**Module 4: Human Rights and the Use of Force**

**Objective**  
At the end of this module, participants will be able to use of force in compliance with international standards, host government law enforcement policies, and company policies and protocols, using practical scenarios.

**Assessment**  
Specially designed group activities and sessions will be used to evaluate the application of knowledge acquired in this module.

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**Total Time**  
4 h 20 min
Introduction 0 h 05 min

Introduce the module objective:

At the end of this module, you will be able to use of force in compliance with international standards, host government law enforcement policies, and company policies and protocols, using practical scenarios.

Explain to participants:

- Whether working as private security or public security personnel (forces), there is always the possibility that you will be expected to deal with situations that are dangerous, or violent, and when authorized to do so, may require of you to use force in carrying out your duties.

- Examples of such situations include having to deal with a verbally or physically aggressive person, or having to contain or arrest a suspect who is physically stronger or who refuses to be contained or arrested.

- The risk of dangerous work situations may also be slightly higher for public security personnel (forces) compared to private security personnel that work in safer and more controlled environments.

- When dealing with a dangerous or unpredictable situation, you usually have very little time to assess the situation and to decide on a proper response. Good training can help you react properly to the threat or to respond with the use of appropriate tactics and the minimum force necessary.

- There are certain laws, policies and procedures that will guide you in the use of force (UOF).

- The law may authorise you to use some force to make people or suspects comply, but this does not mean that you can use force without restrictions.

- You must behave ethically, respect human rights and you must use only the force necessary. Remember, you may be asked to explain and justify your decision and force used.
Key content to be covered during this module includes:

- What is the UOF?
- Options and means of force
- Steps suggested for the UOF
- Guidelines on the UOF
- UN Guidelines for the Use of Force and Firearms (UOFF)
- Reporting on the UOF
- Applying the UOF in practical scenarios
- Use of force during containment and arrest, as well as when dealing with protests.

The module comprises of presentations and activities that will be used to explore and discuss the UOF to various scenarios that you may be required to deal with performing your duties.

1. **What is the Use of Force (UOF)?**  
   **0 h 50 min**
   
   **Preparation**

   **Setup** and **test** the notebook and multimedia projector.

   **Review** *SP: Use of force* and *add/change (if needed):*

   - Slide 11: Guidelines and principles on the use of force

   **Note to facilitators:**

   Use the following list of guiding questions to help you plan, prepare, and direct discussions, and learning:

   - Q What is the UOF?
   - Q What are the means and force options available to *private security personnel*?
Q What are the means and force options available to public security personnel (forces) responsible for law enforcement and who support company security operations?

Q What are the national laws guiding the UOFF?

Q What are the company security policies and procedures guiding the UOF?

Q What are the international principles guiding the UOF?

Q What are the international principles guiding the use of firearms?

Q What are the laws guiding the use of force during containment and arrest?

Q What are the laws guiding the use of force during protests?

Presentation and Plenary Discussion
0 h 50 min

Begin the module.

Slide 1 Title slide

Introduce the topic.

Slide 2 What is UOF?

Display the slide in the background.

Ask participants to look at the slide and answer the following question:

Q What is force?

Anticipated Response:

- Open-ended
- Refers to using the means necessary to make something or someone comply. For example using the means necessary to make a non-compliant or dangerous person comply with a lawful request from a security officer.
Q What does UOF mean to you?

**Anticipated Response:**

- Guidelines that tell me when, what, how and to what extent I am supposed to use force when I do my job (security or police duties), or try to contain a situation.

**Notes:**

- The use of force refers to:
  - The amount of effort required by security personnel to make an unwilling suspect or person comply.
  - Involves the use of various methods and techniques of force that are applied starting with the least to the most force.
  - Force permitted by **country laws** to perform security duties that I **am authorised and trained** to do.
- Governments may (depending on national laws) allow law enforcement officers, citizens, corrections officers, or other security personnel to use force to prevent a crime from happening, or to deter persons from committing crime.
- If permitted by law, force may even be used to protect yourself or another person, against serious threat or injury by another person.
- The UOF is governed by national laws and is usually authorised in a progressive series of actions, referred to as a "use of force continuum".

**Slide 3 Options and means for the use of force**

**Notes:**

- The force options selected depend on the situation, circumstances, behaviour of the suspect, and the level of the threat that such behaviour pose to you or other persons.
Think of your duties and responsibilities *(no answer is required; just introduce the set of questions)*.

- Are you a security officer or a law enforcement officer?
- What are your options?
- What means do you have available to use?
- Think of your personal security equipment and the weapons or firearms that you are issued with (for example a baton, chemical agents, or even a firearm). Unless authorised or working in high risk environments, *private security personnel* will usually be unarmed.

**Note to facilitators:**

You can also tell participants that they can use the following questions to help them identify their means and force options:

Q What means do you have available to deal with a calm and cooperative suspect?

Q What means do I have available to deal with a verbally aggressive person, offering passive resistance?

Q What means do I have available to deal with an increased physically aggressive person, posing a threat of assault?

Q What means do I have available to deal with a suspect who demonstrates dangerous behaviour that threatens my life, or the life of others?

**Ask participants:**

Q What are your options? What are you legally authorised to do?

**Anticipated Response:**

- Do nothing?
- Continue to observe?


- Call the local law enforcement agency?
- Call for assistance?
- Physical presence in uniform?
- Use dialogue and the use of verbal commands?
- Use negotiation, mediation, or persuasion skills?
- Use soft hand and hard hand control techniques?
- Use of chemical or incapacitating agents?
- Use batons and impact weapons?
- Use of lethal force? *(The very last option that must be avoided at all cost and used in compliance with the law).*

**What means and equipment do you have?**

*Anticipated Response:*

- Uniform (Non-lethal)
- Verbal actions and directions (Non-lethal)
- My hands (Soft and hard hand control techniques)
- Chemical agents such as pepper spray
- Handcuffs
- Torch
- Protective vest and clothing
- Batons and other impact weapons
- Firearm

*Remind* participants:
• You may not be authorised to use or be in possession of certain security equipment and weapons.

  For example, in some countries, private security is also not permitted to have and use certain force options (i.e. pepper spray).

• Some companies will also not authorise or equip private security to work with weapons or firearms, even if the law allows them to do so. You may not be able to use any force other than verbal commands or empty hand control techniques, or to call for assistance.

• Also, whatever equipment you have, you need to make sure that you
  ▪ that you are trained in the use thereof, and
  ▪ that you can apply various tactics and techniques for the use of force with such equipment

• Remember your security equipment and training will influence how you respond.

Conclude by saying:

• Once you have identified the means and options available to you, you need to determine if you are AUTHORISED to use it. Ask yourself the following questions:

  Q  May I use it? This means:

    ▪ Do country laws permit me to use it and do I comply with the necessary training and licensing to have it to do my job?

    ▪ Does my employer permit me to use it and do I comply with the necessary training and licensing to have it to do my job?

    ▪ Does the company (client) permit me to use it and do I comply with the necessary training and licensing to have it to do my job?

  Q  When will I use it?

  Q  What techniques can I use?

  Q  Am I trained to use it?
Q If authorised to use a firearm, is it legal and safe to fire a ‘warning shot’?

Q What do I have to do after I used it? Remember, after using force we need to give medical assistance, record, report, and investigate (as needed).

Slide 4  **Sample UOF continuum**

**Post** *LT Poster: Use of force.*

**Inform** participants:

- Your security manager can use the options and means of force available to compile a **UOF continuum** for your work environment. Let us look at a sample UOF continuum.

**Refer** participants to the sample UOF continuum.

**Ask** participants:

Q Do you know if you have a UOF continuum for your job?

**Anticipated Response:**

- *(Open-ended)*

**Notes:**

- When looking at the sample UOF continuum you will see that as the suspect’s behaviour becomes more threatening, the security officer’s means of responding become increasingly forceful. In other words the security officer’s response will match the behaviour of the suspect to ensure that the force used is proportional.

  - The essence of the force continuum is that if the **force or threat decreases**, then your **actions should decrease**. If the **force or threat increases**, then your **actions should proportionally increase**.

    - To do this, security personnel need to continuously assess and re-assess the situation and the behaviour of the suspect.

- Using a UOF continuum can help you use force that is proportional to the situation.
The UOF continuum will be specific to your job, your force options and the means (equipment) that you have available.

We are not all authorised to use all possible means. For example, public security personnel (forces) may be the only ones equipped with firearms, while private security personnel may be unarmed and have less force options. As a result they may only be capable to use their professional presence, verbal directions (i.e. dialogue, negotiation and persuasion), and empty hand control techniques.

Conclude by saying:

- The UOF continuum for the same action can be different for private security personnel compared to public security personnel (forces).

- What is important is that you need to understand that:
  - When it comes to the use of force, you need to have different means and different options.
  - You always need to consider the use of lesser force options, before resorting to the use of higher level force options.
  - The fact that you have a means of force does not mean that you have to use it.
  - The use of lethal force should always be a last and final option, provided it is permitted by law.

- In your Participant Handbook two examples of different UOF continuums are provided:
  - One example is a UOF Continuum for the temporary detention of a suspect by private security personnel working at a company.
  - The other example is a sample UOF continuum for authorised and armed public security personnel (forces) that arrest a suspect.

- We will look at these examples later when doing practical activities on the arrest and containment of suspects.
- In the end you, will be the one that will have to explain and justify any force used.

Slide 5  **General steps for UOF**

**Explain** to participants that there are 5 simple steps to guide you in decisions on the use of force:

1. **Respect is key.**
2. **Apply the PLAN principle.**
3. **Take charge of the situation.**
4. **Act as a team.**
5. **Communicate.**

**Use** your hand and corresponding fingers to introduce each of the 5 steps.

**Ask** participants to repeat the principles using their fingers.

**Repeat** the exercise two or three times.

Slide 6  **Respect is key**

**Introduce** the principle using the corresponding finger.

**Notes:**

- Force will be used against people. All people have rights, and the use of force will limit their rights.
- Equally **respect** and protect the **rights** of all people.
- Ensure that you limit their rights only to the extent needed. Understand the rights of suspects and employees and respect them.
- Do everything possible to protect these rights. If you act with respect towards others, they are more likely to respect you and to cooperate with you.
- While using force you have a responsibility to protect and ensure the safety of others, and to provide medical assistance to those injured.
• Also respect the security policies, procedures and guidelines of the company, and your work environment on the UOF.

• You must ensure that YOUR UOF does not lead to problems for you, your employer, or the company because you failed to obey the laws of the country.

Slide 7  Apply the PLAN principle

Introduce the principle using the corresponding finger.

Notes:

• PROPORTIONAL force, meaning that the force you select to use must be the minimum force required to deal with the threat or to contain the situation. According to national laws the force used is proportional to the threat against you or someone else’s life or property.

• LAWFUL force, meaning that you are authorised to use force as part of your duties, in accordance with national laws, and the company’s security policies and procedure. You are also trained in the use of different force options and you are legally authorised to use and be in possession of security equipment, including weapons or firearms. Force used is UNLAWFUL if the law and security policies do not authorise you to use force.

• ACCOUNTABLE force, meaning that you use force in an ethical way that is compliant with the code of conduct. You also accept full responsibility for your actions, and you are willing to write them down, report them, and appear before a court of law to explain your actions and decisions to use force.

• NECESSARY force, meaning that the force used to contain the threat or situation was as a result of a threat against you, the company (employees), or a bystander. You already considered and used lesser force options with no chance of success. You have no other option than to use force.

Slide 8  Take charge of the situation

Introduce the principle using the corresponding finger.

Notes:
• **Stay calm.** Do not respond to provocation or let anger control you. Keep a cool head.

• **Be alert.** Look for anything out of the ordinary. Observe the situation and try to see what is going on. Try to visualize what a suspect could try to do and prepare yourself accordingly. This is called being mentally prepared.

• **Establish professional presence and authority.** Announce your presence to help establish authority and control of the situation. Look assertive, in control and professional. Your uniform is the first sign of official presence.

**Note to facilitators:**

You can demonstrate the use of the following verbal commands to help establish presence and authority:

“STOP - SECURITY!” or “STOP - POLICE!”

“I am a security/law enforcement officer. My name is...... I am responsible for....”

“I am taking charge here ... “

“Who are you?” or “Identify yourself”

“Why are you doing this?” or “What are you doing”

• **Position yourself.** Place yourself where you control the situation. Allow your position to prevent a suspect from being in control. Use objects to shield you while restricting the suspect’s ability to reach you, for example position yourself in such a way that there is a table between you and the person that you are talking to.

• **Establish visual control.** Do not look only in front of you. Look around. Ensure you can control the entire scene and that you know what is going on around you. Look for clues that can help detect suspect’s intentions.

**Conclude** by saying:
Sample verbal commands are provided in your Participant Handbook.

Use them to help you establish professional presence and authority.

As security/police you need to learn to use your voice, and to speak with confidence and authority.

We will explore the use of these commands using scenarios, and give you an opportunity to practice using them.

Slide 9  Act as a team

Introduce the principle using the corresponding finger.

Notes:

- You do not work alone. You do not have to deal with issues alone. Call and ask for help.

- The physical presence of one or more officers may be all that is needed to contain a situation, or bring a situation under control. It is important to always look for an opportunity to assist your colleague.

- Ensure the team member closest to any threat has your support if needed.

- Do not work in isolation, do not respond to a call alone, and never forget that you are part of a team.

- When dealing with security issues, use the “plus-one” rule: if there is one suspect, act as if he/she isn’t alone. Call on your teammates to help you.

Slide 10 Communicate

Introduce the principle using the corresponding finger.

Notes:

- First try to communicate, negotiate, or use persuasion before using force.
• Learn to use your voice. It is your first and most important tool.

• Talk to your team and let them know what is going on. Use a hand radio, hand signals, verbal commands, or dialogue to inform them about the situation.

• The use of all types of force should be accompanied by the use of verbal commands, instructions, and explanations. For example, when you decide to use pepper spray, or draw your baton, you should continue to use your voice.

• Always attempt to warn the person, then inform him/her, and finally express your intention to use force before doing so. This way you will be able to show the court that you warned the person of your intention to use force.

• Examples:

  ▪ A suspect threatens to assault you and start walking towards you with a clenched fist. When you remove your pepper spray from your belt you say: “Sir, I am warning you, stand-back. I am warning you again, STAND-BACK, or I will use pepper spray, or my baton”.

  ▪ A suspect stabbed an employee with a knife. When he sees you, he starts walking towards you with the knife in his hand. You remove your firearm from your holster, barrel pointing to the ground, and shout: “KNIFE! DROP THE KNIFE, I SAID – DROP THE KNIFE. I am warning you; drop the knife and stand-back. I am warning you again, DROP THE KNIFE AND STAND-BACK, or I will have no choice to use force to defend myself”.

**Note to facilitators:**

You can also demonstrate the use of the following strip-phrase to help defuse verbal conflict.

An employee wants to enter company premises at your control point. There are a lot of people and it takes a long team for employees to get into the facility. The employee is frustrated and angry at you and shouts “You are incompetent and slower than a tortoise”. Instead of getting involved in a word-fight you can use strip-phrases to diffuse the situation, such as:
“…maybe so, but let’s stay calm and allow me to do my job. If we work together then you we can all be on our way”

“….that may be true, but that is not always the case, so let’s stay calm and allow me to do my job”

“….I apologise I am slow, but let’s stay calm and allow me to do my job”

Conclude by saying:

- A list of these commands and examples are provided in your Participant Handbook. We will later practice and apply these commands during some practical activities.

Slide 11 Guidelines and principles on the use of force

Inform participants:

- Private security personnel and public security forces are obliged to comply with country laws and department/employer policies and procedures regarding human rights, ethics, and security.

- In line with the UN Business and Human Rights Principles and their commitment to implement the VPSHR, companies also have a responsibility to uphold their commitment respect the human rights of the people and communities where they operate, and to take steps to help their security operations protect and respect human rights.

- Despite our differences, these are some basic guidelines and principles on the use of force that we all can abide by. Let’s take a closer look at these.

Notes:

- Force must be used according to the laws of the country that you work in, and according to international and industry guidelines.

Note to facilitators:

National laws will tell when you are allowed to use force, and how you should go about using such force. Laws will also help us find the answers to the following questions:
Q What does the country law say on the use of force?

Q What are my responsibilities on the UOF?

Q When may I act in self-defence?

Q May I use lethal force? If so when and under which conditions will I be allowed to use lethal force?

Q May I use force to protect my own property, and the property of others, or the company?

Q Can I use lethal-weapons or a firearm to protect property, or may I only use force to protect life?

Q What will happen if someone is injured as a result of the force that I used?

Q What are the consequences of unlawful or excessive force?

Q Will I get in trouble if I cannot justify why I used force?

IMPORTANT:

The use of lethal force and firearms is a serious matter in all countries. Research and do background reading on the country laws guiding the use of force to protect life and property, as well as the conditions and laws guiding the use of force and firearms for self-defence and to protect others.

- If you are not sure about the law, or whether you may use force, ask your supervisor.

- Force used must respect human rights and must comply with the PLAN principle – it must be proportional, legal, accountable, and necessary.

- Only carry weapons or firearms if you are authorised to so, and if you are licensed and trained to use it.
  
  ▪ Never carry, use, touch, or take possession of a firearm or weapon that you are not trained to use.
Using a handgun is not the same as using a rifle or a shotgun. When it comes to firearms, you should be trained in the same firearm and the same ammunition that you work with. Every firearm works different, and some ammunition cause more damage than others.

You should also be trained on how to approach deal with armed suspects in a safe manner.

- Any force used may be a potential human rights violation and therefore it must be must be recorded, reported to your supervisor and investigated (if/as necessary).

- The UOF must be a **FINAL option**, and NOT the first or preferred solution to a threat or situation. If possible, first try using dialogue, negotiation, mediation, or verbal persuasion before using force.

- When force is used, it must be **progressive** and used in proportion to the threat or situation.

- When force is used, immediately give **first aid** or arrange for **medical assistance** or treatment of those injured.

- No one is allowed to break the law. You do **not** have to implement any instruction from your colleague, supervisor, other security personnel, or a law enforcement officer that will result in the **unlawful UOF**.

- Private security, public security forces and companies need to have clear **policies, procedures and guidance** in place on the use of force.

**Conclude** by saying:

- Every workplace has its own policies and procedures. Ask your supervisor to explain the policies and procedures guiding the UOF and the use of any weapons and firearms as part of your job.

- **Contracts** are usually used between companies and private security suppliers to reach agreement on security equipment, training, control of weapons and firearms, as well as conditions for the use of force.

- **Memorandums of Understanding (MOUs)** are used to reach agreement with **public security personnel (forces)** on support, as well as the as well
as conditions for the use of force, in support of company security operations.

Slide 12 UOF and Firearms by Security Personnel

Note to facilitators:

Please link these guidelines and principles to relevant country laws, codes of conduct, and relevant policies and procedures.

Explain to participants:

- The UN Code of Conduct for Law Enforcement Officials (1979) clearly state that force may only be used when strictly necessary and to the extent required to perform your duty (Article 3).

- The UN Basic Principles on the Use of Force and Firearms (1990) guides the use of force and firearms by governments and public security personnel (forces) performing duties in support of company security operations.

- The International Code of Conduct for Private Security Service Providers (ICoC) (2010) provides guidelines and minimum standards for private security providers on numerous issues ranging from training, use of force, safety, human rights, employment conditions, etc. Specifically it states that:
  
  - Personnel are required to take all reasonable steps to avoid the use of force. If they must use force, it will be consistent with the law.
  
  - No firearms will be used except in self-defence or to protect others if they are about to be killed or very badly hurt.
  
  - Any security personnel formally asked take part in policing will follow the rules set out by the United Nations for law enforcement officials.

- Besides these guidelines, private security and public security forces are obliged to comply with all country laws related to use of force, weapons and firearms.
Notes:

- The key issues highlighted by these principles are as follow:

  1) The need for rules and regulations on the use of force and firearms
  2) The need to be equipped and make use of self-defensive equipment
  3) The need for the use of non-violent means, and non-lethal incapacitating weapons and force
  4) The need for conditions before the use of force and firearms
  5) The need for conditions for the use of force and firearms against persons
  6) Collateral damage is not acceptable – force and firearms may only be used against the person that is posing a threat. If not safe to use force and firearms, then don’t.
  7) Responsibilities following the use of force and firearms
  8) Use of force and firearms during assemblies and crowd control
  9) The procedure for the use of force during the policing of persons in custody or detention
  10) The right to refuse to obey orders to use force and firearms

Explain to participants:

- We will now explore these issues using some questions.

Note to facilitators:

One or more principles from the UN Basic Principles on the Use Force and Firearms (1990) will help answer each of these questions.

When you ask the question, look at the guiding principle provided in support thereof.

If participants fail to provide an answer that supports the essence of the principle, then briefly touch on the key aspects contained in the guiding principles.

Ask participants:

Q  Do you think there is a need for a set of rules that govern the use of force and firearms?

  Anticipated Response:
Yes. By having a set of rules we have a standard that applies to everyone and allow us to better respect and protect the human rights of people, such as the right to life.

The use of force and firearms by security personnel must be strictly controlled and governments need to ensure that they enforce these rules by means of law.

**Note to facilitators:**

**Guiding principle:**

Principle 1: Governments and law enforcement agencies shall adopt and implement rules and regulations on the use of force and firearms against persons by law enforcement officials. In developing such rules and regulations, Governments and law enforcement agencies shall keep the ethical issues associated with the use of force and firearms constantly under review.

**Q** When may law enforcement use firearms?

**Note to facilitators:**

**Guiding principle:**

Principle 9: Law enforcement officers shall not use firearms against persons except in self-defence or defence of others against imminent threat of death or serious injury, to prevent the perpetration of a particularly serious crime involving grave threat to life, to arrest a person presenting such danger and resisting their authority, or to prevent his/her escape, or only when less extreme means are insufficient to achieve these objectives. In any event, intentional lethal use of firearms may only be made when strictly unavoidable to protect life.

**Q** How will working with self-defensive equipment such as shields, helmets, and bullet-proof vests allow for the use of less or appropriate force?

**Anticipated Response:**
By limiting the danger of personal serious injury, security personnel will be less threatened by serious injury, and the need to use weapons.

Note to facilitators:

Guiding principle:

Principle 2: By equipping officials with self-defensive equipment such as shields, helmets, bullet-proof vests and bullet-proof transportation, there is a decreased need to use weapons of any kind.

Q Have you tested the use and effect of the weapons, firearms or equipment that you use to do your job?

Q Is there a possibility that when using some of your weapons, firearms, you can cause injury or death to innocent and uninvolved bystanders?

Anticipated Response:

- (Open-ended)

Note to facilitators:

Guiding principle:

Principle 3: The development and deployment of non-lethal incapacitating weapons should be carefully evaluated in order to minimize the risk of endangering uninvolved persons, and the use of such weapons should be carefully controlled.

Q Before using force and firearms, security personnel are required to as far as possible use non-violent means (Principle 4). Can you give an example?

Anticipated Response:

- Using physical presence, verbal commands and empty hand control techniques before using a firearm.
Q When may force and firearms be used?

*Anticipated Response:*

- (See guiding principle)

**Note to facilitators:**

**Guiding principle:**

Principle 4: Before using force and firearms, as far as possible, apply non-violent means before resorting to the use of force and firearms.

Only consider using force and firearms if non-violent means and lesser force options are ineffective in dealing with the threat, or making a dangerous person comply. Force and firearms used must always be proportionate to the threat level.

Q What do security personnel have to do when they decide to use a firearm?

- (See guiding principle)

**Note to facilitators:**

**Guiding principle:**

Principle 5: Whenever the lawful use of force and firearms is unavoidable, law enforcement officials shall:

(a) Exercise restraint in such use and act in proportion to the seriousness of the offence and the legitimate objective to be achieved (avoid collateral damage);

(b) Minimize damage and injury, and respect and preserve human life;

(c) Ensure that assistance and medical aid are rendered to any injured or affected persons at the earliest possible moment; and

(d) Ensure that relatives or close friends of the injured or affected person are notified at the earliest possible moment.
Slide 13 UOF and Firearms by Security Personnel

Continue/ ....

Note to facilitators:

Please link these guidelines and principles to relevant country laws, codes of conduct, and relevant policies and procedures.

Explain to participants:

- One could argue that there is an obstacle between the security officer and the attacker and the threat is not imminent. The attacker is also too far away from the officer and the officer has the option to reposition himself or take a position of cover.

Ask participants:

Q The golden rule is that security personnel should not use weapons and firearms against persons. There are exceptions to this rule, in other words under very special circumstances authorised security personnel may be allowed to use their weapons/ firearms. Can you think of any such circumstances?

Anticipated Response:

- self-defence or defence of others against the imminent threat of death or serious injury
- to prevent the perpetration of a particularly serious crime involving grave threat to life
- to arrest a person presenting such a danger and resisting their authority, or to prevent his or her escape, and
- only when less extreme means are insufficient to achieve these objectives

Q When will the use of lethal force with a firearm be accepted?

Anticipated Response:

- It must be intentional – I mean to use it
- It must be unavoidable – It is the only option available
It must be used in order to protect life – If I don’t someone can get seriously injured or potentially die.

It must also be lawful – meaning that laws need to give us permission to do so.

**Note to facilitators:**

**Guiding principle:**

Principle 9: Law enforcement officials shall not use firearms against persons except in self-defence or defence of others against the imminent threat of death or serious injury, to prevent the perpetration of a particularly serious crime involving grave threat to life, to arrest a person presenting such a danger and resisting their authority, or to prevent his or her escape, and only when less extreme means are insufficient to achieve these objectives. In any event, intentional lethal use of firearms may only be made when strictly unavoidable in order to protect life.

**Q** What steps should you take before using your firearm?

**Anticipated Response:**

If there is time and the situation allows:

- Identify yourself
- Give a clear warning of your intent to use your firearm
- Give sufficient time for the person to observe your warning

**Q** When will you not warn a person of your intent to use your firearm?

**Anticipated Response:**

- If circumstances do not give you time to warn the person, or by warning him/her you create a risk of death or serious harm to yourself or others.

**Note to facilitators:**

**Guiding principle:**

Principle 10: “Identify themselves as such and give a clear warning of their intent to use firearms, with sufficient time for the warning to be observed,”
unless to do so would unduly place the law enforcement officials at risk or would create a risk of death or serious harm to other persons, or would be clearly inappropriate or pointless in the circumstances of the incident’’

Slide 14 UOF and Firearms by Security Personnel

Continue/ ….

Note to facilitators:

Please link these guidelines and principles to relevant country laws, codes of conduct, and relevant policies and procedures.

Explain to participants:

- The picture shows a practical example of how the security officer identifies him/herself, gives a warning, and provides the attacker an opportunity to comply.

- One could argue that there is a huge distance between the officer and the attacker and the threat is not imminent. The attacker is too far away and the officer still has the option to reposition himself or take a position of cover.

Ask participants:

Q What happens if someone is injured or death is caused by the use of force and firearms?

Anticipated Response:

- Report to supervisors
- Investigation
- Possible criminal charges if the force used are unlawful
- Civil proceedings and possible penalties

Note to facilitators:
Guiding principles:

- Principle 6: It must immediately be reported to superiors.
- Principle 7: If the force used was abusive or unlawful, then law enforcement officials will be criminally charged and if found guilty, punished.
- Principle 22: The law enforcement official must go for stress counselling.
- Principle 22: A report must be filed, and the incident must be reviewed (investigated) by an independent person or mechanism that have jurisdiction.
- Principle 23: Persons affected and their legal representative shall have access to independent review and judicial process.

Q  What will happen if a security or law enforcement official refuses to carry out an order to use force and firearms from his/her superior?

Anticipated Response:

- Nothing bad. You cannot be punished for doing the right thing.
- The person should not be charged in terms of law or in violation of a COC.

Note to facilitators:

Guiding principle

Principle 25: Governments and law enforcement agencies shall ensure that no criminal or disciplinary sanction is imposed on law enforcement officials who, in compliance with the Code of Conduct for Law Enforcement Officials and these basic principles, refuse to carry out an order to use force and firearms, or who report such use by other officials.

Slide 15 Country law on the use of force and firearms for security purposes

Note to facilitators:
Prepare and use this slide to introduce country specific laws on the use of force and firearms for security purposes.

Slide 16 **Company policy and procedure on the use of force and firearms for security purposes**

**Note to facilitators:**

Prepare and use this slide to introduce company policy and procedure on the use of force and firearms for security purposes.

**Conclusion**

0 h 05 min

Conclude by saying:

- You now have a basic understanding of the key international principles guiding the use of force and firearms.

- These international principles have to be applied along with country laws guiding the use of force and firearms, as well as the conditions applicable to their use.

- It is important that you know, understand, and comply with the laws guiding the use of force and firearms. Ask your supervisor to explain these to you. Saying you didn’t know is not an excuse – you will be held accountable for all your actions, and all force used.

- Also, there are company and employer specific policies and procedures guiding the use of force, firearms and other equipment by security personnel. If you do not know them, ask your supervisor to explain them to you.

- Companies and your employer have a responsibility to make sure that you understand and apply these principles.
2. **Activity: Green Card, Red Card: Scenarios on the use of force**

1 h 20 min

**Preparation**

**Note to facilitators:**

The objective of this activity is to have participants reflect on and apply the five steps suggested for the use of force in the *Participant Handbook*. Participants will also be required to reflect on the UN principles guiding the use of force and firearms, in scenarios where force and firearms are used.

Scenarios 1 to 5 focus on the use of non-lethal force options. Scenarios 6 to 10 focus on the use of force and firearms. *All security personnel* will benefit from training in these scenarios to help them not only apply what they have learned, but also to help them identify and report on the unlawful use of force and firearms by other security personnel.

Names used in the scenarios are fictional.

**VERY IMPORTANT:**

The scenarios presented do not consider country laws on the use of local force and firearms. It is the responsibility of private security providers and public security forces to ensure that all their personnel are trained in the laws and policies and procedure guiding:

- the use of force and firearms in self-defence, to protect other, and to protect own and private property
- the force options available for use
- the means (i.e. equipment) and safety guidelines for the use of security equipment

You are required to identify these laws, policies, and procedures and to explain, or have them explained to participants, as part of the discussion on each of the scenarios.
Ensure that a clear distinction is made between the feedback provided for the use of force by private security personnel vs. the use of force by public security personnel (forces), and that participants clearly understand what they can and cannot do in terms of country laws and relevant security policies and procedures.

Refer participants to their MC: UOF Card

Divide the class into three small groups.

Note to facilitators:

Groups should be made up of only participants who are private security personnel, or who are public security personnel. Ensure that you do not have mixed participant groups that comprise of both private security personnel and public security personnel (forces).

Because the duties and responsibilities are different for each one, their means to use force (e.g. equipment and force options), as well as the laws and policies guiding them on the use of force will be as well.

The last thing you want is to give private security personnel the impression that they have the same authority and means as public security personnel (forces) to use of force and firearms.

By having separate groups, participants will be able to discuss each of the scenarios with colleagues that have the same means, laws, and policies guiding their duties and the use of force.

Introduction
0 h 05 min

Explain to participants:

- Your will now be introduced to various scenarios that may or may not involve the use of force.

- The activity provides you with an opportunity to reflect on the use of the five steps suggested for the use of force.

- You will also be required to consider the UN principles and International Code of Conduct for Private Security, guiding the use of force and
firearms *(that we discussed during the presentation)* as they apply to
the scenarios.

- Some of the scenarios may involve the use of one or more force options
  and means of force (i.e. equipment). Think of all your options.

- Depending on your duties and mandate, you may or may not be
  required to deal with, or have the means (equipment) to deal with all of
  the scenarios presented to you.

- Some of the scenarios may also be more applicable to public security
  personnel than to private security personnel, and *vice versa*. This does
  not really matter. What matters is that you consider the five steps
  suggested for the use of force to help you decide if the force used in
  each scenario was proportional and lawful or not.

- You may use your *MC: UOF Card* as a reference source.

- We will first read the scenario and then give you an opportunity to
  discuss it in your small group.

- Groups will have five minutes to briefly discuss each scenario using the
  following questions:

  Q. Was force used in the scenario, and if so do you think it respected
  the rights of the person that it was used against?

  Q. Was the use of force proportional, in other words do you think the
  minimum force needed was used to contain the situation?

  Q. Was the use of force legal? In other words was the person using
  force authorised to do so and was the force used according to
  country law and relevant security policies and procedures?

  Q. What would you have done different? What other force options
  could have been used to contain the situation?

**Note to facilitators:**

Write or post these questions on a flipchart for easy reference participants.
• Following your group discussion, we will use 3 to 5 minutes to briefly discuss and reflect on the questions together in plenary.

• When dealing with these scenarios, it is also important that we think of any country laws or security policies and procedures that may be relevant to the scenario.

• Please be conscious of time management, we have 10 minutes for each scenario.

• In the end, after our discussion, you will have an opportunity to vote on each scenario using a green or red card.

  ▪ The show of a **green card** indicates your decision that the force option and level of force used in the scenario is proportional and lawful.

  ▪ The show of a **red card** indicates your decision that the force option and level of force used in the scenario is not proportional and unlawful.

• The front of your **MC: UOF** is red, and the back is green. Use this to cast your vote.

• Be prepared to explain and justify your decision.

**Group and Plenary Discussions**

1 h 10 min

**Scenario 1: The man with the baton (10 min)**

**Note to facilitators:**

This scenario focusses on the importance of professional presence, identification as a security officer, and the use of non-approved security equipment resulting in the use of excessive and unauthorised force to contain a situation.

**Read** the following scenario to participants:

*Security officer X patrols the external perimeter fence of a mining operation on foot. The security officer is responsible to inspect the external security*
fence, and to ensure that no unauthorised persons gain access to the restricted mining area, or dispose of restricted goods over the security fence.

It is a cold day so the security officer decided to cover up using his own jacket. The jacket bears no resemblance to the uniform in use and covers his uniform and insignia completely. The security officer also forgot his employee card at home that identifies him as a security officer and decided to arm himself with a baton that he borrowed from a friend. Company policy however prohibits the use of batons as it is deemed a lethal-weapon and the security situation do not justify arming private security officials.

During his patrol the security official comes across a man wandering the premises with a plastic bag in his hand, claiming to be lost. Without warning, the security officer grabs and holds onto the “suspicious man”. The man resists being apprehended by the security officer, resulting in a physical struggle between the two of them. The security officer then, without warning, removes his baton and beat the man into compliance. The man turns out to be a mine employee in possession of nothing other than his lunch. The man is upset and wants to open a case of assault against the security officer.

In plenary, facilitate feedback from participants using the four guiding questions in the introduction of this activity.

Use this opportunity to inform participants of any local laws, conditions, or policies and procedures guiding the use of force options for security personnel not armed with lethal weapons. Also emphasise that no security officer may use or equip himself with security equipment other than he is not authorised to have, or trained to use.

Have participants vote on the use of force, using a red or green card. The vote can be used to help determine if participants correctly understood the scenario and the application of guidelines, laws and security policies on the use of force.

Anticipated vote: Red card
Scenario 2: The angry manager (10 min)

Note to facilitators:
This scenario focusses on the use of professional presence, appropriate dialogue and verbal commands as a primary force option to defuse conflict.

Read the following scenario to participants:

Security officer Y is dressed in uniform that clearly identifies her as a security officer. She performs duty at a vehicle control check point set-up to monitor and control the access and the movement of restricted goods and persons between restricted areas. A delivery vehicle approaches her checkpoint. She approaches the vehicle and says: “Security, good day sir, how may I help you?” The driver states that he is the senior manager and that he immediately wants access to the restricted area. The security officer replies saying: “May I see some identification and your clearance permit please sir”. The manager then loses it and shouts at the security officer: “Don’t you know who I am? I will have you fired you stupid fool!” The security officer then responds: “Maybe so sir, but this is a restricted area and private property. I still cannot allow you to enter the premises without proof of identification and the appropriate security clearance”. The manager continues shouting at the security officer. The security officer then responds saying: “Sir, I must warn you that your behaviour is inappropriate and that I have no choice but to report this incident to my supervisor if you do not calm down and comply with my request.” The manager then shows proof of identification and security clearance for the security officer to grant him access. Following the incident, the security officer provides a detailed report to her supervisor about the incident.

In plenary, facilitate feedback from participants using the four guiding questions in the introduction of this activity.

Use this opportunity to inform participants of any specific policies, procedures or guidelines guiding the use of verbal commands, and the reporting of non-violent conflict situations.

Have participants vote on the use of force, using a red or green card. The vote can be used to help determine if participants correctly understood the scenario and the application of guidelines, laws and security policies on the use of force.

Anticipated vote: Green card
Scenario 3: Shouting at Bob (10 min)

Note to facilitators:
This scenario focuses on the use of professional presence, and the potential effects of excessive verbal commands and verbal abuse to contain a situation.

Read the following scenario to participants:

An employee reports that her cellular phone was stolen from her office. Security officer X responds to incident. The employee informs the security officer that the only person she saw in her office that morning was the cleaner, named Bob. The security officer sets off in search of Bob and finds him cleaning in another office. The security officer immediately starts shouting at Bob, saying: “STOP, SECURITY! PUT YOUR HANDS IN THE AIR!” Bob is taken completely by surprise and complies with the demand of the security officer. The security officer then continues to shout and scream at Bob saying things such as the following:

“If you move, I will shoot you”

“STAND STILL or I will beat you”

“You thief, WHERE IS IT, do you want me to beat it out of you?”

“NOW YOU ARE IN BIG TROUBLE, WE ARE GOING TO LOCK YOU UP FOR THE REST OF YOUR LIFE”

Bob is terrified by the security officer and continuous verbal abuse. Eventually Bob falls to the ground with a heart attack and dies as a result. The police do not find a cellular phone on Bob.

In plenary, facilitate feedback from participants using the four guiding questions in the introduction of this activity.

Use this opportunity to stress the importance of tact, diplomacy, and appropriate verbal commands. The excessive or inappropriate use of verbal commands can be insulting, cause trauma, or even provoke further conflict.

Have participants vote on the use of force, using a red or green card. The vote can be used to help determine if participants correctly understood the
scenario and the application of guidelines, laws and security policies on the use of force.

Anticipated vote: Red card

Scenario 4: You are fired (10 min)

Note to facilitators:
This scenario focuses on the use of professional presence, the absence of verbal commands, and the use of excessive physical force to immobilise and restrain a compliant person.

Read the following scenario to participants:

A supervisor informs a female employee that she is fired for being absent from work without giving a valid reason, and for regularly arriving late for work. The employee is so shocked and surprised by her supervisor’s announcement that she slaps him in the face.

The supervisor then calls security, and ask them to come and deal with the “crazy person” assaulting him in his office. Security officers X (male) and Y (female) respond to the call. On arrival at the manager’s office they find the employee sitting and weeping in a chair. The security officers do not identify themselves to the employee. They just walk over, grab her from the chair, force her to the floor, and immobilise her using an arm lock and neck lock to prevent her from fleeing the scene. In the process the security officers manage to dislocate the employee’s shoulder. She is then contained awaiting the arrival of the local police to take away “the crazy person”.

In plenary, facilitate feedback from participants using the four guiding questions in the introduction of this activity.

Use this opportunity to stress the importance of tact, diplomacy, and appropriate verbal commands. Remind them that the person has been injured and requires medical care.

Have participants vote on the use of force, using a red or green card. The vote can be used to help determine if participants correctly understood the scenario and the application of guidelines, laws and security policies on the use of force.

Anticipated vote: Red card
Scenario 5: Use the metal detector (10 min)

Note to facilitators:

This scenario focuses on the use of professional presence, verbal commands, and proportional physical force to restrain a person physically attacking a security official.

Read the following scenario to participants:

Security officers X and Y work at a security checkpoint at a mining operations site. An employee exiting the work area refuses to be scanned at the walk through metal detector. The security officers explain that he will not be permitted to leave the area unless he walks through the metal detector. The employee refuses to comply with the request of the security officials and walks around, instead of through, the metal detector.

Security officer Y gently stops the man, holds him by the arm, and asks him to go back and walk through the metal detector. The man then unexpectedly pushes security officer Y out of his way saying “KEEP YOUR HANDS OFF ME. LET ME GO. IF YOU COME ANY CLOSER I WILL PUNCH YOU”.

Security officer X immediately commands the man to stop, saying: “STOP! STOP ASSAULTING MY COLLEAGUE”. The man then moves forward towards security official Y with clenched fists and throws a punch. Security official X reacts by grabbing the man from the side, delivering an immobilizing kick to his leg and restraining him with the use of an arm lock. The man is demobilised and the local police is called to deal with the situation.

In plenary, facilitate feedback from participants using the four guiding questions in the introduction of this activity.

Use this opportunity to stress the importance of training in the use of soft and hard hand control techniques to control and immobilise non-compliant persons. Training in approved unarmed combat can also be used for this purpose. Also share any local laws, policies, or guidelines guiding the use of hand control techniques and unarmed combat.

Have participants vote on the use of force, using a red or green card. The vote can be used to help determine if participants correctly understood the
scenario and the application of guidelines, laws and security policies on the use of force.

**Anticipated vote:** Green card

**Note to facilitators:**

Scenarios 6 to 10 involve the use of force and firearms. The scenarios provide an opportunity to reflect on and reinforce the UN guiding principles on the use of force and firearms.

**Scenario 6: Just an innocent employee (10 min)**

**Note to facilitators:**

This scenario focusses on the use of professional presence, verbal commands, and the pointing of a firearm to contain a compliant person that poses no danger. The force used is not proportional and unjustifiable.

**Read** the following scenario to participants:

>While patrolling the premises during daytime, security officer X finds an unknown person walking by himself in a controlled security zone. The person seems to be minding his own business, has nothing in his possession, and nothing visible in his possession that poses a threat to the security officer.

The security officers draw his firearm, and point it straight at the suspects’ head, saying:

>“STOP, SECURITY!”

>“THIS IS PRIVATE PROPERTY AND A RESTRICTED SECURITY AREA!”

>“PLACE YOUR HANDS ON YOUR HEAD, TURN AROUND AND GO DOWN ON YOUR KNEES!”

>“IDENTIFY YOURSELF OR FORCE WILL BE USED AGAINST YOU”
The person immediately complies with the instructions of the security officer and starts to explain that he is an employee who is authorised to work in the area.

The local police are called to support the security officer deal with a ‘dangerous man’. On arrival the police use pepper spray to further subdue the ‘dangerous man’.

A complaint is filed against the security officer for the unsafe use and pointing of his/her firearm and a complaint of aggravated assault is filed against the police.

In plenary, facilitate feedback from participants using the four guiding questions in the introduction of this activity.

Use this opportunity to highlight the need for rules and regulations on the use of force and firearms, the need for conditions before resorting to the use of force and firearms against persons.

Emphasise that firearms can only be used in self-defence or defence of others against the imminent threat of death or serious injury, to prevent the perpetration of a particularly serious crime involving grave threat to life.

Use this opportunity to inform participants of any local laws, conditions, or security policies guiding the authorised use firearms, the pointing thereof, and general safety guidelines.

Have participants vote on the use of force, using a red or green card. The vote can be used to help determine if participants correctly understood the scenario and the application of guidelines, laws and security policies on the use of force.

Anticipated vote: Red card

Scenario 7: The knife fight (10 min)

Note to facilitators:

This scenario focuses on the use of professional presence, verbal commands, and the pointing of a firearm to restrain a potentially armed and dangerous suspect. Force used is proportional to the situation.
Read the following scenario to participants:

Local police are informed of a fight that broke out between two employees on the operations site. According to the report, the two employees known only as Ted and Des got into an argument that got out of hand. Officers X (male) and Y (female) respond to the call. When they arrive they see two men - one man lying face down on the ground in a pool of blood, while the other is standing four meters away with a knife in a lowered position by his side, away.

The officers respond by drawing their fire-arms and pointing it at the man with the knife in the hand, saying:

“KNIFE! STOP! POLICE!”

“DROP YOUR WEAPON!”

“MOVE AWAY FROM THE MAN ON THE FLOOR”

“PLACE YOUR HANDS ON YOUR HEAD, TURN AROUND AND GO DOWN ON YOUR KNEES!”

“If you do not comply, force will be used against you!”

“I say again... DROP THE KNIFE AND PUT YOUR HANDS ON YOUR HEAD!”

The man immediately drops the knife, and complies with the instructions of the police. Officer X keeps his firearm pointed at the man with the knife, whilst officer Y holsters her firearm to restrain and handcuff the suspect. Once the male suspect is handcuffed, officer Y does a body search for more concealed weapons.

In plenary, facilitate feedback from participants using the four guiding questions in the introduction of this activity.

Use this opportunity to highlight the need for rules and regulations on the use of force and firearms, and the need for conditions before resorting to the use of force and firearms against persons.

Emphasise that firearms can only be used in self-defence or defence of others against the imminent threat of death or serious injury, if permitted by law.
Use this opportunity to inform participants of any country laws, conditions, or security policies guiding the authorised use firearms, the pointing thereof, and general safety guidelines.

Have participants vote on the use of force, using a red or green card. The vote can be used to help determine if participants correctly understood the scenario and the application of guidelines, laws and security policies on the use of force.

Anticipated vote: Green card

Scenario 8: The armed robber (10 min)

Note to facilitators:

This scenario focuses on the use of professional presence, verbal commands, and the use of a firearm to contain an armed attack that places the life of the security officer in imminent, life-threatening danger. Force used is proportional, justifiable, and used in self-defence.

This scenario requires of participants to reflect on the use of force and firearms in self-defence or in defence of others, considering the local laws and conditions on the use of such force.

Read the following scenario to participants:

Security officer X is tasked to escort an employee responsible for the delivery of valuable goods to a secure holding area on company premises. During the escort, an unknown person walks towards them from the front. The security officer notices the person and maintains visual control. The security officer then notices the man reaching with his/her hand underneath his/her clothing. The security officer immediately responds by saying:

“STOP! SECURITY!”

“STAND STILL!”

“SHOW YOUR HANDS!”

“IDENTIFY YOURSELF!”
The person, who is approximately 15 metres away and facing them, unexpectedly draws a firearm. The security officer quickly draws his firearm, points it directly and the suspect, saying:

“DROP YOUR FIREARM!”

The person refuses to comply, and raises and points the firearm in the direction of the security officer and employee. The person fires a shot at the security officer and the employee but does not hit them. The person continues moving directly towards them, firearm still pointed at them. The security officer responds by firing a single shot at the attacker that hits and immobilises the attacker.

In plenary, facilitate feedback from participants using the four guiding questions in the introduction of this activity.

Emphasise that firearms can only be used in self-defence or defence of others against the imminent threat of death or serious injury, to prevent the perpetration of a particularly serious crime involving grave threat to life.

Use this opportunity to inform participants of any laws, conditions, or security policies guiding the authorised use of firearms including the use of deadly force.

Note to facilitators:

It is very important for participants to know and understand if, and under which conditions they are authorised to use force and firearms (including deadly force) in self-defence.

Remember that examining this scenario (or any of the following ones) does not give participants a license to use a gun. They are only discussing and reflecting on the scenario.

Have participants vote on the use of force, using a red or green card. The vote can be used to help determine if participants correctly understood the scenario and the application of guidelines, laws and security policies on the use of force.

Anticipated vote: Green card
Scenario 9: The big knife (10 min)

Note to facilitators:

This scenario focusses on the use of professional presence, verbal commands, and a firearm to immobilise a person holding a knife, following a fight with a 3rd party. Force is used in defence of others, but the threat is non-imminent. The force used is excessive, and non-justifiable.

This scenario requires of participants to reflect on the use of force and firearms in defence of others, considering the local laws and conditions on the use of such force.

Read the following scenario to participants:

The company security manager is informed of a fight that broke out between two employees at the mine accommodation facility. According to the report, two employees have been drinking together, started arguing, and are threatening one another with a knife and a baseball bat. Private security guard A is unarmed and the police are called to help them in deal with the incident.

Police officers X and Y respond to the call. When they arrive they see two men - one man lying face down on the ground in a pool of blood next to a baseball bat, while the other is standing still, approximately 5 meters away with a big knife in a lowered position by his side, with his back turned towards the injured person.

Officer X draws his firearm and shoots the man with the knife in the knee. At the same time, private security guard A produces a firearm and on instruction of officer Y he fires two more shots that hits and kills the man.

In plenary, facilitate feedback from participants using the four guiding questions in the introduction of this activity.

Use this opportunity to inform participants of any local laws, conditions, or security policies guiding the use of force and firearms on force in defence of others.

Ensure the participants understand that there are alternatives to lethal force.

Note to facilitators:
It is very important for participants to know and understand if, and under which conditions they are authorised to use force and firearms (including deadly force) in defence of others. It can be that only public security personnel, and not private security personnel, are authorised to use force and firearms) in defence of others.

Have participants vote on the use of force, using a red or green card. The vote can be used to help determine if participants correctly understood the scenario and the application of guidelines, laws and security policies on the use of force.

Anticipated vote: Red card

Scenario 10: Breaking windows (10 min)

Note to facilitators:

This scenario focuses on the use of professional presence, verbal commands, and a firearm to immobilise a person throwing rocks at and damaging company property. Force is used to protect company property, but the threat is not imminent to the life of any person. The force used to protect property is excessive, and non-justifiable.

This scenario requires of participants to reflect on the use of force and firearms, considering country laws and conditions, to protect own and others property.

Read the following scenario to participants:

*Security officer X performs duty at the main employee entrance to the company facility. An unknown man unexpectedly picks up a rock and throws it at a company vehicle entering the facility. The rock hits and shatters a rear window of the vehicle. Security officer X responds to the situation by saying:

“STOP! SECURITY”

“STOP THROWING ROCKS!”*
The man responds saying: “I used to work here and got fired, now I will show them who is boss.” The man then picks up another rock and throws it at the building shattering another window. The security officer responds by drawing his firearm, and firing a shot that immobilises the man throwing rocks and damaging company property. The man is wounded but not killed.

In plenary, facilitate feedback from participants using the four guiding questions in the introduction of this activity.

Use this opportunity to inform participants of any local laws, conditions, or security policies guiding the use of force and firearms on force is used to protect own and private property.

Note to facilitators:

It is very important for participants to know and understand if, and when they are authorised to use force (including deadly force) to protect own and others property. Some country laws do not allow for the use deadly force to protect own and others property. It can be that only public security personnel, and not private security personnel are authorised to use force and firearms to protect own and others property.

Anticipated vote: Red card

Conclusion

0 h 05 min

Summarise by saying:

- The scenarios introduced you to the use of force and firearms in different scenarios. There are hundreds of different scenarios and possible situations and it is impossible to cover them all, but we will always apply the PLAN principle to determine if the force used was proportional and lawful.

- All security personnel need to consider and apply the UN guiding principles on the use of force and firearms.

- You also need to ensure that you are authorised to use force and a firearm, and that before resorting to the use of force is the only option available to you.
• You will have to use your discretion to assess every situation and to select the best authorised force option to deal with the situation.

• When deciding to use force, ensure that you only use the force necessary to contain the situation.

• Remember that when force is used against people, you must to respect the rights of those people.

• Most important of all – ensure that you know and understand the country laws on the use of force and firearms, as well as the company security policies and procedures guiding the use of force and firearms.
3. **Use of Force During Arrest and Containment**  

**0 h 45 min**

**Note to facilitators:**

The objective of this section is to introduce participants to force options and to give them an opportunity to practice applying the use of force to arrest *(in the case of public security personnel)*, or contain/ temporarily detain a suspect with the intention of handing him/her over to the local law enforcement agency *(in the case of private security personnel)*.

Following the introduction to different force levels for arrest and detention, participants will be provided an opportunity to prepare and demonstrate -

- arresting/detaining a suspect with the use of verbal commands and non-lethal force options
- arresting/detaining a suspect with the use of a dummy firearm (pistol) (e.g. orange in color)

Regardless of whether security personnel are equipped or authorised to work with weapons or firearms, both private security and public security forces will benefit from this training to help them not only understand, but also to identify and report on the unlawful or non-proportional use of force to arrest/detain a person.

**VERY IMPORTANT:**

We have a joint responsibility to ensure that all security personnel are trained in the laws, policies and procedure that guide the arrest, containment and/or temporary detention a suspect for purposes of legal processing.

Facilitators are required to use this opportunity to draw links and reference relevant security policies and procedures that apply to the use of force when arresting or detaining a suspect.

Facilitators must ensure that a clear distinction is made between the mandate and authority of private security personnel vs public security personnel (forces), to arrest and detain suspects. Participants need have a clear understanding of what they can and cannot do when arresting, or detaining suspects.
Continue **SP: Use of force**

Slide 18 **Use of force during containment and arrest**

Display the title.

**Inform participants:**

- The objective of this section is to introduce you to different examples of means/force levels to arrest, contain, or temporarily detain a suspect.

- In *Module 3: Roles and Responsibilities* we already discussed the rights of persons being arrested or detained.

- In specific we will look at the use of non-lethal force options, as well as the use of lethal force-options for containment or arrest of a suspect.

**Ask** and have participants **reflect** on the following questions:

**Q** What are the rights of a person **before**, **during**, and **after** arrest?

**Q** Do we have to use force to arrest a person?

**Q** When will you use force to arrest a person?

**Q** What means/force options do you have to arrest a compliant person?

**Q** What means/force options do you have to arrest a non-compliant person that is unarmed?

**Q** What means/force options do you have to arrest a non-compliant person that is armed?

**Conclude** by saying:

- Remember, at all times you need to apply the PLAN principle.

- We will now have a look at examples of force levels for:

  i. Force options for arrest by unarmed private security personnel
ii. Force options for arrest by private security personnel with defensive equipment (no firearms)

iii. Force options for arrest by armed private security personnel and public security personnel (with defensive equipment and firearms)

iv. Force options for arrest by armed public security forces

- After exploring these examples, we will do a brief demonstration and give you an opportunity to practice the containment/arrest of a suspect using both non-lethal force options, and a dummy firearm.

Slide 19 Force options for arrest by unarmed private security personnel

Refer participants to the diagram and explain the force options.

- The diagram shows sample force levels and options available to unarmed private security personnel to arrest a suspect.

- The diagram suggests the use of professional presence, negotiation (dialogue and persuasion), verbal commands, and empty hand control techniques (e.g. restraining techniques) to arrest/detain a person. This excludes the use of any weapons or firearms – most likely because the security officers are not authorised to work with weapons and firearms.

- The use of any force to arrest or detain a person should be proportional.

- All security personnel have these primary force options to arrest/contain/detain a person.

- The better you are at using these force options, the better your chance to arrest or bring a suspect under control, using minimum force.

Ask participants:

Q Except weapons and firearms, what force options do you have to arrest or bring a suspect under control?

Anticipated Response:

- The same as those mentioned in the sample diagram.
Slide 20 **Force options for arrest by private security personnel with defensive equipment (no firearms)**

Refer participants to the diagram and explain the force options.

- The diagram shows sample force levels and options available to *private security personnel* with defensive equipment, and *no* firearms, to arrest or bring a suspect under control.

- The diagram suggests the use of professional presence, negotiation (dialogue and persuasion), verbal commands, and empty/soft hand control techniques (e.g. restraining techniques), hard hand control techniques, incapacitating chemicals (i.e. pepper spray), and a baton, to arrest/bring a suspect under control. This excludes the use of any weapons or firearms – most likely because the security officers are not authorised to work with weapons and firearms.

- The use of any force to arrest or detain a person should be proportional.

- Remember, the use of defensive equipment such batons can result in serious injury and a blow to the head can be fatal.

- In this example, security officers should be trained in:
  - Verbal commands
  - Soft and hard hand control techniques
  - Use of pepper spray (including decontamination procedure)
  - Use of batons (and potential injuries)
  - Basic first aid (to give medical support to injured suspects)

- Security officers should also consider using empty/soft hand control techniques and hard hand control techniques, before resorting to the use of pepper spray, and finally, batons.

Slide 21 **Force options for arrest by armed private security personnel and public security forces (with defensive equipment and firearms)**

Refer participants to the diagram and explain the force options.

- The diagram shows sample force levels and options for use by armed *private security personnel* and public security forces that are trained and authorised to use defensive equipment and firearms.
• Since security personnel are armed and authorised to use defensive equipment and firearms, they have the ability and discretion to use firearms to arrest dangerous or armed suspects and persons, provided that this is done in compliance with country laws on arrest and the use of force and firearms.

• In cases where security personnel are authorised, equipped, and trained to use defensive equipment and firearms, their use should, as far as possible, always be preceded by the use of non-lethal force options and minimal force options.

• The fact that you have access to defensive equipment and firearms does not imply that you can use them as you want.

• The wearing of protective clothing will also help limit the risk of personal injury and will encourage the use of lesser force options to deal with armed or dangerous persons.

• If private security personnel do not have the authority to use defensive equipment and firearms, then they should call their local law enforcement agency to assist arresting or bringing under control a dangerous suspect or person.

• In this example, security officers should be trained in:
  - Laws guiding the use of force, weapons and firearms
  - Soft and hard hand control techniques
  - Use of pepper spray (including decontamination procedure)
  - Use of batons (and potential injuries)
  - Use of firearms (including safety training, licensing, and the effects of different types of ammunition)
  - Basic or advanced first aid (to give medical support to injured suspects)

Ask participants:

Q Are you authorised to use any defensive equipment or firearms to arrest or detain a person?

Anticipated Response:

• Private security personnel – most likely, no.
Public security personnel (forces) – most likely, yes.

**Note to facilitators:**

Be on the lookout for participants who do not understand their mandate and authority.

**Q** What types of defensive equipment or firearms are you authorised to use?

**Anticipated Response:**

- Open-ended

**Q** When may defensive equipment and firearms be used to arrest or detain a suspect?

**Anticipated Response:**

- When authorised and trained to do so.
- If the situation and circumstances justify the use of such defensive equipment or firearms

**Q** What type of training would security personnel with these force options require?

**Anticipated Response:**

- Laws guiding the use of force, weapons and firearms
- Verbal commands
- Soft and hard hand control techniques
- Use of pepper spray (including decontamination procedure)
- Use of batons (and potential injuries)
- Firearm training and practical shooting exercises (with the firearms and ammunition they work with)
- Basic first aid (to give medical support to injured suspects, including what to do if someone is shot)

**Conclude** by saying:

- Remember, force used to arrest or bring a suspect under control must always proportional, lawful, and necessary. Remember to apply the PLAN principle.
- To have different means/force options you need to have the necessary security equipment and training to use such equipment.

- The use of firearms should always be a last and final force option and those working with firearms must also have access lesser-force options and defensive equipment such as pepper spray and batons.

- Only use the force options and the security equipment that you are authorised and trained to use.

- Ask your supervisor to explain the use of force options and the use of force continuum that applies to your security duties.

**Demonstration and Feedback Preparation**

**Prepare** or **arrange** for guest speakers to give a practical demonstration on the arrest of a person that involves:

- The arrest of a compliant suspect using professional presence, negotiation, verbal commands, and empty/soft hand control techniques.

- The arrest of a person suspected to be armed and dangerous, using a combination of professional presence, negotiation, persuasion, dialogue, verbal commands, empty hand control techniques, defensive equipment, and a firearm. This excludes the use of lethal force.

**Note to facilitators/ guest speakers:**

The demonstrations need to consider the following:

- An explanation of the country laws and security policies and procedure guiding the arrest and containment of a person.

- Safety tips for the approach of persons to be arrested or detained – especially if they are violent, or potentially armed.

- The recommended procedure to body search a suspect for concealed and dangerous weapons during arrest.
• The recommended use and application of the hand control techniques that security personnel are authorized and trained to use.

• The correct procedure to apply and remove handcuffs without causing any unnecessary pain or injury to the person arrested or detained. Only use handcuffs – no ropes, cable ties, or zip ties.

• The correct procedure to inform the arrested person of his/her rights.

• Safety considerations and possible injuries that may occur during the arrest.

• Only use dummy weapons for demonstration purposes (e.g. a plastic toy gun, or a red/orange rubber pistol, a red rubber knife with no sharp edges).

• Country laws and relevant security policies and procedures on arrest and the use of firearms, weapons and firearms.

• The use of a dummy hand radio/ or mobile phone to call for back-up.

**Activity 1: Arresting or bringing an unarmed compliant suspect under control**

*Demonstration and reflection*  
*0 h 15 min*

**Demonstrate** to participants the use of professional presence, negotiation, dialogue, persuasion, verbal commands and empty/soft hand control techniques to arrest or bring a compliant suspect under control, with handcuffs.

Following the demonstration, have participants **reflect** on the following:

**Q** What would you have done different to arrest or bring the suspect under control? Explain.

**Q** What did we do to ensure that the minimum force was used to arrest the suspect?

**Q** What did we do to ensure that the rights of the suspect were respected during his/her arrest?
Activity 2: Arresting or bringing a dangerous, armed suspect under control

Demonstration and reflection
0 h 15 min

Demonstrate to participants the use of professional presence, negotiation, verbal commands, empty hand control techniques, defensive equipment, and a firearm, to arrest and bring under control a dangerous suspect. This excludes the use of lethal force.

Following the demonstration, have participants reflect on the following:

Q What would you have done different to arrest or bring the suspect under control? Explain.

Q What did we do to ensure that the minimum force was used to arrest the suspect?

Q What did you do to ensure that the rights of the suspect were respected during his/her arrest?

4. Use of force with protestors
0 h 30 min

Preparation

Note to facilitators:

The objective of this section is to:

- Introduce participants to sample force options available for protests, assemblies and crowd control
- Introduce the UN Guidelines for the Use of Force and Firearms to deal with crowd control, and
- To provide participants with a clear understanding of the country laws and security policies and procedures guiding response to protests, assemblies and crowd control on company premises.

VERY IMPORTANT:

Facilitators are required to use this opportunity to draw links and reference relevant laws, security policies and procedures that apply to the use of force when dealing with protests, assemblies and crowd control.
Facilitators must ensure that a clear distinction is made between the mandate and authority of private security personnel vs public security personnel (forces), to arrest and detain suspects. Participants need have a clear understanding of what they can and cannot do when arresting, or detaining suspects.
It is suggested that the security manager or the local law enforcement agency be consulted to help clarify these issues.

**Slide Presentation**
0 h 30 min

**Continue SP: Use of force**

Slide 22 **Use of force with protestors**

*Inform* participants:

- There is always a risk that the company may become the target of protests and demonstrations by disgruntled community members, contractors, employees, labour unions, environmental groups, human rights activists, etc.

- These individuals/groups have a right to participate in lawful and peaceful protests and to voice their grievances, in accordance with the principles embodied in the *Universal Declaration on Human Rights* and the *International Covenant on Civil and Political Rights*, and according to the laws and process of the country.

- If the protests are unlawful and/or violent, then public security forces may be called to intervene in the interest of public safety, or to enforce a court order that prevents protestors from further disrupting company business operations.

- Companies belonging to the VPs, and who is committed to doing business with respect for human rights, wish to:
  - Work with aggrieved individuals and groups to try and find mutually acceptable solutions to their grievances, and by doing so, try and prevent demonstrations/protests that have the potential to result in security conflict situations with private security and public security forces.
Work with private security companies and public security forces to ensure that adequate controls and procedures are in place to manage the risk of force abuse during response to protests.

Such an approach requires companies, private security providers, and public security forces to work closely together when dealing with protestors – before, during and after dealing with protestors.

Slide 23 Before dealing with protestors

Inform participants:

- When dealing with protestors, we need to be prepared.

- These can be used as a checklist to help you prepare:

  - Reason/ root cause(s) for the protest and what are the demands?
  - Who is leading the protest and can we negotiate?
  - Lawful, unlawful, peaceful or violent protest?
  - Avoided doing things that can escalate further levels of violence?
  - If unlawful, but peaceful, do we really need to intervene?
  - Rights of the protestors vs the rights of the company?
  - Protestors on company property or in public space?
  - Who is mandated by law to deal with protestors and do crowd management?
  - Are we appropriately equipped and trained to deal with this? If not, who is?
  - Role of company vs private security vs private security in dealing with protestors?
  - Is the objective to monitor, block, isolate, arrest, control, and/or disperse protestors?
  - We have a plan and we know who is in charge?
  - Use of force protocol includes the use of lesser force options?
  - Communication plan and mechanism in place between company, private security and public security forces?
  - Briefed all security partners (i.e. company, private security personnel and public security forces) on the plan and they understand their respective roles and responsibilities?
  - Emergency response services notified and ready to give medical support?
  - Log in place to record all decisions, actions and outcomes?
**Ask** participants:

**Q** What else would you do? Explain.

_**Anticipated Response:**_

- Open-ended.

**Slide 24 Principles guiding the use of force during protests**

**Ask** participants:

**Q** What do you use to guide your actions and decisions when responding to protests?

_**Anticipated Response:**_

- Open-ended.

**Refer** to the slide and **explain** to participants that the principles guiding the use of force for protests read both left-right and up-down.

- **Lawful**
  - Facilitate
  - Observe
  - Negotiate
  - Disperse
  - (Use force)

- **Unlawful**
  - Tolerate
  - Observe
  - Intervene
  - Disperse
  - (Use force)

- **Peaceful**
  - Observe

- **Violent**

**Note to facilitators:**

You can use your own practical examples to support your explanation.

- **It suggests that:**
  - If the assembly is lawful and peaceful, then security forces are to monitor and observe the situation. Use no force.
  - If the gathering is lawful (there is permission) and violent, then consider to negotiate with, and disperse the crowd. Use only the force needed to disperse the crowd.
If the gathering is unlawful (there is no permission) and violent, then intervene, and disperse the crowd using approved tactics and techniques of crowd control. Use only the force needed to disperse the crowd.

If the gathering is unlawful and peaceful, be tolerant and continue to observe the behaviour of the crowd.

**Note to facilitators:**
You can use your own practical examples to support your explanation.

**Remind** participants that the use of force must follow the PLAN principle.

**Slide 25 Principles guiding the use of firearms during protests**

**Explain** to participants:

- Companies that our signatory to the VPs are committed to uphold the UN Guidelines on the Use of Force and Firearms on the use of force for dealing with protests and assemblies. Law enforcement agencies are obliged to do the same.

  - Principle 13: In the dispersal of assemblies that are unlawful but non-violent, law enforcement officials shall avoid the use of force or firearms, where that is not practicable, shall restrict such force to the minimum extent necessary.

  - Principle 14: In the dispersal of violent assemblies, law enforcement officials may use firearms only when less dangerous means are not practicable and only to the minimum extent necessary. Law enforcement officials shall not use firearms in such cases, except under the conditions stipulated in principle 9.

**Slide 26 Country law on the use of force and firearms for protests**

**Note to facilitators:**
Prepare and use this slide to introduce country specific laws on the use of force and firearms for protests. Highlight the following:

- Relevant laws
- Who is mandated to deal with protests?
• Use of force and firearm protocol

Slide 27 Company policy and procedure on the use of force and firearms for protests

Note to facilitators:
Prepare and use this slide to introduce company policy and procedure on the use of force and firearms for protests. Highlight the following:
• Approach
• Roles and responsibilities of private security vs public security forces
• Controls to manage the risk of force abuse

Slide 28 Force options for arrest by armed private security personnel and public security forces (with defensive equipment and firearms)

Refer participants to the diagram and explain the force options.

• The diagram includes force levels and options for use by armed public security forces that are equipped, trained and authorised to use deal with protests.

• In this example, public security forces should be trained in:
  - Laws guiding the use of force, weapons and firearms for protests
  - Soft and hard hand control techniques
  - Use of smoke and pepper spray (including decontamination procedure)
  - Tactical maneuvers with defensive equipment such as batons, shields, and helmets
  - Use of specialized equipment such as barbed wire and water cannons
  - Firearms training and the use of rubber ammunition
  - Basic first aid (to give medical support to injured protestors)

Ask participants:

Q Are you authorised to use any defensive equipment or firearms to arrest or detain a person?

Anticipated Response:

- Private security personnel – most likely, no.
- Public security personnel (forces) – most likely, yes.
Q. What types of equipment are you authorised and trained to use when dealing with protests?

**Anticipated Response:**

- Open-ended

**Conclude** by saying:

- Remember, any force of firearms used to deal with protestors must always proportional, lawful, and necessary. Remember to apply the PLAN principle.

- To have different means/force options for crowd control you need to have specialised equipment and training.

5. **Activity: Discussion and scenario on the use of force during protests**

**0 h 45 min**

**Preparation**

**Note to facilitators:**

In this activity participants are presented with a five-part scenario requiring them to reflect on force options and the use of force in response to protests. The various parts expect participants to make a clear distinction between the duties and responsibilities of public security forces and private security personnel in dealing with protests. Participants will also be required to reflect on:

- The rights of the protestors, mining company, community, employees and security personnel.
- The principles guiding the Use of Force and Firearms on protestors.
- Relevant country laws and company policy and procedures.
- Force options to deal with protestors.

**VERY IMPORTANT:**

Facilitators are required to use this opportunity to draw links and reference relevant laws, security policies and procedures that apply to the use of force when dealing with protests, assemblies and crowd control.
Facilitators must ensure that a clear distinction is made between the mandate and authority of private security personnel vs public security personnel (forces). Participants need have a clear understanding of what they can and cannot do when dealing with protests. Please consult the company security manager and a guest speaker from the local public security forces (dealing with protests) as part of your preparation, and ideally, invite them to participate in this activity.

Plenary Discussion and Reflection
0 h 40 min

Slide 29 Discussion and scenario on the use of force during protests

**Explain** the objective of this 5-part scenario:

- In activity presents you with a five-part scenario that requires you to reflect on force options and the use of force in response to protests.

- You are expected to make a clear distinction between the duties and responsibilities of public security forces and private security personnel in dealing with protests.

- I will first read the scenario and then we can discuss and reflect on the scenario, considering these four points:

  i. The rights of the protestors, mining company, community, employees and security personnel.
  ii. The principles guiding the Use of Force and Firearms on protestors.
  iii. Relevant country laws and company policy and procedures.
  iv. Force options to deal with protestors.

- Throughout the scenario, participants need to be reminded to apply the five steps for the use of force:

  ![Force Options Diagram]

- You may use your MC: UOF Card as a reference source.
Part 1: The meeting

Read the following scenario to participants:

Company (mine) representatives and local community members meet at the mine to discuss a venture that includes clearing more land, resettlement of local community members, and new job creation. Community representatives disagree on issues resulting in verbal arguments and threats of physical violence. The company manager calls on you (security personnel) to deal with the so-called ‘protestors’.

In plenary, have participants reflect on the scenario using these questions:

Q  What are the rights of the community members?
Q  What are the rights of the mining company?
Q  What are the roles and responsibilities of private security vs public security forces?
Q  What force options do you have available to deal with the situation?
Q  How do you suggest we deal with the ‘protestors’?

Part 2: The protest

Read the following scenario to participants:

The Community team of the company (mine) meet with the local community to discuss the proposal and the job opportunities that will be created by the company (mine). Community members are unhappy about proposed job opportunities and the equal distribution thereof between different ethnical groups in the community. The proposal also does not include entry level jobs for youth and women. A peaceful protest is arranged outside the main entrance. Protestors want to hand over a signed petition to the mine manager.

In plenary, have participants reflect on the scenario using these questions:

Q  What are the rights of the protestors?
Q  What are the rights of the mining company?
Q What are the roles and responsibilities of private security vs public security forces?

Q What force options do you have available to deal with the situation?

Q How do you suggest we deal with this situation?

**Part 3: Public disorder**

Read the following scenario to participants:

*The company (mine) manager is not available and sends his/her representative to receive the petition. Protestors are unhappy and see this as a sign of disrespect. Protestors threaten to burn down the mine. Employees working at the mine are intimidated and threatened with physical violence. Employees feel unsafe and some refuse to go to work. Company business operations are impacted and this leads to production and financial loss for the company.*

In plenary, have participants **reflect** on the scenario using these questions:

Q What are the rights of the protestors?

Q What are the rights of the mining company?

Q What are the rights of the employees?

Q What are the roles and responsibilities of private security vs public security forces?

Q What force options do you have available to deal with the situation?

Q How do you suggest we deal with this situation?

**Part 4: Finding the manager**

Read the following scenario to participants:

*A group of protestors now decide to climb over the company security fence and to go and look for the mine manager. Protestors are armed with rocks and sticks. In response the company security manager has ordered a lockdown and ordered employees to move to their offices, lock their doors and stay clear from all windows.*
In plenary, have participants **reflect** on the scenario using these questions:

**Q** What are the rights of the protestors?

**Q** What are the rights of the mining company?

**Q** What are the rights of the employees?

**Q** What are the roles and responsibilities of private security vs public security forces?

**Q** What force options do you have available to deal with the situation?

**Q** How do you suggest we deal with this situation?

**Part 5: Chaos**

**Read** the following scenario to participants:

*Public security forces (local police) monitoring the protest decides that they had enough of the protesters. They are not equipped with riot gear or rubber munitions. The police officer in charge then orders one of his officers to fire a couple of warning shots to try and disperse the protestors. In the process a protestor is wounded…*

*Protestors now start throwing rocks at passing vehicles, building windows, security personnel and the police. Sympathizing members from the community join the protest. Public violence, looting and vandalism erupt.*

*The police controls and disperses the crowd. A number of police officers and protestors are injured. Some of the protestors also gain access to the mining facility and occupy the main building. They refuse to leave the building…*

In plenary, have participants **reflect** on the scenario using these questions:

**Q** What are the rights of the protestors (including the injured)?

**Q** What are the rights of the mining company?

**Q** What are the rights of the employees?

**Q** What are the roles and responsibilities of private security vs public security forces?
Q What force options do you have available to deal with the situation?

Q How do you suggest we deal with this situation?

Q What would you have done different? Explain.

Conclude this activity by saying:

- This activity provided you with an opportunity to discuss and explore the use of force and firearms when dealing with protests.

- It is also required you to think of:
  - The rights of everyone involved.
  - The country laws and procedures that apply to protests.
  - The company policies and procedures that apply to protests.
  - Your mandate, equipment and training to deal with protests.

Ask and have participants reflect on the following the questions?

Q Do you agree that dealing with protestors require the company, private security, and public security forces to work together?

Q What can the company, private security, and public security forces do to prevent and better respond to similar future protests?

Conclusion 0 h 05 min

Say:

- Key content covered during this module included:
  - What is the use of force?
  - Options and means of force
  - Steps suggested for the use of force
  - Guidelines and principles on the use of force
  - Use of Force and Firearms by security personnel
- Country laws and company policies and procedures on the use of force and firearms for security purposes
- Applying the use of force in practical scenarios
- Exploring the use of force to arrest and bring suspects under control
- Exploring the use of force and firearms to deal with protestors

Revisit the objective for this module.

Ask participants if they feel that they have achieved the objective set for this module.

Conclude by saying:

- When you decide to use force, apply the use of the five steps – especially the PLAN principle.
- You also need to:
  - Understand the country laws and procedures that apply to the use of force and firearms.
  - Understand the company policies and procedures that apply to the use of force and firearms.
  - Have appropriate security equipment and training that allow you to use different and lesser means of force.
  - Only use the security equipment and force options that you are authorised or trained to use.

Slide 30 Title slide

End of module