

THE COMPLETE MANUAL OF

CORPORATE
AND
INDUSTRIAL
SECURITY

RUSSELL L. BINTLIFF



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Prentice-Hall International (UK) Limited, *London*
Prentice-Hall of Australia Pty. Limited, *Sydney*
Prentice-Hall Canada, Inc., *Toronto*
Prentice-Hall Hispanoamericana, S.A., *Mexico*
Prentice-Hall of India Private Limited, *New Delhi*
Prentice-Hall of Japan, Inc., *Tokyo*
Simon & Schuster Asia Pte. Ltd., *Singapore*
Editora Prentice-Hall do Brasil, Ltda., *Rio de Janeiro*

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PRENTICE-HALL, Inc.

Englewood Cliffs, NJ

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10 9 8 7 6 5 4 3

Library of Congress Cataloging-in-Publication Data

Bintliff, Russell L.

The complete manual of corporate and industrial security / by
Russell L. Bintliff.

p. cm.

Includes index.

ISBN 0-13-159641-1

1. Industry—Security measures—Management. 2. Office buildings—

United States—Security measures. 3. Industrial buildings—United
States—Security measures. I. Title.

HV8290.B56 1992

658.4'7—dc20

92-19744

CIP



PRENTICE HALL
Professional Publishing
Englewood Cliffs, NJ 07632

Simon & Schuster, A Paramount Communications Company

PRINTED IN THE UNITED STATES OF AMERICA

Introduction

When a giant corporation files bankruptcy, it shocks the nation. The blame and excuses center on a bad economy, lack of company leadership, an incompetent marketing department, the comptroller, or anyone else handy. No one talks about the security director, quietly sacked, cleaning out his desk and wondering about the future. The mainstream business publications feature long stories about the corporate mistakes, microanalyzing why a prosperous company went belly up, and during times when it seemed to have unprecedented growth. No one notices, or maybe doesn't recognize, the real reason this corporate model of success moved from number one position to a shell of its past, is now struggling to survive and salvage something from the business rubble.

The truth, however, of the corporation's demise is known to a few insiders. It stems from management error, but primarily fueled from systematic "thievery," from the systematic internal and external diversified looting of company products, property, and information. As the company growth and success reached new highs the security director could have anything he wanted. He succumbed to persistent persuasion by manufacturers' reps about the infallible "bells and whistles" of high-tech security equipment. Everyone in the company leadership believed in the new security arrangements, because in the long term, they were convinced the transition to high tech would save the company money. The thieves, eagerly waiting in the wings, watched as this vast storehouse of wealth steadily grew into a ripe plum ready for picking.

The systematic stealing began and grew with the company, eroding its seemingly impregnable foundations. Collectively, they stole information, products, supplies, and equipment. The thieves also converted vehicles and equipment for their personal sideline businesses and used them to haul the company's products to buyers of stolen property. Small, tightly knit conspiracies developed, each having its own niche. Others acted alone, stealing whatever opportunity made available. While armies of thieves went about their murky business, neither the security director, nor anyone in the company leadership, had a clue about the activities; after all, the high-tech security equipment called nothing about the problem to their attention.

The first sign of trouble came from the corporate comptroller and others who discovered the bills began to exceed the receipts. In a futile effort, they tried to solve the problem by cracking down on expense accounts, examining marketing practices, and implementing other cost-cutting measures. When those processes had little effect, they implemented a strong effort of creating better purchasing deals. Then, they started department reorganizing to gain more efficiency in production, shipping, and receiving coupled with a purge of managers supplying convenient blame. As the company leadership pondered and probed the increasing problem, no one could imagine or admit their problem involved theft. From a business philosophy sense, loss must stem from an

accounting error. Through all this, the corporate executives deliberated, while the thieves, like multiplying groups of ants, continued to systematically plunder the company assets.

Finally, when the creditor and stockholder pressure on company leadership became intense, they called in brigades of auditors to descend on the company, taking it apart piece by piece. After weeks of unrelenting dissection, the truth began to emerge. The auditors concluded the reason causing the problem stemmed from the mysterious disappearance of company property that far exceeded profit. Their gloomy report declared the company suffered not only the loss of products, but supplies and equipment that doubled costs because they needed replacements. When the dread finally spread to the boardroom, they hired a security expert to probe further into the workings of the company and supply them with a face-saving and financial solution. His report to the board concluded the security program effectively controlled people but overlooked control of the property and assets the employees, visitors, vendors, and trespassers accessed and then stole from the company areas. The security expert also found another major flaw. The security department training included a two-hour orientation about the company and its history and a couple more hours on how to operate the bells and whistles in nearly totally automated security systems.

That crippled company survived, you would recognize its name immediately. It did go into bankruptcy, but it will be years before its wounds heal. The security director became unemployed, clearly destroying his budding career.

When you hear about a corporation or industry in shocking financial trouble, look behind all the excuses, blame, news releases, and magazine and newspaper stories, and more often than not you'll find a seriously flawed security program created the dilemma. However, often the security director tries hard, but the business philosophy of corporate leadership doesn't allow him or her to develop an effective security program. There's often a lack of understanding about what can happen when security remains weak, and how important the security needs an active place and role in the business operations.

THREE IMPORTANT STEPS YOU NEED TO TAKE IMMEDIATELY

The story just related did happen, and I'm the expert mentioned in the story. Don't you be responsible for bringing down a huge corporation because you've listened to whistle and bells sales reps. No matter how sophisticated any system might be, there's an adage we always need to remember: "Whatever man creates, another man can defeat." However, the secret key to genuine security remains layering, improving, and changing. A crook can't defeat what he doesn't know is there. Now, let's get to those three important steps:

- If you're reading this book, you've already taken the important first step—*buying this book!*
- However, there's a critical second step. *Use this book regularly.* Don't leave your situation and career to chance. Instead, include winning and success in your primary goals. This book will help you achieve those goals.
- Your third step comes in two parts. *When you have problems, refer to this book. When your problem involves resistance from the business executives, buy them a copy!*

WHAT THIS BOOK WILL DO FOR YOU

I'm supplying you with a book that makes sure you can have success as a security professional. I decided to write this book because I'm often called, when as in the case just cited, it's far too late for anything beyond defining the reasons and trying to establish a new security program to salvage what's left after the plunder of a company. I have packed this book with valuable techniques, procedures, and illustrations so you have the complete guidelines in one resource. I'm offering you unequaled advantage and benefit plus the opportunity to excel.

FIVE MAJOR BENEFITS YOU'LL GAIN FROM THIS BOOK

- The secret of effective security involves the creation of a "total" program. That process begins with administrative management and includes the dreaded task of making and following budgets. But in my book, you'll learn how to create and develop winning budgets. Added benefits include how to manage your department resources efficiently and to your best advantage. You'll get important techniques enabling you to demonstrate strong leadership and procedures of creating forms and method of keeping excellent records. Collectively, each of these important elements creates a strong administrative foundation necessary when your goal includes success.
- How you can ensure your security system has a solid foundation offering total protection without the bells and whistles of high-tech equipment. There's nothing wrong with high-tech security; however, you need to use this equipment as a supplement to your security systems, not view it as the only system. I show you how to create and manage your basic foundation of security, including control of people, barriers, and lighting; structural hardening; and management of locks and keys.
- How to integrate high-technology equipment into your basic security "foundation" effectively creating "layers" that stop the crooks cold. You'll also learn the reality and marketing of high-tech equipment showing that high-tech equipment designed for a specific task compares to buying an automobile. Why buy a luxury car loaded with unnecessary features when a less costly compact car with just the basics accomplishes the need you have? I show you how to determine your high-tech needs, how to choose the system that's right for your needs, how to weigh the cost-benefit factors, and how to use the equipment effectively.
- Your security role may cover a broad spectrum of situations, even within the same company. Although the same basic foundations always apply, you might need added specific needs. I show you how to achieve success in these several areas including sea or river ports, protecting the executives in your company, cargo in transit, buildings, financial institutions, and others. Whatever your needs, you'll find the details and techniques about how to do it effectively in my book.
- There's no substitute for quality training in any profession and that holds true in the security fields. In this book you'll learn how to establish a variety of quality

training programs at each level necessary. You'll also benefit by learning how to create and manage your department's career development program effectively for its security officers.

SOME OF THE OTHER BENEFITS YOU'LL GAIN FROM THIS BOOK

Besides the benefits and advantages I've just given you, here are seven more valuable dividends that will be yours:

1. A physical security plan guide takes you step by step through the process of accurately assessing what you now have in place and what you need to do to create better security.
2. A physical security checklist gives you the advantage of checking your security systems regularly either independently or collectively.
3. A section on bomb threats shows you how to deal effectively with bomb threats made to your company.
4. A quick reference crime checklist ensures that your officers will approach a situation properly and not overlook important information or evidence.
5. A detailed illustrated criminal description guide and checklist puts you and officers at a big advantage when describing a person or helping a victim or witnesses to supply a credible description.
6. A directory, state by state, of colleges and universities across the country and in Canada lists those institutions that offer courses, some of which award degrees in the security profession.
7. A complete manual about corporate and industrial security is at your fingertips with techniques and procedures that work anywhere, anytime, and for any situation.

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