

Dealing With Criminal Acts

Key Guidance for Security Officers



Security officers may encounter members of the public committing criminal acts. Your primary role as an Effective Guardian is to deter crime – not to place yourself in unnecessary danger.

You do not have police powers, and your safety always comes first, especially in public-access environments such as shopping centres.

If You Witness Criminal Activity

Your first response must be to **observe and report**, unless immediate safety is at risk.

Actions to take:

- Conduct a Dynamic Risk Assessment (see next page).
- Contact colleagues where possible.
- Note the time, location, and description of those involved (clothing, ethnicity, behaviour).
- Note the offenders' actions.
- Activate your Body Worn Video if issued. If safe, state that they are being recorded.
- Identify other witnesses (colleagues, tenants, shop staff).
- Always avoid escalating situations.
- Wear all issued PPE (stab vest, safety footwear).
- Maintain communication with colleagues and complete all required check calls.

Remember: At most sites, including shopping centres, your responsibility covers the common areas. Take care when entering or acting within tenant demised areas, and follow your site-specific risk assessments.

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Dynamic Risk Assessment – Quick Guide

A Dynamic Risk Assessment is a rapid, mental risk evaluation carried out as a situation changes.

Steps

1. Identify the hazard.
2. Consider who may be harmed and how.
3. Evaluate the risk and decide what action is safest.
4. After the incident, record all details and inform your line manager.
5. If the risk could have been prevented, a formal risk assessment must be completed.

Example

A visitor becomes aggressive after being refused entry.

Assessment and Actions:

- Hazard: Behaviour may escalate.
- Risk: Officer could be harmed.
- Actions:
 - Stay calm; avoid arguing.
 - Offer to take details and pass on a message.
 - Call a colleague.
 - Move behind a barrier (e.g., reception desk).
 - Inform them that police have been called.

Afterwards, record the incident and inform your manager and the tenant.

Management will review and update risk assessments if needed.

For further support, equipment needs, or to report concerns, contact your Contract Manager.