

SAFETY OF PEOPLE AND FACILITIES IN TOURISM - FORMS OF THREATS AND MEASURES OF PROTECTION

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Abstract

The endangering phenomena of natural, social, technical and technological origin and their consequences have a global character for a long time and represent everyday risk to people's lives, the safety of their property and the environment. Accidents can be the cause of catastrophes, or emergency situations whose consequences are severe. The organisation and outfitting of subjects of protection and rescue has grave importance for taking precautionary measures and preventing dangers and risks to people and their property, especially in tourist destinations. Work of emergency services is particularly important in preventive goal, to reduce risk and manage emergency situations when they happen. In order to protect tourist destinations and tourists, adequate measures must be taken to develop risk assessment and protection plans, as well as design and construction of safe facilities to mitigate catastrophe consequences.

Key Words: *safety endangering, tourism, risks, plans, protection and rescue*

JEL classification: *L83, Z30, Z39*

Introduction

The *endangerment* of the safety of persons and facilities, in the broadest sense possible, is a state or situation in which there is a danger that someone, or something, will be deprived of life, medically harmed (disturbed), or materially, financially or otherwise ruined or damaged. The sources of such endangerment, *i.e.*, bringing into danger, can be natural, artificial (technical-technological) and social (Daničić &

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Pilipović, 2018). In addition to these sources of endangerment, a smaller number of authors includes ecological sources to be among them, however, according to the nature of origin and the carriers of the threat, they too can be categorized under the technogenic, or technical-technological sources of threat. Natural sources of threat are related to elementary activities of natural forces and they are not influenced by man's effects and direction. Artificial or technical-technological sources of endangerment are things (objects) that are the product of human activity and used in everyday human communication and work. The carriers of social sources of endangerment are always individuals, groups or organizations, with specific characteristics, whose activity, as a rule, is directed at depriving people of their lives or causing injury to others, or material damage with various degrees of consequences.

The notion of a *challenge* can be behavior (action), *i.e.*, a process associated with a particular natural or social phenomenon that triggers an action or reaction (Kovačević, 2002). Challenges are also potential forms of endangerment to the safety of persons and tourism accommodation facilities, and they are removed, according to their position, from the protected facility (volcanoes, tsunamis, *etc.*). Therefore, it is necessary for the subjects of protection (state bodies, public companies, civil protection agencies, legal entities and private security entrepreneurs) to pay attention to these challenges as they may turn into more direct and harmful risks and threats with an impact on security personnel and tourist destination facilities. *Risk* represents a conscious exposure of people to dangers, with different outcomes, that can cause unwanted consequences (*e.g.*, hiking without adequate clothing under winter conditions). Risk can be a danger that has the potential to endanger the safety of a tourist or accommodation facility, *i.e.*, risk may occur as a result of a natural force, irrespective of the will of a person (earthquake, flood, storm, *etc.*). The endangerment of persons and facilities can be direct and indirect, while in relation to the means utilized, the threat can be armed (use of firearms, mines and explosives, cold weapons) and unarmed (physical violence, poisoning of food and water, accidents, *etc.*).

Some of the main threats to the development of the tourism industry are sociological and security. The expansion of certain tourist destinations often involves a rise in crime rates within these locations. However, the possibility of terrorist attacks is becoming the most significant risk factor for the global tourism industry (Lečić & Skakavac, 2018). It should not be ignored that in contemporary times and tourism, some important tourist

destinations, in specific parts of the world, have been targeted by extreme terrorist organizations with the aim of disrupting life, even at tourist locations. "Terrorist attacks affect the security reputation of tourist destinations and the sowing of fear among potential tourists. A fear of terrorist activities can, in a very serious manner, affect economic trends within the domain of supply and demand on the international tourist market. The mentioned tendencies, in the field of digression of tourist activities, were also noticed on the most recent examples of well-known tourist destinations such as Turkey, Egypt, Tunisia, Morocco, where the so-called Arab spring, or a war for democracy, led to a change to the ruling party and authoritarian regimes, the epilogue being long-term political instability, anarchy, chaos and civil wars that have had, as the final outcome, an even stronger strengthening of Islam and those structures that advocate the application of Sharia law (Skakavac & Skakavac, 2017).

In this decade, after the infamous terrorist acts in the United States, France, Spain, Germany and the United Kingdom, several authors have introduced the concept of *threatening security phenomena* which can, with their orientation, goals and effects, endanger the safety of persons and facilities to a greater or lesser degree. According to the degree of danger, they are divided into three categories: *high-intensity security phenomenon* (terrorism, religious and national extremism, organized crime, espionage, assassinations, etc.); *medium-intensity security phenomenon* that threaten essential social values, freedom and citizen rights, life and property of people, traffic security, which includes general and economic crime, etc.; and *low-intensity security phenomenon* that jeopardize social morality, personal interests of people, etc. (Dragišić, 2006).

Bearing in mind the relationship of the perpetrators (intentions, goals) towards the protected values (persons and facilities), the threat to the safety of persons and facilities can be:

- unconscious, when certain actions committed by a person or group, without having the intention to, endanger the safety of people and the environment (e.g., air and water pollution during manufacturing processes that do not have modern purifying filters); and
- conscious, deliberate, targeted, organized, with the use of force aimed at destroying the facility and property, or violence and coercion against people.

Sources and forms of endangering the safety of persons and facilities

Sources of threat can be classified in different ways according to various criteria. Thus, according to activities sources of endangerment are divided into latent and active, according to consistency into permanent and occasional, according to time of origination into past, present and future, and according to the directness of the impact on security into direct and indirect, etc. Nevertheless, the most significant division is: *social sources* of endangerment and *natural and technical-technological sources* of endangerment which in turn may cause emergency situations. Social sources of endangerment are: socio-political conflicts (strikes, sabotage, riots, terrorist acts, etc.); military-political conflicts (war, armed rebellion, civil war, attacks on military facilities, etc.); and complex humanitarian catastrophes (mass movements of the population, shortage of food, medicine and clothing, etc.). Natural sources of endangerment occur as a result of various lithospheric (asteroids, comets and meteors falling), atmospheric, hydrospheric or biospheric phenomena. Endangering phenomena as a result of technical and technological accidents and incidents can include: accidents during the transport of dangerous goods; fires and explosions at industrial plants; the release of radioactive and chemical hazardous substances, the sudden demolition of buildings and hydro-accumulation facilities (Mlađan, 2015).

From the point of view of the safety of persons and facilities within tourist destinations, the forms of manifestation of the security threats themselves are related and depend on the number of persons (employees, tourists, random passers-by) who find themselves in the subject tourist accommodations or in their immediate vicinity. In these terms, a security threat is considered all that is a source of danger and has the ability to inflict serious harm on persons and facilities. In addition, we often encounter a classification of danger, according to which they are divided into challenges, risks and threats to security (Daasse & Kessler, 2007).

Modern threats to security are predominantly classified into: traditional and global terrorism; the proliferation of weapons of mass destruction; trafficking in human beings and human organs and transnational organized crime; interstate, internal (ethnic and religious conflicts - third-generation conflicts), and the fourth-generation conflicts (conflicts between transnational actors and sovereign states).

Carriers of endangerment to the safety of persons and tourist destination facilities

The carrier of endangerment to the safety of persons and facilities is an entity that, by its actions or by a failure to take a particular action-procedure, affects the occurrence of an endangering phenomenon. The entities are:

- an *individual* who independently takes an unauthorized action (*e.g.*, murder, violent behavior, terrorist attacks);
- a *group* (criminal or terrorist group, political movement, destructive mass, *etc.*);
- a *legal entity* or *organization* (*e.g.*, as the perpetrator of a misdemeanor, commercial offense or criminal offense);
- the *state*, when the entire state administration is responsible for the endangerment (*e.g.*, dictatorship, terrorizing the population, violent displacement of people, discrimination of national minorities), or certain state bodies (*e.g.*, the participation of special police or military forces during the execution of terrorist acts within the territory of another country, denying due process to perpetrators of crimes, *etc.*); and
- an *international organization* and the *international community* assuming certain measures against individuals (*e.g.*, unfounded trial and conviction of innocent individuals for war crimes, release from responsibility and abolition of war criminals, failure to provide international protection to a person whose rights have been violated in their domicile country, *etc.*).

Identifying the form of threats and endangerments

Numerous threats and risks of different origins should be identified while implementing a security assessment of the vulnerability and an assessment of the safety of persons and facilities within tourist destinations. In this respect, the responsibility of all employees, especially management and those in charge of security, is related to risk management which includes risk analysis, so that the completion of the following tasks it made easier: identification of persons, facilities and property to be protected; identifying threats that could endanger the security of the property, person and operations of a travel agency; assessing the likelihood of an adverse event, an assessment of the impact of the threat and an estimation of its frequency; assessment of threat

management options; and the identification of threat countermeasures (Keković, et al., 2011).

External and internal threats can be identified according to subjects and manner of expression, which includes recognizing the intentions and capabilities of potential threat carriers. *External threats* range from extreme threatening events such as terrorist attacks, which are found among poorer groups of the population, because economic reasons, in addition to religious, psychological, sociological and cultural ones, encourage the development of terrorist aspirations (Lečić & Skakavac, 2018). In addition, there is the possibility of kidnapping and, somewhat less dangerous acts such as burglary, arson and similar attacks perpetrated against facilities that can endanger the safety of persons and facilities from the outside. *Internal threats* include theft, property damage, sabotage, violence, vandalism, and disclosure of confidential information. External threats also include business espionage, water and food contamination, blackmail, public riots, fires, weather, earthquakes and other types of natural disasters.

Security assessment

A security assessment is a special form of explanation and interpretation of a security phenomenon and, in that sense, an assessment should indicate the strength and dominance of individual elements that affect the structure and character of that phenomenon. According to some definitions, an assessment is an analysis-based activity that aims to predict the possible development and tendency for the development of future security situations (Stajić, 2005). A belief is that the assessment process has certain characteristics, including: interdisciplinarity of research, heuristic orientation, inaccessibility of required data, research of small cases of great influence, and specificity and applicability of research (Godson, 1980).

A security assessment of the vulnerability of persons and tourist destination facilities is an analysis of the conditions, within a given space and time, which are important for their security. Based on this, it is easier to make a decision and to adequately plan tasks, measures and resources that prevent any threats. The final part of the assessment needs to present a prognosis of the future behavior and activities of security threat carriers. Such a defined assessment implies: analysis; prediction; and conclusion. The *analysis* takes into consideration facts about a particular threat, which

are essential for adequate decision-making. Objective analysis is a reliable basis for an adequate *prediction*. The purpose and value of the prediction lies in being able to, based on what has been ascertained through the analysis, consider the necessity and probability of future events, which forms the basis for the timely planning and organization of security system and preventive measures.

An adequate security assessment should answer the following questions: What are the main security challenges, risks and threats to persons and facilities that are the subject of protection? What is the nature of the specific security challenges, risks and threats and how can they be displayed during the assessed period? Who are the carriers of security threats? Who are their allies, and who are their opponents? What are the organizational, technical, technological and financial options available for preventing endangerment? The answers to these questions give a picture of the security situation and point to the main security issues, and are the reasons for the implemented security measures and procedures, as well as the adopted security plans. Among them, the most important is the protection and rescue plan, which should include the following: a security assessment excerpt; early warnings and alertness; mobilization and activation, civil protection measures; use of forces and subjects of protection and rescue; *etc.* (Official Gazette of the Republic of Serbia, 2018).

Table 1: *Display of the risk probability scale*

Risk strength	Possibility				
	Impossible	Possible	50/50	Less possible	Impossible
Catastrophic	1	1	1	2	3
Critical	1	1	2	3	3
On the border	2	2	3	3	3
Negligible	3	3	3	3	3

Source: Broder, J.F. (1984). *Krizne analize i bezbedonosna istraživanja*, Butterworth-Heinemann, Boston, p.185.

LEGEND:

Possibility: The chance of something happening.

Risk strength: Consequences of an event.

Catastrophic: Death and/or great loss in dollars.

Critical: Serious injuries or illnesses and a large loss in dollars.

On the border: Less injuries or illnesses and little or no loss in dollars.

Negligible: No injuries or illnesses and little or no loss in dollars.

1: Unacceptable risk.

2: Acceptable risk, with certain limitations.

3: Permissible risk.

When designing a security assessment, a comprehensive methodological approach should be used during the assessment of the state of security of an entity, whereby it is important that different levels of management, both vertically and horizontally (enterprise, agency), make comprehensive estimates (Dragišić, 2007).

Organizational forms of security departments and protection measures

The specific organization of a security department is conditioned by the needs and requirements of an economic entity, institution or body, specific in relation to the time, number and size of the facilities, the size of the protected area, the number of employees, the location, and the local environment (urban, technical and other conditions). In accordance with project requirements laid down by the management of tourist facilities (hotels, motels, camps, *etc.*), *i.e.*, strategic determinants and objective needs (according to estimates and risks), and for the purpose of providing high-quality, timely and efficient protection of persons and property in accordance with the Law on Private Security (Official Gazette of the Republic of Serbia, 2013), physical protection can be organized in two ways:

- *internal security department* (self-protection activity) is the private security of a person, property and business that the organization (legal entity, institution, body) performs for its own needs. The internal security department is an internal form of security organization, for its own needs, and cannot provide security services to other persons; and
- *engaged security services* (contractually engaged, external) are private security activities performed by a private security company, or private security entrepreneur, registered for these activities in accordance with regulations.

Depending on the needs (number of facilities, size of protected area, scope of tasks, number of employees, *etc.*), physical protection can also be *combined*, partly through the internal security department and partly by engaging legal entities or entrepreneurs, *i.e.*, external security (Daničić & Pilipović, 2015). Direct physical protection activities are carried out by security officers, as natural persons, in accordance with a *security plan*, and are primarily achieved via physical presence and direct activity of the security personnel within a specific space and time, as well as with the application of measures and, exceptionally, using the means of coercion, when legal requirements are met.

Legal entities and entrepreneurs may obtain one or more *licenses* for organizing self-protection activities, *i.e.*, for the purpose of protecting their property, business, facilities, premises and persons, within them, and organizing their own (internal) *monitoring* maintenance service.

License may be obtained provided that:

- they have an organized planned, organizational and control function of self-protection activities;
- the performance of these tasks has been defined by a job classification act with job descriptions;
- they have an act defining the appearance of a uniform and a designation;
- the responsible person, in charge of the internal security department, meets the requirements (citizenship, age, psycho-physical fitness, secondary education, security check and license for natural persons);
- security personnel have a license for physical-technical protection, maintenance of order at sports events and public gatherings and other places of gathering; and
- as security tasks involve the use of weapons, that they fulfill the statutory requirements in this respect.

The manner of conducting private security services, by an internal security department, does not significantly differ from activities performed by legal entities, entrepreneurs and natural persons who perform private security operations for the service users (*contracted security*).

Activities and manner of performing physical protection activities

In order to secure persons, property and operations within tourist facilities, security officers assume, in a preventive and repressive manner directed at persons who endanger the safety of persons and facilities under protection behavior (with their actions or omissions), specific measures and activities not unlike those assumed by police officers during the protection of citizens and their property. The security conditions and ways of exercising authority by police officers, as well as by security officers performing physical protection activities, are very similar, if not identical. Events and suspicious behavior which endangers secured facilities and property, as well as security officers and other employees, can be very diverse, as can measures applied by the internal security

department. In most cases, daily routine preventive measures are sufficient, while in some specific situations, security officers will have to use coercive means (physical strength, binding agents or firearms).

Identity check

In performing physical protection activities, security officers are authorized to check the identity of persons entering, or exiting, a secured facility or area. This authorization is an important, and most often used, measure during the provision of security services. It is undertaken towards unknown persons at the entrance, or exit, to a secured facility or area, or towards persons found within the subject areas. The essence of this authorization is to determine the identity of the individual, the reasons for entering the protected facility or area, the time of retention, as well as other issues of importance for the security of the facility and the area. For the purpose of efficient day-to-day security operations, in terms of preventive activities, the identity of all employed persons can be checked with mandatory passes (*security identification documents*). For persons who are not employed and who are within the subject premises for other reasons, visitor's passes are issued upon confirmation from a responsible individual (manager, employee), *i.e.*, person with whom they have established business contact.

For the purpose of checking identity, the security officer seeks a personal identification card, or other identification document, in order to verify the individual's identity. There are a numerous reasons for verifying someone's identity. A more detailed identity check can be applied to unknown and suspicious persons located at sites (facilities, premises) contrary to the established regime. Persons who's behavior suggests they might be in the middle of executing an offense, while attempting to enter a secured area or zone. Other powers may also be exercised when performing an identity check including, when necessary, coercive means in accordance with the law.

As a rule, a relevant internal legal act will define the conditions under which this authority may be exercised during the performance of security tasks, while a by-law will define the manner for its application. All persons entering a facility (hotels, motels, congress centers, *etc.*), either for personal or business reasons, must leave an ID card, or other public document, at reception, on the basis of which the identity of this individual can be established.

Patrol (rounds)

It can safely be said that, by its nature, *patrolling* is primarily a preventive activity conducted by security officers, in terms of preventing attacks on individuals and property. Namely, the task, both physical and technical protection, is to secure persons and property from the entry of unauthorized persons, as well as from attacks, diversions, sabotage, various types of theft, and to take appropriate preventive measures and implement management's decisions (directors, owners, managers) relating to the overall safety of people and property. However, the biggest problem to the implementation of preventive measures consists in the fact that preventive activity has, thus far, not been entirely regulated, therefore there is no obligation binding relevant authorities to act on requests and proposals from certain bodies, in order to eliminate the criminal factors that contribute to the endangerment of persons, property and operations of tourist enterprises (agencies).

As a rule, security officers wear *uniforms* (work clothes), and are *on foot*, while, exceptionally, they may be armed, and may use a vehicle when visiting specific facilities which are separated, *i.e.*, located at a greater distance. While moving, security officers must be careful, concentrated and always ready to intervene. They must pay special attention to monitoring and observing suspicious persons so as to notice changes, that is, to be convinced of the security of the facilities, property and area. While visiting specific facilities and areas, security officers also use technical means, *i.e.*, video surveillance of specific facilities and areas, where they are specifically investigating the state of security.

In securing the person, property and operations of tourist companies (agencies), patrolling, *i.e.*, visiting specific removed (distant) spaces and facilities, has a special role and importance as it acts preventatively on the causes of threatening phenomena and thus preventing criminal and other socially harmful acts. If necessary, patrolling, *i.e.*, rounds, may be carried out by a number of security personnel (patrols) who communicate with each other. Security officers are immediately informed by the responsible person (s) about all occurrences and events significant for security and, after investigating, submit a written report. All measures and activities, *i.e.*, application of authorizations, are carried out in accordance with prescribed procedures.

Access control

Access control refers to the control of movement and entry, or exit, of persons into facilities or premises, as well as the entry of vehicles. The control of things brought in by employees and visitors is an important preventive measure carried out by security officers. Its application prevents the possible introduction of weapons, explosives, flammable materials or tools, as well as other objects that are suitable for carrying out attacks, endangering or obstructing the work of employees and guests (for example, bringing in a photo camera and unauthorized recording). The control of the entry and exit of vehicles, introduction and removal of goods, is an important preventive measure that prevents the introduction of hazardous goods, unauthorized entry, as well as unauthorized removal of property from the facilities. In addition, control of facilities after working hours is also very important and implies checking (personal insight) into all indoor/outdoor work areas, plumbing, electrical equipment, TVs, computers, as well as other technical devices and equipment.

Detaining and searching an individual

During the performance of physical protection tasks, the security officer is authorized to, during the performance of his official duties, detain a person *ex officio* detected within the premises, or in the facility, while carrying out a criminal offense. Detention is an act by which a detained person, found during the commission of a criminal offense, is limited (prevented) from leaving. In the event that the injured person offers resistance and attempts to escape, the security officer may apply physical force and restrain the person in order to detain them until the arrival of the police. The detained person must be surrendered to the police immediately, together with the objects taken during the commission of the crime, *i.e.*, used for the commission of the criminal offense.

It is considered that the perpetrator is discovered during the commission of a criminal offense, within the meaning of statutory regulations, when he/she has been found at the scene of the crime, or in its immediate vicinity, during, or immediately after, the commission of the same. Considering that the person who is being detained, *i.e.*, whose movements have been restricted by security officers, will be subject to further legal proceedings it is necessary to restrain that person from escaping as he/she

could continue to take further actions. Such a person should, if possible, be kept in a separate room (not at reception), and should be searched, any items confiscated, the police notified, and upon their arrival, the perpetrator should be handed-over to them. At the same time, security officers will secure and retain other material evidence, if any, until the arrival of the police.

A security officer who has detained a person is required to immediately inform the police and to draft a written report on the cause for the detention, which must be handed over to the relevant police administration within 24 hours.

Prohibition of entry to unauthorized persons

A security officer, while performing physical protection duties, has the authority to prohibit unauthorized persons from accessing the secured facilities or areas. The application of this authority during the performance of physical security activities aims to warn unauthorized persons from entering a secured facility or area, or approaching the same beyond a clearly visible, marked, line (line, tape, rope, traffic signal), or preventing, due to negligence or other circumstances, a threat to the secured facility or area by simply approaching it.

Control of entry, exit and movement is one of the basic measures for securing persons and property, which aims to enable, slow down or speed up entry, exit and movement, or detention, within a certain space, then to prevent unauthorized monitoring and collection of data on the work of the service, employees and tourists, as well as to prevent endangerment and damage. This is a very important preventive measure, the application of which prevents unauthorized access to vital (sensitive) facilities from diversions, sabotage, placing explosive devices, arson, *etc.* In order to achieve this, the classification of facilities, according to their importance, should be defined, including applied security measures, by a normative act (*Security plan, Guidelines on enhanced security measures*).

In the security system for persons and property within large tourist complexes, the classification of security measures into three zones is common:

- a zone under *general* (regular) *security*, containing facilities, areas and services that are not particularly sensitive to threats. Most often these are the reception and tourist accommodations where special security

- measures are not required and employees and visitors can move without special supervision;
- a zone in which the movement of employees and visitors is *limited* represents a space in which devices and equipment is located, which are necessary and vital. These are raw material and finished product warehouses, fuel tanks, transformer stations, *etc.* This zone should be physically separated from the rest of the space and separately secured. Entry should be limited to those employees who work there and visitors should be allowed access only when accompanied by a special escort of security officers or employees; and
 - a zone where the movement of all persons, except for authorized persons, is *prohibited*, is a separately secured area where devices and equipment are housed used only by responsible persons. These are, for example, safes with money and confidential material, kitchen spaces, technical security centers, power backup devices, electrical computer center, *etc.* Access and presence in that zone is limited only to employees who work there, while others are not allowed to enter under any circumstances.

Search of persons and vehicles

Security officers *can inspect* vehicles or persons, both at the entrance, and exit, to the secured area or facility. In particular, the application of this authorization implies an external (visual) examination of faces and vehicles at the entrance, or exit, (checkpoints) into the space or facility. During the inspection of a person or a vehicle, the security officer may use technical devices of the detector type (so-called X-ray doors, metal detectors, gas detectors - explosive devices, *etc.*) and other appropriate technical means.

This authorization grants them legal and actual abilities for the examination of persons, their luggage, vehicles or accompanying documents, with the aim of detecting objects that could endanger secured persons and property, or objects that have been unlawfully appropriated. This prevents the introduction of dangerous items (firearms, cold weapons, explosives, *etc.*), but also the unlawful taking of property, which is more purposeful since in a high risk situations it would, most often, be too late to request police intervention.

The most common situations requiring a search of a person is the existence of suspicion that that individual is carrying a firearm, cold

weapon, mine, explosive, or other dangerous tool, on his/her person or vehicle, while entering the circle of the facility (camp, parking, *etc.*), and that he/she intends to use them. Likewise, an individual discovered during the commission of a criminal offense, for which he/she will be prosecuted *ex officio*, should be searched in the event that he/she is in possession of an object which may harm the security individual, other persons or him/herself. On the other hand, this is not a full criminal search conducted by the police, only the right of a security officer to perform an external (visual) search of persons, luggage and vehicles that enter, or exit, the circle of tourist facilities and areas.

During a search, the validity of the driver's license should be established and, if necessary, remove the vehicle from traffic and immediately inform the manager or the responsible person of the matter. This is about controlling drivers and vehicles *outside public roads*, which is an appropriate security measure. As part of this search, security officers may ask to review documentation accompanying goods being transported. In case it is established that goods under the declaration (accompanying documents, delivery notes and other documents) do not correspond to the goods contained in the vehicle, it will be necessary to remove such a vehicle from traffic and notify management immediately.

In high-risk situations (used or detected firearms used for the commission of a criminal offense), the police must be notified and the case handed over with written confirmation. Police officers should be informed in case of a need to search a person or vehicle, in detail, in order to find other suspicious objects.

Personal security (escort)

Exceptionally, in accordance with the law, the *physical protection* of persons (personal security) can be performed by security officers in a public place, as well as in the immediate vicinity of the person being secured. In addition to state and local government bodies, organizations, associations and natural persons, the proposal for the application of physical protection measures may also be submitted by tourism companies or agencies, with consent from the Ministry of Internal Affairs.

The proposal must contain a security plan, with the following indications:

- number of engaged security officers;

- duration of security detail;
- type and quantity of weapons and other equipment;
- location of the facility;
- number and type of vehicles;
- movement route, *i.e.*, the place of departure and the final destination, *etc.*

A proposal for approval, *i.e.*, consent, will be submitted to the relevant police administration, no later than three days before the start of the security detail, by a security manager (responsible person) in a tourist facility or agency. The consent is issued no later than 24 hours before the security detail commences. While performing their duties, security officers must take all physical protection measures for persons (VIP persons, owners, managers) or official delegations, either when moving on foot or via other means of transport.

Self-protection activity

For the security of persons and tourist destination facilities, legal entities, tourist companies or agencies can obtain a license for organizing self-protection activities, *i.e.*, protection of their property and operations, protection of facilities, areas and persons within them. For this type of organization, addressing the maintenance of internal order and security, one or more licenses may be issued, which, in accordance with the law, are issued for the performance of private security activities, provided that:

- they have an organized planned, organizational and control function of self-protection activities;
- the performance of these tasks has been defined by a job classification act with job descriptions;
- they have an act defining the appearance of a uniform and a other official labels;
- the responsible person, responsible for internal security affairs, meets the stipulated terms and conditions;
- security officers, as natural persons, have a license; and
- as security tasks involve the use of weapons, that they fulfill the statutory requirements in this respect.

The procedure and manner of issuing a license for the performance of private security operations is carried out in the same manner as for legal entities and individuals who perform private security operations for the

users of their services. Internal Security Services (ISS) cannot provide security services to other legal entities and individuals.

Conclusion

The organizational forms of the internal security department and the system for the protection of persons and facilities in tourist destinations as a whole, should be an expression of available resources designed to rationally and efficiently influence the achievement of security objectives, *i.e.*, direct physical protection. The internal organizational structure of tourist companies or agencies should be so set up as to ensure that security operations are a constant concern and, in that respect, a great responsibility of all levels of management (directors, owners, security managers), especially of top management. Improving their own safety, and consequently the safety of all persons (employees, tourists, *etc.*) and facilities, contributes to the increase of the security level in the broader environment.

For example, electronic systems of internal control and protection in tourist facilities can also be used by state security departments, as well as engaged legal entities and private security entrepreneurs, during the performance of their tasks. In addition, the preventive measures that they implement in the field, against fire and explosion, represent a contribution to raising the general security level within the environment (inhabited place, local community). Also, within the framework of performing functions from the domain of physical and technical protection, various criminal acts related to terrorism, organized, economic and environmental crime, business espionage, sabotage, theft, mobbing, *etc.*, can be prevented and revealed.

The normative statutory framework (by-laws) within which the public, and thus private, security system of the Republic of Serbia functions is determined by applicable statutory provisions, where, in addition to national legislation, accepted international agreements, conventions, standards and procedures are applied. However, tourism companies, agencies and other legal entities should frame their internal organization via internal acts, as well as activities and security procedures, conducted in the interest of the safety of all employed persons, tourists and facilities, so as to ensure security and overall operations are the highest level.

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