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had ulterior agendas. He also noted that the NWU campus he was based on has many poorer students, for whom the loss of teaching time and access to the campus Wi-Fi network can cause problems, probably assisting the institution in resolving the problem by addressing legitimate concerns of many students.

Even though he comes from a different perspective, Mkhwanazi agreed that communications is key to dealing with the new norm. At the same time, he said the issues we will be faced with require new ways of addressing them as the traditional ways don't work anymore. In a political context, the conflicts between parties often escalates demonstrations into violent protests and in these scenarios, again, new ways of handling the conflicts and opening the lines of communication between all parties is key.

The microphone was then opened to the floor where the audience was able to ask the panel questions which were then discussed by the panel members. The questions reflected a variety of issues which are pertinent to today's campus life and the problems often encountered by security teams. The answers from the panel reflected an industry that is transforming and developing in a new and different way of dealing with real life. And real life is what a campus today is: it is a microcosm of society at large and therefore has all the issues and confusion we find in our environment in an enclosed space.

Dealing with threats

While demonstrations such as those witnessed in the Fees Must Fall campaign may not be common in other countries, in his second appearance on the stage, IACLEA's president, David Bousquet, assured attendees that all campuses have violent threats to deal with, including seemingly random shootings for no reason. This is why every campus should have a Threat Team that is trained and able to assess and coordinate a response to dangerous situations.

Bousquet highlighted that each team must develop strategies to intervene, interrupt, and mitigate threats posed by students, faculty, staff, visitors and others unaffiliated with the campus. This is not something that can be devised as soon as a threat occurs, but must be planned beforehand to allow for effective intervention. The teams must also comprise different people with different skills and views to allow the collective to be most effective. Depending

on the situation, interventions can consist of mediation, counselling, disciplinary action and even civil or criminal action.

Importantly, Bousquet noted that most incidents of violence are not random or impulsive, but planned and even discussed with others before the incident. The 'violence continuum' highlighted consists of four stages: Ideation, planning, preparation and then implementation. Campus security operations should therefore be on the alert for indications of a problem in order to hopefully prevent violence. Of course, one conversation does not make a riot, but continued observation points operatives in the right direction.

The tools for the job

Risk Diversion's Peter Fryer delivered a presentation on the investigative and support technologies available to campus security operations. While the ideal situation would be to allow students to voice their concerns in an open and constructive manner, this is not always going to happen and the campus security operatives could need the equipment to assist them with keeping the peace and collecting evidence.

Fryer took the audience through a number of options, from non-lethal (or 'less than lethal') options such as tasers, which are a good deterrent without the permanent damage a bullet or even a rubber bullet may cause. He then looked at ways of collecting evidence, which includes a range of body-worn cameras, both the type that can be attached to a security officer's uniform as well as the type that can be attached to headgear or sunglasses.

Keeping with the surveillance focus, Fryer also touched on evidence collecting, such as via automated number-plate recognition (ANPR) systems, as well as the type of image required to collect a number plate with a good level of confidence. He also showed how choosing the wrong cameras can see operations ending up with a useless image from which there is no chance of extracting a number plate. Your choice of camera is not simply a matter of price or pixels, or even choosing one that says it is HD.

Finally, Fryer also offered some insight into how social media can be used for intelligence purposes and real-time decision making as a result of keeping a finger on the pulse of what is happening in various locations. He offered an insight into the information collected from social media during the Fees Must Fall saga and how this

data could be used to prevent or mitigate serious incidents.

In-house security update

Following the recent campus upheavals, many institutions were required to rethink their security processes as some of the complaints were levelled at the insourcing versus outsourcing issue. Professor F. Mazibuko and Director S. Chauke from PSIRA were on hand to offer insights into the regulations pertaining to the issue of insourcing your security operations.

Mazibuko and Chauke noted that an in-house security operation is required to adhere to the same security rules and regulations as a third-party security provider. The officers and other personnel will be required to undergo the required training and be certified according to PSIRA regulations.

Some of the requirements in-house security operations need to take heed of (and there are many others), include

- Registering security personnel with the regulator,
- Respecting the constitution in terms of the right to assemble peacefully to demonstrate, picket and present petitions,
- Compliance with a code of conduct for safety officers,
- Report and cooperate with SAPS when a serious incident occurs (for example, the dispersal of crowds is a SAPS function), and
- Identify and diffuse possible conflict before it escalates into violence.

Mazibuko and Chauke then went on to highlight some of the lessons learned from the Fees Must Fall saga. These include the importance of deploying properly trained security guards who are able to manage their own emotions in a highly emotive situation. These lessons also included vulnerabilities in SAPS' response as well as the danger in the use of non-registered companies that employ non-registered guards, some of whom are foreigners.

PSIRA will be working with the industry to develop standards for campus security as well as training standards aimed at the education environment.

Following another successful Camprosa Conference, the Camprosa Conference 2018, is already in the works. It will be held from the 16th to 19th September 2018 at the Spier Wine Farm in the Western Cape – which will probably make it the best attended conference in Camprosa's history.

Find out more at www.camprosa.co.za