



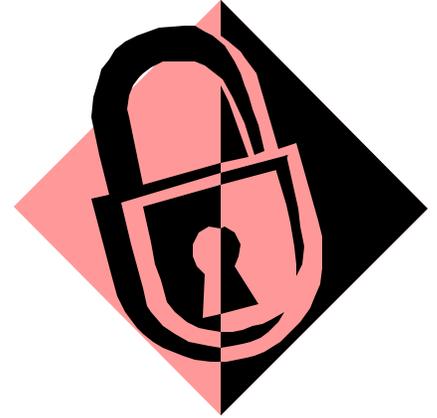
A DOZEN THINGS YOU CAN DO NOW TO IMPROVE YOUR SECURITY PROGRAM

(FOR LITTLE OR NO MONEY)

BY STEVE KELLER, CPP

1. Evaluate your access controls and identify deficiencies.
2. Evaluate your parcel controls and identify deficiencies.
3. Evaluate your internal security and identify deficiencies.
4. Develop a policy manual.
5. Do a security survey.
6. Examine your staffing costs.
7. Develop a master plan.
8. Perform value surveys.
9. Adopt standards.
10. Form a local support group.
11. Learn how your budget is developed.
12. Develop strategic plans.
- 13.* Undertake the "General Order Exercise."

*A bonus



THE "GENERAL ORDER EXERCISE"

What is the "General Order Exercise"?
Follow these steps:

1. List EVERY possible policy or procedure that you could put in "general order" format to guide your guards in your absence--when you aren't there to tell them how to handle things.

For example, you need a policy on parcel searches which explains:

- a. who is searched (employees, visitors, contractors, etc.);
- b. when they are searched (upon entering, leaving, during working hours, or only after hours, on weekdays or only on weekends, etc.);
- c. what is searched (visitor parcels over a certain size, incoming parcels, outgoing parcels, employee parcels over a certain size, parcels that are carried into or out of certain places such as storage or galleries, etc.);

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d. how they are searched (guard looks into the parcel, person being searched moves items around in the parcel and guard never reaches in, etc.)

After listing each subject for which that a policy ought to be written, list pertinent information that needs to be addressed in order to implement the policy properly, such as any furniture or equipment needed to carry out the policy (i.e.: a table for people being searched to put their parcels on at the entry or exit post).

Your list of policy subjects should be comprehensive. Cover everything that needs to be addressed. You can't be too detailed.

2. Confer with decision-makers so they are fully aware of what you are proposing and can offer their suggestions on making the policies work. Obtain approval for the policies you intend to implement.

3. Prepare a policy on the topics. A typical "General Order" is addressed to the Guard, not the museum employee in general, and tells them the security policy and how they are to enforce it. A security general order typically consists of the following:

a. A statement of purpose. "The purpose of this general order is to define the policy on parcel searches and how guards are to implement it." Keep policies limited to one subject per policy.

b. A number. "General Order # 1-94"

c. A date. "Revised 7/30/94"

d. A statement of policy. "All outgoing parcels except small handbags smaller than 11 by 15 inches will be examined by the guard upon exiting the building. This includes parcels carried by employees, volunteers, and others. It is the employee's policy to be prepared for this examination so it can be carried out quickly and easily with minimal inconvenience. The guard will look into the parcel for museum property. Employees will have their property pass ready for examination by the guard when an item being carried may be mistaken for or actually is museum property..."

e. Address unusual circumstances. Include a paragraph that addresses each specific type of unusual circumstance such as wrapped gifts (they should be opened!!!).

f. If there are several layers of responsibility, list each responsibility. "It is the responsibility of the Supervisor to assure that this policy is being carried out. He or she will provide, on a daily basis, a fresh supply of property pass forms to the parcel search desk..."

4. Once you have general orders, you have a basis for defining your security program. Your training program has little to say unless it teaches the guard the policy and how it is to be enforced. Your policies can be used by the Director to train museum staff on their responsibilities, too, or can be integrated into the museum's employee manual.



What does the "General Order Exercise" do for you? It allows you to look deeply into every aspect of your security and develop a countermeasure to every threat. When you have prepared a list of subjects that need addressed, you have a road map for proceeding with developing actual policies. When you have policies, you have a "program." When you have a program you have a basis for a training program.

**A DOZEN THINGS YOU CAN DO NOW TO
IMPROVE YOUR
SECURITY PROGRAM
(Video)**

Many security managers often overlook some basic, inexpensive, yet essential steps that they can take to improve their security programs. This video discusses a dozen things that any security department can undertake without a large budget to "jump-start" their programs. These dozen things will make you look good and will improve your security

Steve Keller, CPP, a prominent security consultant, has noted that while the security manager's superiors may consider some of these dozen things to be essential, they are often overlooked by security management. Some of these projects appear to be time-consuming or beyond the

resources of the department. Keller offers some suggestions for tackling them with minimal impact on staff resources and the budget.

You'll be surprised by what you can do!

Video--M107 (see catalog and price list)