

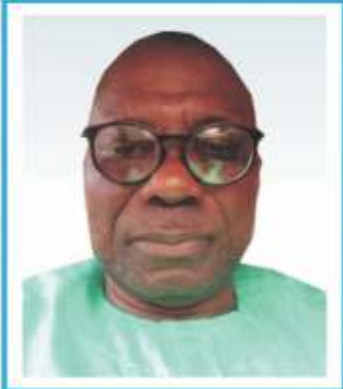


Quarterly Newsletter

BAYONET BLADE SECURITY LTD.

...when security is not enough

Vol. 2 No 2



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EDITORIAL

With over a thousand licensed private security companies in Nigeria it is herculean securing a beat and this is evident in the frenetic competition among security companies' directors where dogs care too little about eating other dogs. It is thus that security beats depend on the clout or connection of the Director; the resourcefulness of the manager/supervisor; reference by existing clients; performance, turnout, diligence of the deployed guards. Every director works and prays hard that he retains a secured guard. In all these, the way guards carry out their assignments in their respective beats may affect the growth or spell death knell of a security company.

The conduct of guards that negatively affect security companies includes addiction to phone; absence from beat, sleeping on duty; smoking or drinking on duty, receiving visitors while on duty, begging for money from guests/visitors; duty turnout, not checking booths of cars, etc.

The major quality of a security guard is **visibility**. Any one approaching a facility sees the presence of a security guard as a deterrence. It is however not enough for a guard to be present, he must be neat, smart and agile. A dirty security guard demarkets his company. No customer patronizes a company that presents dirty and lousy guards; whereas a neat and smart looking guard markets his company handsomely and attracts respect to himself.

Most of our security guards are so addicted to their cellphones that they do not know when visitors pass by their beats. Some engage in incessant calls

to God-knows-who; some are always engrossed in watching videos on their phones. Most clients are averse to these types of unwholesome acts that may result in termination of the contract. The extreme is that in this era of horrendous insecurity climate, explosives or IEDs could be planted right under the nose of a phone loving security guard that may claim not only his life but the lives of other innocent people.

Guards exploit their beats embarrassing passerby and guests by indiscriminate begging for money. Some even turn it into an open quarrel if they are not obliged the money they beg for. Obviously this category of guards lack self-respect and are of extreme low esteem. Indeed some of them can salute

a goat just to attract miserly notes. All clients abhor this type of disgraceful conduct, a guard who had just been paid his salary, subjected a visitor to inexplicable pressure, complaining that his wife was pregnant and had not eaten for three days because he had not been paid! This is sheer blackmail and such a guard deserves an instant sack. Of course he was summarily dismissed.

Abandoning a beat when a reliever has not reported, complete absence from beat; leaving a beat to go and 'eat' or 'buy food' are gross acts of indiscipline with dire consequences. When a guard does any of these and an intruder comes to infiltrate his beat, the guard is the first suspect because it would be viewed as a deliberate act committed in conspiracy with the intruder and if any property was stolen, the guard will be responsible fully. A guard in one of our beats deliberately absented himself from a beat on a Sunday during which armed robbers came and shot the manager of the facility. He was handed over to the police who charged him to court and of cause along with his guarantor. He was lucky the manager did not die otherwise he would have been charged for conspiracy to murder with the consequential punishment of death or life imprisonment.

Some guards are fond of receiving different visitors while on duty. Definitely while their visitors are with them the security of the beat suffers because they will be deeply engrossed in discussion on some sweet nothing talks. Some other people or CCV will record this gross

violation and if after the guest or visitor leaves, some untoward incidence that violates the security of the facility occur, the guard is culpable and may be made to pay for his act of indiscretion.

Lack of sense of duty is another infraction that should be guarded against. I visited one of my beats at about 8am and I found only one of the two guards on the beat present. On inquiry I was told that the guard was taking his bath! A security guard taking his bath at 8am leaving only one guard on the beat. This is about the most grievous act of indiscipline and complete lack of sense of duty. A guard should complement another guard; by going to bath when you were supposed to be on hand to support the other guard; you are invariably exposing the other guard and the facility to danger.

Some guards do not check the booths of incoming or outgoing vehicles thereby exposing their clients to possible loss of property or indeed expose their facility to extreme insecurity. Explosive planted inside automobiles are the most devastating, and vehicles that are not thoroughly checked or not checked at all are harbinger of destruction.

We can go on and on when observing infractions that violate the contract between security companies and their clients. The worst of it all is when guards commit the criminal sacrilege of stealing what they are paid to protect! This is a sin against Man and God, and they deserve maximum punishment. A word is enough for the wise.

STANDING ORDERS FOR ALL GUARDS

1. BBSL is a Federal Government registered licensed private Guards company and not for maiguard. Guards are to behave like corporate guards.
2. Dress in complete and NSCDC approved uniforms viz: polished boots, socks; anklets, approved shirt and trousers, approved belt, red muffler, lineyard, approved cap with BBSL logo.

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THE GUARD AND HIS UNIFORM



Uniforms are very important and the way a guard dresses is the way he will be respected or insulted. Soldiers, Policemen, Civil Defence, Road Safety get their respect from the public as how they dress. So if you want to be respected, you have to appear neatly EVERY TIME.

You must also maintain your uniform and respect it. Security companies spend at least N25,000 - N35,000 to provide uniforms for each guard, so, it is not cheap. Treat your uniform the way you treat your personal clothes.

Even when you are not in uniform, appear neat and responsible. You do not too much money to get a buba and sokoto or a pair of trousers and shirt with a simple pair of shoes. Do not dress like a tout or a thug.

CHECKLIST OF UNIFORMS

1. Uniforms are approved by the Federal Government through the NSCDC, and no company's uniform looks exactly like the one for any other company. Guards must wear approved uniforms of:

- * Face cap: beret or peak cap
- * Muffle * Approved shirt * Approved trousers
- * Belt * Lineyard * Anklet * Pair of boots

2. Wash and iron your uniforms
3. Ensure that all the buttons are fixed
4. Wear singlets under your uniform to absorb sweat
5. Wear your belt correctly
6. You are not a terrorist, so shave your beards and shave daily
7. Get a tin of black polish and brush to polish and shine your boots daily. Your boots should not look like that of a labourer marching cement in a construction site.
8. Wear your anklet correctly
9. If your company makes provision for t-shirt, make sacrifice and buy, to protect your uniform and keep you neat.

A DIRTY GUARDS IS A DISGRACE TO HIMSELF, HIS COMPANY, THE PRIVATE GUARD INDUSTRY AND TO THE NATION

Continued from page 1

3. Each set of uniforms cost a lot to produce and should not be handled carelessly.
4. Sign in every morning that you report for work. If you do not sign in it means you are absent.
5. Do not leave your beat for ANY reason without permission and a reliever.
6. Do not be absent from your beat without proper application and approval.
7. Follow approved channels of communication viz Team Leader - Supervisor - Senior Supervisor - Manager. No guard should call the MD/CEO unless it involves death threat.
8. Apart from those at the Main Gate and other gates, you are a foot patrol guard, so, you are to ensure that you maintain steady foot patrol on area under your supervision.
9. Guards would be solely responsible for burglary, thefts or vandalization of items they were employed to protect.
10. Salaries have processes and procedures, and so you will have to exercise some patience when there is a little delay. Your welfare, salary is very important to the company and Management is always disturbed whenever your salary do not come on time. Please always bear with us. One thing that is certain is that **YOU CAN NEVER LOSE YOUR SALARY.**

COMMON PROBLEMS OF GUARDS THAT CAN PUT THEM IN SERIOUS PROBLEMS OR EVEN COST THEM THEIR LIVES

- ◆ Guards dressing improperly
- ◆ Guards addicted to their phones
- ◆ Guards smoking on duty
- ◆ Guards getting drunk on duty
- ◆ Guards sleeping on duty
- ◆ Night guards removing their uniform at night
- ◆ Night guards sleeping throughout the night
- ◆ Guards coming late to work
- ◆ Guards not having their wrist watch on
- ◆ Guards absence from duty
- ◆ Guards getting too familiar with the staff in their beats
- ◆ Guards dressing shabbily
- ◆ Guards taking drugs
- ◆ Guards smoking on duty
- ◆ Guards receiving visitor on duty

BBSL CORE VALUES

- ◆ Integrity
- ◆ Neatness
- ◆ Loyalty
- ◆ Courage
- ◆ Endurance
- ◆ Vigilance

FIRST AID CPR



STAFF OF THE MONTH

Op KAZEEM ODUGBEMI

Operative Kazeem Odugbemi joined Bayonet Blade Security Ltd in 2020 deployed to Instapharm Pharmacy where he was used for all manners of job and at a point he was virtually running the place.

He was removed from there having observed that he was being overworked and deployed to ASEK Pharmacy in 2022 where he has dedicated himself to his duty diligently, honestly and professionally. He has contributed to the growth of the company and deserves to be the staff of the month.

He is awarded a monetary gift, a plaque and a letter of commendation

REASONS SECURITY BUSINESSES FAIL (OR, WHAT TO AVOID)

INTRODUCTION

Businesses fail for many reasons, but if you learn some of the possible reasons security businesses specifically may fail, hopefully you can avoid them in your ventures. Some of this we've covered earlier in the book, but it all bears repeating.

WHAT ARE THE MAIN REASONS SECURITY BUSINESSES FAIL?

There are basically six reasons for the failure of a security company. They are: high staff turnover, client relations, servicing issues, job costing, training costs, and owner burnout.

STAFF TURNOVER

Staff turnover is one of the largest problems security companies face.

The industry is, generally, low paid and untrained. Some companies run their own internal course. Whichever path you choose for training staff, you still need to provide motivation for your people. Most security jobs involve either high levels of repetitive boring work or high-pressure conflict resolution.

To prevent turnover hire the right persons for the job. Ensure they are trained properly onsite and evaluated in a consistent manner, provide them with a job description for a security guard as well as for the actual site. Prevent confusion involve the staff in feeling they building your company and that they are proud of the company they work for. Management should make an effort to know their employees. Use motivation: Acknowledge birthdays, have employee of the month awards, celebrate outstanding achievement in the field, and make it a team!

If someone has a special skills use it and reward it. We had a security guard that was an exceptional artist and drew all of our Christmas cards! Celebrate our employee.

If we ignore the needs of the employees, you will increase your operations and scheduling costs as their time will be spent replacing no-show staff quitting with no notice. This is a common problem in companies that do not have a link with their staff.

The foundation of a security company is the security guards.
guards = no work = no company.

CLIENT RELATIONS

Years ago I was fortunate enough to obtain a contract with one of the big hotels in Abuja. When I discussed with the client his reasons for the change he stated that in five years of the previous company providing a service he had never has a management or account rep attend his office to see how things were going. This is appalling client relations.

Do not take your client for granted. As you build your company it does become harder and harder to touch base with the smaller clients. But often the smaller clients are your referral base and sometimes the supporting base of your business. Set up a schedule for client visits to review how things are going. One suggestion I can provide is sent out the client relations form with each invoice. Ask them to provide you with feedback. You can address a festering problem quickly by receiving this information. Also the client feels validated and acknowledged on a monthly basis.

I have never believed in the concept of "buying" your clients by taking them on fishing trips and such. Today more and more corporate clients are viewing that as conflicts of interest and have to be more concerned with their public image and privacy concerns. Good, solid, honest relationships with your client can build a strong business for succeeding in a takeover of the contract.

Good clients will refer others to you, simultaneously, if they are not satisfied, it can set back your business.

SERVICING ISSUES

Monday mornings were always a nightmare in the security guard business. All the problems of the weekend, all the client concerns, and all the employee issues were front and center in operations. How do you prioritize and ensure all concerns are met? This is never an easy task.

First, sort the problems according to seriousness and contract values.

Second, assign and delegate conflict-resolution tasks to other in the office. If the office is you, then start with the list.

Third, deal with employee issues in priority order as well.

Servicing your clients is the key to maintain contracts. This requires a prompt call to the clients (or email) advising them you are aware of the situation and what steps are going to be taken. Keep in touch with your clients. Even in the worst situation if your relationship is good, your company can probably survive the problem. Have a form at your desk that identifies the problem and the resolution; keep it in your client file for referral at the time of contractual renewal.

JOB COSTING

The majority of start-up problems with security companies involve the pricing offered to obtain the contract. It serves no one to price your services too low. You have to be fully aware of what your cost of operating is, the net profit you want to make, and then the

hourly wage you are paying or, if in a union, the wage you must pay. Are you offering benefits? All of this has to be costed properly.

The majority of businesses I have been brought in to help have simply not done this properly. The philosophy has always been that the cheapest bidder gets the job. This only works if you are a large company and can operate on a volume net profit. Review your jobs and what they are costing you. If you are not making a decent return, either increase your price or walk away from the job, do not keep jobs that are costing you money.

Refer to the guard costing form we covered in chapter 2 and use it to decide on your hourly-charge-out rates.

TRAINING COSTS

Where guards must take a mandatory training course prior to employment part of the problem is solved. But on-site training is critical. On large site with a lot of public interaction, having accurate information and public relations skills can present a good image of your company and reduce costs of guard replacement and client dissatisfaction.

There is never enough training. Guards need to have training that summarizes what the job actually is, and then training on the job, as well as upgrading as required.

When guards are not trained properly, their confidence on the job reduces and mistakes increase, when there are a lot of mistakes clients are unhappy, it is a circular problem and one that ties up management time.

This is an area that can become so costly that companies can no longer afford to operate. Refer again to chapter 6 on training. Reduce site mistakes and make clients satisfied with trained staff.

OWNER BURNOUT

Many company owners find the security businesses which operates 24 hours a day, seven days a week, one that can result in burnout. Most often burnout can be prevented by preparing properly: having your organizational skills in place; knowing and simplifying processes; using skilled and trained staff; knowing what a good job is, and not taking on every job.

If a company owner is jumping from problem to problem, eventually he or she will wear down. Smaller security companies requires a lot of attention to succeed. Be prepared before you start.

DO NOT KILL YOUR BUSINESS BY YOURSELF. DO THE NEEDFUL.

WHAT IS CPR? CARDIOPULMONARY RESUSCITATION

Using the CPR steps on someone who is not breathing can help keep them alive until the emergency services arrive. It is important to know when to do CPR and how to perform it.

CPR works by keeping a person's blood flowing until healthcare professionals can help them. People without first aid training can still save a life by using the CPR steps.

When a person initiates CPR immediately after someone's heart stops beating, CPR can double or even triple the chances of them surviving.

In this article, we provide a step-by-step visual guide to performing CPR.

CPR STEPS: QUICK REFERENCE

Use CPR when an adult is not breathing or when they are only gasping occasionally, and when they are not responding to questions or taps on the shoulder.

In children and infants, use CPR when they are not breathing normally and not responding.

Check that the area is safe, then perform the following basic CPR steps:

Call 911 or ask someone else to.

Lay the person on their back and open their air way.

Check for breathing. If they are not breathing, start CPR.

Perform 30 chest compressions.

Perform two rescue breaths.

Repeat until an ambulance or automated external defibrillator (AED) arrives.

Read on for more detailed descriptions of how to perform CPR in adults, children, and infants.

CPR STEP-BY-STEP

There are two main stages to CPR: the preparation stage and the CPR stage.

Preparation steps

Before performing CPR on an adult, use the following preparation steps:

STEP 1. CALL 911

First, check the scene for factors that could put you in danger, such as traffic, fire, or falling masonry. Next, check the person. Do they need help? Tap their shoulder and shout, "Are you OK?"

If they are not responding, call 911 or ask a bystander to call 911 before performing CPR. If possible, ask a bystander to go and search for an AED machine. People can find these in offices and many other public buildings.

STEP 2. PLACE THE PERSON ON THEIR BACK AND OPEN THEIR AIRWAY

Place the person carefully on their back and kneel beside their chest. Tilt their head back slightly by lifting their chin.

Open their mouth and check for any obstruction, such as food or vomit. Remove any obstruction if it is loose. If it is not loose, trying to grasp it may push it farther into the airway.

STEP 3. CHECK FOR BREATHING

Place your ear next the person's mouth and listen for no more than 10 seconds. If you do not hear breathing, or you only hear occasional gasps, begin CPR.

If someone is unconscious but still breathing, do not perform CPR. Instead, if they do not seem to have a spinal injury, place them in the recovery position. Keep monitoring their breathing and perform CPR if they stop breathing.

STEP 4. PERFORM 30 CHEST COMPRESSIONS

Place one of your hands on top of the other and clasp them together. With the heel of the hands and straight elbows, push hard and fast in the center of the chest, slightly below the nipples.

Push at least 2 inches deep. Compress their chest at a rate of at least 100 times per minute. Let the chest rise fully between compressions.

STEP 5. PERFORM TWO RESCUE BREATHS

Making sure their mouth is clear, tilt their head back slightly and lift their chin. Pinch their nose shut, place your mouth fully over theirs, and blow to make their chest rise.

If their chest does not rise with the first breath, retilt their head. If their chest still does not rise with a second breath, the person might be choking.

STEP 6. REPEAT

Repeat the cycle of 30 chest compressions and two rescue breaths until the person starts breathing or help arrives. If an AED arrives, carry on performing CPR until the machine is set up and ready to use.

PUZZLE

D	E	G	U	Y	T	I	R	U	C	E	S	G	P
E	C	O	N	F	I	D	E	N	C	E	J	P	G
G	X	T	J	F	S	P	I	H	C	E	U	L	B
U	A	D	E	V	R	E	S	P	O	T	G	M	A
A	M	E	R	I	L	I	N	K	R	A	I	X	Q
R	O	N	I	S	L	O	B	A	Y	L	A	T	T
D	A	V	X	D	S	O	N	N	T	U	T	Y	S
Q	D	A	J	A	R	R	I	V	Y	C	E	B	I
R	F	A	G	M	Q	S	S	L	S	A	L	F	T
T	O	G	Y	O	N	S	C	D	C	M	A	F	O
S	X	H	Y	A	Y	O	O	E	T	M	B	L	C
A	S	O	E	N	T	E	R	P	R	I	S	E	S
B	A	Y	O	N	E	T	B	L	A	D	E	P	A
G	U	A	R	E	N	T	E	E	R	U	S	T	M

FIND THE UNDERLISTED

Pg Security	Deguard	Bluechips
Aso	Vauk	Mascotist
Guarantee	Jpg	Sobal
Him	Nisco	Topserve
Mighty Hands	Bayonet Blade	Immaculate
	David Sons	

DUTIES AND RESPONSIBILITIES OF A SECURITY GUARD

- Enforcing laws, rules and company policies.
- Aligning with the core values of the company.
- Responding to emergencies.
- Protecting property.
- Controlling access to buildings and protecting employees, guests and the public.
- Monitoring alarms and surveillance systems.
- Patrolling areas and performing security checks.
- Writing activity and incident reports.



OBITUARY

Our Colleague in the industry

PASTOR GBOYEGA ALAGBA

was shot dead on Monday 3rd July, 2023

Bayonet Blade consoles the Association and his family

MAY HIS SOUL REST IN PEACE

ESSENTIALS OF A SECURITY OPERATIVE

Security guards are critical to protection of lives and properties and thus are expected to have a high sense of responsibility. They need to be able to exhibit:

- A polite and approachable manner at all times.
- A reasonable level of physical fitness and strength.
- A trustworthy character.
- A flexible and responsible approach to the job.
- Ability to be patient regardless of the situation.
- Good verbal and written communication skills.
- The ability to solve problems as they arise.
- The use of their five sense/viz; **touch, see, smell, taste, hear.**
- A basic knowledge of IT.
- The ability to follow instruction.
- A confident approach and ability to deal with difficult/confrontational people.
- The ability to work independently as part of a team.
- A good knowledge of customers care.
- The ability to respond positively to stressful situations.
- Good eyesight.
- A clean criminal record.

VISION OF BBSL

Our vision is to build a private security company brand that will become the number one choice for both individual and corporate clients in Nigeria and West Africa sub-region.

MISSION OF BBSL

Our mission is to provide professional trusted private security services that assist individuals, businesses and non-profit organizations. We are to position the business to become the leading brand in the private security services industry in the whole of Oyo State, and also to be amongst the top twenty private security outfits in Nigeria within the first ten years of operations.

OUR FOCUS

The Bayonet Blade Security Company Ltd joined the league of private security companies in July 2018. The background of the visioner Group Captain Bisiojebolarid as an educationist activated the birth of this newsletter. The publication which will be quarterly is designed to expand the frontier of private security guards industry.

It will serve as information reservoir outside BBSL, peculiar issues concerning its staff and general interest matters. For this maiden edition the cover features is Fire Fighting with emphasis on the effective use of fire extinguisher.

Regularly we shall be touching on School and Mall Security which are BBSL areas of specialization outside provision of regular guards and body guards. Issues that are affecting the industry will be identified and discussed i.e. standardization of training of guards; proliferation of unlicensed private security companies; poor remuneration from clients, delay and even refusal to pay by clients; high turnover of private guards, etc.

School security as it covers Comprehensive School Safety Planning and Leadership; Proactive School Security School Security Strategies and Issues, managing Bullying, Parents and School Safety, Emergency Response and Crisis Management, CPTED, Active Shooter, lockdowns etc will be our focus.

BBSL hopes that this tabloid would help in adding values to service delivery in the private security guard industry.