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Nightclub Security Strategy in Finland

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The aim of this thesis was to find out in what kind of position the nightclub safety and security is in Finland currently, and to propose a new business model between the security companies and nightclubs as well to propose a new security procedure in order to increase the safety and security in the nightclubs. This study was based on the bigger nightclubs in Finland that have a capacity of 400 and above.

The ratio of nightclubs and bars towards every Finn is very high, thus the subject of improving the safety and security is more important than we may think. The increased drug offences and threat of terrorism should definitely be considered. This topic was picked by author because of his background as a security guard in various nightclubs and his interest in the subject.

The results showed that the vision of the nightclub security and safety differed greatly by the interviewed groups. While the clientele thought that the nightclubs are safe, the security staff stated that there are improvements to be made and that there are some major deficiencies. The nightclub manager was looking at the case from a business point of view and didn't necessarily understand the connection between security and business.

The purpose would be to get people to understand the value of safety and security. New preventive procedures are not purposed by the author necessarily due to the increased terrorism threat or increased drug offences, but simply to prevent any kind of incidents. We should not wait for an accident to occur to revise the practices and tighten up the security.

Keywords: nightclub, security, safety, prevention, protocol

Robert Simittchiev

Yökerhojen Turvallisuus-strategia Suomessa

Vuosi

2018

Sivumäärä

33

Tämän opinnäytetyön tarkoituksena oli selvittää minkälaisessa tilanteessa yökerhojen turvallisuus Suomessa on, ehdottaa uutta liiketoimintamallia järjestyksenvalvonta yritysten sekä yökerhojen välille, sekä menettelyä parantaakseen turvallisuutta yökerhoissa. Tämä opinnäytetyö perustui yökerhoihin, joilla on kapasiteetti vähintään 400.

Yökerhojen ja baarien suhde kohti jokaista ihmistä Suomessa on erittäin korkea, tämän takia turvallisuuden parantaminen on tärkeämpää kuin luulimme. Lisääntyneet huumerikokset sekä lisääntynyt terrorismin uhka ovat asioita, jotka pitäisi ehdottomasti ottaa huomioon. Tämän opinnäytetyön aiheen tekijä valitsi siksi koska hän on työskennellyt järjestyksenvalvojana monessa yökerhossa ja kiinnostunut teemasta.

Tulokset näyttivät, että näkemys yökerhojen turvallisuudesta erosi huomattavasti haastatelluista. Asiakkaat kokivat yökerhot turvallisiksi, kun taas järjestyksenvalvojat sanoivat, että parannuksia pitäisi tehdä ja että isoja puutteita löytyy. Ravintolapäälliköt katsoivat aihetta enemmän liiketalouden näkökulmalta ja eivät välttämättä ymmärrä turvallisuuden ja liiketalouden yhteyttä.

Tavoitteena olisi saada ihmiset ymmärtämään turvallisuuden arvo. Uudet ehkäisymenetelmät ei ole ehdotettu välttämättä pelkästään sen takia, että huumerikokset ovat nousseet tai, että terrorismin uhka on noussut, vaan yksinkertaisesti ehkäistä kaikenlaisia onnettomuuksia. Meidän ei pitäisi odottaa onnettomuuden tapahtua, jotta tiukentaisimme turvallisuusmenetelmiä.

Avainsanat: Yökerhot, turvallisuus, ehkäisy, protokolla

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1 Introduction

There are approximately over 2,4 million of customer spaces in Finland with roughly 8400 licensed places. Only in Helsinki, there are over 410 000 of customer spaces. Towards every thousand Finn, there are approximately 435 of customer spaces in the bars, restaurants, nightclubs, exhibition spaces and other related licensed places. Not all of these are in constant use, for example, exhibition events. Nevertheless, these statistics show that there are mass of places in Finland. Due to a large number of people spending time and working in these bars and clubs, it is important to keep them as safe and secure as possible. Different kinds of accidents and confrontations are risky and costly for the people and businesses. The security procedures in nightclubs haven't changed for decades, despite the ever-changing international situation. With Finland joining the EU in 1996 it became easier for different people to get over the country's borders. The increasing immigration has not helped the overall safety in the country. The growing threat of terrorism as a result of constant conflicts in unstable regions like Africa and the Middle East have had a direct impact on the level of security.

The target of this study is based on the bigger and busier Nightclubs in Finland in the bigger cities such as: Helsinki, Espoo, Turku, Tampere, Vantaa and Lahti with a capacity of 400 and above. About their security and safety, as well as their working strategy. The aim is to find out what kind of risks are involved and the deficiencies of the security in this field. What is needed to be done in order to increase the safety in the club? The goal is to assist in maintaining safe bars and clubs from illegal activity like: drug sales, armed confrontation (stabbing or shooting incidents) or terrorism related activities. A big nightclub can be a risky place. With a mass of people gathered in the same place at the same time, confrontations may occur in a matter of seconds. It is very unfortunate that the assaults have increased rapidly over the past two decades according to the Finnish Home Office and most of the homicides occur between excluded and alcoholic men. (Assaults in 1991: approximately 400 towards 100 000 residents. Assaults in 2013: approximately 800 towards 100 000 residents). Serious incidents in nightclubs have been rare in Finland, and it seems that this has led people to believe that they are immune to security threats and forget to be vigilant and aware. This simply naive attitude and sense of "business as usual" could sooner or later have disastrous results.

There are few fairly large deficiencies that persisted over the years which the author observed while working as a security guard in various nightclubs in Helsinki, Finland. These deficiencies have been compromising the nightclub safety. One is that there are no security checks for cold weapons (knives, brass knuckles, chains etc.) as well as firearms and explosives. One can enter the club with a concealed weapon such as a knife, handgun or a smaller bomb and cause harm or terrorize the venue. The question here would be that why security checks aren't done on the door and how could that be implemented. Detering begins at the entrance, thus, the door staff are

the essential element in preventing, and disrupting any criminal activities in the nightclub, such as terrorism or any other confrontations. But, as there are hardly any requirements by the law, no preventive measures are taken, and this may lead to many accidents.

The subject of improving the nightclub security is inspired by the authors own experience as a security guard in various nightclubs in Finland and his deep conviction in preventive measures. The lack of clear security concept for improving and developing the safety of the nightclubs is a major obstacle in front of the desired preventive strategy.

Väntär (Luoma, 2008) (P. 76.) states: "*The most important work in a nightclub is done at the door*"
Translated by the author.

The main objective is to research and examine how the security and safety could be improved in the nightclubs in Finland, what have been the most occurred risks and threats in the nightspots, to discover why the security measures have not been tightened and why is a major security procedure, in this case a security check, still missing in the nightclubs security protocol, which actually seems to be very basic and fundamental practice in order to increase the safety by preventing illegal weapons or forbidden goods to enter the premises.

2 Security

The definition of the term security:

It is a state and feeling of being safe and secure. Free from danger, risk, harm, jeopardy, and threat. Security is an action to ensure protection for nations, buildings, organizations, people, assets, against hazards, thefts, attacks, nuisance or crime. Fear of being a victim of a crime is a feeling and instinct which derives from our deepest sense of self-preservation. This fear makes us avoid particular places, walk by certain streets, locking our cars and buildings and engaging in other security measures. (Rouse, M. 2017.) (Webster, M. 2018.)

Generally, we can distinguish two main groups. The first groups are the securities whose title implies their primary concern such as:

(Brooks, D. 2010.)

| Group | Task |
|-------------------------|--|
| Information Security | Action of inhibiting unauthorized entry, disruption or destruction of information. Functionality of software and hardware. |
| Ecological Security | Preserving the integrity of the environment. Water, air soil, national resources. |
| Food Security | Safe and nutritious food, having access to food at all times. |
| Burglar Security | Security used against intruders. Locks, doors, fencing, alarm systems. |
| Infrastructure Security | Protecting infrastructure such as highways, bridges, airports. |
| Airport Security | Procedures to ensure the safety of the passengers, staff, and plains. |
| Border Security | Operations have taken to supervise and control the movement of goods and people. |
| Finance Security | The status of having the funds to support a standard of living. |

Example of basic security groups and their tasks. Table 1.

The second group of security aspects are much more complex and include a number of so to speak simple security titles.

Example 1: Corporate security - includes financial security, IT, buildings, machinery physical security, personnel safety. (Faulkner, B. 2017)

Example 2: National security overlooks combination of strategical industries, technologies and business activities such as Electrical grid, power stations, water dams, national railroad, customs and borders, communications and finances. These are all aspects of maintaining national security. (Brooks, D. 2010.)

2.1 Security Goals

(‘What Does Security Mean’, 2018)

A security strategy means to, most importantly prevent an attack, and then detect the dangers, respond to it and recover from it. A prevention is all about making it impossible for an attacker to commit his action, in the presence of a given security strategy. Prevention also means to deter and make the perpetrator hesitant to utilize his plans for an attack, through an efficient security protocol. A detection means to rapidly and accurately identify the source of an attack. Detection aims to reduce false positives and false negatives. False positive is when there is a detection without attack, on the other hand, false negative is when there is an attack but no detection. The adequate response to an attack is greatly affected by the level of training and professionalism. Adequate response means that the personnel is reacting with the sufficient force and necessary actions against the attack. Recovery is the last link of the chain, pointed usually at mitigating the effects of an attack as well as returning to the point of "business as usual".

2.2 Perception of Security

(Curiel, R. Bishop, S. 2018)

Since security is a feeling it is quite hard to exactly evaluate the level of security of a place, region or a country. How safe people feel in certain places or countries is closely related to the crime rate of this particular place or country. However, the immediate connection between crime rate and the fear of it is rather unclear. For example, two countries may have the same crime rate, but the perception of the local communities about security may greatly differ. At the same time, two places with the same perception of security by the locals can have a significant difference in the crime rate. Additionally, even when the number of crimes in a given country decreases, the negative perception may overcome the positive results and makes the residents feel unsafe. One other factor that affects the perception is the uneven distribution of crimes. For example: In a small region of a country the crime rate might be much higher than average, but still, the whole population feels insecure due to extensive media coverage and attention. Peoples past experiences in a certain place can influence their feelings of being secure or not. It is the fear of crime, not the actual crime that encourages people to take preventive measures, such as installing alarm systems in their homes and cars. Another factor is the environment's ability to affect the person's sense of security. Example 1: Passengers in a filthy subway station traveling in graphite painted carriages generally feel more unsafe than those traveling in a clean and tidy environment. Example 2: A bar with filthy and messy interior will make a new visitor unacquainted with such kind of places before, feeling rather insecure, although the place has been nuisance free for a long time.

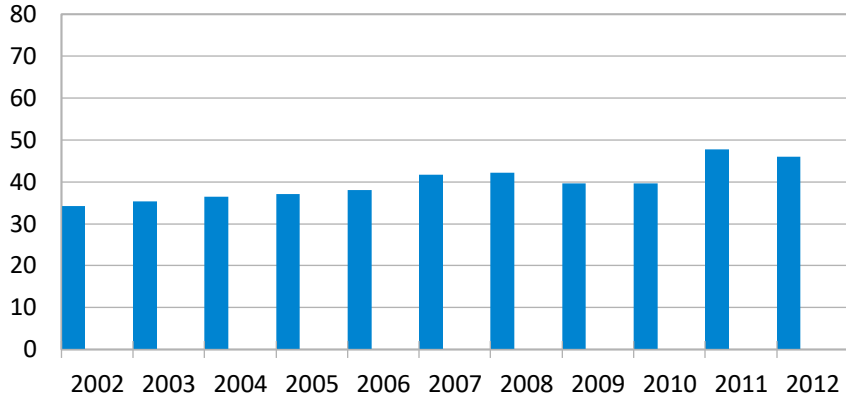
3 Crime

"The Oxford English Dictionary (2018A) defines crime simply as: 'An action or omission which constitutes an offence and is punishable by law'".

3.1 Crime In Finland

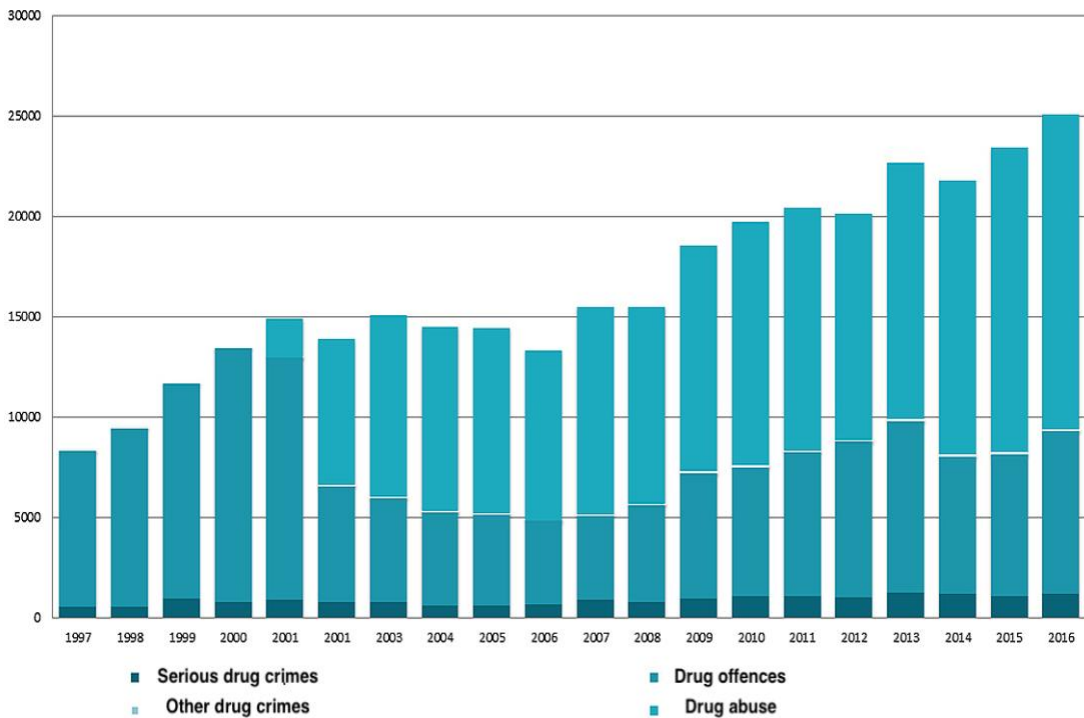
Every year approximately half a million criminal law offenses are reported to the Finnish police according to the ministry of the interior. The exact number of all reported crimes in 2015 was 805 794 and in 2016 there was a slight increase in the number being 807 433. About half of all the reported crimes are crimes against property and a quarter traffic offenses. Unfortunately, many crimes are not reported to the authorities by the victims and this makes it harder to follow the status of the types of crimes committed yearly. The trends in types of crimes do not only depend on the real increase or decrease of the amount of crimes, but also on how actively they are reported. This directly affects on the efficiency of the law enforcement and its focus on supervision.

After the economy weakened in the 1990's and the unemployment increased the amount of property crimes, burglaries and robberies were on the increase during the recession. Part of the increased property crimes was directly related to the growth of drug use. The drug market started to grow quickly in the beginning of the 1990's and continued to increase after the economy began to revive. Drug-related crimes, prostitution, smuggling and the trade of stolen and counterfeit goods started to rise during the recession. With the dissolution of The Soviet Union and the independence of Estonia the organized crime allied with foreign countries, and this led to the increase of the black market. During the last years, approximately 30 000 violent crimes (assault, attempted foul play, robbery) are reported to the police. Most of the violent crimes are light assaults, the aggravated assaults are rarer. In 2016 the amount of assaults were 33 655 which fortunately is lower compared to the recent years. Homicides have decreased in the past 3 years by approximately 7%. Robbery crimes have been on the increase and in about 40% of the robberies, the offender has used a gun or a cold weapon. In all of the shooting incidents, 70% of the shooters did not have possession permit of the gun.



The diagram 1 above shows that the violent crimes recorded by the police in Finland, have been slowly growing over the past decade.

Violent crimes recorded by the police, 2002-2012. (x1000) Rikostilastot, Eurostat) Diagram 1.



Drug related crimes. 1997-2016. (Huumausainerikokset, Rikosentorjunta) Picture 1. (Kriminologian ja oikeuspolitiikan instituutti 2018)

Drug offenses have risen over the years. In 2016 there were reported 22 009 drug-related crimes and 934 out of them were aggravated. The trend of this crime has been steadily growing for the last 20 years regardless of the economic trends. The most-traded illegal substances in Finland are cannabis, amphetamine, crystal meth, ecstasy as well as some legal substances such as Subutex.

The growing trend of drug-related crimes is very alarming since part of that is directly related to nightclubs. During 2016 the Finnish police confiscated the record quantity of methamphetamine, LSD, Subutex, ecstasy, and cocaine.

The large drug cases investigated by the police over the past few years have proven that drug trafficking is becoming more and more professional and mainly operated by an organized crime group. The Finnish professional crime groups are mainly connected to drug trafficking, construction industry and to the restaurant business. Over the past 10 years, the groups related to organized crime have been on the increase in Finland. This has led to an internationalized operation and cooperation specifically with Russian and Baltic organized crime groups. There are approximately 80 organized crime groups with around 1000 members currently operating in Finland. The motorcycle club activities started in the 1980's and have been growing significantly since then. In the 2000's they had already spread nationwide with operations in all of the bigger cities in Finland. The most growing type of crime during the past few years has been sexual offenses. Molestation has grown from 2015 to 2016 reportedly by 87% and sexual offenses in total from 2015 to 2016 have increased by 12%. Rape crimes increased from 2015 to 2016 by 11%.

3.2 Terrorism

The UN Security Council Resolution 1566 (2004) defines terrorism as:

"criminal acts, including against civilians, committed with the intent to cause death or serious bodily injury, or taking of hostages, with the purpose to provoke a state of terror in the general public or in a group of persons or particular persons, intimidate a population or compel a government or an international organization to do or to abstain from doing any act."

One of the most feared crimes due to unclear motives, total disregard for human life and the severity of damages.

There are few main causes of terrorism in the world.

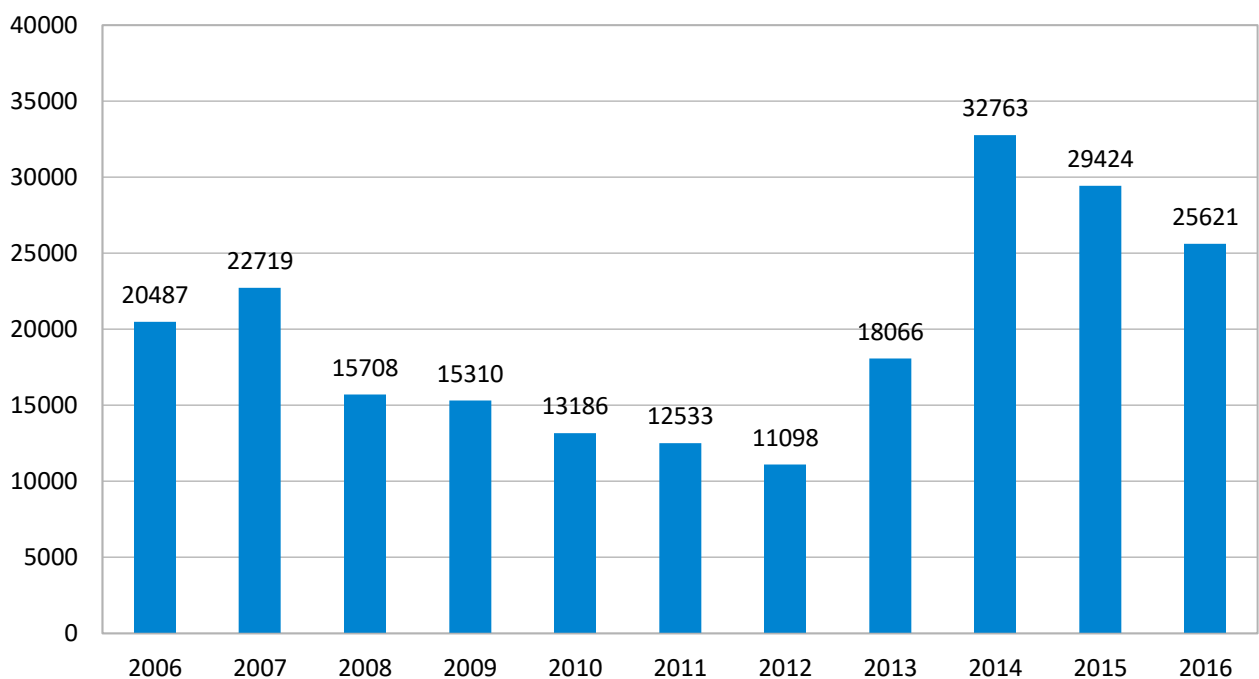
Political and Strategic- Terrorism is often used as a tactic in guerrilla wars in order to gain prevalence over political opponents and parties, changing the "status quo" and increasing the negotiating power for political changes. Example: Various paramilitary Marxist movements in Latin America. IRA organization in the Irish English conflict in Northern Ireland. Terrorism is used as a strategy of the weak looking to gain an advantage over a much stronger opponent. Example: The Palestinian use of terrorism against Israel.

Sociological and Economic- Disintegration of family and society, as well as increasing economic inequality, are seen as one of the main causes of terrorism. The lack of belongings from the society turns many people into become members of different terrorist groups and organizations.

Example: Many of the terrorist attack perpetrators in UK and France were, in fact, native-born residents.

Religious- Misinterpretation of religious text by skillful rhetoric's may turn even a most peaceful religion into a weapon for fulfilling the terrorist group's agenda. Example: The Japanese Buddhist cult carried out two deadly terrorist attacks with sarin gas in the Tokyo's subway in 1995. Wikipedia contributors. (2018, April 10). Tokyo subway sarin attack. In *Wikipedia, The Free Encyclopedia*.

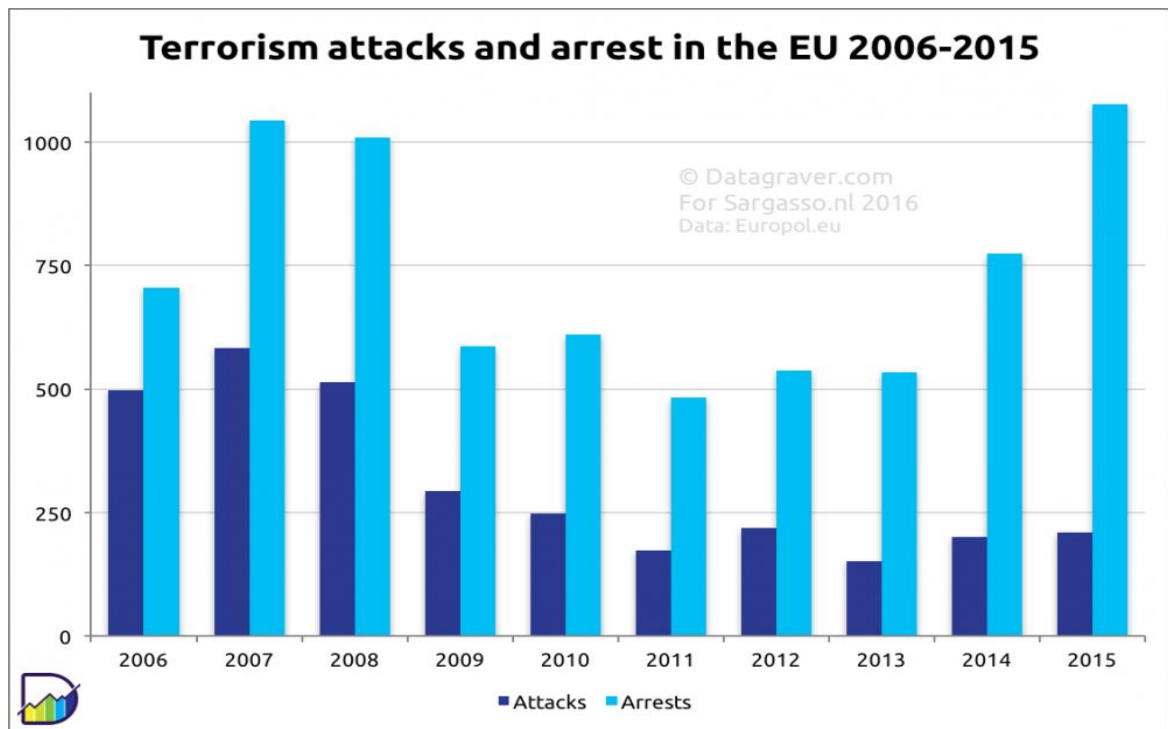
Furthermore, the rise of terrorism is directly fueled by international military conflicts and civil wars.



Number of casualties due to terrorism worldwide between 2006 and 2016. Diagram 2.

(Number of casualties due to terrorism worldwide between 2006 and 2016, Statista (2018)).

This diagram by Statista shows the number of casualties due to terrorism activities worldwide between 2006 and 2016. From the year 2012 to 2014 the amount of deaths almost tripled. In 2016 25,621 people were killed by terrorists. Approximately 14,371 terrorist attacks were counted in 2006, while in 2016, 11,072 terrorist attacks were counted. The number of terrorist attacks was lower in 2016 than in 2006, but the number of casualties was higher. Based on this, it can be deduced that the terrorist attacks have been more destructive.



(Terrorism attacks and arrest in the EU 2006-2015, Datagraver, 2016) Picture 2.
(Europol 2016)

This diagram reported by Europol shows the growing trend of terrorism attacks and arrests in the European Union during 2006-2015. The amount of arrests relating terrorism activities has grown heavily.

3.3 Terrorism in Finland

According to the Finnish Security Intelligence Service (Supo) the terrorism threat in Finland is at the level elevated. Supo (The Finnish Security Intelligence Service) has about 350 counterterrorism target individuals. This means a hefty 80% increase since 2012. This trend is expected to continue due to radicalization and more effective detection of terrorist cells. An increased number of those target individuals are willing to take part in an armed conflict abroad and thus receiving proper terrorist training. Members of radical Islamist groups take part in terrorist organization activities particularly in torn apart countries like Syria, Iraq, and Libya. Finland is seen as a Western country and part of the anti-ISIL-coalition of countries. The terrorist propaganda encourages their member to commit attacks in Finland, and all the states that are considered hostile. The tension between different ethnic groups is likely to result in a conflict in the same diasporas in Finland. Since the threat of terrorist attacks in Western countries especially in tourist attraction places has increased, it is more likely for Finns to become victims of terrorist attack.

3.4 Terrorism targets

In almost all cases terrorist attack occurs in places where a high number of people are gathered. The logic if there is any in terrorism is that by taking out a massive amount of human lives will create panic, anxiety, instability and disrupt the economical aspect of life. This is exactly what the terrorist groups are aiming for. The types of terrorist targets differ according to the country and culture. For example, in Iraq and Afghanistan most of the attacks have happened in marketplaces or mosques, where as in Western countries terrorist acts are mainly taking places in concerts, cultural and sports events as well as nightclubs, restaurants, and subways.

Rosenberg Alyssa 2017, May 23 *"Why terrorists attack concert halls" states:*

"The killers who carry out such acts of terrorism aren't simply launching assaults on Western culture. They're attempting to destroy the particular freedom that comes from surrendering to art, exploiting the very vulnerability that accompanies that surrender."

"Some of these terrorists have explicitly declared that they intended not only to sow terrorism but also to assault Western popular culture itself."

3.5 Crime Prevention

Oxford dictionary (2018B) defines crime prevention as:

"The adoption of measures intended to reduce or inhibit criminal activity, especially by implementing programs to deter potential offenders or to enhance the security of potential targets."

The primary motivation behind investing in crime prevention policies is that they result in considerable reduction in the cost of law enforcement, judicial and other public services, and bring huge benefits to the society. The Governments (national, regional, local) play a key role in developing overall crime prevention policies, as well as sets aside the funds to implement those policies. One of the biggest challenges in front of the crime prevention as a long-term strategy is that the time horizon is rather unclear and the economic and social gains return on the initial investment, is rather immeasurable.

Crime prevention starts by evaluating the risk groups according to the factors that they have been subjected to.

Family risk factors- Lack of supervision and discipline, family conflicts and history of problematic behavior, low income, and poor housing.

School risk factors- Low academic achievement in primary school, aggressive behavior, lack of commitment.

Community risk factors- Disadvantaged neighborhood, community disorganization, and neglect, availability of drugs, lack of neighborhood attachment.

Friends/Peer factors- Alienation and lack of social commitment, friends involved in problem behavior, low intelligence, anxiety and social awkwardness.

There are four types crime prevention approaches.

1. Through social development: Includes social, educational, health and training programs oriented towards children from risk families.
2. Community based crime prevention: Whereas social development crime prevention targets individuals, community-based crime prevention is focused on whole areas with high level of social problems such as unemployment, drug use, and violence.
3. Situational crime prevention: Focuses more on how the offenders would precalculate factors such as increased risk and effort, reduced reward and provocation to offend and removes the excuses for offending.
4. Reintegration Programs: This approach is about returning to the community children, young people or adults already involved in crimes, including those in custody. Since first time offenders are highly likely to commit a crime again.

4. Nightclub

The history of the nightclubs dates back to the 1900's when middle-class Americans gathered to "honkey-tonks" to listen and dance to live music. Webster Hall, a venue located in Manhattan, New York is said to be the first modern nightclub. The popularity of nightclubs started to increase in the 1920's, and they began to organize bigger shows such as magic shows, dance routines, and other live performances. However, this came to a stop to a certain degree during the Prohibition era. This led to a ban on selling alcohol, pushing the nightclub scene to a more underground culture. During the Prohibition, jazz started to evolve into a popular musical form.

By the end of the 1950's many cafes in Soho began to organize afternoon dancing. Until the 1960's nightclubs did not reach great popularity, as people picked pubs and taverns instead. It was the early 1970's when nightclubs attained the mainstream popularity when the so-called disco era arrived and the disc jockeys became an alternative to live music performances. The disco was the beginning of the modern nightclub, where the purpose of providing entertainment has turned to partying. In the 1990's and 2000's, the nightclubs became the leading venues for electronic music events, which became very popular in Europe.

4.1 Nightclub psychology

Nightclubs and bars are becoming more and more penetrating part of our culture. With this being said, it does not really matter where you go around the world, because each country has embraced the nightclubs and bars as their criterion for their nightlife. They are brilliant places to socialize, dance and meet other people. The idea of meeting attractive person is perhaps what primarily attracts people to nightclubs, since places like these are designed to give you the experience and atmosphere with these factors in mind. Even though a nightclub is the place for socializing, dancing or meeting new people, there is some one that will feel afraid or unsafe. But why would a nightclub want to make its visitors feel afraid or unsafe? There are few factors that makes nightclubs cause the feeling of fear or unsafe in their visitors. Firstly, they are dark. A person in a packed and dark place with full of strangers, may feel more anxious or unsafe. This directly affects to the security of the premises as it becomes harder to detect or deter a crime in a dark environment, with supervision and visibility becoming more challenging. Secondly, nightclubs are usually very crowded. Every nightclub or a bar has a capacity which is based on the fire regulation. Nevertheless, they can get very packed, and your personal sense of comfort and feeling of being secure might decrease. Another way that nightclubs may effect your comfort, is their loudness. Being in a loud environment where you can't communicate except by shouting, and can't hear anything but the music, reduces your level of comfort.

4.2 Nightclub incidents.

Many serious incidents such as mass shootings and terrorist acts have occurred which have led to many fatalities in various nightclubs worldwide and in Finland. This shows that no one is entirely safe or immune to these types of threats. These severe incidents have increased dramatically after the year 2000. Over the past few years, there have been various more lenient incidents worldwide which have involved a confrontation with a firearm or a cold weapon.

In 2011 there was a stabbing incident in Helsinki Finland, at 'The Tiger' Nightclub, where two men were suspected of attempted manslaughter. The perpetrators attacked another man in the restroom, after an argument at the bar, stabbing and cutting him fatally. Fortunately, the victim survived the attack. They were later arrested by the police. One of them was sentenced for attempted manslaughter while the other was released from prosecution. (Veri roiskui Tigerin VIP-tiloissa: "Kurkku vedettiin auki", Mäkinen, 2011). A year later in 2012, a shooting incident occurred at the same 'The Tiger' Nightclub. After a dispute between three men, one of them pulled out a weapon and opened fire. 2 men were shot, one of them severely injured. Fortunately, no one was killed in the incident. The shooter managed to exit the nightclub and was a few days

later captured by the police. (Kolme henkilöä otettu kiinni Tigerin ammuskelustalta (Ilta-Sanomat, 2012).

In 2017 a man entered into a nightclub in Turku, Finland with a handgun and fired at the wall. The intention was reportedly not to harm anyone as the witness stated that the shooter took his gun out and shot directly at the wall without pointing anyone with it. The shooter was restrained and handcuffed by the security guards. (Humalainen 24-vuotias ampui luvattomalla aseella turkulaisessa yökerhossa - osui discon seinään, Särkkä, 2017). In all of the previously mentioned incidents, the perpetrators entered the nightclub with a weapon, not because they were let to on purpose but because there are no security checks on the door for weapons to prevent these types of incidents. With both of the 'The Tiger' nightclub cases, the offenders managed to escape the scene. This shows that not only there was anything done to prevent these incidents but neither the reaction was efficient enough to capture the perpetrators on the scene.

Mäkynen (Luoma, 2008) (P. 240). states: "*weapons and firearms have become more common in Finland nowadays, even in Vaasa*". Translated by the author.

In 2017 there was a shooting occurred at a nightclub in Konstanz, Germany. The attacker was thrown out of the club after an argument. Shortly after he returned with a rifle and killed the doorman and injured several others in the attack. The shooter was killed by the police. (Konstanz nightclub shooting: Gunman opened fire 'after argument', BBC, 2017).

7 people were injured after a shooting occurred at a nightclub in Indiana, USA in 2017. Four men and three women were shot in the incident. (7 wounded in shooting at Gary nightclub, abc7chicago, 2017). In 2018 one people was killed and three injured in a shooting in Hickory, North Carolina, USA. (Hickory nightclub shooting leaves 1 dead, 3 others injured, Baldeck, 2018). One week earlier prior to the Hickory shooting, there was another shooting incident in St. Petersburg, Florida, USA in which one people was killed and one injured. (1 dead, 1 injured in St. Pete nightclub shooting, Fox 13, News Staff, 2018).

Especially in the last couple of years, the frequency of nightclub incidents has increased, although with fewer casualties than below mentioned most significant cases. But the sheer number of cases is alarming.

The following cases have been picked to show clearly. The vulnerability and weaknesses in the nightclub security, making them easy target for terror attacks. All of these incidents involve entering a nightclub with a firearm, cold weapon or explosives.

2001: On the 1st of June 2001 there was a terror attack in the 'Dolphinarium Discotheque' in Tel Aviv, Israel, Killing 21 people, all of them Israelis and 16 out of them teenagers. There were over 100 people injured. A Hamas-affiliated terrorist blew himself outside the nightclub on the beachfront. Most of the victims were teenage girls. (Fisher, I. 2006. In Hamas's Overt Hatred, Many Israelis See Hope).

2002: One of the biggest nightclub incidents occurring took place on the Indonesian island of Bali, in the tourist district of Kuta. 202 people were killed and 209 were injured. The attacker entered the nightclub and detonated the bomb which was in his backpack. Shortly after this, a second bomb which was hidden in a van across the street was detonated by another attacker. Wikipedia contributors. (2018, April 12). 2002 Bali bombings. In *Wikipedia, The Free Encyclopedia*.

2016: One of the deadliest nightclub mass shootings happened in 2016 in Orlando, Florida. 48 people were killed and 58 were injured inside the club. The attacker approached the club on foot with a semi-automatic rifle and bypassed the security guard in to the nightclub and opened fire. The Orlando Police department shot him dead after a three-hour standoff. Wikipedia contributors. (2018, April 17). Orlando nightclub shooting. In *Wikipedia, The Free Encyclopedia*.

2017: 28 people were injured in a gunfight in Arkansas, USA. Fortunately, no one was killed and all of the victims survived the attack. The shooter arrived at the club with three other people, who also with him carried weapons in to the club. According to the Arkansas Police the shooting involved rival gangs and started after an argument between them. New Documents Give Detail into Arkansas Nightclub Shooting. (US News 2018, January 19)

2017: On the 1st of January 2017 39 people were killed and 70 injured after an attack on 'Reina' nightclub located in Turkey, Istanbul. The attacker used an AK-47 and stun grenades during the shooting. He killed a policer officer and a bystander at the entrance, and after this the attacker entered the club and opened fire. (Hughes, I. 2017. What happened in the Istanbul attack and who carried out the Reina nightclub shooting on New Year's Eve? Here's what we know).

2018: 14 people were killed and several people injured in a shooting incident in Fortaleza, Brazil. An organized crime group entered the nightclub and opened fire in a showdown with a rival criminal gang. (Neljätoista kuoli yökerhon ammuskelussa Brasiliassa - useita loukkaantuneita sairaalassa. Helsingin Sanomat 2018, January 27).

5 Methods

This study is partly based on the authors three years of working experience in the nightclub security, and thus has traits of ethnographic research. In order to gain more data and have more weight on the authors own view and recommendations to the nightclub security policy, a qualitative research was done, by conducting a qualitative interview to three major groups such as the security staff, nightclub managers and nightclub clients which were picked randomly by the author in a visit to two different nightclubs in Helsinki, Finland. The first nightclub visited to conduct the interviews had a age limit of 24 and the other nightclub had a age limit of 18. The idea behind this was to see how the opinions of the interviewees (clients) differed. 10 security guards working in nightclubs, 12 customers and 1 nightclub manager were interviewed in this study. 9 out of the 10 interviews with the security guards were made live and were very easy to carry out because after contacting them they were very interested and eager to do an interview. The author prepared three interview questions to the security staff which were: 1. Would it be reasonable to do a security check on the door? 2. What have been the most common problems in the nightclubs? 3. How could nightclubs become safer. The security staff's answers were written up by the author.

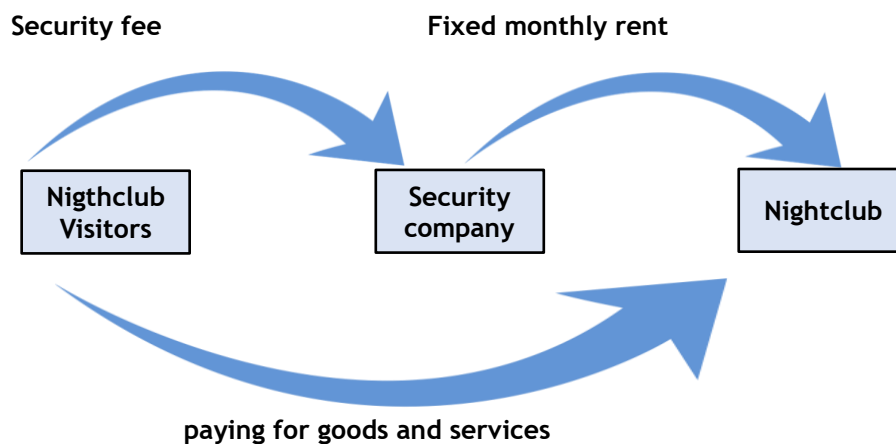
The interviews with the clients were all conducted live through a form given to those willing to take part in the survey, and it consisted of three basic questions: 1. Do you feel safe as a nightclub customer? 2. Would you feel more secure if there was a door frame metal detector at the entrance? 3. How could nightclubs become safer? The clients filled the survey themselves.

Unfortunately, only 1 out of 12 targeted nightclub managers was back in contact to the author and was willing to answer the survey through an e-mail. The questions for the nightclub managers were the same as to the security staff. The author chose to conduct the interviews live as he felt that the data collected that way would be more exact and some of the answers easier to clarify and understand in case that was needed. Out of 23 interviews in total, 21 were conducted live.

Most of the information presented in this thesis has been collected from internet sources and literature, on the basis of which the basics of the topic and the factors affecting it were determined. The literature regarding the nightclub security topic was very little, and there was barely any literature on the Finnish nightclub security. The literature concerning the Finnish nightclub security were mostly books based on interviews, where employees shared their stories about working as a bouncer. The data collection on Finnish nightclub security was for the most part collected through interviews and the authors own working experience in the nightclub security.

6 Results

Currently, the security staff is focused more on handling the cloakroom and collecting the security guard fee, as the only revenue for these security companies are the above-mentioned security guard or in some nightclubs called cloakroom fees. This is time-consuming and prevents them from properly doing the job that they have been hired for. A confrontation might occur in a matter of seconds and there is hardly anyone to anticipate and prevent the threat before it becomes more dangerous. In order to have a safe and secure environment, preventive measures are crucial. A nightclub security strategy plan or any other security plan should be based on predicting and preventing the threats instead of reacting to them. As the nightclub security staff are not mainly focusing on patrolling the venue, preventing and detecting becomes more difficult, and they often respond to threats and confrontations after they occur. It is quite clear to see that the current business model is not working and the reasons are: The security companies are actually not paid for ensuring the safety and security of the nightclub but on contrary, they are paying a fixed rent to the nightclub in order to run the cloakroom and collecting security guard fees from the clients. This business model hampers the security staff to entirely concentrate on the security and safety of the nightclub, as they are in a way 'forced' to be lenient towards the customers and their focus is mainly on the cloakroom. It is plain to see that this a battle between security and money.

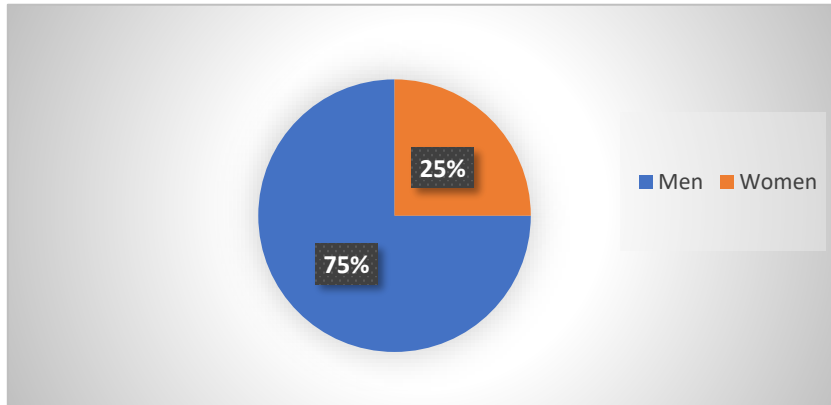


Current business model: Figure 1.

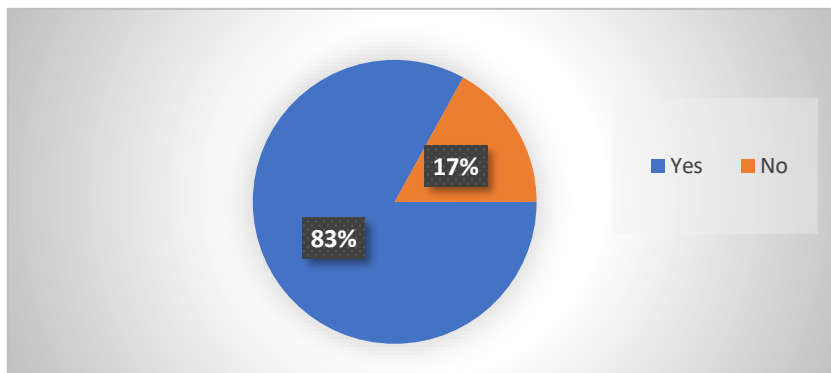
(Anonymous. Personal interview with a security guard, 2017) *"Fixed monthly fees should be removed from the security companies, this way the quality will be improved"*. Translated by the author.

The opinion of all three major groups, customers, security staff and nightclub managers is crucial to improve the nightclub safety. A customer survey was conducted consisting of three questions, regarding their safety in nightclubs. The results of the interviews are presented below as pie and bar charts, followed up with a closer analysis.

Clientele:



Do you feel safe as a nightclub customer?



Would you feel more secure if there was a door frame metal detector at the entrance?

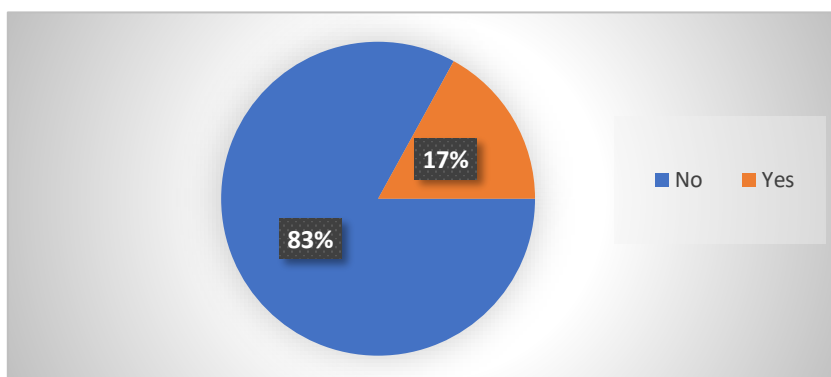
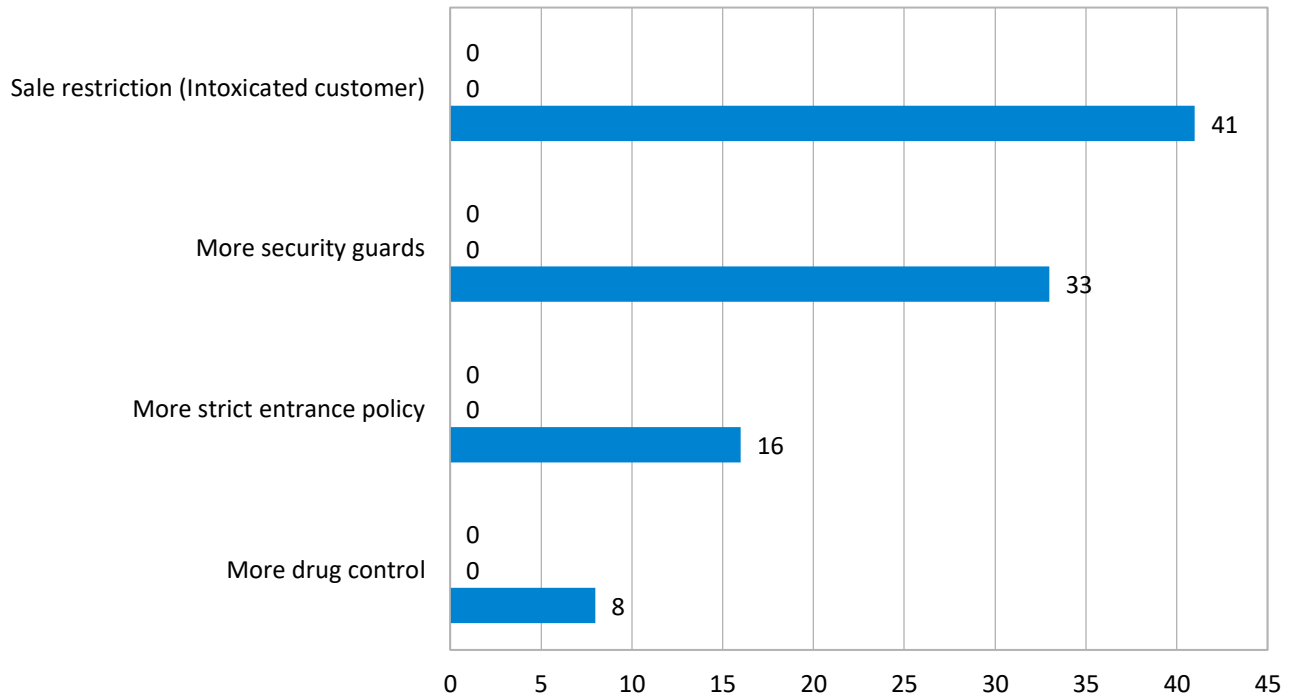


Figure 2. Result sheet 1.



The overall results show that the majority of the interviewees were men. The idea behind this was the fact that men tend to be more involved in violent situations or confrontations in a nightclub than women. This is based on the authors experience working as a security guard. A vast majority (83%) of the respondents said that they were feeling safe as a nightclub customer, and 17% did not feel safe. When asked if they would feel more secure if there would be a door frame metal detector at the entrance, 83% told that they would not necessarily feel more secure, because they did not feel it as a necessity. They do not believe that it is common for people to carry cold weapons or firearms into a nightclub in Finland or that it would be a problem here. Only 17% of the interviewees stated that they would feel more secure in a nightclub if there was actually a door frame metal detectors or a security check at the entrance saying. They feel that cold weapons/fire arms are becoming more common, and believe that some might carry them into the nightclub, and also stated that they feel that violence has become more frequent in the nightclubs. They find it to be reasonable to have a security check at the entrance.

When asked "How could nightclubs become safer" most of the interviewees (41%) felt that nightclubs would become safer if they would be more strict with the sale of alcohol for intoxicated customers. As a rule, the intoxicated person is more careless, aggressive and prone to get into a confrontation. For example, intoxicated person not necessarily aggressive but behaving carelessly may bump, push or by falling down, and unknowingly create an awkward situation leading to a confrontation and injury. All this increases the insecurity amongst the customers. The second biggest factor on how the nightclubs could become safer was the number of the security

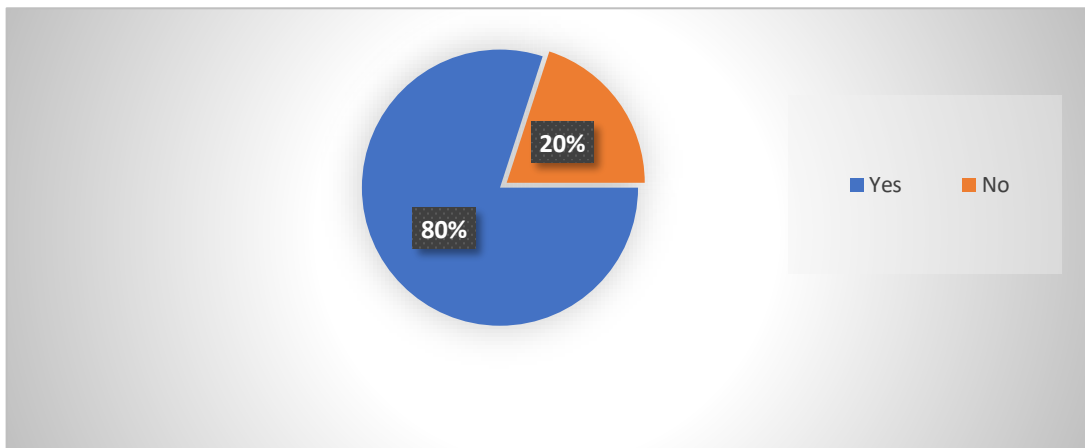
guards. 33% of the respondents felt that there is lack of supervision and suggested that there should be more security staff in the nightclubs.

(Anonymous. Personal interview with a client, 2018) *"There should be more security guards in the bigger nightclubs"* Translated by the author.

The strictness of the entrance policy came out during the interview. 16% of the interviewees stated that nightclubs should have stricter entrance policy. The so-called troublemakers and brawlers should be denied the entry into the nightclub as they are behaving aggressively and almost even looking to get into a confrontation instead of enjoying their time in the nightclub. Some of the respondents said to have encountered many situations where a dispute with other client has occurred for no apparent reason such as accidentally walking into someone or glance at someone. 8% percent of the respondents mentioned drug control in order to increase the safety in a nightclub. According to them, the use of drugs have become more common in the nightclubs and tend to cause violence. They feel that the security will improve if it were to be supervised more.

Security staff:

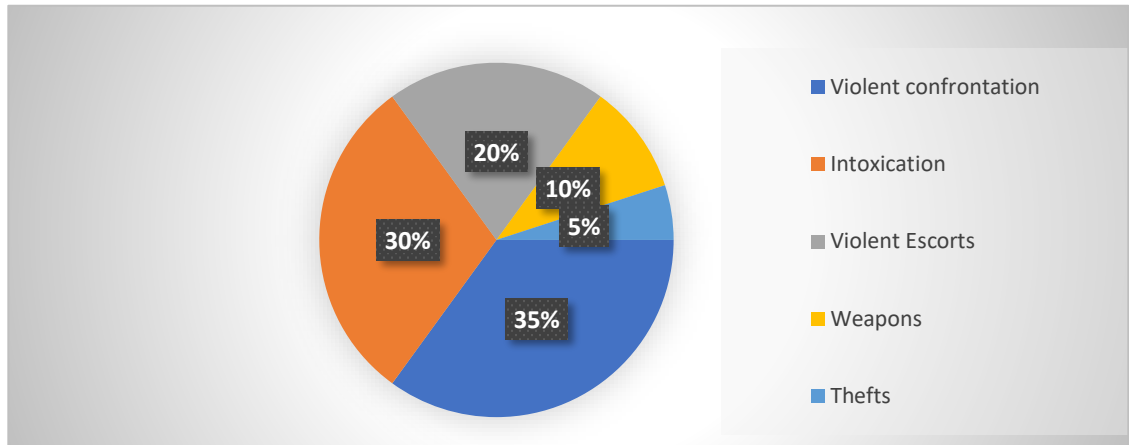
Would it be reasonable to do a security check on the door? Figure 3. Result sheet 3.



Although the customers opinion is important but not crucial, since they are not security professionals. Evidently the security staff would feel much more comfortable if there is a security check, and this should be the decisive factor about security check. When asked about the security check and adequate CCTV all respondents without exception expressed their firm opinion that nightclubs will implement the changes only if they are required by the law.

(Anonymous. Personal interview with a Security guard 2018) *"For all nightclubs with a capacity of 300 and over there must be a door frame metal detector at the entrance"* Translated by the author.

What have been the most common problems in the nightclubs?



Violent confrontation and intoxication turned out to be the two most common problems in the nightclubs. 35% of the respondents stated that the police is called the most due to violent confrontations. 20% of the interviewees mentioned violent escorts saying, often when escorting someone out of the nightclub it can turn violent and become problematic. Weapons and thefts were mentioned as a problem during the interview. When analyzing the security staff's answers about the most common problems in the nightclubs, it is becoming obvious that some of these problems (Violent confrontations, thefts, weapons) will be mitigated by installing a proper CCTV surveillance system. During the interviews with the security staff four major factors were proposed for the most part by the security personnel when asked about 'How could nightclubs become safer'.

- **Opposite business model** (Fixed monthly rent removed from the security company)
- **Full saying power** (The security staff should have full saying power on the security strategy in the nightclubs)
- **CCTV** (Adequate CCTV)
- **Security check**

(Anonymous. Personal interview with a security guard 2018) *"If I were to decide, I would do security checks at the entrance"*. Translated by the author.

(Anonymous. Personal interview with a security guard 2017) *"Installing adequate CCTV will be of great benefit for the nightclub"* Translated by the author.

(Anonymous. Personal interview with a security guard 2018) *"The use and positioning of the CCTV is rather poor"* Translated by the author.

Night club managers:

The intended interviews with the nightclub managers about their opinion on nightclub safety did not bear fruits. From 12 individuals approached only one replied, and his views about nightclub security did not include the proposed preventive measures as he did not feel a necessity for the measures to be implemented in Finland. From his answers, it could be deduced that the nightclub managers do not see the necessary connection between business and safety. As the results show, the biggest hurdle in front of the positive changes in the nightclub security is the fact that nightclubs managers are not convinced of the measure proposed (CCTV, security check).

The stiff competition between the nightclubs is not helping either and increases pressure on the managers to bring more revenue. This may be one of the possible explanation for nightclubs current attitude towards stricter security measures. Vântär (Luoma, 2008) (P. 67.) states: "*The competition in the nightclub business in Helsinki is so tough that there are not enough customers for all*" Translated by the author. Although not an excuse the last fact might be one of the reasons for adopting the current business model which is encouraging the quantity over quality of customers.

| Risk/Threat | Cause | Who might be harmed? | Likelihood | Severity | Overall risk rating | Contingency plan/prevention |
|------------------------|---|---|------------|----------|---------------------|--|
| Fire | Smoking, electrical equipment, negligence. | The nightclub staff and clientele may suffer burns, injuries from the fire or the smoke inhalation. Constructive damage. | 1 | 3 | 2 | Sufficient training to the staff. Clearly marked exits. Adequate fire systems. Evacuation plan and training. |
| Violence | Intoxication, aggressive behaviour, dispute, overcrowdings. | The staff and clientele may be injured in a clash or breaking up a clash. | 3 | 1 / 2 | 2 | Efficient and trained security staff to spot situations or troublemakers. Restrict the sale of alcohol to intoxicated customers. Adequate CCTV-system. Radiotelephone for communication. Security check at the entrance. Preventing overcrowding. Continuous patrol. |
| Terrorism threat | | The staff and clientele may suffer fatal or major injuries in an attack. Constructive damage. | 1 | 3 | 2 | Training program to the staff on prevention, detection, and reaction to serious incidents. Security check at the entrance. Continuous patrol in the nightclub. Evacuation plan and training. |
| Slips, trips and falls | Negligence, lack of cleaning, poor lighting. | Nightclub staff and clientele may suffer minor or major injuries, if they slip or fall. | 3 | 1 / 2 | 2 | Adequate lighting, electrical cables concealed, cleaning up spills and glass. Aid kit. Handrail on stairs. |

Nightclub risk assessment table. Table 2.

Likelihood: (1 = Unlikely) (2 = Possible) (3 = Very likely)

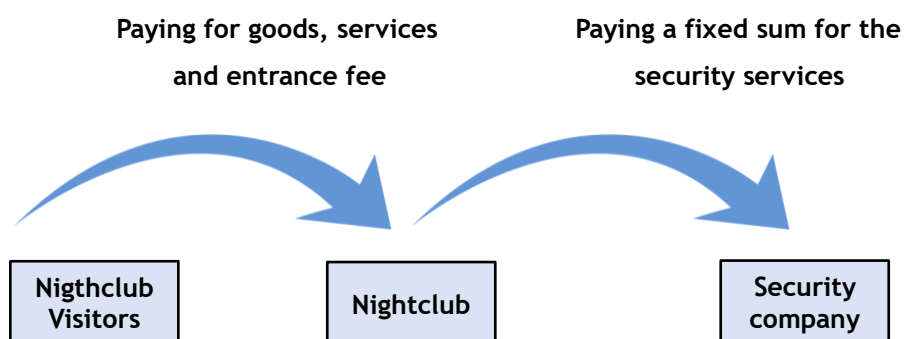
Severity: (1 = Minor) (2 = Moderate) (3 = Significant / Catastrophic)

The authors own example for a risk assessment table.

7 Conclusion

The aim would be to introduce the following strategy/business model, in order to help to prevent serious incidents such as terrorist attacks, shootings and assaults with cold weapons, and at the same time not to hamper the nightclubs usual business activities and revenue. The measures proposed in this strategy is to indicate that the nightclubs are doing everything in their power to make the customers feel safe Last but not least to integrate the nightclub staff and security personnel around the idea that each one of them is responsible for the safety of the working environment.

New business model is recommended, which would bring significant changes into the security protocol by eliminating any monetary transaction between the clientele and the security staff. This new arrangement would liberate the security guards from the task of collecting money and think about the revenue, leaving them to focus entirely on the duties that they have been hired for, which are: prevention of any incidents and confrontations, detecting the threats as soon as possible and reacting to them in an appropriate manner. Although this model is by far much more effective of the security point of view, it can not be imposed on the nightclubs by law and it is merely a recommendation.



New business model: Figure 5.

(Anonymous. Personal interview with a security guard, 2017) *"The security and safety in the nightclubs would increase if the nightclubs paid for the actual security services"*. Translated by the author.

Requirements for nightclubs with a capacity of 400 persons and above. For clubs of these sizes, there should be minimum requirements by the law, which includes video surveillance and a door frame metal detector at the entrance. A sufficient CCTV will make the personnel and clientele feel safer, it helps to resolve difficult or emergency situations, record any illegal activities and identify the perpetrators. The surveillance cameras should be with good enough resolution and quality for face recognition. It is advisable that the camera records are properly stored for a period of one month. One more copy is to be kept with the security company. Secondly, the metal detection system should be installed in a way that it does not interrupt the traffic through the entrance door. The system has to be tuned in a way to prevent nuisance alarms for objects like car keys, watches, mobile phones, and belts etc. In case of an alert by the metal detector, the customer in question should be given two alternatives: either be thoroughly checked for weapons or denied entry to the nightclub.

The current security guard course was extended to 40 hours as of 1.1.2017, previously being 32 hours. This can be considered as a good thing, but also from this it could be perhaps deduced that the 32 hours are not enough in relation to the current situation or that security and safety not only in nightclubs and bars, but the public places as well are at bigger risk. The subject of CCTV and metal detector doors should be added to the training program. Due to the increased threat of terrorism, the program should include prevention and detection of and reaction to serious incidents. Furthermore, we should not underestimate the relation between human behavior and environment. A safer and well-organized space will lead to people acting and feeling in a more secure way. The security check and the CCTV would have a definite role in preventing serious incidents. The preventive measures (CCTV and security check) should be emphasized by using a professional marketing, PR, and advertisement. If the new preventive measure were to be taken into use, they should be advertised in a way that the clientele would feel more comfortable going into nightclubs, instead of believing that these measures are due to increased violence or crime. The idea would be to even attract more customers into the nightclubs by demonstrating that these are done for everyone's safety and security.

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