



Security Guard & Personnel

SELF-MANAGEMENT & AWARENESS
ADVICE: BEFORE & ON THE JOB

S.M.A.R.T. FOR NZ SECURITY PERSONNEL

S

Stay Prepared

- Arrive on time and well-rested
- Check uniform, equipment, policies

M

Manage Yourself

- Stay professional under pressure
- Take care of your health & wellbeing

A

Awareness in All Situations

- Observe and scan your environment
- Know current issues and risks

R

React Safely

- Use de-escalation techniques
- Call for backup if needed

T

Take Responsibility

- Keep accurate incident logs
- Seek continuous learning



FREE DOWNLOAD:
S.M.A.R.T. SELF-MANAGEMENT & AWARENESS GUIDE

Information Booklet

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(For NZ Security Personnel – Up-to-Date with Today's Issues)

In the ever-evolving landscape of security work in New Zealand, self-management and situational awareness have become more crucial than ever. With challenges ranging from increasing retail theft, heightened workplace violence risks, mental health crises, and social tensions, security personnel need to stay sharp, adaptable, and proactive.

This blog provides extensive, detailed advice to help our security staff excel in self-management and awareness – both before and while on the job. We also introduce an easy-to-remember acronym – S.M.A.R.T. – to guide you through these vital areas.

Why Self-Management and Awareness Matter

Security officers are the frontline protectors of people and property. Unlike many other roles, your decisions and demeanour directly influence outcomes – from de-escalating an aggressive customer in a shopping mall to identifying suspicious activity in a carpark.

With crime and social issues increasing, your role requires constant vigilance. However, vigilance begins with self-management. Knowing

your strengths, your triggers, your limits, and your responsibilities is key.

S.M.A.R.T. – The Acronym for Success

We've created S.M.A.R.T. as a practical guide for you to memorise and apply every day:

S – Stay Prepared

M – Manage Yourself

A – Awareness in All Situations

R – React Safely

T – Take Responsibility

Let's break it down

S – Stay Prepared

Preparation begins before you step on-site:

- Pre-Shift Readiness:
 - Arrive on time and well-rested.
 - Check uniform, equipment (e.g., radio, torch, PPE) – ensure everything works.



- Brief yourself on site-specific risks and updates (e.g., known threats, new site layout).
 - Know the Policies:
 - Familiarise yourself with site SOPs (Standard Operating Procedures).
 - Understand escalation protocols – who to call, how to report incidents, etc.
 - Mental Preparedness:
 - Be calm and focused – leave personal worries outside the job.
 - Remember your role: safety and security first.
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✓ M – Manage Yourself

Security work can be stressful and physically demanding:

- Emotional Regulation:
 - Keep a professional mindset even under pressure.
 - Don't let anger or frustration cloud your judgment.
- Health & Wellbeing:
 - Stay hydrated and take scheduled breaks.
 - Use correct lifting techniques to avoid injury.
 - Address fatigue – don't “push through” if you're too tired.
- Personal Boundaries:



- Remember, you're there as a professional, not to be a friend or foe to anyone onsite.

✓ A – Awareness in All Situations

Situational awareness is your greatest tool:

- Be Observant:
 - Use the OODA loop: Observe, Orient, Decide, Act.
 - Scan your environment constantly – look for changes in behaviour, environment, or risks.
- Trust Your Gut:
 - If something feels wrong, check it out or escalate it.
- Be Informed:
 - Know about current issues:
 - Retail theft surge – groups working together, concealed theft tactics.
 - Social tensions – protests or political gatherings.
 - Mental health crises – increasing numbers of distressed individuals.

✓ R – React Safely

How you react can diffuse or escalate:



- Verbal De-Escalation:
 - Use calm, clear, and respectful communication.
 - Avoid using aggressive language or body language.
 - Physical Safety:
 - Maintain a safe distance – never put yourself unnecessarily in harm's way.
 - Follow the minimum necessary force principle – NZ law requires it.
 - Backup & Support:
 - Call for help early rather than late – don't be a hero alone.
 - Use your radio or phone to stay connected.
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✓ T – Take Responsibility

Professionalism means owning your role:

- Accurate Reporting:
 - Keep thorough and accurate incident logs – they're your protection if something goes wrong later.
- Follow Up:
 - If you witness or handle an incident, check back on the site's or client's expectations.
 - Be proactive in suggesting improvements to your team leader or supervisor.



- Continuous Learning:
 - Attend training sessions, ask questions, and stay updated on the latest security trends and tactics.

NEW ZEALAND

Today's Current Issues in NZ – 2025

Let's put it in real context:

- Retail and Organised Theft – More planned thefts, team efforts, social media-organised “swarm thefts.”
- Social Media Impact – Incidents filmed live; your professionalism can be on display for the world.
- Mental Health Awareness – More community mental health challenges post-COVID and during economic pressures.
- Cultural Sensitivity – NZ is diverse; treat everyone with manaakitanga (respect and care).
- Police Partnership – Working closely with NZ Police ensures your safety and supports legal processes.



Final Thoughts

You are the face of safety on your site. Mastering self-management and situational awareness is not just good for your job – it's good for you, your team, and your community.

Stay S.M.A.R.T. – Stay safe!

If you want more detailed training on this topic, talk to your supervisor or contact us at NZSH Security. We're here to support you.

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