



**INTERNATIONAL
FOUNDATION FOR
PROTECTION OFFICERS**

KNOWLEDGE TO PROTECT

The Impact of 9/11 on Private Security

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Abstract

The terrorist attacks of September 11th, 2011 had a profound impact on the role that private sector businesses play in protecting national security. Private security went from being an afterthought and a necessary cost for businesses to undertake to prevent liability to a cornerstone of an organization's business continuity strategy. Security no longer just revolves around low-paid, poorly trained security guards watching a camera. The events of 9/11 served as a catalyst for private sector protection to become a colossal industry that encompasses a multitude of disciplines and industries. Through forming collaborative partnerships with local, state and federal public safety agencies, the private security industry has become a beacon of strength and ingenuity, leading the way in the fight against terrorism. This paper seeks to examine some of the ways in which the private security industry has been impacted by the events of September 11th, 2011.

The History of Security

Security has long been considered one of the fundamentals to the survival of humanity. Since the beginning of mankind, humans have always sought to preserve the safety and security of themselves, their families and their communities. Private security is a concept that has been around for hundreds of years and has continued to take on a variety of forms in reaction to the needs of society at the time. There is evidence of private security existing as far back as Ancient Egypt. Pharaohs had guards for personal protection. They were also hired to protect families and property of wealthy emperors and warlords during the Ancient Roman period and the Byzantine Empire. Fast forward to the 18th and 19th centuries and the world saw rapid change due to the advent of industry, and societies gravitated to densely populated cities from rural land. This brought with it a sharp increase in poverty, crime, and violence.

The problem that compounded the rise in crime was that policing in America had yet to formally develop, and so it was private industry that set out to form night watch and private detective agencies to help thwart and deter crimes against people and property. Railroad transportation, financial institutions, coal mines and factories are notable examples of institutions that employed private security services. Into the 20th century, World War 2's rapid expansion of military industry for the war effort saw a large influx of private security being hired to protect defense factories. After World War II, businesses everywhere from factories to retail shopping malls, to hospitals and power plants, continued to identify a need for security solutions ranging from the protection of physical assets to protecting information and preventing espionage during the height of the Cold War (The History of Private Security, 2016).

A Different Kind of Threat

On September 11th, 2001, nineteen men associated with the Islamic terrorist group al-Qaeda hijacked four commercial aircrafts. Two were flown into the World Trade Center in New York City, causing both towers to collapse. The third plane was flown into the Pentagon, and a fourth crash-landed in rural Shanksville, Pennsylvania. The attacks caused the deaths of nearly 3,000 people. The events of September 11th posed a new threat for the entire civilized world. For the security industry, it was a threat that drastically impacted the role and scope of the security profession. Prior to 9/11, private security and public safety agencies operated in two entirely different worlds. Private security focused more on loss prevention and serving the needs of the client or the organization and homeland security was left largely in the hands of the government. The two sectors rarely crossed paths unless it was in each other's mutual interest. Security was viewed by most organizations as an afterthought, or a necessary cost that only necessitated the minimum capital expenditures to appease insurance companies and stakeholders. After the events of 9/11, security became viewed as an integral part of an organization's viability, and security professionals must be closely aligned with business leaders and executives to achieve continued profitability and sustainability. Security directors in organizations are now consulted by executives and C-suite professionals and provide input and strategies for everything from designing buildings, to conducting business, to hiring employees (Ritchey, 2011). Since 1980, the private protection officer population has doubled to over one million officers, compared to 666,000 sworn police officers (McCarthy, 2017).

Companies recognize the need for highly trained security personnel to control access points, and protect employees, the public and corporate assets. Large security service providers such as Allied Universal provide consultation and assistance in designing emergency action

plans for commercial enterprises, and companies are paying more attention to the screening of employees, vendors, and business partners in an effort to prevent terrorism (Security Info Watch, 2008).

Security-Focused Regulations and Standards

The 9/11 attacks opened a floodgate of sweeping legal and regulatory changes that impacted the way private organizations conduct business. The formation of the Department of Homeland Security and the passage of sweeping legislation such as the PATRIOT Act shaped a new role and identity for private protection services. Private security organizations were now seen as critical to public safety and national security, not just the businesses and clients they were hired to protect. Security training and standards organizations such as ASIS International and the International Foundation for Protection Officers provide recognized standards and guideline publications for selection, vetting and training of security practitioners. The requirements of vetting and screening of security personnel has become more explicit. The number of states requiring a FBI background check for unarmed security personnel has risen from just 13 in 1982 to 49 in 2017. Training requirements for armed and unarmed security personnel has also increased, with 28 states now requiring some sort of basic classroom training and firearms training for armed security personnel (McCrie, 2017).

85 percent of the nation's critical infrastructure, including power plants, data storage centers, hospitals, and chemical facilities are privately owned and operated (Eckert, 2005). After 9/11, security industry experts and government administrations created standards and guidelines for private protection professionals tasked with keeping these facilities safe from terrorism. High-risk critical infrastructures such as nuclear power plants have collectively spent more than \$2 billion on new safeguards at the requirement of the US Nuclear Regulatory Commission,

including more sophisticated physical barriers, more restrictive access control measures, and twice as many private security officers who receive more advanced training on weapons and defense tactics (Belogolova, 2011). The Chemical Facility Anti-Terrorism Standards, or CFATS, provides regulations and standards for protecting the nation's critical assets, including chemical plants, electrical generating facilities, refineries and universities (Ritchey, 2011).

Security Goes High Tech

Before the events of 9/11, security technology was dominated by obsolete analog technology. After 9/11, however, it became apparent that outdated alarm systems and CCTV video surveillance with poor picture quality were no longer acceptable. In the ten years following 9/11, security technology made great strides with the advent of network and cloud based surveillance systems that broadcast in HD quality that can be recovered after a disaster, providing an extra layer of redundancy and allowing for almost instant information sharing between private sector organizations and law enforcement. Companies like ADT, SimplexGrinnell and Stanley have become key players in providing high-tech physical security systems for government projects and the nation's critical infrastructure such as healthcare, energy, and finance (Ritchey, 2011).

The technological needs of today's businesses both public and private has created a new breed of security practitioner, one who is proficient in the fields of information technology, cyber security, digital forensics, and data science. Many terrorism experts foresee the next major domestic terrorist incident coming in the form of a cyber-attack (Turak, 2018). In a world where everything is connected to the Internet, it creates multiple entry points for a malicious hacker to

gain sensitive intelligence, as well as cause catastrophic sabotage to power plants, electrical distribution grids, and communications systems (Thomas, 2018). These threats will only continue to grow in severity as technology evolves and society's reliance on it grows with it, further underscoring the need for the tech-savvy security professional who can assess and defend against cyber threats.

Risk Management and Disaster Planning

The September 11th, 2001 attacks served as a milestone event in risk management and business continuity, a turning point that culminated in businesses creating new strategies for managing risk and the prevention and recovery from disasters and emergencies that were at one point unthinkable but were now seen as an unfortunate reality that must be planned and prepared for. The attacks of 9/11 caused an estimated \$23 billion in losses to insurance companies that prior to the attacks commercial insurance providers had not had to plan for ("9/11 and Insurance", 2009). As such, security's involvement in risk management and disaster planning became integral to how businesses in the 21st century operate. Major corporations and financial services firms have heightened security force presence and run intensive disaster drills at their headquarters to include terrorist attacks ("Ten Years After 9/11", 2011). Risk management now plays a central role in an organization's enterprise security plan, including threat and hazard assessments, disaster planning, offshore data processing, and executive protection strategies (Ritchey, 2011).

Private-Public Partnerships and Intelligence Sharing

In a post-9/11 world, the private sector plays a central role in the nation's counterterrorism efforts. Whereas before 9/11 sensitive information was kept by the government and military and little intelligence was shared between agencies, let alone the private sector. The 9/11 Commission report concluded that information sharing was highly insufficient in the events leading up to the attacks (Thomas, 2018). Today, the government has developed programs and platforms to share critical intelligence between agencies, as well as relying on the sharp minds of private sector security professionals as stewards of information that play a critical role in preventing and responding to a potential terrorist activity. Most of the nation's critical infrastructure is privately owned, and advances in technology have forced the reliance of the government on privately owned databases to access critical information. As such, the government relies strongly on the private security sector for sharing of critical intelligence data that could prevent terrorist activity from a multitude of angles (Steinberg, 2003). Public law enforcement and emergency response agencies also have limited budget resources and as such have formed programs and alliances to forge partnerships with the private sector.

One of the most remarkable examples of public safety and private sector collaboration that exists today is the NYPD Shield Program. Enacted after the events of 9/11, the NYPD Shield Program is an internationally recognized, award winning program that provides a platform counterterrorism training and intelligence sharing with the nation's private security officers that protect 85 percent of the nation's critical infrastructure. The Shield Program currently has over 17,000 members in 22 different local districts throughout the greater New York City metropolitan area. Members receive special counter terror training such as active shooter response and gain access to informational and educational resources in a variety of

formats. The Shield Program also holds quarterly conferences and emails regular informational briefs on potential threats to its members (Amadeo & Iannone, 2016).

On a federal level, the FBI's Counterterrorism division and the more than 100 FBI Joint Terrorism Task Forces across the nation rely heavily on the private sector to share intelligence with field agents in collaboration with local and state law enforcement to be notified of potential terrorist activity. The FBI has also played an increased role in partnering with enterprise security professionals and chief security officers in a myriad of various industries to provide security professionals with tools for identifying and mitigating potential terrorist activity in their organizations (Ritchey, 2018). Another noteworthy platform for information sharing has been the rise of "fusion centers". Funded by the Department of Homeland Security, fusion centers are information hubs that distribute critical counterterrorism intelligence across local, state and federal agencies. Originally conceptualized to distribute intelligence during the 1980s at the height of the War on Drugs, after 9/11 the role of the fusion center expanded rapidly in size and scope, reaching major metropolitan areas across the country. The fusion centers allow for the collection and distribution of the large volumes of intelligence information through a single sharing point (Thomas, 2018). With such large amounts of information being disseminated from so many agencies since information sharing became the standard after 9/11, fusion centers play a vital role in filtering through and distributing intelligence to local agencies in an organized manner.

20 Years Since September 11th: The State of Security

In the twenty years that have passed since September 11th, the threat landscape has shifted drastically, shifting, while not completely disappearing, from an external threat, such as the threat of Islamic-based terror groups, to internal, homegrown violence, centered around

moral and political ideological differences. This has been further intensified by the COVID-19 pandemic and political attempts to cast doubt on the validity of the 2020 Presidential election. Since the onset of the pandemic in March 2020, security officers have been tasked with enforcing public health mandates and company policies regarding social distancing, mask-wearing, capacity limitations, and vaccine requirements. Often times this enforcement is met with tense, even violent and fatal responses from a pandemic-weary public.

This also pits security officers at the front-line of not just the public, but the virus as well. In the UK, male security officers faced some of the highest COVID-related deaths out of any other profession with 100.7 deaths out of every 100,000 workers (Mosenda, Bhasin and Melin, 2021). While pandemic restrictions may have eased in many developed countries since the availability of the COVID-19 vaccine, continued proliferation of variants with unknown levels of resistance to vaccines continue to paint an unsure picture of how the pandemic will continue to play out, and how that will impact the scope of security officer's responsibilities.

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Threats to Security Officers:

9/11 deaths according to Private Officer – the difficulty with the data

Covid

Confrontations/Assaults due to enforcement role

Discuss difficulty of getting Data on security officer deaths

Depression/Suicide – tie in JSA paper!

Covid Challenge: enforcement role, front-line exposure, depression

Security Officer Down!

Covid, Suicide n(cite 1986 JSA paper), Assault

<https://privateofficer.org/officer-down/>

UNIDENTIFIED SECURITY OFFICER

RIDGEWAY SC

AUGUST 2 2021

An allied universal security officer, was found dead while on duty at the Lieber Correctional Institution.

HENRY FALL, 67

MADISON WI

AUGUST 3 2021

Passed away from Covid 19 complications.

DEPUTY SHERIFF BRANDON SHIRLEY, 26

JEFFERSON COUNTY KT

AUGUST 5 2021

Shirley was working an off-duty security job when he ambushed and murdered.

NATHAN HULL, 38

TULSA OK

AUGUST 5 2021

Shot to death at a nightclub while on duty.

KEITH HOLIDAY

GEORGIA

AUGUST 5 2021

Shot to death.

UNIDENTIFIED SECURITY OFFICER

ARKANSAS

AUGUST 6 2021

Shot to death during confrontation.

KAMISHA WATKINS

HUNTSVILLE AL

AUGUST 6 2021

Died on duty of unknown causes.

UNIDENTIFIED SECURITY OFFICER

CHICAGO IL

AUGUST 8 2021

Was shot to death while working nightclub security.

ELIAS NASSEH, 35

ORANGE COUNTY FL

AUGUST 8 2021

Was shot to death while working security at a hotel.

Kendrick Williams, 69

Michigan

A security company owner died from Covid19.

There have been six other reported security officer deaths in the past ten days.

Decreasing Police Officers, Demoralization

Right-Wing Terror

American tradition, recent polarization – January 6th!!!!!!

<https://archives.fbi.gov/archives/news/testimony/the-terrorist-threat-confronting-the-united-states>

<https://www.csis.org/analysis/escalating-terrorism-problem-united-states>

<https://www.start.umd.edu/publication/determinants-domestic-right-wing-terrorism-usa-economic-grievance-societal-change-and>

Afghanistan!

Incubator for terrorism, 9/11 repeated

An accelerant for further polarization and right-wing terror

Security Officer Role Change:

We hired and assigned extra guards to every property and within 24-to-36 hours after the attacks, we not only had every one of our buildings open for business, but we also had instituted all of the previously underutilized security protocols that are now commonly used in most public buildings and venues: bag checks, car scans in parking garages, and heightened public interface from our security officers.

<https://www.forbes.com/sites/forbesbooksauthors/2019/09/19/911-changed-the-security-industry-forever/?sh=3ef828e76d9a>