020. Soon after, I enrolled in the CPP study programme conducted by the Chapter Jamaica. Even though I had over 28 years' security experience in the JDF, I had no experience in private security. I joined the class with as much apprehension as anticipation. The study course exceeded my expectations.

I acquired the Protection of Assets (POA) reference books for the CPP course beforehand. I used the class schedule as a reading guide to direct my pre-class preparation. I made sure to read ahead so I could follow each class without becoming lost and made notes in my POAs as I followed along. After each class, I conducted a full review of the PowerPoint presentations.

I was never hesitant to ask questions if I had even an inkling of doubt. There is immense value in participating in the session and engaging the instructor. Students should never hesitate to reach out for help or clarification.

Students were given the opportunity to engage deeply with the material through group presentations, which were very beneficial as additional research was required. We were tasked with setting multiple-choice questions which proved to be very valuable in helping us delve into the content. We were given progress test every two weeks, and although these were

daunting, they served as a point of reference to track progress and identify strong or weak areas.

Immediately after the end of the course, I dedicated four weeks to intensive study in preparation for the exam. During this time, I formed a study group with classmates. We met for hours each night to review class notes, flashcards, and other materials. During the daytime, I went over my own flashcards that I had developed based on questions that I thought were testable. At the end of the four-week period, with the information fresh in my mind I was ready to take the exam. I prepared a quiet location that met the exam requirements. On June 27, 2021 I sat the CPP exam and was successful in attaining a score of 694.

Here is my advice to students preparing for ASIS exams:

- Get all the required study materials before the course begins.
- Read through all study materials at least twice.
- Apply early to ASIS International for permission to sit the exam.
- Attend all classes, and participate fully.
- Take the exam within four to six weeks after your course ends.

I extend gratitude to Capt. Bewry, CPP, PCI, PSP and Capt. Gray, CPP, PCI, PSP as well as the rest of the staff and faculty. I also thank my chief study partner, Maj. Oswald Smiley, CPP, and the rest of the CPP 2021 study group. I also thank Tania Rhoden, CPP, PSP for invaluable guidance regarding exam preparation.

I extend best wishes to current and future students.



# The Role And Contribution of Private Security in The Aviation Industry



**Courtney Wallace, CPP, PSP**  
*Membership Chairperson*

**T**he Civil Aviation Regulations 2012 sets out clearly national obligations as well as obligations for air operators operating at our airports and airdromes.

Civil aviation has always been an attractive target for organizations, groups, or persons with devious intent. A successful attack will not only draw national but international attention. Jamaica as a country must be able to identify potential threats, risks, vulnerabilities, and hazards in a timely manner and implement workable security measures to mitigate such acts.

Private security is contracted to carry out access control and screening functions at passenger terminals, ramps and access points to both landside and airside to prevent unauthorized access. Private security is also contracted by airlines to ensure aircraft security while on the tarmac and to their facilities.

Security officers contracted to work at our airports and its facilities must think globally to prevent the likelihood of an adversary to successfully carry out Acts of Unlawful Interference (AUI) against civil aviation or its facilities as listed in annex 17 of the civil aviation regulation such as but not limited to:

- Unlawful seizure of aircraft.
- Destruction of an aircraft in service.
- Hostage taking on board aircraft or airdromes.
- Forcible intrusion on board an aircraft, at an airport or on the premises of an aeronautical facility.
- Introduction on board an aircraft or at an airport of a weapon or hazardous device or material intended for criminal purposes.

- The use of an aircraft in service for the purpose of causing death, serious bodily injury or serious damage to property or the environment.
- Communication of false information such as to jeopardize the safety of an aircraft in flight or on the ground, of passengers, crew, ground personnel or the public, at an airport or on the premises of a civil aviation facility.

Terrorists will seek to exploit the vulnerabilities that can be easily accessed. We must therefore take all steps to close the gaps to mitigate the possibility of an attack. Security screeners must be trained and certified to meet international standards to carry out screening functions. We can all appreciate the need for the increased measures and vigilance as we in Jamaica had our own experience when Stephen Fray breached airport security at Sangster International Airport (MBJ) and commandeered Canjet flight #918.



## Customer Service/ Baggage Make up Area (CHUTE)

Security officers contracted by airlines perform several functions, assisting passengers entering the lobby and to direct them to the correct airline counter. Passenger profiling is also conducted to assist Law Enforcement Officers (LEO) in identifying a suspicious person. Screened passengers are constantly monitored until boarded. Private security ensures that luggage is identified with a tag attached before being placed on the conveyer.





At the baggage area, security guards are posted to monitor and ensure that only authorized persons enter designated airline space. They also monitor the baggage handlers to ensure that bags are placed in lines based on intended flight and destination. They also ensure that the integrity of all luggage is main-

tained. Baggage reconciliation is conducted by private security who match generated flight records with bag tags to ensure a positive bag match (PBM). Bags for bulk loading and containers are loaded and sealed under the supervision of security and packed on carts. Once loaded they are escorted to the ramp and handed over to security assigned to the cargo bay of the specific flight along with a copy of the baggage reconciliation document for each cart or container.

### Export Cargo Operations

Cargo security is another area that is of great importance and involves private security assisting to ensure cargo integrity. Any AUI will have a negative impact on the airline, economy, the shipper, and Jamaica. The result could lead to loss of export license, and a fine for the carrier.

The scope of work performed by private security is enormous; this is to ensure the safety of passengers and aircraft. The significant contribution of private security to safeguard the airline industry against AUI must never be undervalued, without their involvement it would almost be impossible for airport and airline operators to operate safely.

## Elevate Your Security Team With ASIS Certification



Our certification programs are created by and for security professionals - those at the front lines of protecting your employees, your assets, and your business. By encouraging team to earn ASIS certification, you will:

- Create a development pathway rooted in standards and guidelines
- Elevate your organization's global reputation and credibility
- Gain recognition for high standards among insurers, regulators, the public and clients

ASIS certification programs are accredited through the ISO/ANSI 17024 Standard, which means we follow established, rigorous policies and procedures in developing exams that truly test your security professionals' understanding of security-related concepts and best practices.

Just as security is dynamic and ever-evolving, so too are those who hold ASIS certification. To maintain their credential, professionals must stay current with changes and trends in the security industry through mandatory recertification requirements.



### Tania Rhoden, CPP, PSP

ASIS Jamaica Chapter salutes its first and only female CPP.

Tania, holder of two internationally accredited certification, shows that she takes the security profession very seriously.

She is an inspiration to Women in Security in Jamaica and across the region.





# Credibility. Influence. Opportunity.

Earning an ASIS board certification is a visible acknowledgment that you possess a mastery of core security principles and skills essential to the best practice of security management. It shows you are committed to excellence, professional growth, and a code of conduct. Ready to achieve your professional and personal best? Choose the certification that's right for you.



"Be a part of this hybrid event and access presentations, cutting edge technology in security solutions, learn best practices and industry innovations." Members earn valuable CPE's."



## ABOUT THE POA

In order to keep pace with our industry as it evolves, the Protection of Assets (POA) bundle has been updated to reflect our changing times and keep security professionals on the leading edge of best practices in the field. This six-volume collection is intended for a wide readership, including security management directors and professionals responsible for corporate asset protection.

This invaluable resource—in existence since 1974—is considered to be the security industry's premier resource. Written, edited, and updated by hundreds of veteran subject matter experts across the security continuum, it includes recommended reading for all four of ASIS' certifications, and is a general resource you will return to for years to come.



ASIS Jamaica Chapter #74  
Will be Hosting a Virtual Summit on

## ENTERPRISE SECURITY RISK MANAGEMENT

*"A holistic approach to  
managing all security risks"*

To be held later in 2021.



**Jamaica  
Chapter  
#74**

**For Information on ASIS  
International Jamaica Chapter, Contact:**  
Chairman: grayg@guardsmangroup.com  
Vice Chairman: carlospipher@gmail.com  
Treasurer: bewryba@gmail.com  
Secretary: jasona\_robinson78@yahoo.com