

Module 4

Surveillance and Observation

Techniques

Module Objectives

- ▶ Learn about the security surveillance concept
- ▶ Know the purpose and characteristics of surveillance in passenger screening
- ▶ Know the purpose and concepts of observation



Module Objectives

- ▶ Identify the techniques, characteristics, and means used for observation.
- ▶ Explain the techniques for conducting practical exercises.



Surveillance

Definition:

The action of observing a given area, individuals, means and their surroundings.



Surveillance

Surveil:

Monitor the behaviour of someone or something intentionally through observation.



Surveillance

Purpose:

- ▶ Keep a given area under visual control to detect suspicious behaviour of passengers or users in order to prevent acts of unlawful interference.



Surveillance

Characteristics:

- ▶ Provides control: Certain acts and actions are observed, controlled, and verified.
- ▶ Provides advice: It provides information and contributes to the achievement of an investigation objective.



Surveillance

Characteristics:

- ▶ Dissuasive: Inhibits the perpetration of a crime.
- ▶ Specific: Carried out in response to a given situation or objective. If done effectively, it provides precise and reliable information on individuals or events.



Surveillance

Characteristics:

- ▶ **Dynamic:** Permits the adoption of immediate action in response to a suspicious situation.
- ▶ **Flexible:** Adaptable to different situations and work conditions.



Surveillance

Characteristics:

- ▶ Requires time: Time is required to control the area to be put under surveillance.
- ▶ Requires training: Surveillance is more effective if done by well trained and motivated personnel.



Surveillance

Types:

- ▶ Discrete surveillance: Done in such a way that the individual does not realise he/she is being surveilled.
- ▶ Open surveillance: Done in such a way that individuals can see the security personnel.



Surveillance

- ▶ CCTV surveillance: The one done using closed circuit television, and is monitored from a control centre. It is dissuasive, requires security personnel to react to an alert.



Surveillance

Factors having a negative impact on the work of surveillance personnel:

- ▶ Routine: Loss of interest. It becomes repetitive and gradually loses the desired effect.
- ▶ Confidence: If nothing ever happens, interest is lost. Believing everything is under control leads to failure when the unpredictable occurs.



Surveillance

Factors having a negative impact on the work of surveillance personnel:

- ▶ **Weariness:** Prolonged time at the post leads to fatigue and to reluctant and sluggish surveillance.
- ▶ **Lack of motivation:** Lack of motivation generates lack of interest on the job, leading to inability to detect.

Observation

Definition:

Observation is the conscious activity that uses the senses to gain knowledge of the environment, individuals and/or given situations.



Observation

Purpose:

- ▶ Identify the behaviour of individuals and the features of things.
- ▶ Analyse objects and/or situations to generate a logical deduction.
- ▶ Relate and interpret noises, colours, odours, and situations in order to make decisions.



Observation

Concept:

- ▶ In everyday life, humans normally look but do not see.
- ▶ In general, only what is of interest or what can be easily understood is captured and understood.



Observation

Concept:

- ▶ Observational skills are essential for the detection of suspicious behaviours.
- ▶ These skills will depend on inherent capacity, experience, and training.



Observation

Techniques:

- ▶ Attention: The process that makes us focus our senses on an event upon seeing or hearing something.

It may be voluntary, involuntary or customary.

Factors that impact attention are the size of the object, situational changes, our interest on the issue, organic conditions, suggestion.



Observation

Techniques:

- ▶ Perception: Immediately after our attention has been drawn to an event, the mind tries to recognise such event. Perception is an active process that uses information to suggest or test hypotheses affecting the relationship between individuals and their setting.



Observation

Techniques:

- ▶ Experience: This aspect will allow us--in some cases paying very little attention--to perceive and observe more details, and will also allow us to capture more easily a series of attitudes that would be difficult to identify by an inexperienced person.



Observation

Techniques:

- ▶ Make a mental picture of what is perceived.
- ▶ The object must enter through the senses.
- ▶ Use intuition, which is the emotional response to a stimulus.



Observation

Characteristics:

- ▶ Supportive: the information obtained from observation will help clarify events or situations
- ▶ Dependent: resulting from the attention and concentration applied in observation.



Observation

Characteristics:

- ▶ It is a record: Its inclusion in a detailed report will leave a record of the event.
- ▶ It is an alert: It permits anticipation of the event if a suspicious situation or attitude is detected.



Observation

Means:

- ▶ Vision: Is considered to be the most precise sense, and thus must be used to focus on the most representative details or features of an individual, object, or event.



Observation

Means:

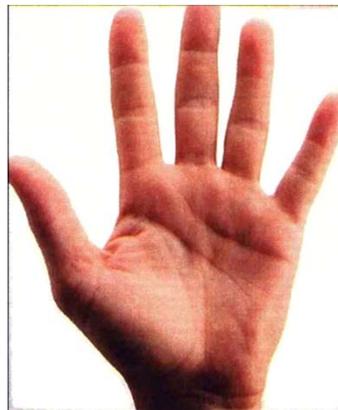
- ▶ **Hearing:** It is the most objective sense in terms of perception, but has a high level of subjectiveness, since it is very difficult to determine the direction and distance of a sound.



Observation

Means:

- ▶ Touch: In most individuals, this sense is not too developed and must be considered as limited and uncertain.



Observation

Means:

- ▶ Taste: Taste is personal and the objective sensation is replaced by the experience that the individual is having or has had. It is a means, but not a reliable one.



Observation

Means:

- ▶ Smell: Suggestion strongly influences the perception of a smell, since it is possible to have the sensation of the smell without it being present. It is not a reliable means.



Observation

Description of an individual

- ▶ Gender
- ▶ Height
- ▶ Estimated age
- ▶ Built
- ▶ Colour of skin
- ▶ Colour of hair
- ▶ Colour of eyes

Type of dress
Rings, jewelry
Type of shoes
Purse
Briefcase
Computer

Observation

Observation is an essential part of the memory process.

- ▶ Visual memory: it retains details related to shape, colour, individuals, etc.
- ▶ Auditory memory: it records what it hears.
- ▶ Movement memory: it registers gestures or physical movements.



Observation

Conclusion

Observation is a permanent activity in passenger screening. The ability to detect suspicious behaviour depends on the interest, intuition, and motivation of security personnel.



Summary of the Module

- ▶ Definition, purpose, and characteristics of surveillance
- ▶ Factors having a negative impact on surveillance
- ▶ Definition, purpose, and concepts of observation

Summary of the Module

- ▶ Techniques, characteristics, and means of observation
- ▶ Observation and memory exercises



End of Module 4

