



## **Itus Protection Limited Use of Force Continuum & De-Escalation Policy**

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### **Use of Force Continuum and De-Escalation Policy**

#### **1. Introduction**

Itus Protection Limited is committed to maintaining a safe and secure environment for clients, employees, and the public. This Use of Force Continuum and De-Escalation Policy outlines the guidelines and procedures for security personnel to respond to situations involving the potential use of force, emphasizing de-escalation techniques and the appropriate use of restraint options.

#### **2. Principles of De-Escalation**

De-escalation techniques shall be prioritized in all interactions with individuals to resolve conflicts, defuse volatile situations, and minimize the need for physical intervention. Security personnel shall communicate calmly and respectfully, listen to concerns, and attempt to find mutually agreeable solutions to conflicts.

#### **3. Use of Force Continuum**

The use of force by security personnel shall be governed by a continuum of escalating responses, with an emphasis on using the least amount of force necessary to achieve the desired outcome. The continuum may include verbal commands, passive physical control, active physical control, and defensive tactics, escalating to higher levels of force only as justified and necessary to protect individuals or property from harm.

#### **4. De-Escalation Techniques**

Verbal Commands: Security personnel shall use clear and authoritative verbal commands to assert control and influence the behaviour of individuals in conflict situations.

Active Listening: Security personnel shall listen attentively to the concerns and grievances of

individuals, acknowledging their feelings and attempting to address their underlying needs.  
Empathy and Understanding: Security personnel shall demonstrate empathy and understanding towards individuals in distress, recognizing their emotions and showing compassion in their interactions.

Time and Distance: Security personnel shall maintain a safe distance from potentially hostile individuals whenever possible, allowing time and space for emotions to deescalate and for alternative solutions to be explored.

## 5. Restraint Options

**Passive Physical Control:** Security personnel may use passive physical control techniques, such as guiding or escorting individuals away from the scene, without the use of force or restraint devices.

**Active Physical Control:** If necessary, security personnel may use active physical control techniques, such as physical holds or grips, to gain control of non-compliant individuals while minimizing the risk of injury.

**Restraint Devices:** Security personnel may use approved restraint devices, such as handcuffs or restraint belts, to safely restrain individuals who pose a threat to themselves or others, following proper training and guidelines.

## 6. Documentation and Reporting

Any use of force or restraint by security personnel shall be documented in an incident report, including the circumstances leading to the use of force, the techniques employed, and any injuries sustained by individuals involved.

Incident reports shall be reviewed by management to ensure compliance with this policy and to identify any opportunities for additional training or improvement.

## 7. Review and Training

Security personnel shall receive regular training in de-escalation techniques, conflict resolution, and the appropriate use of force and restraint options, tailored to the specific risks and requirements of their roles.

Training shall be conducted periodically to reinforce skills and knowledge, incorporate best practices, and address emerging threats or challenges.

## 8. Compliance Monitoring

Compliance with this Use of Force Continuum and De-Escalation Policy shall be monitored regularly through audits, inspections, and reviews to ensure adherence to the guidelines and to identify any areas for improvement or corrective action.

## 9. Review and Update

This policy shall be reviewed periodically to ensure it remains accurate, relevant, and effective. Changes may be made to the policy as necessary to address emerging risks, regulatory requirements, or organizational needs.

Conclusion

By implementing this Use of Force Continuum and De-Escalation Policy, Itus Protection Limited can promote a culture of safety, professionalism, and accountability among security personnel, minimizing the need for physical intervention and reducing the risk of harm to individuals and property.