



# 7 Security

## Learning objectives in this unit

- Talking about security in the workplace
- Explaining and asking about changes
- Introducing and responding to news
- Using the present perfect and connectors to talk about change and consequences

## Case study

- Improving data security

## Starting point

- 1 What security measures can / do you use to protect your home and possessions?**
- 2 Which of these security measures do you use at work?**
- 3 Why is security an important issue for companies?**

## Working with words | Security at work

### 1 Read these articles and answer questions 1–3.

- 1 In each article, what was the security breach?
- 2 What was stolen in each case?
- 3 Who were the victims of each theft?

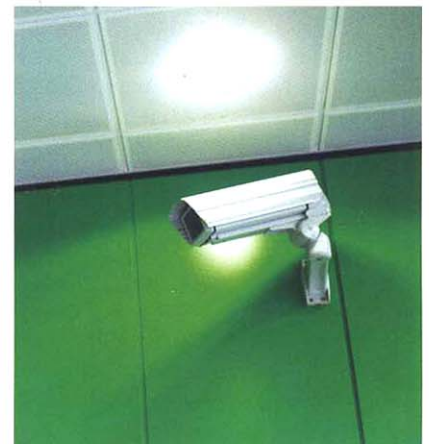
### Credit agency reports security breach

More than 1,400 Canadians have been notified of a major security breach at Equifax Canada Inc., a national consumer-credit reporting agency. According to reports, unauthorized access was gained to the personal, detailed credit files which contained social insurance numbers, bank account numbers, home addresses, and job descriptions. With identity theft in Canada rising in one year from 8,100 to 13,000 reported cases, the industry is once again asking how to safeguard databases against identity theft, and deter people from entering the system without passwords.



### Burglar doing 'overtime'

Police arrested a man last week for stealing from his company's warehouse. Over a period of three months, the employee used his own security pass to open up the warehouse in the middle of the night and load a van in full view of security cameras. The boxes contained DVDs and CDs. When police questioned security staff who were paid to monitor for such activity, they said, 'We thought he was just doing overtime.' A member of staff finally reported the man when he saw him selling DVDs in a street market on a Saturday afternoon. The company has decided to review its security procedures.





## 2 Find words in the articles in 1 to put into these categories.

Security measures

Security breaches

password

## 3 Work with a partner. Discuss questions 1–3.

- 1 Has there ever been a security breach at work? If so, what happened?
- 2 What do you need authorized access for at work?
- 3 Which members of staff are responsible for security? What do they monitor?

## 4 Find verbs in the articles in 1 to complete these verb + preposition phrases.

1		2		3	
insure		stop	+ (someone /	check	
protect	+ against	prevent	something) from	scan	+ for
_____		_____		_____	

» For more exercises, go to Practice file 7 on page 114.

## 5 Look at these extracts from a credit card company information leaflet. Use a verb + preposition phrase from 4. Then work with a partner and compare your answers.

- 1 You can \_\_\_\_\_ your card \_\_\_\_\_ loss for as little as €1 per month.
- 2 To \_\_\_\_\_ anyone else \_\_\_\_\_ getting your card by mistake, all cards are sent recorded delivery.
- 3 \_\_\_\_\_ the envelope \_\_\_\_\_ any signs that it might have been opened before you accept the delivery.
- 4 To \_\_\_\_\_ anyone else \_\_\_\_\_ using your card, make sure you sign it immediately.
- 5 To \_\_\_\_\_ \_\_\_\_\_ fraud, never write your PIN (Personal Identification Number) down – keep it in your head.
- 6 Make sure you \_\_\_\_\_ your monthly bank statement \_\_\_\_\_ any unauthorized use of your card.

## 6 Work with a partner. Take turns to choose one of the security measures below and describe what it's for, using a verb + preposition phrase from 4. Your partner must guess what you are talking about.

- PIN number
- password
- burglar alarm
- X-ray machine
- security pass
- CCTV
- lock and key
- antivirus software

**Example:** A We use it to safeguard against other people taking our money.

B Is it a PIN number?

A Yes.

## 7 Work with a partner. Think about your answers in the Starting point. Tell your partner why those security measures are in place.

### Tip | safety and security

Safety and security have different meanings. Safety is when someone / something is not in danger or at risk.

I am concerned about the safety of the lifts in this building. Security means the activities involved in protecting a person / country / building, etc.

We need to introduce new security measures to prevent thefts.

## Presenting | Explaining and asking about changes



**1** The pictures show some security measures for entering a building. What are the advantages and disadvantages of each?

**2** 31▷ Listen to two extracts from a meeting and answer questions 1–2.

- 1 What is the current security system? What is the new system?
- 2 What are the advantage and the disadvantage of the new system?

**3** 31▷ Match 1–12 to a–l. Then listen again and check your answers.

- 1 What I want to do today, ... \_\_\_\_
- 2 I'll talk about ... \_\_\_\_
- 3 As you know, we've recently ... \_\_\_\_
- 4 Up to now, ... \_\_\_\_
- 5 Because of this ... \_\_\_\_
- 6 So, first, I'd like to update you ... \_\_\_\_
- 7 As a result, ... \_\_\_\_
- 8 What's the reason for ... \_\_\_\_
- 9 It's because security ... \_\_\_\_
- 10 Can you tell us ... \_\_\_\_
- 11 Do you mean that ... \_\_\_\_
- 12 The current situation, as it stands, ... \_\_\_\_

- a more about them?
- b we've decided to upgrade the system.
- c changing the current system?
- d no one has stolen anything ...
- e been having a few problems ...
- f is to explain ...
- g on the plans for changes to ...
- h the background to the situation ...
- i we have to swipe every time ...?
- j can't always check ...
- k simply doesn't prevent ...
- l we've been installing ...



**4 Put the phrases in 3 into these categories.**

- a Introduce a talk: 1  
 b Give background information: \_\_\_\_\_  
 c Ask for information / clarification / an explanation: \_\_\_\_\_  
 d Give an explanation / reason: \_\_\_\_\_

» For more exercises, go to Practice file 7 on page 114.

**5 Work with a partner. Student A, turn to File 08 on page 137. Student B, turn to File 18 on page 139. Make notes on the information in your email. Then take turns to give an update using this flow chart.**

**A** Give background information and describe changes to the security system.

**B** Ask for an explanation.

**A** Give an explanation.

**B** Ask for further clarification / information about how the new system will work.

**A** Give more details about the new system.

**6 Work with a partner or in small groups. Think of a situation at work that changed, either recently or in the past. Explain the original circumstances, what the change was, and the reasons for it. Be prepared to answer any questions or requests for further explanation. It might be**

- a new security system
- a reorganization of your working space
- a reorganization of your team structure
- a new pricing system
- a new delivery system
- a change in your way of travelling to work.

① » Interactive Workbook » Email

**Key expressions****Introducing a talk**

What I want to do today is ...  
 I'll talk about ...  
 I'll run through ...

**Giving background information**

As you know, we've recently ...  
 As you are aware ...  
 Up to now ...  
 I'd like to update you on ...  
 The situation / problem now is that ...  
 We expect the situation to ...  
 The situation, as it stands ...

**Asking for an explanation**

What's the reason for ...?  
 I don't quite understand how it works.  
 Can you tell us (more) about ...?  
 What do you mean by ...?

**Giving an explanation**

It's because of the fact that ...  
 As a result, ...  
 Because of this ...  
 By (+ -ing) ..., we can / hope to ...

**Checking information**

So, if I understand you correctly ...  
 Do you mean that ...?  
 I'm not sure I follow you.

① » Interactive Workbook  
 » Phrasebank

**Practically speaking** | How to introduce and respond to news**1 Which of these phrases help to create interest (C)? Which phrases show interest in what the other person is saying (S)?**

- 1 You're kidding! \_\_\_\_
- 2 How long have you known about that? \_\_\_\_
- 3 Have you heard the news? \_\_\_\_
- 4 Guess what I've just seen? \_\_\_\_
- 5 I've just heard something really interesting! \_\_\_\_
- 6 I've never heard that before! \_\_\_\_
- 7 What's happened? \_\_\_\_
- 8 Really? \_\_\_\_

**2 32▷ Listen to four conversations and check your answers in 1.****3 Think of two pieces of recent news, one true and the other false. Work with a partner. Take turns to tell your news and guess which piece of news is false.**

## Language at work | Present perfect simple and continuous | Connectors

### 1 Which of the sentences a–b below is about

- 1 an unfinished action continuing up to now? \_\_\_\_
  - 2 a completed action / completed actions in an unfinished time period? \_\_\_\_
- a We've recently **been having** a few problems.  
b We've **had** three incidents reported since the beginning of the month.

### 2 Which sentence in 1 uses the present perfect simple and which uses the present perfect continuous?

» For more information and exercises, go to Practice file 7 on page 115.

### 3 Choose the correct answer from the verb forms in *italics*.

- 1 We've *worked* / 've *been working* on this current project for five months now.
- 2 They've *completed* / 've *been completing* the proposal and here it is.
- 3 How many times have you *been meeting* / *met* the CEO?
- 4 Sorry, but I don't think I've *understood* / 've *been understanding*.

### 4 Work with a partner. Take turns to ask and answer questions using the prompts below, starting with *Have you ...?* or *How long ...?* In some cases it may be possible to use either the simple or continuous form.

*Example: How long have you been studying English?*

*Have you ever studied English before?*

- |                               |                               |
|-------------------------------|-------------------------------|
| 1 study / English             | 5 have / problems at work     |
| 2 live / in your current home | 6 have / your car             |
| 3 be / current position       | 7 use / new mobile phone      |
| 4 work / current project      | 8 know / your English teacher |

### 5 Read sentences 1–4. Does the word / phrase in **bold** in each sentence show the reason for an action or the result of an action? Write *reason* or *result*.

- 1 An employee has had her bag stolen from her office desk. **Consequently**, we've decided to install a new PIN number system of security. \_\_\_\_\_
- 2 **In order that** visitors can be allowed into the building, you will have to inform security the day before. \_\_\_\_\_
- 3 We have to change the current system **because of** the fact that security can't always check everyone's badge. \_\_\_\_\_
- 4 We need to give everyone a password **in order to** prevent unauthorized access. \_\_\_\_\_

### 6 Match these words to the words in *italics* in 5.

*so due to therefore so that to as a result*

» For more information and exercises, go to Practice file 7 on page 115.

### 7 Work with a partner. Take turns to make sentences or questions about things that have happened or have been happening at work. Use one of the words from the list and a connector from 5 or 6 in each of your sentences. Answer your partner's questions.

*recently still ever never for yet since*

*Example: I've recently been taking very short lunch breaks because of the fact that I have such a heavy workload.*



## Improving data security

### Background

### Company faces high costs because of security breach

CastCard Corp. (CCC) processes data for a number of major credit card companies in the United States. The company, based in Arizona, recently announced that information on more than 40 million credit cards may have been stolen.

The security breach happened when an unauthorized person from outside the company was able to enter the CCC network and access cardholder data. It was discovered during a routine check for credit card fraud. Although the person was able to get information on

customers' credit card numbers, the cards themselves do not hold personal information like social security numbers or dates of birth. The information could be used for credit card fraud, but not to steal customers' identities.

CCC is working with the police to investigate the security breach. All the credit card companies have said that CCC will be responsible for any illegal transactions and customers will not lose any money. Security procedures at the company are now being changed.

### Discussion

- 1 What could happen to CastCard Corp. as a result of this security breach? Why?
- 2 What can the company do to make its customers feel better about the situation?
- 3 How could CCC change its security measures to stop this happening again?

### Task

**You work for a financial company. Many of your competitors have experienced security breaches. These have cost them a lot of money and have created bad publicity. Your company wants to safeguard against these problems and is considering some changes to its security measures.**

- 1 Read these possible options. Think about the advantages and disadvantages of each option.

### Memo | Company security policy

- 1 Check the background of all potential employees before recruiting them.
  - 2 Restrict the number of employees who are allowed to take laptops home.
  - 3 Restrict the number of employees who have access to confidential information.
  - 4 Do not allow employees to use personal USB devices at work.
  - 5 Run training programmes for employees to inform and update them about good security procedures. Also, explain what will happen if they break the rules.
  - 6 Reward loyalty so that fewer people leave the company, taking information with them. For example, paying people bonuses related to how long they have worked for the company.
  - 7 Don't keep any confidential data stored on laptops. Keep all the data at the office and use remote access to view the data when working on laptops outside the office.
  - 8 Use an encryption system (coding system with password access) for data on laptops.
- 2 Work in small groups. Discuss all the options. Decide which are the three most important options for the company.
  - 3 Present your ideas to another group. Be prepared to answer questions about your decisions. Can both groups agree on three options for a company action plan?

## The Expert View

To protect their reputations, companies don't commonly publicize the fact that 80% of all fraud is internal. In an attempt to reduce security breaches in today's increasingly regulated and complex global recruitment market, most employers carry out pre-employment screening in the following three areas: CV verification – checking an applicant's experience and qualifications; background screening – checking an applicant is who they say they are, and that they don't have a criminal record; medical checks – ensuring that the applicant is fit and able to do the job.

Eyal Ben Cohen, Managing Director,  
Verifile Limited, MBA graduate  
Cranfield School of Management



## File 07 | Unit 5

### Case study, Task, Exercise 1, page 35

#### Student A

- 1 You are the hotel manager. Read some more reviews from recent customers.

**Customer feedback**

'The customer service is a well deserved 1 star!!'

'When we eventually arrived at the hotel after bad directions the Duty Manager was really rude to my wife as I was parking the car.'

'The TV stopped working on the first day and although they promised to fix it, nothing happened.'

'The staff, on the whole, I am sorry to say, were very abrupt and were most definitely not trained in customer service.'

- 2 Call Student B who works for a business consultancy.
  - Explain that you are calling to ask for some help. You want to improve your customer reviews.
  - You would like the hotel to have an image that would attract business people wanting to relax and take a break from their busy lives.
  - This is high season and staff are all very busy, but you usually have some time free on Monday mornings and you have a half day off on Wednesday afternoons.

## File 08 | Unit 7

### Business communication skills, Exercise 5, page 45

#### Student A

Read this email, make notes, then update your partner.

To: All administrators  
From: Head of Administration  
Subject: New security measures

As many of you are aware, we've recently been having a number of problems with the underground car park. In one case, an employee had her bag stolen from her car. As a result, we've decided to install CCTV in all parts of the car park and in the corridors around the offices.

By the end of the month, you will see these cameras around the building. The cameras are connected to TV screens at reception.

## File 09 | Unit 12

### Starting point, Exercise 1, page 72

- |                             |                              |
|-----------------------------|------------------------------|
| 1 / 2 vacuum cleaner (1901) | 4 photocopier (1938)         |
| 1 / 2 instant coffee (1901) | 5 Velcro (1948)              |
| 3 parking meter (1935)      | 6 handheld calculator (1966) |

## File 10 | Unit 6

### Case study, Task, Exercise 1, page 41

#### Student A

You are the Human Resources Director of a Swedish company that is working closely with an Indian company on a joint venture in India. Many of your staff are now based in India. You are meeting with your Indian colleague. You have both received complaints from your own employees working on the project in India.

- 1 Read through the information below before you begin.
- 2 Take turns to exchange information. Tell your partner about a problem below that your Swedish employees are having. Your partner will try to explain why. Then your partner will tell you a problem his / her Indian employees are having. Use the 'Business etiquette' information below to explain the possible reasons for the problems.

#### Problems reported by Swedish employees

'My local Indian team members are always late for meetings. It's such a waste of my time having to wait so long for our meetings to start.'

'No wonder we are missing deadlines – my Indian colleagues take really long lunches – I hardly leave my desk all day! And I start work earlier.'

'My colleague never finishes a job when she says she will – I'm finding it really hard to plan my own workload.'

'The managers that report to me never consult me – they often just ask their staff to do things that are not in the best interests of the project.'

## Sweden – Business etiquette

**The working day:** The working day often starts early, at 8.00 a.m. or earlier, and lunch is often only a half-hour break at around midday.

**Concept of time:** Arriving at meetings on time and starting them promptly are very important. If you are going to be late for any reason you must phone and let someone know. Being late is seen as poor etiquette.

**Communication styles:** Swedish communication style is direct and open – people say what they think. This can seem rude but is not meant to be so.

**Status and hierarchy:** Equality is an important social value in Sweden. Swedes like to establish relationships on an informal level and at work they usually address everyone by his / her first name.



## File 17 | Unit 6

Case study, Task, Exercise 1, page 41

### Student B

You are the Human Resources Director of an Indian company that is working closely with a Swedish company on a joint venture in India. Many of your staff are now managed by Swedish managers. You have received this file of comments from your Indian employees. You are meeting with your Swedish colleague who has also received comments from their Swedish employees.

- 1 Read through the information below before you begin.
- 2 Take turns to exchange information. Your partner will tell you about a problem his / her Swedish employees are having. Use the 'Business etiquette' information below to explain the possible reasons for the problems. Tell your partner about a problem that your Indian employees are having. Your partner will try to explain why.

### Problems reported by Indian employees

'My manager is very rude at the start of meetings – we don't get an opportunity to greet our colleagues properly and make small talk.'

'My Swedish colleagues would rather work than join us for lunch.'

'My Swedish colleagues are rude sometimes – they say things like: "This is not as good as your last report."'

'My Swedish colleagues address me by my first name in front of my Indian team who I have been managing for many years. This is terrible.'

### India – Business etiquette

**The working day:** Breakfast meetings are not common. The working day usually begins around 9.30 – 10.00 a.m. Business lunches are often quite long – 90 minutes is not uncommon.

**Concept of time:** Levels of speed, efficiency and punctuality will be different from those in the West: if someone promises to meet you in ten minutes, expect arrival in twenty.

**Communication styles:** Indians often over-promise because they want to please: admitting a job is difficult to get done is often considered rude or weak.

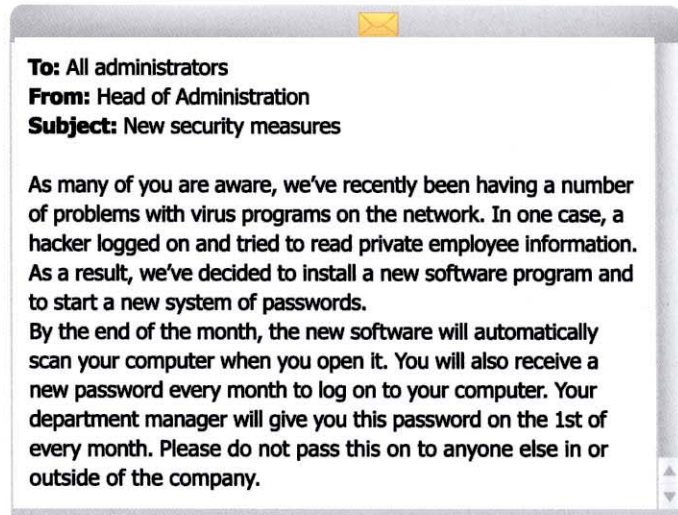
**Status and hierarchy:** Managers are expected to 'manage'. This includes making key decisions, often with little or no consultation, and telling subordinates what to do.

## File 18 | Unit 7

Business communication skills, Exercise 5, page 45

### Student B

Read this email, make notes, then update your partner.



## File 19 | Unit 8

Business communication skills, Exercise 6, page 51

### Student A

You are responsible for the organization of office space. This is a difficult topic because

- more people are working in less space
- there are fewer individual offices.

Your plans are to

- hold a meeting with staff in existing departments
- explain the situation and ask for their views.

By the end of the month: hope to have a lot of recommendations

Next month: brief office fitters and choose furniture

In two months' time: be ready for move

- 1 Tell your partner what you are working on, how you expect it to go, and describe your plans.
- 2 Your partner will describe his / her plans for the project he / she is working on.