

Being security-conscious

1A What do you know about these typical security measures? Match some of them with the photos.

card-operated lift CCTV fingerprint scanner ID badge metal detector
security doors security guard security tags x-ray machine



B What examples of security measures do you see in your everyday life? Where? How do you feel about these measures? Why?

2 6.01 Listen to three people talking about security measures in the workplace. Which speaker has the most security measures at work? Which one has the least?



3 Listen to the three speakers again and choose the correct option.

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| <p>1 Jenn says that the guests use their room key card to</p> <ul style="list-style-type: none"> a get in and out of the hotel lifts. b go up and down in the lift. c get access to the stairs. <p>2 She mentions that guests sometimes complain because</p> <ul style="list-style-type: none"> a the system to operate the lifts is complicated. b they have problems opening their room doors. c they have restricted access to other floors. <p>3 Paul feels that the receptionist</p> <ul style="list-style-type: none"> a can't control access very well. b is not responsible for answering the phones. c does not have enough work to keep her busy. | <p>4 He says that</p> <ul style="list-style-type: none"> a staff and students don't take precautions. b the security cameras are not very useful. c there have been some problems with crime. <p>5 Aisha feels that the office regulations</p> <ul style="list-style-type: none"> a were stricter in the past. b have become much stricter. c haven't changed much over the years. <p>6 Which use of her ID badge doesn't she mention?</p> <ul style="list-style-type: none"> a recording her work time b getting through doors c operating office equipment |
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4 Discuss the questions.

- 1** Which of the workplace(s) mentioned do you think needs to improve security? Why? How?
- 2** What low-tech and hi-tech security measures were mentioned? Can you think of any others?
- 3** How could companies use radio frequency ID cards to follow their staff's movements? What do you think about companies checking on employees in this way?

Looking for job security?

Get a job in security

Security is one of the fastest growing industries in the world. Thirty years ago, we didn't have to wait in line for half an hour at a sports event or a museum to show the contents of our bag. We didn't need to have so many guards watching people in shops to make sure they didn't steal anything. Now stores have both guards and automatic systems to scan you as you enter and leave. All of this security requires not only top-class equipment but also lots of workers. Security is big business.

In developing countries, private security guards are often employed in larger numbers than official police officers. Wealthy people are afraid of crime against their property or their families, such as robbery or kidnapping. A large number of security guards are employed and state-of-the-art surveillance equipment is fitted in most luxury houses. Computer experts are needed to design all that equipment.

In many countries, there are now certain areas or towns that organise their own security when they are unhappy with the security the state can offer. In most countries, the number of

police officers and prison guards that the local authorities can afford to provide is declining; this opens opportunities for security firms to manage prisons or transport criminals. Around the world governments are very happy to pay a private company to do this.

Large corporations pay millions of dollars these days to keep their information technology systems safe from hackers and competitors. They also need to keep an eye on their own employees and have special staff to monitor email and report back on any unusual activity.

The financial world has also become an important area for security experts, too. These days banks have to defend themselves against all sorts of white collar crimes such as fraud or money laundering. All in all, an industry which in the past was reserved for retired boxers is now one of the largest industries in the world, employing millions of people and offering a vast range of opportunities to all involved.

1 Read the article and put the topics in the order they are mentioned.

- A Solutions for the rich ___ D Changes over the last decades ___
 B Money crimes ___ E Taking over from traditional security forces ___
 C The corporate world ___

2 Read the article again and complete the sentences using the words and phrases in the box. Some are not used.

companies careers hackers workers police prisons technology
 the right equipment their employees their families

- The security business needs lots of _____.
- Rich people are worried about _____.
- In many countries there aren't enough _____.
- _____ are a danger to corporate information technology systems.
- Companies use security systems to monitor _____.
- Security is a business which offers good _____.

3 Complete the notes in the table.

Retail	Rich people	Countries	Corporations and banks
Guards watch customers to check they don't 1 _____.	They are afraid of crimes such as 3 _____ or kidnapping.	In certain countries, there are less and less police officers and more and more 5 _____ security guards.	Special staff are used to 7 _____ email in certain companies.
Shops monitor customers as they enter and 2 _____.	They employ private security guards and pay for security companies to install the very latest security 4 _____.	Private companies now manage 6 _____ in lots of countries.	They need to defend themselves against 8 _____ and money laundering.

Modal verbs of prohibition, obligation and no obligation

5A  6.02 Complete these phrases from the recording. Listen and check.

- 1 Guests _____ use their room key card in the lifts.
- 2 You _____ take the lift.
- 3 She _____ answer the phones.
- 4 You _____ bring in any pen drives.
- 5 In the past you _____ wear your photo ID.
- 6 Your badge _____ be visible on you at all times.

B Which word or words above express the idea that:

- a this isn't allowed or permitted? _____
- b it is necessary to do this? _____, _____, _____
- c it is not necessary to do this? _____
- d it was not necessary to do this in the past? _____

6 Look at the groups of sentences. Do all three in each group mean the same or do they have different meanings? Write *S* (same) or *D* (different).

- | | |
|--|---|
| 1 a You must switch off your mobile. | 3 a Do we need to wear these visitor ID badges? |
| b You have to switch off your mobile. | b Do we have to wear these visitor ID badges? |
| c You need to switch off your mobile. | c Must we wear these visitor ID badges? |
| 2 a We mustn't use personal email accounts for work. | 4 a They didn't have to use CCTV here. |
| b We don't have to use personal email accounts for work. | b They mustn't use CCTV here. |
| c We don't need to use personal email accounts for work. | c They didn't need to use CCTV here. |

7 Complete the article about shop security measures with the correct positive or negative modal verb form. More than one modal verb may be possible.

Retail theft, also known as shoplifting, is a major problem for shops. In the past, prevention measures were more personal and low-tech. Shopkeepers and employees ¹_____ watch customers closely and the security system ²_____ be any more sophisticated than that.

In today's competitive retail industry, security systems ³_____ be more subtle and cost effective. However, they ⁴_____ be so aggressive that it makes potential customers feel uncomfortable and loses the shop sales. Theft-prevention ⁵_____ stop thieves but ⁶_____ frighten real shoppers.

With radio frequency ID chips it is now possible to follow items and send instant alerts to security guards when these are moving towards the door. The retailer also ⁷_____ accept that theft is sometimes committed by staff. The solution ⁸_____ be expensive or frightening for employees. Staff lockers with glass doors is one simple option.

Read the information in italics. Then choose the correct option to complete each sentence.

1 *It isn't necessary to do this at all.*

You ___ switch off your mobile phone on the train.

a must b don't have to c have to

2 *It's OK to do this, but it's not really necessary.*

You ___ shut down your laptop at night.

a have to b must c don't need to

3 *Doing this is not allowed.*

You ___ read text messages while driving a car.

a mustn't b have to c need to

4 *It wasn't necessary to do this.*

In the past, people ___ wear protective clothing at work.

a need to b mustn't c didn't have to

5 *It's absolutely necessary to do this.*

In the workplace, accidents ___ be recorded and investigated.

a don't need to b must c mustn't

1 Match the questions (1-8) with the responses (a-h).

- | | |
|-----------------------------------|---|
| 1 Did you work long hours? | a You mustn't make them during working hours. |
| 2 What was the dress code? | b You have to wear it at all times. |
| 3 Can I make personal calls? | c All documents have to be in English. |
| 4 Can we use the internet? | d You had to have a doctor's note after two days. |
| 5 What language do we use? | e I didn't have to call. My boss was fine about it. |
| 6 What happened if you were late? | f You mustn't use it, except at lunchtime. |
| 7 What do I do with my badge? | g Yes! At least once a week I needed to work late just to finish. |
| 8 What happened if you were ill? | h You didn't need to wear a suit but you had to be smart. |

2 Choose the correct option in italics.

Hello everybody and welcome to the company! I'll just spend a minute or two on some rules and regulations. First of all, your ID badge. You ¹ *must / don't need to* have it with you at all times for security reasons. If you forget it one day, you can get a temporary one at reception but you ² *have to / mustn't* keep it for more than 24 hours. We issue you all with mobile phones but you ³ *don't need to / mustn't* use them for personal calls. If you ⁴ *don't have to / have to* make a personal call at work, you ⁵ *must / don't need to* go into a meeting room and use your own phone. As you know, our dress code is quite relaxed – men ⁶ *don't have to / must* wear a tie although everyone ⁷ *doesn't need to / needs to* look smart and professional. Everyone ⁸ *has to / doesn't need to* be at work between 10 and 4, and you ⁹ *must / don't have to* do at least two more hours outside these times. Don't forget that as well as your paid holiday, you can all take an extra three days off in the year and you ¹⁰ *don't need to / must* explain why. I think that's all for now. Any questions?

3 Complete the sentences using the phrases in the box.

didn't need to don't have to had to has to have to mustn't

1 You _____ work weekends here but they pay you double so I sometimes do when I need the extra money.

4 If he leaves, he _____ give three months' notice.

2 In my last job I _____ wear special clothing but I do now.

5 In my current job I _____ work 40 hours per week, which is a lot! I'm never home before 7 p.m.

3 Her contract says she _____ work for a similar company if she leaves.

6 Where my wife worked before, she _____ work on Saturdays. She hated it!

8A Imagine you are responsible for security in your organisation and want to introduce a new security measure. Write an email to everyone in the organisation. Write around 80 words. Include the following:

- Say what the security measure is (e.g. ID badges, security guards, etc.).
- Say why the measure is being introduced.
- Tell them about any prohibitions and obligations. Use modal verbs from this lesson.

B Read each other's emails and find out who introduced the strictest measures.