

Converting to Contract Guarding from a Proprietary Guard Force: The Five Most Commonly Asked Questions

The decision to outsource security services in any business function can be a challenging task. Regardless of your business or industry, security costs and procedures at your company are likely under greater scrutiny now than ever before. Securitas USA is here to help simplify the decision to outsource security services at your business.



If you are responsible for security services, you may be confronted with these pressures daily:

- Employers' concerns about risks and potential loss from high-profile security incidents
- Employees' expectations for a safe, secure work environment
- Budget constraints that demand you to do more with less

In order to help you decide whether to convert from a proprietary guarding force to outsourced guarding, we have compiled a list of frequently asked questions. Below, we provide you with the answers to the most common questions and concerns about outsourcing security services.

1. How will I maintain my current level of security performance if I outsource my security program?

A security services firm will work closely with you to establish security priorities and develop action plans, performance targets and measurement systems. Performing an analysis of your security environment allows the opportunity to develop a customized plan. Since every business has different security needs, your plan's KPIs will measure exactly what you need to know about your outsourced security program on a daily, weekly and monthly basis.

2. How much can I expect to save by outsourcing, and where will those savings come from?

When converting from a proprietary security force to a contracted one, you should expect to reduce your total security program costs by 15 to 35 percent. You'll likely realize the most savings in the following areas:

- **Administration.** Administrative support can be costly and complicated due to ongoing absenteeism and turnover. Since most security services firms assume responsibility for recruiting, you'll save the time and money normally required to interview, conduct background checks, and schedule security personnel.
- **Training.** In addition to basic training, you should expect your security services firm to train security officers to meet your needs. This could include CPR, EMT, First Aid and AED certification, as well as training in firefighting and hazardous materials handling.
- **Uniforms and equipment.** With contract security services, you'll eliminate the need to separately buy and inventory uniforms and equipment since those items are typically supplied by the vendor.

3. What if my security needs increase or decrease unexpectedly?

Contract security enables you to immediately adjust your security workforce as needed. This is a significant advantage to have the flexibility to add trained personnel quickly when dealing with an immediate security problem, parking issue or special event. When faced with the security issue of a hurricane, blizzard, or other human or man-made natural disaster, reserve personnel are always available to fill open posts, even on short notice. You can also reduce the security staff when necessary.

4. How can I ensure that security personnel will meet our expectations if the staff is not hired by my company?

Any security firm you work with should train personnel to fit your specifications. Be sure to ask about pre-employment screening, which should include reference and criminal records checks, drug screening, and a standardized integrity test to ensure that you are provided with qualified, reliable staff. If you consider any contracted employees unsatisfactory, simply ask that they be replaced.

5. What operational benefits are there to having contracted security personnel?

Contract employees are often better able to enforce your regulations and procedures without bias. You can also reduce or replace security staff when necessary, without the costs and publicity associated with layoffs or terminations. Since they are not your employees, you will not need to handle related disciplinary action, liability for wrongful discharge or regulatory compliance unless otherwise agreed.

Outsourcing security does not mean giving up control of your security program. At Securitas USA, we'll work closely with you to enhance your security procedures and deliver the highest quality security services.

For more information about outsourcing security services with Securitas Security Services USA, Inc., contact us at:

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