INSTRUCTOR’S MANUAL

SECURITY AND LOSS PREVENTION: AN INTRODUCTION
5th edition

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Preface

This instructor’s manual is designed to accompany *Security and Loss Prevention: An Introduction*, 5th edition, by Philip P. Purpura. These features are contained in this manual for each chapter:

- Chapter Outline
- Discussion Topics/Special Projects
- Essay Questions
- Objective Questions

Both new educators and those more experienced who are searching for techniques to vary their in-class or on-line instruction will find the book and instructor’s manual user-friendly and interactive. The fifth edition book includes learning objectives and key terms at the beginning of each chapter, key terms in bold within each chapter, definitions, examples, illustrations, photos, boxed scenarios, boxed international topics for global perspectives, and career boxes that explain various specializations in security.

Several features of the book will assist the reader in understanding not only the body of knowledge of security and loss prevention but also the “reality” of the profession. The reader is placed in the role of the practitioner through various exercises. Within each chapter, the loss problems are described and are followed by a discussion of the nuts-and-bolts countermeasures. Sidebars in each chapter emphasize significant points and facilitate critical thinking about security issues. Cases titled “You Be the Judge” appear in the book. These are fictional accounts of actual cases that deal with security-related legal problems. The reader is asked for a verdict based on the material at...
hand and then is directed to the end of the chapter for the court’s ruling. Additional boxed cases appear in chapters and offer bits of interesting information or analyze a loss problem relevant to the subject matter of the chapter. The case problems at the end of chapters bridge theory to practice and ask the reader to apply the general concepts of the chapter to real-world situations. These exercises enable the student to improve analytical and decision-making skills, consider alternate strategies, stimulate controversy in group discussions, make mistakes and receive feedback, and understand corporate culture and ethical guidelines.

The book serves as a helpful directory; professional organizations and sources of information that enhance protection programs are included with Web addresses at the end of chapters.

Although instructors seldom agree on a common teaching methodology, the following strategies can also stimulate additional student involvement: (1) asking students questions relevant to assigned readings; (2) assigning students topics from the book to read, research, and present to class; (3) presenting students with a problem which can be answered through text reading and then require a presentation to the class; and (4) assigning opposing groups to controversial topics for research and debate. *Security and Loss Prevention* can accommodate these instructional strategies.
PART I  INTRODUCTION TO SECURITY AND LOSS PREVENTION

CHAPTER 1, THE HISTORY OF SECURITY AND LOSS PREVENTION: A CRITICAL PERSPECTIVE

Chapter Outline

Objectives
Key Terms
Why Critical Thinking?
How Can We Think Critically?
Why Think Critically About the History of Security and Loss Prevention?
Security and Loss Prevention Defined
History
  Why Study the History of Security and Loss Prevention?
Early Civilizations
  Ancient Greece
  Ancient Rome
  The Middle Ages in Europe
More Contemporary Times
  England
  Early America
  The Growth of Policing
  The Growth of Security Companies
  Railroads and Labor Unions
  The Great Wars
  The Third Wave
  Convergence of IT and Physical Security
  Convergence of Enterprise Security
  Twenty-First Century/Post-9/11 Security Challenges

Search the Web
Case Problems
Notes

Discussion Topics/Special Projects

1. Assign students to research law enforcement and private security efforts in America during the nineteenth, twentieth, and twenty-first centuries. What factors influenced public and private sector changes in strategies over the years?
2. Research newspapers and magazines for articles on “third wave” crime. Recommend security countermeasures. Present the findings to the class.
3. Is the convergence of IT and physical security really necessary? Why or why not?
Essay Questions

1. Why is there a preference for the term “loss prevention” over “security”?  
2. What is the critical thinking process?  

Chapter 1  
Objective Questions  
Multiple Choice

1. Critical thinking skills are most beneficial to  
   A. help memorize facts.  
   *B. probe and shape knowledge.  
   C. open the flood gates of criticism.  
   D. assist long-range planning.

2. Which of the following questions is best suited for critical thinking?  
   *A. In what ways is the history of security and loss prevention biased?  
   B. What steps does an investigator follow to interview a suspect?  
   C. Which term is more broadly defined, “security” or “loss prevention”?  
   D. How many security officers are required for a building entrance that is always open and requires one security officer at all times?

3. The French, as innovators in crime prevention, used which methods in the 1600s?  
   A. deadbolt locks and electronic burglar alarms  
   B. crime watch and military patrols  
   C. operation identification and crime watch  
   *D. preventive patrol and street lighting

4. Because of additional specializations included in the security function and the frequently negative connotations associated with the term “security,” the more appropriate term for this field is  
   A. security administration.  
   *B. loss prevention.  
   C. loss strategies.  
   D. private security.

5. Which of the following groups published the Chief Security Officer Guideline to serve as a model for organizations to develop a leadership function in security?  
   *A. ASIS International  
   B. Department of Defense.  
   C. FEMA  
   D. U.S. Department of Homeland Security

6. Around 1750 B.C. the culture of centuries resulted in the codification of customs in the  
   A. Statute of Westminster.  
   *B. Laws of Hammurabi.  
   C. Bill of Rights  
   D. Magna Charta.
7. This group is often referred to as the first detective unit.
   A. Frank-Pledge Unit        C. Carnegie Investigators
   B. Watch and Ward           *D. Bow Street Runners

8. Loss prevention has its origin from the
   A. Red Cross.                *C. insurance industry.

9. Chicago’s first police detective was
   A. William J. Burns.         C. Edwin Holmes.

10. A major reason why public police were limited in their ability to assist railroads
    during the 1800s was the problem of
    A. hostility from politicians.  C. strikes.

11. As the nineteenth century ended, security firms gained increased business as
    _____________ for large corporations.
        A. management experts       C. material handlers
           *B. strikebreakers         D. body guards

12. During the early part of the twentieth century, which of the following did not
    overtax public police resources?
       *A. the cold war            C. labor unrest
       B. the prohibition era      D. the Great Depression

13. Which of the following Soviet achievements stunned the U.S. and created increased
    concern for information protection?
        A. The defeat of the Nazis.  C. The discovery of radiation.
           B. The Challenger disaster.  *D. Sputnik

14. Which of the following statements best characterizes physical security specialists and
    information technology (IT) security specialists?
        A. Both groups usually possess similar educational backgrounds and training.
        B. Both groups are merging to become a single specialization.
           *C. Both groups often use similar terminology and perform similar duties such as
              information protection and risk management.
           D. Both groups are far apart in terms of cooperation because of regulatory laws and
              standards.
15. Convergence of IT and physical security means that
   A. the intranet must be deleted from the organization’s IT system.
   B. new laws must be enacted to prevent electronic surveillance.
   C. money can be saved because access controls will be unnecessary.
   *D. both specializations and related technologies unite for common objectives.

Chapter 1
True or False

F 16. The Great Wall of China proved to be a formidable barrier against major invasion forces following construction.

T 17. An effective alarm system used by Ancient Romans was to place geese at strategic locations so their very sensitive hearing would result in squawking at the sound of an approaching army.

T 18. Ancient Roman strategies to deal with fire included the carrying of pillows, and water in jars, to the scene.

T 19. To a large extent, many of the major urban police departments were originally formed as strike breakers.

F 20. During the 1800s in America, the growth of public policing reduced the need for private security.

F 21. Railroad police numbered about 400 by 1914 but were demoted in authority during World War I as the U.S. Army began to control rail security.

T 22. During World War II, the Federal government brought plant security personnel into the army as an auxiliary to the military police. By the end of the war over 200,000 were sworn in.

T 23. Today, a thief, from the comfort of his/her home, can steal without trespassing by using a home computer and modem.

CHAPTER 2, THE BUSINESS, CAREERS, AND CHALLENGES OF SECURITY

AND LOSS PREVENTION

Chapter Outline

Objectives
Key Terms
Introduction
Metrics
   Internal Metrics
   External Metrics
The Security Industry
   Contract versus Proprietary Security
Careers: Loss Prevention Services and Specialists
The Limitations of the Criminal Justice System:
   Implications for Loss Prevention Practitioners
Challenges of the Security Industry
   Cooperation Between Public Police and Private Security
   Regulation of the Industry
   The Need for Training
   Ethics
   The False Alarm Problem
Search the Web
Case Problems
Notes

Discussion Topics/Special Projects

1. In the community in which you live, research the limitations of public safety agencies
   in assisting the private sector with crime, fire, accident, and other emergencies.
2. What security and loss prevention contract services are available in your community?

Essay Questions

1. How large is the security industry in terms of employees, revenues, and types of firms?
2. Explain at least three major challenges facing the security industry.

Chapter 2
Objective Questions
Multiple Choice

1. Metrics refers to
   A. prioritization.
   B. value of security and loss prevention.
   C. quality management.
   *D. methods of measurement.

2. According to the Occupational Safety & Health Administration, about how many worker deaths occur annually in the workplace in the U.S.?
   A. 500-1,000
   B. 5,000-6,000
   *B. 5,000-6,000
   C. 10,000-12,000
   D. 28,000-31,000
3. According to the U.S. Fire Administration, about how many fires were reported in the U.S. in 2005?
   *A. 1,600,000  C. 550,100
   B. 80,200  D. 220,700

4. When a business incurs losses from a burglary,
   A. direct losses are always greater than indirect losses.
   B. indirect losses are always greater than direct losses.
   *C. security practitioners can justify their position and value to the business by demonstrating total losses, direct and indirect.
   D. research has shown that businesses that do not contact police incur less total losses than businesses that do contact police.

5. Research on the private security industry by the Freedonia Group shows that
   A. U.S. demand for private contracted security services will grow 4.3 percent annually through 2010. This is a $39 billion industry.
   B. World demand for private contracted security services will grow 7.7 percent annually through 2008 based on heightened fears of global terrorism and rising crime. This is a $95 billion industry.
   C. The average annual growth of the private security industry is about 28 percent.
   *D. A & B
   E. all of the above

6. Total employment in private security in the U.S. is between
   A. 500,000 and 1,000,000.
   B. 1,000,000 and 2,000,000.
   *C. 4,000,000 and 5,000,000.
   D. 6,000,000 and 7,000,000.

7. Which of the following is not one of the primary differences between public police and private security?
   A. legal authority
   B. rank structure
   *C. basic strategies
   D. the employer
   E. interests served

8. The budget for the criminal and civil justice systems in the U.S. is about
   A. $1 billion.
   B. $879 billion.
   *C. $185 billion.
   D. $545 million.

9. Which of the following statements most accurately characterizes deterrence?
   A. Deterrence theory has proven its value by reducing crime and prison populations, while strengthening the accuracy of the FBI’s Uniform Crime Reports.
   B. Victimization studies show that the value of deterrence is increasing. Victims report greater feelings of safety because of high recidivism rates.
   C. The certainty of punishment has influenced many offenders in avoiding a lifestyle of crime and, thus, crime has decreased in the U.S.
   *D. Offenders rationally consider the risks and rewards of crime prior to acting. Because the impact of deterrence is questionable, crime prevention is vital.
10. The U.S. law enforcement community employs an average of ______ full-time officers for every 1,000 inhabitants.
   *A. 2.3
   B. 36.5
   C. 72
   D. 18.1

11. This report represented the first national effort to set realistic and viable goals designed for the objective of maximizing the ability, competency, and effectiveness of the private security industry.
   A. The Hallcrest Report
   B. The Rand Report
   *C. The Report of the Task Force on Private Security
   D. Private Security Report

12. Which of the following statements is incorrect about privatization?
   A. It is being fueled by victim and citizen dissatisfaction with the way in which government is handling crime.
   B. Examples of thorny issues that face privatization include searches and use of force by the private sector, punishment in private prisons, and liabilities of governments and contractors.
   *C. It is a new concept.
   D. There is a growing interdependence of public and private sectors.
   E. Private military and private security companies are providing a wide variety of services for a profit in geographic areas facing conflict.

   *A. enables security service businesses and proprietary security organizations in all fifty states to check if applicants have a criminal history record with the FBI, which may emanate from one or more states.
   B. mandates national training requirements.
   C. guarantees employment in the security industry for veterans.
   D. none of the above

14. Select the question that is least appropriate for ethical decisions.
   A. What are the short-term and long-term consequences of the decision?
   B. Does the decision violate law, a code of ethics, or company policy?
   *C. Can I hide the unethical behavior and avoid exposure?
   D. Is there an alternative course of action that is less harmful?

15. Which of the following is least likely to be a benefit of a code of ethics?
   *A. strengthens the chain of command
   B. helps to guide behavior
   C. strengthens professionalism
   D. makes good business sense for repeat business
16. This group is the leading general organization of protection executives and specialists.
   A. National Security Council  C. National Protection Agency
   B. International Brotherhood of Security  *D. ASIS International
   Personel

Chapter 2
True or False

F 17. Unlike scholarly research, metrics are not subject to methodological problems such as variations and inconsistencies in the use of definitions.

T 18. Direct losses are immediate, obvious losses, while indirect losses are prolonged and often hidden.

T 19. Because of an overburdened public police system, public protection is being supplemented or replaced by private security and volunteer efforts in many locales.

T 20. A persistent problem noted by several research reports involves disrespect and conflict between public and private police.

F 21. Most contract security companies provide several weeks of training prior to assigning an officer to duty.

PART II  REDUCING THE PROBLEM OF LOSS

CHAPTER 3, FOUNDATIONS OF SECURITY AND LOSS PREVENTION

Chapter Outline

Objectives
Key Terms
The Security and Loss Prevention Profession
   Theoretical Foundations
   Security Periodicals
   Security Associations
Methods for Protection Programs
   Risk Analysis
   Planning
Standards and Regulations
   Standards
   Regulations
Post-9/11 Standards and Regulations
   Standard-Setting Organizations
Discussion Topics/Special Projects

1. Use the scientific method to solve a hypothetical security/loss prevention problem.
2. What are the advantages and disadvantages of premise security standards?

Essay Questions

1. Name and explain two theories at the foundation of security and loss prevention.
2. How would you perform a risk analysis?
3. How can security/loss prevention strategies be evaluated?

Chapter 3
Objective Questions
Multiple Choice

1. Which factors must occur for victimization under routine activities theory?
   A. a solo traveler, use of public transportation, and “the fool’s walk”
   *B. an attractive target, a motivated offender, and an absence of “guardianship”
   C. anarchy, chaos, and martial law
   D. a felon, a weapon, and tourism in the locale

2. A tool used to estimate the expected loss from specific risks is called
   A. scientific method. C. hypothesis.
   B. pre-test-post-test design. *D. risk analysis.

3. Which of the following is not part of the three-step risk analysis process?
   A. loss prevention survey
   *C. eliminate losses
   B. identify vulnerabilities
   D. determine probability, frequency, and cost

4. Select the statement that characterizes quantitative risk analysis?
   *A. Debate continues over when to use it, its cost and value, how much guesswork goes into it, and which formula and software is best.
   B. It has been subject to much litigation aimed at crime analysis companies.
   C. “ALE” refers to alternative leverage estimator.
   D. It has been standardized by ISO.
5. Which of the following is least likely to be an illustration of the financial leverage of security to enhance its survival?
   A. Calculating total direct and indirect losses for each loss incident.
   B. Purchasing an access control system that performs multiple roles, such as producing time and attendance data.
   *C. Showing that security plays a role in increasing shrinkage.
   D. Conducting an undercover investigation to pinpoint not only theft, but also substance abuse and safety problems.

6. In reference to the systems perspective, an integral aspect of feedback is
   *A. evaluation.  
   B. long-term planning.  
   C. output.  
   D. short-term planning.

7. Padlock substitution
   *A. can result in a crime that is difficult to investigate because signs of forced entry are absent.
   B. is a fake deterrent.
   C. is another name for interchangeable core lock.
   D. must always be company-wide to increase security.

8. The “code war” refers to
   A. CIA secret codes to mislead U.S. enemies.
   B. the tension between the U.S. and the Soviet Union following World War II.
   *C. rival groups lobbying governments to accept their competing sets of standards.
   D. none of the above

9. Which of the following questions most likely illustrates the importance of performance measures for security programs?
   A. Can universally applied performance measures significantly raise shrinkage?
   *B. Do security programs contain traditional systems of measuring performance that reflect outmoded security efforts, while failing to account for important contributions to protection?
   C. How can security programs become more “reactive” and less “proactive” like public police?
   D. Which federal agency is best suited to measure the performance of security in corporations to facilitate a return on investment?

10. Which of the following industries contain the least amount of security standards?
    A. defense contractors   *C. retail businesses
    B. banks                D. airports

11. An obligation to do an assigned job is the definition of
    *A. power.  
    B. responsibility.  
    C. authority.  
    D. delegation.
12. The number of subordinates that one superior can adequately supervise is the definition of
   A. span of control.       C. unity of command.
   B. chain of possession.   D. chain of command.

13. The concept whereby no subordinate should report to more than one superior is known as
   A. span of control.       C. unity of command.
   B. chain of possession.   D. chain of command.

14. Specialists with limited authority who advise line personnel are known as
   A. delegated specialists.  C. proprietary workers.
   B. informal consultants.  D. staff personnel.

Chapter 3
True or False

15. One standardized survey form, designed by the U.S. Bureau of Standards, is used universally for security surveys.  F
16. Budgeting is closely related to planning and it involves the money required to fulfill plans.  T
17. Modern security practitioners should never state their protection plans in financial terms.  F
18. A risk analysis provides input for planning protection.  T
19. A key characteristic of the systems perspective is that subsystems are separate and distinct while having no influence on other subsystems.  F
20. The order for the scientific method is as follows: hypothesis, problem, testing, and conclusion.  F
21. Security standards promote uniformity of protection.  T
22. An example of a narrow span of control is one senior investigator supervising twenty investigators.  F
23. A manual is like a rule book for an organization.  T
CHAPTER 4, LAW

Chapter Outline

Objectives
Key Terms
Introduction
Judicial Systems
  State Court Systems
  Federal Court System
Origins of Law
Tort Law and Controls over Private Security
Legal Theory of Premises Security Claims
Contract Law
Civil Justice Procedures
Administrative Law
  Recordkeeping, Reporting, Inspections, and Searches
  Compliance Auditing
  Federal Sentencing Guidelines
  Labor Law
Criminal Justice Procedures
  Arrest Law
  Force
  Searches
  Questioning

Search the Web
Case Problems
Notes

Discussion Topics/Special Projects

1. In reference to public police, private security officers, private investigators, and citizens, research the legal guidelines of each for misdemeanor and felony arrests in your state?
2. Invite private or public sector investigators to class for a lecture on arrest law.

Essay Questions

1. Explain the origins of law.
2. What is the legal theory of premises security claims?
3. List and describe criminal justice procedures.
4. Explain arrest law in general for private security officers. Include information on use of force, searches, and questioning.
Chapter 4
Objective Questions
Multiple Choice

1. Which state court handles the bulk of each state’s judicial caseload?
   A. supreme court                                             C. intermediate appellate court
   *B. courts of limited or special jurisdiction         D. courts of general jurisdiction

2. Which federal court is similar to the courts of general jurisdiction in state court systems?
   A. U.S. Courts of Appeals                           C. U.S. Magistrate’s Courts
   B. U.S. Supreme Court                                   *D. U.S. District Courts

3. This source of law involves the interpretation of statutes or constitutional concepts by federal and state appellate courts.
   A. common law                                      C. legislative law
   *B. case law                                       D. blue laws

4. This term refers to the body of state legislative statutes and court decisions which governs citizen actions toward each other and allows lawsuits to recover damages for injury.
   *A. tort law                           C. adversary law
   B. criminal law                                   D. evidence law

5. __________ results when there is a failure to exercise a reasonable amount of care in a situation that causes harm to another.
   A. Infliction of emotional distress  C. Battery
   B. A constitutional limitation                   *D. Negligence

6. In reference to cases of alleged negligent security, the term foreseeability
   A. means the same as proximate cause.
   *B. refers to whether the harm was likely to occur based on the safety history of the premises and nearby property.
   C. is also called the “one free rape rule.”
   D. has been replaced by the concept of “mandatory notwithstanding.”

7. This legal test, applied to cases pertaining to the question of alleged negligent security, focuses on whether management or the security program knew of a problem or vulnerability, but did nothing.
   A. totality of the circumstances               C. prior similar incidents rule
   B. foreseeability                                     *D. conscious disregard

8. In this legal principle, an employer is liable for injuries caused by an employee.
   A. stare decisis                                      C. respondeat superior
   B. direct examination                                D. caveat emptor
9. Select the term that means opposing attorneys in a case obtain all factual information (e.g., documents) in possession of the other. This stage helps to narrow the issues and saves time in dispensing justice.
   A. motions filed *C. discovery
   B. case proceedings D. pleading of facts

10. Which of the following federal agencies is least likely to be encountered by a S&LP practitioner?
   A. EEOC *C. FTC
   B. OSHA D. NLRB

11. This term, in the context of an investigation, refers to the attention and care legally expected in checking on the accuracy of information and omissions.
   A. due process C. self-audit
   *B. due diligence D. tort action

12. Select the answer least likely to be a recommendation for a corporate environmental compliance program?
   *A. Ensure through the Corporate Board of Directors that the corporate environmental compliance program does not hinder production.
   B. Evaluate the whole effort through an outside expert.
   C. Audit and monitor relevant activities.
   D. Establish a training program, policies and procedures, standards, and an incentive program.

13. Which of the following federal laws seeks to prevent fraud and impacts the processes and accountability for financial reporting in publicly-traded U.S. companies? The Act is administered by the Securities and Exchange Commission,
   A. USA Patriot Act of 2001 *C. Sarbanes-Oxley Act of 2002
   B. Financial Modernization Act of 1999 D. Gramm-Leach-Bliley Act

14. All arrests must be based on
   *A. probable cause. C. procedural law.
   B. civil liberties. D. direct examination.

15. This Amendment of the Bill of Rights protects citizens against unreasonable searches and seizures.
   *A. 4th C. 6th
   B. 5th D. 8th

16. This Amendment of the Bill of Rights protects citizens in any criminal case from being a witness against himself/herself.
   *B. 5th D. 8th
17. Which of the following is not a felony?
   A. armed robbery C. arson
   B. burglary *D. trespassing

18. The key criterion for the use of force is
   A. liability. *C. reasonableness.
   B. probable cause. D. the exclusionary rule.

19. Generally, searches by private citizens, including security officers, even if
   “unreasonable,” are not “unconstitutional,” and the exclusionary rule does not apply.
   This precedent resulted from which of the following cases?
   *A. Burdeau v. McDowell C. Wong Sun v. U.S.
   B. Florida v. Royer D. Todaro v. Ward

20. Which of the following is least likely to be correct concerning search and seizure?
   A. Generally, a “pat down” of a person’s body or inspections of pockets by private
      security may result in a civil action.
   B. Private security officers are generally not bound by constitutional constraints of
      search and seizure as public police.
   C. Private security inspections at a private setting can include a locker, a vehicle
      entering or leaving a facility, or the belongings of an employee.
   *D. The U.S. Supreme Court has ruled that private security can never be “tainted by
      the color of law” even if they jointly work with public police.

Chapter 4
True or False

F 21. Civil law deals with crimes against society.

F 22. Libel refers to the spoken word.

T 23. Employers, managers, and supervisors can be held liable for inadequate screening
      of job applicants and poor training and supervision of subordinates.

T 24. A contract is basically an agreement between parties to do or to abstain from
      doing some act.

T 25. Administrative agencies are formed because legislative and executive branches of
      government typically do not have the expertise to regulate specialized areas.

F 26. At the booking stage of criminal justice procedure, a defendant enters a plea to
      the charges.

T 27. Misdemeanors are less serious than felonies.
T 28. Private police have less arrest powers (equal to citizen arrest powers) than public police.

F 29. The U.S. Supreme Court requires private police to read suspects the “Miranda warnings.”

CHAPTER 5, INTERNAL AND EXTERNAL RELATIONS

Chapter Outline

Objectives
Key Terms
Internal and External Relations
   Benefits of Good Relations
Internal Relations
   Customer Driven Security and Loss Prevention Programs
   Marketing
   Human Relations on the Job
   Management Support
   Orientation and Training Programs
   Loss Prevention Meetings
   Intranet and E-Mail
   Involvement Programs
External Relations
   Law Enforcement
   Public Safety Agencies
   The Community
   The Media
   External Loss Prevention Peers
Special Problems
   Prosecution Decisions
   Loss Prevention Attire
Search the Web
Case Problems
Notes

Discussion Topics/Special Projects

1. As a loss prevention manager, how would you improve internal relations between your department and employees in general?
2. As a loss prevention manager, how would you improve external relations between your company and the community?
Essay Questions

1. Why are good internal and external relations important for an S & LP program?
2. What is a customer driven security and loss prevention program?
3. What is marketing and what benefits does it hold for a security and loss prevention program?
4. List five benefits of prosecuting and five benefits of not prosecuting a suspected employee thief.

Chapter 5
Objective Questions
Multiple Choice

1. Select the group that is least likely to be targeted for external relations efforts.
   A. news media              *C. research and development
   B. hospitals     D. law enforcement agencies

2. A customer driven business or organization refers to
   A. recruiting customers to contribute to business needs.
   B. ensuring that at least half of the board of directors are regular customers.
   *C. constant contact with customers who provide feedback and direction for improvements in business performance.
   D. none of the above

3. Which of the following strategies is least likely to play a role in marketing security programs?
   A. Design a protection program for each target market.
   *B. Emphasize a “we versus them” philosophy toward employees.
   C. Study consumer problems as opportunities.
   D. Divide the market into distinct groups of consumers.

4. The _______ is often referred to as the “chief law enforcement officer.”
   *A. prosecutor     C. police chief
   B. judge      D. criminal justice director

5. A vital point to remember when confronted with the media is that
   A. the public has the right to know all the facts.
   B. at least half of the questions should be answered honestly.
   C. the Bill of Rights requires full disclosure.
   *D. information is to be released through a designated individual.

6. When dealing with the media, which of the following is most appropriate?
   *A. if you do not know an answer, say so    C. saying “off the record”
   B. saying “no comment”                 D. making up answers
7. The private sector prosecution decision
   A. should be based on restitution.
   *B. is often difficult for management.
   C. never creates friction between the private and public sectors.
   D. always boosts morale.

8. Prosecution threshold can affect a company’s prosecution decision. This means
   A. the bargaining between the prosecutor and defense attorney.
   B. a company’s legal right to prosecute a case over a local prosecutor’s objections.
   *C. the monetary loss of an alleged crime that must be met before a prosecutor will prosecute.
   D. whether a defendant received due process.

9. In reference to loss prevention attire
   A. those officers patrolling inside of a plant should dress differently from those patrolling outside.
   B. traditional uniforms are outdated.
   *C. subtle attire consists of blazers or sports jackets.
   D. uniforms should look similar to those worn by public police.

10. Research on the color of police uniforms shows that
   A. green uniforms, worn by many police worldwide, facilitate the most cooperation from citizens.
   B. light colors facilitate more arrests than dark colors.
   C. color makes no difference in police-citizen interaction.
   *D. darker uniforms may send negative subconscious signals and elicit negative emotions from citizens.

11. Because neighborhood children are caught playing on a large, abstract art object on the front lawn of a company building without a fence, they are arrested by a company security officer. This action
   A. shows the effectiveness of prevention strategies.
   B. is in the best interest of the company.
   C. projects a strong anti-theft stance.
   *D. can tarnish the company image.
   E. improves the professionalism of the security department.

Chapter 5
True or False

F 12. External relations refers to those groups within a business that a loss prevention department cooperates with and serves.

T 13. One method of gaining the interest of management for S&LP is to emphasize loss prevention as an investment.
F 14. Research seems to indicate that the best time to introduce new employees to loss prevention is after successful completion of on-the-job training.

T 15. Without the assistance of public law enforcement agencies, criminal charges initiated by the private sector would not be possible.

F 16. Loss prevention practitioners should consistently avoid the media.

F 17. Prosecution of employee-offenders is always cost-effective for businesses.

CHAPTER 6, APPLICANT SCREENING AND EMPLOYEE SOCIALIZATION

Chapter Outline

Objectives
Key Terms
Introduction
Employment Law
   Federal Legislation
   U.S. Supreme Court Decisions
   Equal Employment Opportunity Commission
   EEO, AA, and Quotas
   Diversity
   Sexual Harassment
Screening Methods
   Resumes and Applications
   Interview
   Tests
   Background Investigations
Employee Socialization
   Loss Prevention Orientation for New Employees
   Employee Training
   Planning Training
   Learning Principles
   Wasted Training
   Examples Set by Superiors
   Employee Needs
Search the Web
Case Problems
Notes

Discussion Topics/Special Projects
1. What are the most appropriate screening methods for contract security officers? Why would a contract security firm take short cuts with applicant screening?

2. Research applicant screening and training requirements for security officers and public police in your state.

Essay Questions

1. List and explain the legal guidelines for applicant screening.
2. Why is employee socialization important?

Chapter 6
Objective Questions
Multiple Choice

1. Which of the following is least likely to involve government regulation in the workplace?
   A. employment discrimination.
   B. safety and health.
   C. negotiation between management and labor.
   *D. training methodologies.

2. This law prohibits employment discrimination based upon race, color, religion, sex, or national origin.
   A. Equal Opportunity Act of 1959, Title III
   B. Race Relations Act of 1962
   *D. Civil Rights Act of 1964, Title VII

3. In this famous case, the U.S. Supreme Court decided that a test is inherently discriminatory if it is not job related and differentiates on the basis of race, sex, or religion.
   A. Bakke v. Univ. of CA (1978)
   D. Washington v. Davis (1976)

4. The EEOC does not have the power to
   *A. order an employer to stop a discriminatory practice.
   B. promote mediation.
   C. require employers to report employment statistics.
   D. investigate claims.

5. This term refers to practices that are designed so that all applicants and employees are treated similarly without regard to protected characteristics such as race and sex.
   *A. equal employment opportunity (EEO)
   B. quotas
   C. affirmative action (AA)
   D. diversity
6. Select the theory upon which an action for sexual harassment may be brought that involves an employee who is required to engage in sexual activity in exchange for a workplace benefit.
   A. gender discrimination       C. hostile working environment
   *B. quid pro quo                D. transfer of amenities

7. In reference to the applicant screening process,
   A. avoid the MMPI.            C. avoid background investigations.
   B. federal law varies from state to state.       *D. multiple screening tools are best.

8. According to EEOC guidelines, before an employer makes an adverse decision on hiring or promoting based upon a candidate’s personal financial data, the information should be
   A. verified by internal and external credit investigators.
   *B. job-related, current, and severe.
   C. checked through the FBI’s Financial Data Bank.
   D. of financial activity from the last twelve months.

9. This Act requires publicly traded companies to conduct background investigations, especially for applicants for positions involving financial matters, trade secrets, IT systems, and other sensitive areas.
   *A. Sarbanes-Oxley Act of 2002
   B. Fair and Accurate Credit Transaction Act of 2003
   C. Fair Credit Reporting Act of 1971
   D. Employee Polygraph Protection Act of 1988

10. Criminal conviction records at court offices are
    *A. public records.            C. open only to law enforcement.
    B. sealed records.                  D. available to only police and security personnel.

11. This process is much broader in scope than orientation and training programs.
    A. direct interviewing          C. supervising
    *B. socialization               D. exit interviewing

12. An orientation program should be designed to acquaint new employees with the ________ of loss prevention.
    A. cost                        *C. big picture
    B. confidential nature         D. problems

13. Which of the following is incorrect?
    A. Feedback is vital to learning.
    B. Learning results in a behavioral change.
    *C. Rote learning is best.
    D. An instructional program must consider the learner’s ability to absorb information.
Chapter 6

True or False

T 15. EEOC regards all screening tools as capable of discriminating against applicants.

F 16. During the job applicant screening process, the most expensive screening methods should be used first.

T 17. Social Security numbers are issued by state and this can assist in verifying past residence.

F 18. During an interview the interviewer should avoid open-ended questions.

T 19. During the job applicant screening process, questions pertaining to arrest records are generally unlawful.

T 20. Usage of honesty tests is growing as employers deal with the legal restrictions of the polygraph.

F 21. The Employee Polygraph Protection Act of 1988 prohibits the use of the polygraph by any employer in the United States.

F 22. When compared to the polygraph, the psychological stress evaluator (PSE) is more reliable, has a longer history, and is legal.

T 23. Training helps to prevent problems, such as critical incidents and litigation.

CHAPTER 7, INTERNAL THREATS AND COUNTERMEASURES

Chapter Outline

Objectives
Key Terms
Introduction
Internal Theft
   How Serious Is the Problem?
   Why Do Employees Steal?
   How Do Employees Steal?
   Possible Indicators of Theft
Management Countermeasures
Physical Security Countermeasures
  Integration, Open Architecture, and Convergence
  Access Controls
  Locks and Keys
  Intrusion Detection Systems
  Interior Sensors
  Closed-Circuit Television
  Security Officers
  Safes, Vaults, and File Cabinets

Search the Web
Case Problems
Notes

Discussion Topics/Special Projects

1. Can management play a role in fostering employee theft? How?
2. Invite a security specialist to class to speak on internal theft and countermeasures.

Essay Questions

1. What are two major causes of employee theft? Explain each.
2. List and briefly describe ten internal theft countermeasures.

Chapter 7
Objective Questions
Multiple Choice

1. Select the statement that is most accurate regarding the IT threat from within.
   A. An increase in corporate reporting to police agencies of internal and external IT
      attacks has helped to show that outsiders pose the more serious threat.
   B. Research shows that the average attack from outside is much more expensive than
      an attack from inside.
   C. The single greatest threat to IT systems is outside hackers who meet the criteria of
      the “introverted superegotist.”
   *D. Technical solutions alone are not the answer because internal attacks are a people
      problem requiring personnel security solutions.

2. Which of the following is not part of Donald Cressey’s employee theft formula?
   *A. collusion
   B. rationalization
   C. opportunity
   D. motivation
3. Select the theory by criminologist Edwin Sutherland that points to superiors and colleagues as having a more important influence on the criminal behavior of others in the workplace than the personality of the individual.
   A. symbolic interaction
   B. social disorganization
   C. neutralization
   *D. differential association

4. Auditing is
   A. an obligation to and description of something.
   *B. an examination or check of something to uncover deviations.
   C. a certified method of accounting.
   D. concerned with recording, sorting, summarizing, reporting, and interpreting business data.

5. The public police program of marking property to aid in both the recovery of stolen property and prosecution is known as
   A. take a bite out of crime.
   B. crime watch.
   *C. mark it and keep it.
   D. operation identification.

6. Select the statement that is not part of the research results from the Association of Certified Fraud Examiners.
   A. Fraud is more likely to be detected by a tip rather than an audit or internal controls.
   *B. Most fraud is caused by ethical shortcomings of senior management.
   C. Organizations that had an anonymous fraud hotline suffered lower losses.
   D. Small businesses generally do a poor job of proactively detecting fraud.

7. Which of the following questions would least likely apply to the planning of integrated security systems?
   A. Will the integrated system truly cost less and be easier to operate and maintain than separate systems?
   B. Does the supplier truly have expertise across all of the applications?
   *C. Do the system’s frequencies match those of local public safety agencies?
   D. Are there authorities/government agencies that prohibit integration of certain systems?

8. Open architecture refers to
   A. manufactured product designs that fit the needs of one major client, usually a multi-national corporation.
   B. an interdisciplinary group of specialists who pool their ideas for urban planning.
   *C. a manufacturer who builds hardware and software whose specifications are public, which enables other companies to design add-on products.
   D. clones of computer components that are counterfeit and whose manufacturer is subject to criminal and civil action.
9. Internet Protocol (IP)-based products operate on
   *A. a pre-existing network.
   B. batteries.
   C. only coaxial cable.
   D. identity management systems.

    *A. a single smart access card to be used for both physical and IT security among federal agencies and corporations.
    B. a single smart access card to be used for both physical and IT security among federal agencies.
    C. physical security and disaster plans for all retail shopping malls.
    D. cooperative government and private sector research on a replacement for the traditional lock and key system.

11. Which group of security strategies is most appropriate as choices to prevent tailgating at access points.
    *A. security officers, CCTV, proximity cards, double-cylinder locks
    B. security officers, CCTV, pin tumbler locks, deadlatch locking bars
    C. contact switches, CCTV, Weigand cards, safety hasp
    D. security officers, CCTV, revolving doors, turnstiles

12. Select the access card that employs a coded pattern on a magnetized wire within the card that generates a code number.
    *A. bar coded card
    B. magnetic stripe card
    C. weigand card
    D. proximity card

13. These types of security systems verify an individual’s identity through fingerprints, hand geometry, iris-scan, retina scan, among other methods.
    *A. dual technology
    B. environmental scanning
    C. PIN
    D. biometric

14. The _______ part of a lock contains the keyway, pins, and other mechanisms that permit the bolt or latch to be moved by a key for access.
    *A. jamb
    B. spring
    C. cylinder
    D. strike

15. This lock is disengaged when a skeleton key makes direct contact with a bolt and slides it back into the door. It is an easy lock to pick.
    *A. warded lock
    B. pin tumbler lock
    C. lever lock
    D. disc tumbler lock

16. Which of the following interior sensors is often applied to a door or window frame?
    *A. microwave
    B. contact switch
    C. capacitance
    D. fiber optic
17. This alarm system creates an electrical field around metallic objects that, when interrupted, signals an alarm.
   A. vibration     C. ultrasonic
   *B. capacitance   D. PIR

18. The letters “PTZ” refer to what type of physical security?
   A. high-security locks     *C. CCTV
   B. motion sensors           D. biometrics

19. Better quality safes have a _______ rating.
   A. rip/peel     C. temperature
   B. risk management   *D. UL

20. Which of the following safes is more secure?
   A. TRTL-30X6     *C. TXTL-60X6
   B. TL-15         D. TL-30

Chapter 7
True or False

T 21. The environment is perhaps the strongest factor behind internal theft.

F 22. Research has shown that undercover investigations are an ineffective method to expose employee thieves.

F 23. All employees caught stealing should be polygraphed as soon as possible.

F 24. U.S. labor law prohibits the searching of employee lockers.

T 25. A lock can be viewed as a delaying device that is valued by the amount of time needed to defeat it.

T 26. Pin tumbler locks were invented by Lirus Yale in 1844.

T 27. A change key fits one lock.

F 28. The three basic components of an intrusion alarm system are: sensor, contact switch, and annunciator.

T 29. Analog technology is older than digital technology.
CHAPTER 8, EXTERNAL THREATS AND COUNTERMEASURES

Chapter Outline

Objectives
Key Terms
Introduction
Methods of Unauthorized Entry
Countermeasures
  Construction and Environmental Security Design
  Perimeter Security
  Barriers
  Protecting Buildings against Terrorism
  Windows
  Doors
  Intrusion Detection Systems
  CCTV
  Lighting
  Parking Lot and Vehicle Controls
  Security Officers
  Communications and the Control Center
  Protective Dogs
Search the Web
Case Problems
Notes

Discussion Topics/Special Projects

1. Is an “aura of security” really possible? Why or why not?
2. As a class, visit one or more businesses or institutions for a tour. Request an emphasis on security, safety, and fire protection during the tour.

Essay Questions

1. Explain three methods of unauthorized entry.
2. How do “Broken Windows” theory and situational crime prevention theory relate to security?
3. List and briefly explain ten methods to counter unauthorized entry.
4. What design features of buildings can protect against terrorism?
Chapter 8
Objective Questions
Multiple Choice

1. The “aura of security” is
   A. based on the placement of carefully worded signs.
   B. possible through secrecy about crime, fire, and accident countermeasures.
   C. designed for bank and financial institutions.
   *D. capable of producing a strong psychological deterrent.

2. Countermeasures to face internal and external threats can be conceptualized around
   the five Ds, which are:
   A. deter, detect, describe, deny, and demand.
   *B. deter, detect, delay, deny, and destroy.
   C. depth, descry, deny, delay, and destroy.
   D. deter, detect, delay, deposit, and depend.

3. During the 1960s and 1970s, this person conducted research into the relationship
   between architectural design and crime prevention that developed into the concept
   of “defensible space.”
   A. Henry Franklin     C. Ralph Turner
   *B. Oscar Newman     D. John Powell

4. This theory suggests that deteriorated buildings that remain in disrepair, and
   disorderly behavior, attract offenders and crime while increasing fear among residents.
   *A. “Broken Windows” theory     C. Crime Prevention through Environmental Design
   B. Environmental Security Design     D. Differential Association

5. This theory encompasses many CPTED principles; however, it focuses on managerial
   and user behavior factors that affect opportunities for criminal behavior in a specific
   setting for a specific crime.
   A. Diffusion     *C. Situational Crime Prevention
   B. Environmental Security Design     D. Displacement

6. Perimeter means
   A. good physical security.     C. access points.
   B. fence.     *D. outer boundary.

7. Energy barriers include
   *A. protective lighting and sensors.     C. structural barriers.
   B. foliage.     D. concertina fences.

8. It is advisable that chain-link fence be made of at least _______ gauge or heavier wire.
   *A. 9     C. 6
   B. 8     D. 5
9. Which of the following statements is correct concerning vehicle barriers?
   A. OSHA research has shown vehicle barriers to be unsafe.
   B. Active vehicle barriers include bollards.
   *C. Rating systems vary among government agencies.
   D. Passive vehicle barriers include pop-up type systems.

10. Stand-off distance refers to
    A. the time it takes for an explosion to harm people and assets.
    B. the line that an adversary is prohibited from crossing.
    C. the distance from the line a substance abuser under arrest is permitted to deviate while walking during a field test.
    *D. the distance between an asset and a threat.

11. Which organization classifies bullet-resistant windows into various protection levels?
    *A. Underwriters Laboratories
    B. Factory Mutual
    C. National Fire Protection Association
    D. Occupational Safety and Health Administration

12. Select the statement that is true concerning glazing.
    A. Combined bullet-burglar-resistant windows have yet to be developed.
    B. Acrylic and polycarbonate are heavier than glass.
    C. Protective windows are made of either glass or plastic but never a combination of both.
    *D. Glass is easier to clean and less likely to scratch than plastic.

13. Which of the following groups contains items all covered by standards?
    *A. fences, glazing, electronic security glazing, doors, intrusion alarm systems
    B. fences, glazing, doors, hacking methods, intrusion alarm systems
    C. fences, glazing, doors, contraband
    D. industrial chain link fence framework, pilferage, glazing, intrusion alarm systems

14. Select the physical security method that is least appropriate to protect a door.
    A. pressure mats
    B. contact switches
    *C. seismic sensor cable
    D. vibration sensors

15. Which sensor has the lowest vulnerability to defeat?
    A. taut wire
    *B. ported coaxial cable
    C. infrared photo beam
    D. magnetic field

16. This term refers to the transportation of information by way of guided light waves in an optical fiber.
    A. copper optical fibers
    B. fiber optics
    *C. trans-fiber
    D. optical transmission
17. The Illuminating Engineering Society of North American recommends that guarded facilities, including entrances and gatehouse inspection contain how many foot-candles at night?
   *A. 10      C. 100
   B. 50      D. 1,000

18. The Illuminating Engineering Society of North American recommends that fast food restaurant parking, general parking at schools and hotels/motels, and common areas of multi-family residences and dormitories contain how many foot-candles at night?
   A. 2.0      C. 4.0
   B. 7.5      *D. 3.0

19. Which lamp is of the gaseous type, is often applied at sports stadiums because they imitate daylight conditions, and colors appear natural?
   A. fluorescent      C. low pressure sodium
   B. high pressure sodium      *D. metal halide

20. This type of light source is applied where fog is a problem.
   A. fluorescent      C. mercury vapor
   *B. high pressure sodium      D. incandescent

21. In reference to arming security officers,
   A. most security experts favor the issuance of firearms.
   B. arm but prohibit the use of ammunition.
   *C. proper selection of officers and training are of the utmost importance.
   D. plastic phony revolvers are gaining in popularity.

Chapter 8
True or False

T   22. A clear-cut division between all internal and external countermeasures is not possible.

F   23. Shrubbery should not be used as a barrier.

T   24. Municipal codes place restrictions on the heights of fences, walls, and hedges.

T   25. A complex lock may be rendered useless if the offender is able to literally go through a thin door.

F   26. Contact switches typically have a sensor that responds to vibration.

T   27. An alarm system contains three major components: sensor, control unit, and annunciator.
F  28. A local alarm system notifies local public police or private security personnel.

T  29. A road itself can become a security measure by avoiding a straight path to a building.

F  30. Metal detectors use pulsed energy to penetrate objects that are shown on a color monitor.

CHAPTER 9, SERVICES AND SYSTEMS: METHODS TOWARD WISE PURCHASING DECISIONS

Chapter Outline

Objectives
Key Terms
Introduction
Pitfalls When Purchasing Security Services and Systems
Purchasing Security Services
  Questions When Considering Contract Security Officers
  Contract Undercover Investigators
  Consultants
  Certifications in Security
Purchasing Security Systems
  Questions When Considering a Security System
  System Acquisition
Outsourcing
Search the Web
Case Problem
Notes

Discussion Topics/Special Projects

1. Conduct a debate on the use of contract vs. proprietary security officers.
2. Invite at least two security alarm salespeople to class for a talk. Afterwards, compare the presentations and products. Use the same technique for contract security officer services.
3. Is outsourcing a good or bad idea?

Essay Questions

1. Name and briefly explain the five cardinal rules designed to aid the purchaser of security services and systems.
2. List fifteen questions you would have in mind, as an executive, before purchasing contract security officer services for your business.
3. List fifteen questions you would have in mind, as an executive, before purchasing a security alarm system for your business.

Chapter 9
Objective Questions
Multiple Choice

1. Which of the following is not a cardinal rule designed to aid the consumer of security services and systems?
   A. Buyer beware
   B. Properly evaluate needs
   C. Acquire information and know the state of the art
   *D. Lease whenever possible
   E. Analyze advantages and disadvantages of each service and system
   F. Avoid panic buying

2. In the contract investigation business, if undercover investigators are put under excessive pressure by superiors for results, then investigators
   A. should report this problem to the FBI.
   B. should report this problem to the EEOC.
   C. may leak information.
   *D. may succumb to exaggerated reports and even invent information.

3. Select the professional association that offers the following certifications: Certified Protection Professional (CPP), Physical Security Professional (PSP), and Professional Certified Investigator (PCI).
   A. International Foundation for Protection Officers
   B. National Fire Protection Association
   *C. ASIS International
   D. International Association of Professional Security Consultants

4. The NB&FAA refers to the
   A. National Board & Federal Aviation Administration.
   B. National Bank & Federal Administration Agency.
   C. National Bomb & Fire Alarm Authority.

5. Select the association that publishes “Standard for the Installation of Electronic Premises Security Systems.”
   A. International Foundation for Protection Officers
   *B. National Fire Protection Association
   C. ASIS International
   D. International Association of Professional Security Consultants
6. Once a security need is established, a preliminary design is prepared, and when management approves the plan and funding, the next step is to prepare a solicitation for the market to obtain pricing and availability of the products and services. The solicitation process is referred to as a
   A. work order.
   B. purchase requisition.
   *C. competitive bid.
   D. work breakdown structure

7. In his book, Business at the Speed of Thought, Bill Gates writes:
   A. “The future is in E-business that can move forward only by global private-public sector cooperation and innovation.”
   B. “Information systems require extraordinary protection by extraordinary people.”
   C. “Global risks are increasingly being dominated by global IT risks.”
   *D. “An important re-engineering principle is that companies should focus on their core business and outsource everything else.”

8. Which of the following is not part of the four primary steps of contract lifecycle management?
   *A. participatory management
   B. contract governance and oversight
   C. request for proposal
   D. due diligence
   E. contract negotiation and execution

Chapter 9
True or False

T  9. The best security plans are useless when followed by poor purchasing decisions.

T  10. Because the contract security officer business is so competitive, some companies bid very low, knowing that they will have to bill the client for “phantom services” to make a profit.

F  11. Because of strong federal laws, consumers of security services and systems are afforded considerable protection against illegal practices by vendors.

F  12. The Report of the Task Force on Private Security conducted research that showed that laws requiring certification and training of alarm sales and service personnel would be useless.

T  13. A client interested in a successful consulting experience will be involved in three specific phases: (1) selection, (2) direction, and (3) evaluation.
F 14. There are really only two major sources of information when acquiring an alarm system: the manufacturer and consultants.

CHAPTER 10, INVESTIGATIONS

Chapter Outline

Objectives
Key Terms
Introduction
Types of Investigations
   Proprietary and Contract Investigations
   Private and Public Investigations
   Overt and Undercover Private Investigations
   Important Considerations
Law
Evidence
Interviewing and Interrogation
Information Sources
   Legal Restrictions When Collecting Information
Identity Theft
Investigative Leads
Surveillance
Information Accuracy
Report Writing
Testimony
Search the Web
Case Problems
Notes

Discussion Topics/Special Projects

1. Compare and contrast overt and undercover private investigations.
2. Invite speakers from both private and public sector investigative agencies to speak to your group. Discuss the differences between each type of investigation.
3. What state agency regulates private investigations in your state? What are the applicant requirements for private investigators and the regulations for private investigations?

Essay Questions

1. What are the six basic investigative questions? Write an example for each.
2. Name four skills important for investigative work and explain why each is important.
3. What is digital evidence? Include examples and at least three guidelines for the workplace.
Chapter 10
Objective Questions
Multiple Choice

1. Of the six basic investigative questions, the answer to the ______ question helps to establish the motive.

2. This type of investigation gathers evidence to determine whether a failure to exercise reasonable care in a situation caused harm to someone or something.
   A. due diligence                                      C. labor
   *B. civil or negligence and liability          D. arson

3. According to the FBI, burglaries and larceny-thefts have clearance rates of between
   *A. 13 to 18%.    C. 51 to 60%.
   B. 27 to 35%.    D. 74 to 79%.

4. According to the FBI, the clearance rate for murder is
   A. 40%.              *C. 62%.
   B. 57%.     D. 75%.

5. When issuing investigative reports, private sector investigators can protect themselves from slander and libel through the use of what legal concept(s)?
   *A. qualified privilege and attorney/client privilege
   B. only the attorney/client privilege
   C. only the qualified privilege
   D. Privileges are hearsay and permitted at hearings only.

6. Circumstantial evidence
   A. is another name for hearsay evidence.
   *B. indirectly proves or disproves a fact and an inference must be made.
   C. requires two witnesses under rules of evidence.
   D. directly proves a fact.

7. Which of the following statements is inappropriate advice for private sector investigators investigating overseas?
   A. Check with federal agencies such as the U.S. Department of State.
   B. Research the legal and policing system of the respective country.
   *C. Avoid contact with officials or police in the respective country.
   D. Avoid bringing a firearm to a foreign country or aboard an airline.
8. Which statement is true concerning proper polygraph testing procedures under the Employee Polygraph Protection Act of 1988?
   A. A polygraph test must last at least 30 minutes.
   *B. The employee who is to be tested must be notified in writing at least 48 hours, not counting weekends and holidays, prior to the test.
   C. An employer must have proof beyond a reasonable doubt before a polygraph test can be administered to an employee.
   D. Polygraph test results are generally public information.

9. Which of the following is not a problem when using computer database firms for investigative purposes?
   A. Selecting the best information broker.
   B. Such firms must adhere to legal restrictions and provide guidelines to clients.
   *C. Investigations are slowed as information is sent through the postal service to investigators to comply with FOIL.
   D. Information verification is limited.

10. Select the statement that is true concerning identity theft?
    A. Identity theft is not a federal crime.
    B. Identity theft was all but eliminated until the Internet.
    *C. There are many ways in which an offender can steal personal information and there are many types of crimes committed by using another person’s identity.
    D. Victims typically learn about the theft of their identity within one or two weeks.

11. M.O. refers to
    A. medium of operation.       *C. method of operation.
    B. management operation.     D. misdirected operation.

12. Which of the following is the most incorrect statement concerning surveillance?
    A. Two major types are stationary and moving.
    B. The person being watched usually has the advantage if he/she tries to lose the investigator.
    *C. Stationary surveillance is typically the most interesting.
    D. Several types of equipment can be used.

13. What is the name of the pretrial discovery method whereby one party in a case asks questions of the other party (under oath) while a word-for-word transcript is recorded?
    A. interrogatories
    B. interrogation
    C. interdiction
    *D. deposition
14. This word is often used to refer to courtroom behavior by one who is testifying.
   A. empathy               C. projection
   *B. demeanor              D. rationalization

Chapter 10
True or False

T  15. Proprietary investigations involve in-house company employees who perform investigative work.

F  16. Federal and state laws restrict U.S. corporations from utilizing contract and proprietary investigators at the same time.

F  17. An overt investigation is secret.

F  18. A supervisor-investigator ratio of 1:30 is the norm in the private sector.

F  19. Digital evidence is typically found only in computers.

F  20. Because of recent court decisions, electronic surveillance and wiretapping are permissible by private security personnel.

F  21. More and more police detectives are working part-time as private investigators to supplement their income.

T  22. The use of silence is a valuable interviewing technique.

T  23. The reality of information acquisition is that although laws and organizations restrict access to certain information, individuals obtain such information by illegal and unethical methods.

CHAPTER 11, ACCOUNTING, ACCOUNTABILITY, AND AUDITING

Chapter Outline

Objectives
Key Terms
Introduction
Accounting
Accountability
   Cashier Operations
   Purchasing
   Inventory
Auditing
Discussion Topics/Special Projects

1. Should the loss prevention function work closely with accounting operations? Why or why not?
2. Should loss prevention students complete courses in accounting? Why or why not?
3. Invite an accountant, auditor, or business manager to class to discuss accounting controls.
4. Invite a federal agent to class to discuss the role of accounting in his/her job.

Essay Questions

1. Explain how accountability is applied to cashier operations, purchasing, and inventory.
3. Explain governance, risk management, and compliance.

Chapter 11
Objective Questions
Multiple Choice

1. Select the term that is referred to as the language of business and is concerned with recording, sorting, summarizing, reporting, and interpreting data related to business transactions.
   A. auditing    C. accountability
   *B. accounting    D. financial analyses

2. A major purpose of an _______ is to uncover deviations.
   A. accounting invoice    C. operation
   B. account               *D. audit

3. Which of the following is least likely to be a function within an accounting department?
   *A. purchasing    C. accounts receivable
   B. cashiering operations    D. payroll

4. Which of the following is not one of the three main components of a RFID system?
   A. tags    C. readers
   *B. pallets    D. host computer
5. Generally, when an employee is interested in ordering something necessary for the workplace, the initial document prepared is a
   *A. purchase requisition.  C. form for invoice.
   B. vendor form.        D. purchase order.

6. Which of the following is least likely to be part of a purchasing system within a business?
   A. purchase order     C. invoice
   *B. record of receipts D. purchase requisition

7. This department in a business makes payment after examining the purchase order, invoice, and the receiving report.
   A. purchasing     C. accounts receivable
   *B. accounts payable D. receiving

8. Inventory is reported on a balance sheet as
   *A. an asset.     C. income.
   B. a debt.        D. shrinkage.

9. Select the most favorable shrinkage figure for a business.
   A. 97%     C. 12%
   B. 98%     *D. 2%

10. After an independent CPA has completed an audit, and a business’s financial records appear to be dependable and credible, the CPA expresses his/her favorable opinion in an audit report. This is known as the
    *A. attest function.     C. certification report.
    B. CPA conformity.      D. auditing certification.

11. CPAs are liable
    I. for damages proximately caused by their negligence as other skilled professionals.
    II. to a client when he/she negligently fails to detect or fraudulently conceals signs that an employee of the client is embezzling.
    III. for not detecting and reporting to the client that internal audit controls are lax.
    *A. I, II and III     C. II and III only
    B. I and II only      D. III only
12. In 2001, one of the most infamous corporate scandals began to unfold from the Houston-based energy company known as _______________. It filed for bankruptcy protection with $63 billion in assets, while its stock closed under $1 a share. A year earlier one share sold for $75. Unfortunately, investors lost billions of dollars due to fraud.
   A. Arthur Andersen   *C. Enron
   B. Sensormatic       D. Dunn & Bradstreet

13. Select the government organization that seeks to protect investors.
   A. Government Accountability Office
   *B. Securities and Exchange Commission
   C. American Institute of Certified Public Accountants
   D. American Stock Exchange

Chapter 11
True or False

F 14. The day-to-day recording of business data is performed by accountants.

T 15. When a purchaser receives favors or cash from a seller for buying a sellers’ product or service, this is called a kickback.

T 16. An accurate measurement of shrinkage depends on the quality of the inventory system.

F 17. A perpetual inventory system results in a physical count of merchandise every year.

F 18. CPA are the initials for Certified Public Auditor.

F 19. One advantage of computerized accounting systems over manual accounting systems is that the former do not require controls and audits.

T 20. Fraud is a broad term that includes a variety of offenses that share the elements of deceit or intentional misrepresentation of fact, with the intent of unlawfully depriving a person or organization of property or legal rights.

CHAPTER 12, RISK MANAGEMENT, BUSINESS CONTINUITY, AND EMERGENCY MANAGEMENT

Chapter Outline

Objectives
Key Terms
Risk Management
   The Role of the Risk Manager
Discussion Topics/Special Projects

1. Is it feasible for a loss prevention manager to assume all of the functions of a risk manager, besides those of loss prevention? Why or why not?
2. Invite a risk manager or insurance practitioner to class for a lecture.
3. Visit a local emergency management facility and request a lecture and demonstration of equipment.

Essay Questions

1. Explain five risk management tools.
2. What are the differences between insurance and a bond?
3. What are the similarities and differences of business continuity planning and emergency management planning?

Chapter 12
Objective Questions
Multiple Choice

1. Both loss prevention and risk management originated from the
   A. Civil War.  
   B. insurance industry.  
   C. World Wars.  
   D. Department of Defense.
2. Which of the following is not a risk management function?
   A. Decide on the most appropriate insurance coverage at the best possible price.
   B. Develop specifications for insurance coverage wanted.
   C. Ensure that the expectations of insurance coverage are clearly understood.
   *D. Make sure insurance is the first of several loss prevention defenses.

3. This term means that the policyholder pays for a small loss up to a specified amount
   with the insurer paying thereafter.
   A. balance
   B. exposure
   *D. deductible
   C. coverage

4. This risk management tool reduces a risk through a loss prevention measure. Risks
   are not eliminated, but the severity of loss is reduced.
   A. risk transfer
   B. risk avoidance
   *C. risk abatement
   D. risk spreading
   E. risk assumption

5. In this approach, a company makes itself liable for losses.
   A. risk transfer
   B. risk avoidance
   *E. risk assumption
   C. risk abatement
   D. risk spreading

6. Vital records of a business are duplicated and stored at a remote, secure location.
   This is an example of what risk management tool?
   A. risk transfer
   B. risk avoidance
   *D. risk spreading
   C. risk abatement
   E. risk assumption

7. Which of the following statements best characterizes enterprise risk management?
   *A. It is a comprehensive risk management program that addresses a variety of
      business risks and packages them into one program.
   B. It is another name for risk abatement.
   C. It emphasizes shared risks among a few select corporations in the same industry
      who pool resources and seek competitive premium rates from insurers.
   D. It refers to loss prevention to counter multiple risks occurring in the same year.

8. The insurance industry in the United States is subject to two forms of
   control: competition among insurance companies and
   A. inflation.
   B. indemnified parties.
   *D. government regulation.
   C. the stock market.
9. Which of the following insurance policies was developed by the Insurance Services Office (ISO), an insurance advisory organization, to promote standardization and multiple coverage in one policy?
   A. mercantile open stock policy
   *B. commercial package policy
   C. comprehensive surety policy
   D. comprehensive fidelity policy

10. A ______ bond is essentially an agreement providing for compensation if there is a failure to perform specified acts within a certain period of time.
   *A. surety
   B. fidelity
   C. blanket
   D. mercantile

11. Factors that influence fire insurance rates include the ability of the community’s fire alarm, fire department, and water system to minimize property damage once a fire begins. Class 1 communities
   A. are most vulnerable to fire.
   B. are least vulnerable to fire.
   *C. have the least suppression ability.
   D. have the greatest suppression ability.

12. Bodily injury, environmental pollution, personal injury, sexual harassment, and employment discrimination are examples of what type of insurance?
   A. property
   B. fidelity
   *D. liability
   C. surety

13. The NFPA 1600 Standard on Disaster/Emergency Management and Business Continuity Programs has been labeled as
   A. the savior of FEMA.
   B. unnecessary duplication.
   *C. the national preparedness standard.
   D. superior to insurance.

14. Which government body is a strong proponent of risk management, arguing that it should be applied at all levels of government?
   *A. Government Accountability Office
   B. Office of the President
   C. FBI
   D. Department of Defense

15. In reference to emergency management disciplines, a sustained action to reduce or eliminate risk to people and property from hazards and their effects is known as
   A. response.
   B. mitigation.
   *C. recovery.
   D. preparedness.

16. The National Incident Management System (NIMS) emphasizes
   A. quick response.
   B. central reporting.
   *D. standardization
   C. disaster analysis.

Chapter 12
True or False
T 17. Risk management makes the most efficient before-the-loss arrangement for an after-the-loss continuation of a business.

T 18. The essence of insurance is the sharing of risks.

F 19. In reference to a bond, the surety has the legal right to attempt collection from the principal after indemnifying the obligor.

T 20. Historically, fire policies were one of the first forms of insurance developed.

F 21. The essence of business continuity planning is preparation following a serious event to increase the survivability of a business.

T 22. Risk management is at the foundation of planning and action against risks. Business continuity is the term applied in the private sector (business) for planning and action against risks. Emergency management is the term applied in the public sector (government) for planning and action against risks.

T 23. There is no single definition of emergency management because the discipline has expanded and contracted in response to events, the desires of Congress, and leadership styles.

F 24. Weberian theory explains economic conditions and political powerlessness as playing roles in disaster vulnerability.

F 25. The all-hazards preparedness concept means that each disaster requires different policies, procedures, and action.

F 26. The military is poorly equipped to provide resources to civilian authorities in the event of a disaster.

CHAPTER 13, LIFE SAFETY, FIRE PROTECTION, AND EMERGENCIES

Chapter Outline

Objectives
Key Terms
Life Safety
   Standards, Regulations, and Codes
   OSHA Regulations
   NFPA 101 Life Safety Code
   Building Design and Building Codes
Fire Protection
   The Problem of Fire
   Private Organizations Involved in Fire Protection
Fire Departments
Fire Department Protection Efforts

Fire Prevention and Fire Suppression Strategies
Fire Prevention Strategies
Fire Suppression Strategies

Public Safety Agencies
Police
Emergency Medical Service (EMS)

Emergencies
Human-Made Emergencies
Natural Disasters

Search the Web
Case Problems
Notes

Discussion Topics/Special Projects

1. How much do you personally know about life safety in buildings?
2. Which is more important: fire prevention or fire suppression strategies? Why?
3. How vulnerable do you think you are to human-made emergencies and/or natural disasters in the area where you live?
4. To what extent do you think government can help you following a serious human-made emergency or natural disaster?
5. Visit a local fire department and request a lecture and demonstration of equipment.

Essay Questions

1. Define life safety and provide five examples.
2. List and describe five fire prevention strategies.
3. List and describe five fire suppression strategies.
4. Name the major local public safety agencies and describe their roles and duties.

Chapter 13
Objective Questions
Multiple Choice

1. Select the code used to protect people in buildings that is applied in every state, adopted statewide in many states, and used by numerous federal agencies.
   A. ASTM F1043 Emergency Fire Code
   B. UL 752 Survival Code
   C. OSHA Survival Standard 1410.147
2. Which of the following is not part of OSHA 1910.38 Emergency Action Plans?
   A. An emergency action plan must be in writing, kept in the workplace, and available to employees for review.
   B. Procedures for reporting a fire or other emergency.
   C. Procedures for emergency evacuation, including type of evacuation and exit route assignments.
   *D. Evacuation based on permission from the local fire marshal.
   E. An employer must have and maintain an employee alarm system that uses a distinctive signal for each purpose.

3. The person or office charged with enforcing codes is termed the
   *A. authority having jurisdiction (AHJ).
   B. code enforcement designated leader (CEDL).
   C. centralized homeland security coordinator (CHSC).
   D. code enforcement body (CEB).

4. Which of the following statements is true about building design and building codes?
   A. Because safety is a primary concern in buildings, especially following the 9/11 attacks, government and industry leaders typically agree over changes.
   B. Environmental factors are slowing changes.
   *C. Changes in building design and building codes are a slow process and new codes often do not apply to existing buildings.
   D. Federal laws and legislation in all states have helped to speed the process of change through grants for innovative designs.

5. There are about 31,000 local fire departments in the U.S. and about _________ firefighters, of which about 750,000 are volunteers.
   A. 4 million          C. 2 million
   *B. 1 million         D. 850,000

6. Weak fire codes in numerous locales are the result of concerns for
   A. environmental hazards.          C. federal laws.
   *B. construction costs.           D. NFPA restrictions.

7. Which of the following is not a fire prevention strategy?
   A. good housekeeping        *C. standpipes
   B. planning                D. inspections

8. Which of the following is not one of the main parts of the fire triangle?
   A. fuel          C. oxygen
   B. heat        *D. friction

9. The fuel of this fire is a flammable liquid.
   A. Class A          C. Class C
   *B. Class B         D. Class D
10. These fires occur in live electrical circuits or equipment.
   A. Class A
   B. Class B
   C. Class C
   D. Class D

11. This type of fire is fueled by combustible metals such as magnesium.
   A. Class A
   B. Class B
   C. Class C
   D. Class D

12. Which statement best describes a safe and secure controlled exit device for emergency escape?
   A. It stays locked until security or police arrive to investigate the alarm condition.
   *B. It stays locked for a fixed time, usually 15 seconds, after being pushed, while sounding an alarm.
   C. It stays locked for a fixed time, usually 2 minutes, after being pushed, while sounding an alarm.
   D. It stays locked until a security officer responds with a key.

13. Select the best answer that describes a major factor in the large loss of life at the Las Vegas MGM Grand Hotel fire in 1985.
   A. The fire department was notified following management indecision.
   B. The fire alarm system failed after the electricity was temporarily turned off for contractors.
   C. Exit doors were chained on the inside.
   *D. Exit doors to the stairwells all had a controlled exit device, but were locked on the stairwell side and prevented re-entry to escape smoke.

14. Which of the following statements best describes performance-based fire protection?
   A. A system of quantifying fire response, suppression speed, and loss of life and assets.
   B. A mission statement that includes goals and objectives that meet internal budget constraints and national standards.
   *C. An alternative to following a rigid set of guidelines by evaluating hazards and planning the most appropriate protection in innovative ways to meet performance goals.
   D. An enhancement to the traditional planning programming budgeting system (PPBS).

15. During an emergency at a corporation or institution, when proprietary life safety specialists perform their duties, their work will _______ the duties of arriving first responders.
   A. lead
   B. go against
   C. merge with
   D. stop and be replaced by
16. Which of the following terms refers to the site of a medical emergency where patients are prioritized according to seriousness and treatment is provided to the most serious first?
   *A. triage  C. emergency management
   B. paramedics  D. medical resolution

17. What percentage of bomb threats are hoaxes?
   A. 75  *C. 98
   B. 80  D. 85

18. Diseases transmitted from animals to humans are called __________ diseases.
   *A. zoonotic  C. pandemic
   B. avian  D. pet

Chapter 13
True or False

T 19. Life safety pertains to building construction design that increases safety, what organizations and employees can do in preparation for emergencies, and what they can do once an emergency occurs.

F 20. The NFPA independently tests, evaluates or verifies the accuracy of information contained in its codes and standards.

T 21. Most human casualties in fires result from smoke and the toxic fumes or gases within it.

F 22. A serious handicap of present day public fire protection efforts is the limited powers of fire marshals.

T 23. Ionization detectors are sensitive to invisible products of combustion created during the early stages of a fire.

T 24. Rate-of-rise detectors respond to heat.

F 25. At a minimum, personal protective equipment (PPE) must include universal precautions, such as boots and a bullet-resistant vest.

T 26. Planning and training are two key strategies to mitigate losses when emergencies occur.

F 27. The major weapons of mass destruction (WMD) are chemical, nuclear, and radiological.
F 28. An example of a technological emergency is a pandemic resulting in quarantine enforcement.

T 29. Pandemic influenza preparedness plans from the U.S. and WHO focus on: (1) surveillance and early detection; (2) community containment (e.g., movement restrictions and facility closure); and (3) vaccines and antiviral medication.

CHAPTER 14, SAFETY IN THE WORKPLACE

Chapter Outline

Objectives
Key Terms
Introduction
Accident Statistics and Costs
History of Safety Legislation
  Workers’ Compensation
  The Development of OSHA
Occupational Safety and Health Administration
  OSHA’s Strategic Management Plan
  The Act’s Jurisdiction
  OSHA Standards
  OSHA Recordkeeping and Reporting
Additional Employer Responsibilities
OSHA Inspections
OSHA: Criticism and Controversy
Assistance with Problems

Safety Strategies
  Safety and Health Committee
  Socialization and Incentive Programs
  Investigations
  Additional Safety Measures

Search the Web
Case Problems
Notes

Discussion Topics/Special Projects

1. Should OSHA inspectors be permitted by law to make unannounced inspections of workplaces without a warrant?
2. What are the views of those for and against OSHA? Divide the class in half and have one group role-play a favorable view of OSHA and the other a negative view of OSHA.
3. Visit an industrial site and request a tour with an emphasis on safety practices.
4. Invite a safety practitioner to speak to your class.

Essay Questions

1. What is OSHA’s strategic management plan?
2. Explain the dangers and safety strategies of confined area entry.

Chapter 14
Objective Questions
Multiple Choice

1. If we were to compare the industrial fatality rate that existed in 1910 to the present work force in the U.S., over _______ workers would lose their lives each year from industrial accidents.
   A. 250,000     C. 800,000
   B. 500,000              *D. 1,300,000

2. About how many worker deaths occur annually in the U.S.?
   A. 500-600                                                C. 900-1,000
   B. 3,000-4,000             *D. 5,000-6,000

3. OSHA is a
   A. state agency under the Governor of each state.
   *B. federal agency under the Department of Labor.
   C. Department of Defense agency.
   D. federal agency under the Federal Trade Commission.

4. The basic purpose of OSHA is to provide
   A. research assistance to reduce resistance to workers’ compensation.
   *B. a safe working environment for employees engaged in a variety of occupations.
   C. funds for cooperative government and industry efforts toward safety.
   D. matching grants to states to stimulate industrial safety programs.

5. This OSHA standard requires all employers to inform employees about hazardous substances in the workplace.
   A. OSHA Dangerous Chemical Guidelines     C. standard 14681
   B. standard 19687                            *D. Hazard Communication
   Standard

6. Select the OSHA standard that applies to a variety of public and private employers and employees engaged in operations that include clean up of hazardous substances.
   *A. HAZWOPER
   B. Globally Harmonized System of Classification and Labeling of Chemicals
   C. bloodborne pathogens
   D. none of the above
7. The OSHA bloodborne pathogens standard requires training records on this standard to be maintained for
   A. 2 years.             C. 5 years.
   *B. 3 years.           D. 10 years.

8. Lockout/Tagout refers to
   A. inspection and certification of standpipes.
   *B. the control of hazardous energy.
   C. inspections and charging of fire extinguishers.
   D. audits of safety to improve accuracy.

9. The cardinal rule for entry into a confined area is
   A. wear protective clothing.    C. always enter during the day.
   B. always enter as a team.      *D. never trust your senses.

10. About how many compliance safety and health officers work for the federal OSHA and state OSHA programs?
    A. 560               C. 180
    B. 12,300            *D. 2,600

11. Which of the following is not a criticism by those against OSHA?
    A. regulatory overkill
    B. OSHA is not cost effective
    *C. workers have been killed because of OSHA regulations
    D. OSHA has compounded labor troubles

12. One of the most difficult questions to answer during an accident investigation is the
    *A. cause.
    B. choice of authority to report to.
    C. time it will take to get back to normal operations.
    D. decision when to notify the family of those killed.

Chapter 14
True or False

T 13. Safety in the workplace is a broad concept that includes a host of methods that aim to reduce risks from a variety of threats and hazards to the workplace such as accidents, violence, and natural disasters.

T 14. An accident is an unfortunate event resulting from carelessness, unawareness, ignorance, or a combination of causes.

T 15. In 1911, Wisconsin passed the first effective workers’ compensation law in the U.S.
F 16. Today about thirty states have workers’ compensation laws.

T 17. The workers’ compensation system of today has its problems. Because dealings with the insurance industry are frequently adversarial, injured employees often believe that the system helps them only when they obtain the services of an attorney. Insurers, on the other hand, claim that they must protect their interests and that fraud is a very serious problem.

T 18. Between 1969 and 1973 more persons were killed at work (U.S.) than in the Vietnam War.

F 19. OSHA’s Whistleblower Program was suspended under court order due to fraud.

F 20. All OSHA inspections must be conducted under the authority of a warrant.

F 21. The A.F.L.-C.I.O. is against OSHA.

PART III SPECIAL PROBLEMS AND COUNTERMEASURES

CHAPTER 15, TERRORISM AND HOMELAND SECURITY

Chapter Outline

Objectives
Key Terms
Terrorism
   Terrorism Defined
   History
   Religion and Politics
   Causes of Terrorism
   International Terrorism
   International Terrorists
   Domestic Terrorism
   Domestic Terrorists
   Terrorist Methods
   Terrorist Weapons
   Weapons of Mass Destruction
Homeland Security
   Homeland Security Defined
   The Measurement of Terrorism
   National Counterterrorism Center
   National Memorial Institute for the Prevention of Terrorism
   National Security and Homeland Security
   U.S. Government Action Against Terrorism
   Legislative Action Against Terrorism
State and Local Governments
Response to Weapons of Mass Destruction

Private Sector
Losses and Costs from the 9/11 Attacks
The Homeland Security Market
Public-Private Sector Partnerships
Business and Organizational Countermeasures against Terrorism
Citizen Volunteers

Search the Web
Case Problems
Notes

Discussion Topics/Special Projects

1. What are the reasons for global disagreement over the definition of terrorism?
2. Is terrorism effective?
3. What is the future of terrorism?
4. What is the future of the Department of Homeland Security?
5. How can terrorism be controlled?
6. Ask a local police commander or federal law enforcement officer to speak to the class on how law enforcement agencies work together to prevent and control terrorism.
7. Visit Web sites of terrorist groups to learn about their mind-set, methods, and weapons. Follow the research with verbal presentations to the class.

Essay Questions

1. Explain terrorist methods.
2. Explain terrorist weapons.
3. What are the roles and strategies of government in homeland security?
4. What are the roles and strategies of private sector security in homeland security?

Chapter 15
Objective Questions
Multiple Choice

1. Which of the following groups pioneered the hijacking of jet airlines to publicize their goal?
   A. Armed Forces for National Liberation C. Animal Liberation Front
   *B. Palestinian Liberation Organization D. Al-Qaida

2. This term refers to a strict adherence to the basic tenants of a belief system to reach purity in that belief system as defined by its leaders. It fosters intolerance of others’ beliefs.
   A. state terrorism C. fundamentalism
   B. anarchism D. asymmetrical warfare
3. About how many people were killed in the 9/11 attacks?
   A. 12,000
   B. 7,000
   C. 3,000
   D. 1,000

4. Which of the following causes of terrorism explains terrorism as a response to conditions in society that terrorists are powerless to deal with through conventional political or military methods?
   A. structural causes of terrorism
   B. rational choice causes of terrorism
   C. psychological causes of terrorism
   D. intervention causes of terrorism

5. Leftist struggles have identified with
   A. the Ku Klux Klan.
   B. the Crusades.
   C. Sicarii.
   D. Marxism.

6. The Animal Liberation Front (ALF) and the Earth Liberation Front (ELF) are examples of what type of terrorist group?
   A. patriot
   B. supremacist
   C. ecoterrorist
   D. Christian identity

7. Which of the following is not an advantage to a suicide bombing?
   A. effective
   B. inexpensive
   C. shock society and government
   D. guarantee media coverage
   E. terrorist can precisely deliver the bomb
   F. no need for an escape plan or concern about interrogation by authorities
   G. All of the above are advantages to a suicide bombing.

8. Select the weapon that is a shoulder-fired, muzzle-loaded, antitank and antipersonnel grenade launcher.
   A. SA-7
   B. AK-47
   C. Stinger
   D. RPG

9. Which of the following biological weapons was used to attack the U.S. in 2001?
   A. Ebola
   B. botulism
   C. anthrax
   D. smallpox

10. Radiological dispersion device is the technical name for
    A. biological agent
    B. dirty bomb
    C. nerve agent
    D. weapon of mass effect

11. Select the organization that publishes Country Reports on Terrorism.
    A. CIA
    B. U.S. Department of State
    C. Rand Corporation
    D. U.S. Department of Defense
12. Which of the following measures is not part of the USA Patriot Act of 2001?
   A. enhancing police surveillance
   B. victim compensation
   C. counterterrorism funding
   D. anti-money laundering programs
   *E. facilitating dialogue with terrorists
   F. improving intelligence and information sharing
   G. improving border protection

13. Select the statement that is not contained in The 9/11 Commission Report prepared by the National Commission on Terrorist Attacks Upon the United States.  
   A. Leaders did not understand the gravity of the threat from al-Qaida.
   B. None of the measures adopted by the U.S. government from 1998 to 2001 disturbed or even delayed the progress of the al Qaida 9/11 plot.
   *C. Failure to arrest Usama bin Ladin because of his wealthy family and Saudi ties was a huge blunder by U.S. authorities.
   D. The U.S. government failed at pooling and efficiently using intelligence from the CIA, FBI, State Department, and military.
   E. All of the above are in The 9/11 Commission Report.

14. Information Sharing and Analysis Centers (ISACs) are
   *A. generally private sector networks of organizations that the federal government has helped to create to share information on threats to critical industries and coordinate efforts to identify and reduce vulnerabilities.
   B. global CIA networks that closely watch terrorist groups.
   C. emergency management agencies that pool resources and information to prepare for “all hazards.”
   D. none of the above

15. Which of the following statements exemplifies the view of citizen volunteers by the National Strategy for Homeland Security?
   A. Only citizens who are properly trained and equipped should take action in an emergency.
   B. When an emergency occurs, citizens should defer action and wait for first responders.
   *C. Every American must be willing to do his or her part to protect our homeland.
   D. none of the above

Chapter 15
True or False

F 16. Terrorism is a relatively new method of warfare that began in the twentieth century.
T 17. Global terrorism has been primarily left wing oriented through history.

T. 18. The goals of al-Qaida are to unite Muslims to fight the United States as a means of defeating Israel, overthrowing regimes it deems "non-Islamic," and expelling Westerners and non-Muslims from Muslim countries.

F 19. The Oklahoma City bombing was traced to a plan from the Middle East.

T 20. Prior to the 9/11 attacks, the Taliban in Afghanistan permitted Osama bin Laden to operate al-Qaida training camps until the Taliban fell to U.S. forces.

T 21. A biological weapons program is easy to disguise because the same biotechnology equipment is used in pharmaceutical manufacturing.

T 22. The U.S. Department of Homeland Security (DHS) is continuously developing its mission under changing circumstances and events. Numerous variables influence the DHS, such as terrorist incidents, natural disasters, public opinion, and politics.


F 25. Every day, minor or major disasters strike in American and it is federal agencies that respond first.

CHAPTER 16, PROTECTING CRITICAL INFRASTRUCTURES, KEY ASSETS, AND BORDERS

Chapter Outline

Objectives
Key Terms
Critical Infrastructure
   Critical Infrastructure Defined
   The Role of Government in Protecting Critical Infrastructure and Key Resources
   NIPP Risk Management Framework
   NIPP Recommendations for the Private Sector
Critical Infrastructure Sectors
   Agriculture and Food
   Water
   Energy
   Chemical Industry
   Telecommunications
Cyberspace and Information Technology
Defense Industry Base
Key Assets
Border and Transportation Security
Government Agencies with Roles in Border and Transportation Security
Transportation Sectors
  Aviation
  Passenger Rail and Railroads
  Mass Transit Systems
  Highways, Trucking, and Intercity Busing
  Maritime
  Postal and Shipping
  Pipelines

Search the Web
Case Problems
Notes

Discussion Topics/Special Projects

1. How successful do you think government can be in protecting critical infrastructures and key resources?
2. Does the U.S. Department of Homeland Security need to facilitate enhanced protection for office buildings, residential locations, and houses of worship? Do you view any other types of facilities as requiring more attention by the U.S. Department of Homeland Security?
3. How successful do you think government can be in securing the borders of the United States?
4. Based upon research from the Web and other public sources, what do you think are the three most vulnerable critical infrastructure sectors? What protection measures do you suggest?

Essay Questions

1. Name five critical infrastructure sectors and include vulnerabilities and protection measures of each.
2. Name five transportation sectors and include vulnerabilities and protection measures of each.
3. How does the federal government protect U.S. borders and the transportation system?
4. What are the threats to both cyberspace and information technology and what are protection measures for each?
1. If one essential service or product is attacked or subject to a natural disaster, other services and products may be affected. This is known as the
   A. key asset. C. critical infrastructure.
   *B. cascade effect. D. Trojan horse.

2. Which of the following government bodies is responsible for drinking water and wastewater treatment systems?
   A. Department of State C. Department of Energy
   *B. Environmental Protection Agency D. Department of the Interior

3. Select the activity that is not part of the National Infrastructure Protection Plan risk management framework.
   A. set security goals
   B. identify assets, systems, networks, and functions
   C. assess risks
   *D. conduct budget forecasting and government hearings
   E. prioritize
   F. implement protective programs
   G. measure effectiveness

4. The greatest threat(s) to the U.S. agriculture and food industry is/are
   A. disease
   B. contamination
   C. transportation problems
   D. undocumented workers
   *E. A & B
   F. B & C

5. The U.S. has about how many public water systems?
   A. 12,000 C. 90,000
   B. 30,000 *D. 170,000

   A. 400 C. 90
   *B. 50 D. 17

7. What is the name of the nuclear reactor that had a partial nuclear meltdown in 1979 resulting in some radioactive material escaping into the atmosphere before the reactor could be shut down?
   A. Seabrook  *C. Three-Mile Island
   B. Chernobyl D. Indian Point
8. The Emergency Planning and Community Right-to-Know Act of 1986 resulted from the ___________ accident and was the first federal initiative to promote safety specifically in chemical facilities.
   *A. Bhopal  
   B. Texas City, Texas  
   *C. Exxon Valdez  
   D. Chernobyl

9. Dumpster diving involves searching __________ for information, sometimes used to support social engineering.
   A. e-mail  
   B. Web pages  
   C. cell phones  
   *D. garbage

10. A firewall in IT security is
   A. identification procedures that permit access only after the proper code is entered into the computer.
   B. hardware or software that scrambles data, rendering it unintelligible to an unauthorized person intercepting it.
   *C. software and hardware controls that permit system access only to users who are registered with a computer.
   D. decoy programs that trick hackers into attacking certain sites where they can be observed and tracked while the important sites remain secure.

11. Which government body operates the National Industrial Security Program?
   A. FBI  
   B. Department of Defense  
   *C. Department of Homeland Security  
   D. Department of Justice

12. Which federal law enforcement and security service focuses primarily on protecting federal buildings?
   A. FBI  
   B. Secret Service  
   *C. Federal Protective Service  
   D. CIA

13. This federal investigative agency is the largest investigative arm of the DHS and it focuses on immigration and customs law enforcement within the U.S.
   A. Secret Service  
   B. Customs and Border Protection (CBP)  
   C. Citizenship and Immigration Services (CIS)  
   *D. Immigration and Customs Enforcement (ICE)

14. Trains play an important role in our economy by linking raw materials to manufactures and carrying a wide variety of fuels and finished goods. In addition, over ____ million intercity travelers ride the rail system annually, and ____ million passengers ride trains and subways operated by local transit authorities.
   *A. 20/45  
   B. 90/110  
   C. 10/70  
   D. 15/60
15. In 2004, following the ________ rail attacks, the Transportation Security Administration (TSA) issued directives containing required security measures for passenger rail operators and Amtrak.
   A. Chicago                                        C. London
   * B. Madrid             D. New York

Chapter 16
True or False

T 16. Although rapid use of threat information in the U.S. agriculture and food industry could prevent an attack from spreading, serious institutional barriers and disincentives (e.g., economic harm) for sharing such information exist.

F 17. The primary federal regulatory agencies responsible for food safety are the Food and Drug Administration and the Environmental Protection Agency.

T 18. Following the serious power blackout in New York, in 1965, the electric industry established the North American Electric Reliability Council (NERC) consisting of public and private utilities from the U.S. and Canada. The DOE designated the NERC as the sector coordinator for protection of electricity.

F 19. In 1976, the failure of the newly built Teton Dam, in Idaho, resulted in 2,000 deaths, 20,000 homes evacuated, and about $800 million in damages (more costly than the dam itself).

T 20. The Nuclear Regulatory Commission regulates and licenses nuclear plants and requires security redundancy and in-depth protection.

F 21. The borders of the United States include a 1,525-mile border with Canada, a 1,989-mile border with Mexico, and 5,000 miles of shoreline and navigable waterways.

T 22. The Federal Air Marshal Service began in 1968 as the FAA Sky Marshal Program at a time when the Palestine Liberation Organization (PLO)-affiliated Popular Front for the Liberation of Palestine attracted world attention by introducing the hijacking of aircraft, which spawned subsequent hijackings.

T 23. Transportation choke points (TCPs) refer to bridges, tunnels, highway interchanges, terminals, and border crossings that are crucial to transportation routes while being vulnerable to attack and other hazards.

T  25. Supply chain refers to a system of businesses, transportation modes, information technology, and employees that move a product or service from supplier to customer.

CHAPTER 17, LOSS PREVENTION AT BUSINESSES AND INSTITUTIONS

Chapter Outline

Objectives
Key Terms
Introduction
Loss Prevention at Retail Businesses
  Shrinkage
  Human Resources Problems in Retailing
  Internal Loss Prevention Strategies
  Preventing Losses at Checkout Counters
  E-Business
  Counterfeiting
  Shoplifting
  Confronting the Suspected Shoplifter
Robbery and Burglary
  Robbery Countermeasures
  Burglary Countermeasures
Shopping Mall Strategies
Banks and Financial Businesses
  Banking and Finance Sector Challenges
  Banking and Finance Sector Initiatives
  The Scope of Threats and Legal Responsibilities of the Banking and Finance Sector
  Regulation H
  Bank Robbery Countermeasures
  Automatic Teller Machines
  Kidnapping and Extortion
  Embezzlement, Online Risks, and Fraud
Educational Institutions
  Threats and Hazards at Educational Institutions
  Countermeasures
  School Districts
  Colleges and Universities
  Fire Protection at Educational Institutions
Healthcare Institutions
  Public Health Sector Challenges
  Public Health Sector Initiatives
  The Scope of Threats and Legal Responsibilities of Health Care Institutions
  Strategies for Healthcare Institutions
Search the Web
Case Problems
Notes

Discussion Topics/Special Projects

1. How can retail shrinkage losses be reduced through private and public sector cooperation?
2. Invite a retail security/loss prevention manager to class for a lecture.
3. Visit a retail store, shopping mall, bank, or hospital for a tour with an emphasis on security and loss prevention.

Essay Questions

1. Explain five internal loss prevention strategies for a retail environment.
2. If you were a retailer, how would you deal with the shoplifting problem?
3. Explain four retail robbery countermeasures.
4. What are the top two threats to each of the businesses and institutions presented in this chapter and what are the countermeasures for each threat?

Chapter 17
Objective Questions
Multiple Choice

1. Which of the following items best describes federal government activities in protecting commercial centers from terrorist attacks?
   A. More and more federal law enforcement officers are being trained in retail loss prevention to follow-up on retail industry protection needs.
   B. Federal agencies must follow federal law to supply security consulting services to all retailers.
   C. no action of any consequence
   *D. share information, advisories, alerts and standards, and bring groups together to enhance protection

2. This term is used to gauge inventory losses.
   A. vulnerability
   B. collusion
   C. turnover
   *D. shrinkage

3. The University of Florida, *National Retail Security Survey*, attributed shrinkage to which percentages according to the order of employee theft, shoplifting, paperwork errors, and vendor fraud?
   A. 15, 25, 35, 25
   B. 80, 16, 3, 1
   *C. 47, 33, 15, 5
   D. 35, 43, 12, 10

4. The purpose of a shopping service is to test cashier and other retail employees for
   A. honesty.
   B. accuracy.
   C. demeanor.
   *D. all of the above
5. These systems are used by retailers to provide sales figures and a perpetual inventory, to assist with reorders of merchandise, and to produce shrinkage figures, among other reports.
   A. periodic inventories
   B. checkout systems
   C. accountability of voids
   *D. point-of-sale accounting systems

6. Which of the following is not a strategy of retailers against organized retail theft (ORT)?
   A. cooperation between retailers and public police
   *B. leveraging the retail expertise of the Secret Service and FBI
   C. focusing on the fence, besides the shoplifter
   D. use of databases
   E. forming retailer ORT units

7. Mail, phone order, and e-businesses (using Internet-based technologies) are particularly vulnerable to fraud because
   A. of the E-Business Consumer Protection Act that prevents the verification of customer information and identification due to privacy issues.
   B. no technology is capable of offering basic security for these types of businesses.
   C. all businesses unknowingly employ at least one offender who supplies information to outside hackers.
   *D. the customer and the credit card are not present for the transaction.

8. Which statement best describes source tagging?
   A. Contract personnel enter retail stores at night and place special ink tags on merchandise subject to theft.
   B. Fire extinguishers are tagged with a device that sets off an alarm when recharging is required.
   *C. The manufacturer places a hidden E.A.S. tag in the product during manufacturing, to be deactivated at the P.O.S.
   D. A special dye placed on assets can prove ownership.

9. Racial profiling
   A. has resulted in a U.S. Supreme Court ruling that bars civil suits and other litigation based upon such an accusation.
   B. has produced biased research claiming that certain minority groups commit almost all property crimes.
   C. is strictly a public sector police problem.
   *D. is a potential problem for retailers and other businesses that can result in a lawsuit by a customer or suspected shoplifter who claims that they were targeted for surveillance because of their racial background.
10. Which of the following measures would be inappropriate for coping with robbery?
   A. harden the target
   B. create a time delay
   C. reduce the loot
   D. all would be appropriate

11. In 2005, according to FBI statistics, there were about ______ burglaries in the U.S.
   A. 800,000  
   B. 8,300,000  
   C. 2,200,000  
   D. 450,000

12. Substitutability in the retail banking sector refers to
   A. one type of payment mechanism or asset being replaced with another during a short-term crisis.
   B. the ability to offer short-term loans to disaster victims.
   C. the banking industry’s ability to take over major stock market functions if Wall Street were attacked.
   D. government taking over the banking industry temporarily.

13. Which of the following Acts do not affect the Banking and Finance Sector?
   A. Anti-Drug Abuse Act of 1988
   B. Antiterrorism and Effective Death Penalty Act of 1996
   C. Gramm-Leach-Bliley Act of 1999
   D. Sarbanes-Oxley Act of 2002
   E. USA Patriot Act of 2001
   *F. All of the above laws affect the Banking and Finance Sector.

   A. Regulation SAR
   B. Regulation H
   C. Regulation BPA
   D. Regulation B

15. Which sector is most likely to apply tear-gas/dye packs and/or the Global Positioning System (GPS) to the robbery problem?
   A. educational institutions
   B. healthcare
   C. bank and finance sector
   D. retail

16. The Gramm-Leach-Bliley Financial Services Modernization Act, which has broad application, requires financial institutions and insurance companies to
   A. maintain a security plan that includes protection against robbery, larceny, embezzlement, and loan fraud.
   B. establish minimum Internet security standards for the personal computers of customers.
   C. contact the FBI, IRS, and ICE when a customer transaction shows signs of money laundering.
   *D. maintain safeguards on the privacy and security of customer information.
17. Which of the following statements is true about violence and schools in the U.S.?
   A. Students ages 12 to 18 are victims of about 20 million total crimes at schools annually.
   B. Students are about three times as likely to be a victim of a serious crime at school than away from school.
   C. There are about 500 school-associated violent deaths of school-age youth (ages 5 to 18) in the U.S. each year.
   *D. Students are more likely to be victimized by a violent crime away from school than at school.

18. Select the answer that represents the four major components of a comprehensive school district loss prevention program.
   *A. special programs, personnel, physical security, and emergency management
   B. personnel, physical security, gang resistance, and SWAT
   C. counseling, peer pressure programs, defensible space, and physical security
   D. counseling, parent and business involvement, and physical security

19. Which group of physical security strategies is most appropriate for school districts?
   A. metal detectors, contact switches, duress alarms, fences
   B. CCTV, capacitance sensors, metal detectors, access control
   *C. access control, CCTV, metal detectors, duress alarms
   D. CCTV, warded locks, trip wire sensors, metal detectors

20. Which of the following violent school incidents resulted in the deaths of 338 people, mostly students?
   A. University of Texas massacre          C. Columbine High School massacre
   B. Virginia Tech massacre                 *D. Beslan Elementary School massacre

21. Congress passed the Student-Right-to-Know and Campus Security Act of 1990 which requires crime awareness, prevention measures, and the reporting of campus crime to the
   A. International Association of Campus Law Enforcement Administrators.
   *B. FBI.
   C. National Institute of Justice.
   D. National Crime Victimization Survey Program.

22. Fraudulent billings to healthcare programs, both public and private, are estimated to be between __________ percent of total healthcare expenditures.
   A. 1 and 2                          *C. 3 and 10
   B. 5 and 7                          D. 12 and 20
23. Select the location in a hospital most likely to require an on-duty security officer.
   *A. emergency room  C. mortuary
   B. pharmacy  D. locker room

24. The Joint Commission on Accreditation of Healthcare Organizations and the
    International Association for Healthcare Security and Safety has been instrumental in developing
    *A. security standards for the healthcare field.
    B. fire codes for hospitals.
    C. model federal legislation for contract security training.
    D. predictors of crime for healthcare facilities.

25. Which of the following organizations is the lead agency if a communicable disease outbreak occurs?
    A. Department of Justice
    *B. Centers for Disease Control and Prevention (CDC)
    C. Department of Defense
    D. CIA

Chapter 17
True or False

T 26. Human resources problems in retailing, such as many part-time or temporary employees, inexperience, and high turnover, can hinder loss prevention efforts.

T 27. Retailers are increasingly making use of point-of-sale (POS) accounting systems with bar code and radio frequency identification (RFID) technologies to produce vital business information.

F 28. Although E-business is expected to continue to grow, anti-fraud strategies are limited and retailers are taking a nonchalant attitude toward losses.

T 29. One way to verify a genuine bill from a counterfeit one is to look for the red and blue fibers scattered throughout the bill.

F 30. Delivery personnel, salespeople, public inspectors, and juveniles are examples of the easy-access shoplifter.

T 31. Kleptomania is a rare, persistent, neurotic impulse to steal.

F 32. Research has shown that CPTED is not successful at retail stores.

F 33. Because of recent U.S. Supreme Court rulings, electronic article surveillance can no longer be used in retail businesses.

T 34. Civil recovery laws hold shoplifters liable for paying damages to businesses.
F 35. Banks suffer greater losses from robbery than from any other crimes.

F 36. Mortgage fraud is decreasing in the U.S. because it is a high priority of the FBI.

T 37. A considerable amount of ATM fraud is committed by family members and friends.

T 38. All employees at schools should be trained on early warning signs of inappropriate behavior or violence.

T 39. The Gun-Free Schools Act of 1994 which requires that each State receiving Federal funds under the Elementary and Secondary Education Act must have a State law requiring local educational agencies to expel from school for a period of not less than one year a student who is determined to have brought a weapon to school.

F 40. The NFPA 101 Life Safety Code specifies fire protection at educational institutions for specific grades. For instance, kindergarten and first grade rooms should be no higher than the second floor.

F 41. Immune buildings at hospitals are designed to confine victims of WMD attacks.

T 42. The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a law designed to improve health care services delivery, lower costs by reducing paper records and claims, enhance electronic transmission of documents, secure medical data and patient information, prevent errors in the health care system, and transfer funds more securely.


CHAPTER 18, TOPICS OF CONCERN

Chapter Outline

Objectives
Key Terms
Workplace Violence
   Legal Guidelines
   Protection Methods
Personnel Protection
   Planning
   Education and Training
   General Protection Strategies
Substance Abuse in the Workplace
   Countermeasures
   Alcoholism
   Types of Substances and Abuse
Information Security
   Corporate Intelligence Gathering: Putting It in Perspective
   Espionage Techniques and the Vulnerabilities of Technology
   Countermeasures
Communications Security
   Electronic Surveillance and Wiretapping
   Technical Surveillance Countermeasures

Search the Web
Case Problems
Notes

Discussion Topics/Special Projects

1. Of the topics of concern in this chapter, which do you believe is the most costly? Why?
2. Request that a local substance abuse counselor/specialist speak to your class.
3. Of the specializations covered in this chapter, which one interests you as a career and why?

Essay Questions

1. How can violence in the workplace be prevented?
2. What are ten strategies for personnel protection?
3. How can substance abuse in the workplace be prevented?
4. What are ten strategies for information security?

Chapter 18
Objective Questions
Multiple Choice

1. Which of the following organizations published Workplace Violence Prevention and Response Guideline?
   A. Underwriters Laboratory  C. FBI
   *B. ASIS International  D. National Fire Protection Association

2. Select the workplace violence prevention strategy that should be avoided.
   A. Establish a committee to assess risks, plan violence prevention, and to respond to such incidents.
   B. Screen employment applicants.
   C. Consider substance abuse testing as a strategy to prevent workplace violence.
   *D. Establish a strict zero tolerance policy.
   E. Train managers and supervisors.
3. About how many homicides in private industry in the U.S. does the U.S. Department of Labor report each year?
   *A. 400-600       C. 1,000-1,300
   B. 700-900        D. 1,400-1,600

4. Which of the following statements is true concerning workplace violence?
   A. OSHA has consistently refused to play a role in reducing workplace violence.
   B. Prior to the 1990’s workplace violence was rare.
   C. Public police have a tendency not to respond to such incidents.
   *D. What we have witnessed is a change in the way the problem is perceived and counted.

5. A key beginning point for an executive protection (or personnel protection) program is
   A. to establish policies and procedures.       C. to know your enemies.
   *B. to develop a crisis management plan and team. D. a physical security survey.

6. A U.S. Secret Service study of assassinations of public figures in the U.S. found that
   A. attackers did not plan well and were prone to impulsive actions.
   B. agents ignored obvious signs of threats prior to assassinations because of cumbersome policies and procedures.
   *C. threateners did not typically make good on their threats by attacking, and attackers did not usually issue threats to the target before striking.
   D. attacks occurred about one hour following lunch when agents were prone to sleepiness.

7. Which of the following is incorrect concerning executive protection (or personnel protection)?
   A. Avoid predictable patterns.
   B. Terrorists have a tendency to strike when executives are traveling.
   *C. Ensure that executive vehicles have assigned parking spaces at the office.
   D. Generally, use commercial airlines instead of company aircraft.

8. This federal legislation attempts to create a drug-free workplace.
   A. President’s Act on Substance Abuse                      C. Just Say No Act of 1989

9. Most drug tests in the U.S. are                    tests.
   A. saliva       C. hair analysis
   B. blood        *D. urine
10. Which of the following is a depressant?
   A. cocaine  
   B. amphetamines  
   *C. barbiturates  
   D. marijuana  
   E. methamphetamine

11. LSD and PCP are  
   *A. hallucinogens  
   B. stimulants  
   C. depressants  
   D. inhalants

12. Which of the following is incorrect concerning corporate intelligence gathering?  
   A. It is a basis for strategic planning.  
   B. It is always illegal.  
   *C. It makes good business sense.  
   D. It can be useful for the introduction of a new product.

   *A. makes it a federal crime for any person to convert a trade secret to his/her own benefit.  
   B. provides the FBI with broad powers to spy on foreign businesses.  
   C. provides the FBI with broad powers to search businesses without a search warrant.  

14. The first step in securing sensitive information is to  
   A. institute a quality job applicant screening process.  
   B. study espionage techniques.  
   *C. identify and classify it according to its value.  
   D. hire an undercover investigator to ascertain the magnitude of the problem.

15. Which of the following is not one of the three levels of classification of information designated by the U.S. Government?  
   A. Secret  
   B. Confidential  
   *C. Special Controls  
   D. Top Secret

16. Select the type of shredder that offers the least protection.  
   A. particle-cut  
   B. strip-cut  
   *C. disintegrator  
   D. cross-cut
17. The first step in Technical Surveillance Countermeasures (TSCM) is
   A. to use an ultraviolet light to detect plaster repairs to walls.
   *B. a physical search for devices beginning from outside the building.
   C. to contact public police.
   D. to place a tape recorder with a microphone in the room to be tested.
   E. to double check equipment such as a nonlinear junction detector and a telephone
      analyzer.

Chapter 18
True or False

F 18. The federal Workplace Violence Prevention Act is credited with reducing
   violence in the workplace in the U.S.

T 19. Both federal and state OSHA agencies have issued citations to employers under
   OSHA’s general duty clause for failure to protect employees against workplace
   violence.

T 20. Personnel protection is a broad term that focuses on security methods to protect
   all employees and those linked to them. These links include family; customers,
   visitors, and contractors; and others depending on the business.

F 21. Most personnel protection specialists avoid country risk ratings offered by private
   firms because the ratings are inaccurate to gauge risk, decide on travel plans,
   educate travelers, and for insurers, set premiums.

T 22. A creature of habit is a target who is extremely predictable and a delight to
   terrorists and other criminals.

F 23. According to the Insurance Information Institute, incidents of kidnapping for
   ransom money are decreasing.

T 24. Substance abusers are more likely to be both involved in a workplace accident
   and file a claim for workers’ compensation than nonusers

F 25. Trace detection, used to detect illegal drugs in the workplace, is being used more
   often because of its accuracy.

T 26. Alcohol is the most abused drug in America.

F 27. A patent is a secret process used to produce a salable product.

T 28. Reverse engineering is a legal avenue to obtain a look at a competitor’s product.
   The competitor simply purchases the product and dismantles it to understand the
   components.
T 29. UBS flash drives are storage devices that can hold an enormous amount of data that can leave the workplace.

T 30. Sensitive information can be leaked from company speeches, publications, trade meetings, disgruntled employees, and consultants.

F 31. Physical security plays a very small role in protecting sensitive information.

T 32. Electronic eavesdropping technology is highly developed to the point where countermeasures have not kept up with the art of bugging.

F 33. Because of federal and state laws, surveillance equipment is difficult to obtain.

F 34. “Shielding” is an inexpensive alternative to hiring an audio surveillance detection consultant.

CHAPTER 19, YOUR FUTURE IN SECURITY AND LOSS PREVENTION

Chapter Outline

Objectives
Key Terms
Security and Loss Prevention in the Future
   Trends Affecting Security and Loss Prevention
Education
   Loss Prevention Education: Today and Tomorrow
Research
Training
   The Concept of the Security Institute
Employment
   Sources of Employment Information
   Career Advice
Search the Web
Case Problems
Notes

Discussion Topics/Special Projects

1. What are the positive and negative implications of technological innovations for security and loss prevention programs?
2. What trends are impacting security and loss prevention today?
3. How can security and loss prevention education, research, and training be enhanced?
4. Discuss employment search strategies and opportunities in the security/loss prevention profession.
5. Assign each student to collect information on employment opportunities from two organizations that hire security personnel. Provide an opportunity for presentations.

Essay Questions

1. Differentiate clinical experience model and evidence-based model.
2. List ten sources of job information.

Chapter 19
Objective Questions
Multiple Choice

1. “Smart security” means that
   A. security methods must always be designed to circumvent adversaries.
   *B. never-ending enhanced technology will be built into security systems and devices.
   C. security systems will eventually replace human decisions in security and loss prevention programs.
   D. the foundation of quality security methods is metrics and empirical research.

2. Which of the following is true concerning the automatic factory?
   A. Human error will disappear.
   B. Crimes, fires, and accidents will not occur.
   C. Loss prevention practitioners will not be needed.
   *D. Losses are inevitable.

3. Select the statement that best describes the “cycle of protection.”
   A. Older security technology becomes more useful with proper maintenance as time passes.
   *B. As new technology is developed, offenders will exploit it, and security specialists and offenders will remain in constant competition---one group striving to protect, while the other striving to circumvent.
   C. As legislative ideas to regulate the security industry are debated, security businesses will seek alternative avenues to protect the public.
   D. The end of the cold war destroyed earlier mission statements of intelligence services.

4. Which of the following is least likely to be true concerning trends impacting security and loss prevention?
   *A. Information security will become less important because of new protection technology.
   B. Criminal organizations will become increasingly globalized.
   C. Public police, especially on the local levels, will continue to lag behind in technical expertise of high-tech criminals.
   D. Improving quality while downsizing has taken a toll on loyalty among workers.
5. Which of the following is least likely to be true concerning trends impacting security and loss prevention?
   A. Private security agencies will perform more and more law enforcement responsibilities.
   B. Women, the elderly, and the disadvantaged will make up a greater portion of the workforce.
   *C. Public police will become almost totally proactive rather than reactive.
   D. More research will focus on issues of minorities and women in security positions.

6. Select the statement not reported by The United States Commission on National Security/21st Century.
   *A. Fossil fuel will be replaced by alternative fuels.
   B. Weapons of mass destruction and mass disruption will continue to proliferate.
   C. An economically strong U.S. is likely to remain through 2025.
   D. Authoritarian regimes will increasingly collapse.

7. The five wars of globalization
   A. include criminal cartels that manipulate weak governments by corrupting politicians and police.
   B. pit governments against market forces.
   C. include criminals who profit from countries subjected to embargoes and sanctions.
   D. pit bureaucracies against networks.
   E. only A, B and D
   *F. all of the above

8. In the criminal justice profession, the clinical experience model
   A. is best.
   B. has been shown to lower all types of crime.
   C. refers to research that tests programs and measures outcomes.
   *D. is the research path most frequently followed.

   A. offer free tuition at about 25 universities for students studying emergency management and homeland security.
   B. are overseen by the Office of University Programs within the Science & Technology directorate of the Department of Homeland Security.
   C. are designed to create learning and research environments that bring together experts who focus on numerous topics such as WMD and risk analysis.
   *D. only B & C
   E. only A & C
10. Which of the following is incorrect concerning security careers?
   A. Managers are generally involved in planning, budgeting, organizing, marketing, recruiting, directing, and controlling.
   B. Supervisors in security usually master the tasks of security officers, possess broader skills, and have good human relations qualities.
   C. The duties of security are less risky than public policing.
   *D. We are seeing a trend of fewer positions available as part-time security officers.

11. The employment situation in the loss prevention field reflects
   A. opportunities primarily in the Northeast.     *C. a bright future.
   B. limited opportunities.                     D. opportunities for only college graduates.

Chapter 19
True or False

F 12. The technology of the automatic factory will become so automated that loss prevention practitioners will become obsolete.

F 13. The use of robots is declining because engineers are unable to solve numerous technical complications.

T 14. According to Naim, the five wars of globalization render obsolete many institutions, legal frameworks, military doctrines, weapons systems, and law enforcement techniques that have been applied for numerous years.


T 16. Without adequate research, loss prevention practitioners are hindered in their decision-making roles.