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	



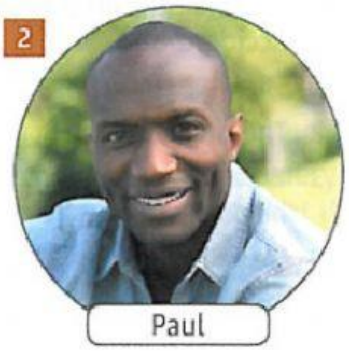




B **What examples of security measures do you see in your everyday life? Where? How do you feel about these measures? Why?**

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.**

1 Jenn says that the guests use their room key card to
- **a** get in and out of the hotel lifts.
- **b** go up and down in the lift.
- **c** get access to the stairs.

2 She mentions that guests sometimes complain because
- **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.

3 Paul feels that the receptionist
- **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.

4 He says that
- **a** staff and students don't take precautions.
- **b** the security cameras are not very useful.
- **c** there have been some problems with crime.

5 Aisha feels that the office regulations
- **a** were stricter in the past.
- **b** have become much stricter.
- **c** haven't changed much over the years.

6 Which use of her ID badge doesn't she mention?
- **a** recording her work time
- **b** getting through doors
- **c** operating office equipment

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?

LIVEWORKSHEETS

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.
b You have to switch off your mobile.
c You need to switch off your mobile.

2 a We mustn't use personal email accounts for work.
b We don't have to use personal email accounts for work.
c We don't need to use personal email accounts for work.

3 a Do we need to wear these visitor ID badges?
b Do we have to wear these visitor ID badges?
c Must we wear these visitor ID badges?

4 a They didn't have to use CCTV here.
b They mustn't use CCTV here.
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.

LIVEWORKSHEETS

1 Does your company provide its employees with rules about …?

- use of Internet
- behaviour towards colleagues
- dress and appearance
- any other areas?
- punctuality and timing
- use of phones
- expenses

2 Read two rules for employees at a company. Do you have similar rules? Which parts of the rules are different?

1 Employees **must** keep passwords secure at all times and **have to** change passwords every 12 weeks. Employees **are allowed to** choose their own password; note that it **needs to** be a strong password consisting of at least eight characters including one number and one capital letter.

2 Employees **can** access the Internet but **are not allowed to** download or upgrade software without permission. Employees **mustn't** use personal thumb drives.

3 Complete the categories in the *Language point* with the verbs in bold from **2**.

LANGUAGE POINT

Obligation (necessity)
You [1] *must*
You [2] _____
You [3] _____

No obligation (no necessity)
You don't have to
You don't need to

Asking about rules
Do I have to …?
Do I need to …?
Can I …?
Am I allowed to …?

Prohibition
You [4] _____
You can't
You [5] _____

Permission
You [6] _____
You [7] _____

LIVEWORKSHEETS

Tip | *must or have to?*

Both *must* and *have to* can express obligation or necessity.

We use *must* when the speaker makes a personal decision to do something:
*I **must** remember to change my password.*

We use *have to* when the speaker is talking about a decision made by someone else:
*I **have to** change my password every 12 weeks because it's company policy.*

Ask a question about obligation with *'Do I have to ...?'* NOT *'~~Must I ...?~~'*

4 Read two more rules for employees. Underline the correct verb in *italics*.

1 Employees [1]*are allowed to / need to* make personal phone calls from company phones in the case of an emergency. For any other reason, employees [2]*have to / can't* ask for their line managers' permission before calling.

2 Employees [3]*don't have to / mustn't* access the Internet for personal use during working hours. However, employees [4]*can / must* use the Internet as long as it is not excessive and during lunchtime or breaks only.

5 Work with a partner. Finish these sentences about rules and company policies so that they are true for you.

1 In my company, we have to ...
2 We don't have to ...
3 During working hours, we aren't allowed to ...
4 At lunchtime and breaks, we can ...
5 If you work here, you mustn't ...

a Circle the correct form. Tick (✓) if both are possible.

You *don't have to / mustn't* use your phone in quiet zones.

1 Do you think we *should / ought to* text Dad to tell him we'll be late?
2 You *don't have to / mustn't* send text messages when you are driving.
3 A pilot *has to / must* wear a uniform when he's at work.
4 You *should / must* go to the Uffizi when you're in Florence.
5 I *have to / must* speak to my phone company. My last bill was wrong.
6 We *don't have to / mustn't* hurry. We have plenty of time.
7 When I was at school we *had to / must* wear a horrible uniform.
8 You *shouldn't / don't have to* walk on the grass. They've just planted flowers there.

b Complete with the correct form of the verb in brackets.

If the line's engaged, you'*ll have to* call back later. (have to)

1 _____ do a lot of homework when you were at school? (you / have to)
2 _____ take my tablet out of my bag at Security? (I / must)
3 My sister is a nurse, so some weeks _____ work nights. (she / have to)
4 _____ ever _____ have an operation? (you / have to)
5 Saturdays are the best day of the week. I love _____ get up early. (not have to)
6 I don't think _____ wear boots inside their house. (we / should)
7 The exhibition was free, so I _____ pay. (not have to)

Complete the sentences with *must*, *mustn't*, *have to*, or *don't have to*. Sometimes two answers are possible.

1 You *have to pay* for food and drinks separately.
2 You _____ drive at more than 70 mph.
3 Service is included so you _____ leave a tip.
4 You _____ wait here before showing your passport.
5 You _____ pay on Sundays.
6 You _____ fasten your seatbelt now.
7 You _____ leave your bags unattended.
8 You _____ leave your hotel room before 12 o'clock.

LIVEWORKSHEETS

6 ▶7.2 Listen to a conversation with a new employee on their first day. Which rules do they discuss?

7 ▶7.2 Listen again. What three questions does the employee ask?

8 Work with a partner.

Student A: You are welcoming a new colleague to your place of work. Tell him/her about the rules you have to follow.

Student B: It is the first day of your new job. Ask questions about the rules. Talk and ask about some or all of these things:

- personal use of the Internet and phones
- Internet security (use of passwords, new software, etc.)
- security and identification entering and leaving the building
- punctuality and working hours
- health and safety rules
- dress code
- any other rules?

Writing

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.**

LIVEWORKSHEETS