

# Retail Security - Managing Risk & Selecting the Best

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# Security in Retail

- Your checklist for a secure premises
- Selecting suppliers

# Who am I?

- Communication Director with Irish Security Industry Association (ISIA)
- Not from a security industry background
- Worked with Certification Europe for over 7 years

# The Irish Security Industry Association

- Established in 1972
- Industry body representing companies across the private security industry in Ireland
- Long tradition of setting standards in the industry
- Members Operates Under Bye-Laws, Code of Ethics
- Operates it's own quality scheme for members



# The Security Industry

- Guarding Services
- Event & Entertainment Security
- Electronic Security (Alarms, CCTV, Access Control)
- Physical Security
- Cash in Transit
- Monitoring Centres/Alarm Receiving Centres
- Private investigators
- Security Consultants

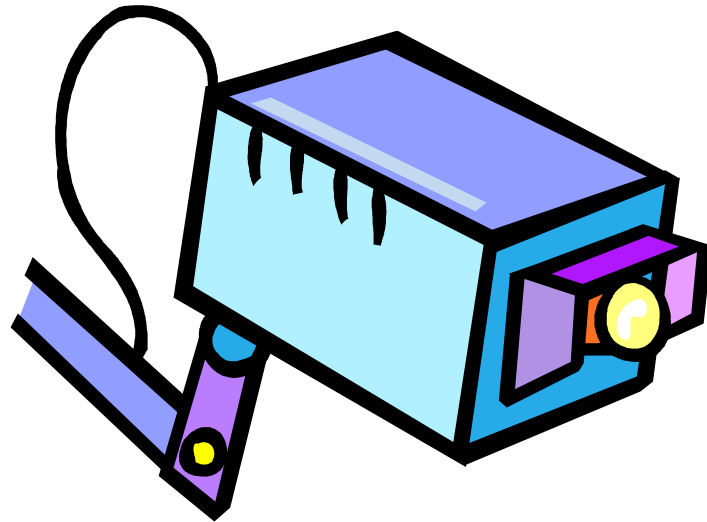
# Security in Retail

- Your Checklist for a Secure Premises
  - Alarm
  - CCTV
  - Security at the Till
  - Cash on Premises
  - Guarding
  - Other Security Consideration

# Alarming Your Premises



CCTV





# Security at the Till



# Keeping Cash Secure



# Guarding

- Manages your risks
- Keeps your premises safe
- Keeps your premises secure
- Protects your customers
- Protects your staff
- Represents your business



# Other Security Considerations

- Shutters
- Locks
- Doors
- Access Control
- Secure Area (safe, DVR)
- Promote your Security



# Selecting Your Supplier

- The Irish Security Industry
- Legislation & Licensing
- Mandatory Standards in Security
- Qualsec Explained
- Other Standards in Security
- Quality v Price

# The Security Industry

- The Private Security Services Act, 2004
- Establishment of the Private Security Authority (PSA)
- Licensing

# Legislation & Licensing

- **The PSA & Licensing**
  - **Contractor Licenses** – Issued to companies, partnerships & sole traders providing security services in ROI
  - **Individual Licenses** - required by employees working in the security sector. Applies to those employed by a licensed contractor or directly by a business as in house security personnel.



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# Legislation & Licensing

- Do all companies operating in the security industry require licensing?

NO

- Electronic Security – Alarm Installation
- Guarding Services
- Cash in Transit
- Monitoring



# Standards Required Under Licensing

- **Electronic Security**
  - **EN 50131** – Intruder Alarm Installers Standard
  - **SR 40** – Non technical best practice for provision of security services
- **Guarding**
  - **IS 999** – Guarding Services Standard
- **Alarm Receiving Centres**
  - **IS 228** – Alarm Receiving Centres
  - **SR 41** – Best practice for provision of monitoring services
- **Cash in Transit**
  - **IS 998** – Cash in Transit Standard



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# Qualsec & Other Standards

- **Qualsec** - A continuous improvement quality scheme introduced by the ISIA for it's members.



# Qualsec & Other Standards

- Qualsec Explained
  - **Qualsec Silver** – 37 criteria (licensing, HR issues, customer satisfaction)
  - **Qualsec Gold** – Additional 15 Criteria
  - **Qualsec Platinum** – Requirements of Gold, ISO 9001, Excellence through People, Corporate Social Responsibility Policy



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# Qualsec & Other Standards

- **Quality – ISO 9001**
- **Environmental – ISO 14001**
- **Occupational Health & Safety – OHSAS 18001**
- Energy – ISO 500001
- Information Security – ISO 27001
- Sustainable Event Management – BS8901
- Business Continuity Management – BS25999



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# Quality V Price

- **Quality**
  - Higher standard of service deliver
  - Independent assurance
  - Peace of mind
- **Price determined by**
  - Requirements of the industry
  - Management costs
  - Wages



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# Quality V Price

- Which should you choose?

**Both!**

- If price is the only benchmark the quality of service will suffer
- Good service providers will focus on both
- By prioritising both you are giving attention deserved to managing the protection, safety & security of your assets, your staff and the public.

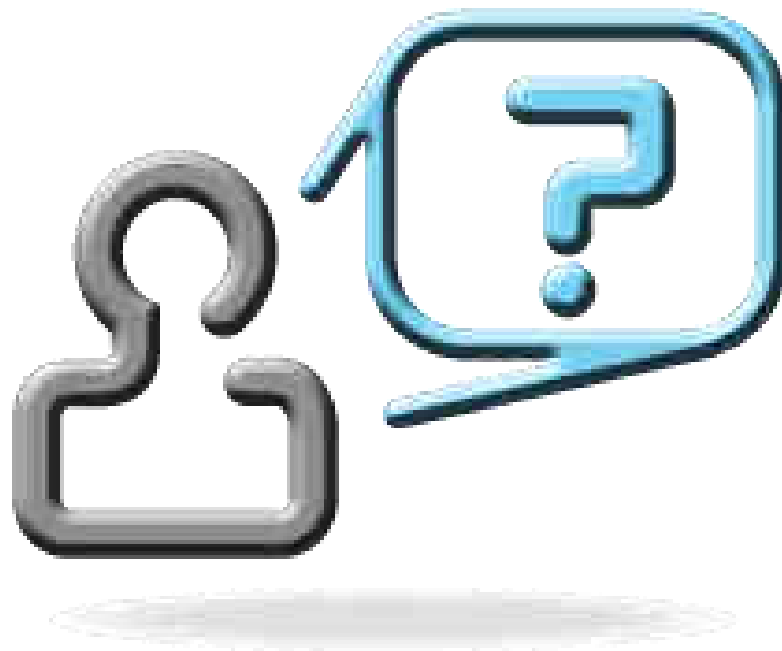


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# Summary of Requirements

- **PSA Licensing**
- **Standard Required for Licensing**
- ISIA Membership
- Qualsec (Silver, Gold, Platinum)
- Other National and/or International Standards
- Seek advice if necessary

# Questions & Discussion



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# Thank You

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