

Mitigate Risk and Maximize ROI: Six Ways Your Security Provider Can Help

Does your security partner realize what's at stake in your business? Do they view their role as not only protecting your people and your assets, but ultimately, your brand? Following are the top priorities that will allow your security partner to help avoid and mitigate risk and ultimately, contribute to your business' profitability:

1. The Right Security Staff

Negligent hiring is a big problem, but hiring doesn't have to be negligent to put you at risk. Even if all the basic legal requirements are met, if your provider is not matching the right person to each post, you are leaving yourself open for liability. Gaps in staffing or filling roles with people who are not properly trained may expose you to vulnerabilities.

Does your security provider have the scale to hire, train, cross-train and manage enough staff to fill scheduled post commitments? Are they prepared to support special event or extraordinary incident requirements on a predicted and unscheduled basis?

2. Industry Knowledge and Experience

If your security team doesn't understand what you do, how can they adequately protect you? You need a provider with experience in your industry. One who stays on top of the latest security trends and regulations and has established procedures to comply with existing legislation.

Does your provider have the knowledge and resources to stay abreast of industry changes? Do they actively participate in your industry associations?

3. Continuous Improvement

A quality security relationship should define how and when you and your partner will meet to assess changing risk situations. Through on-site security management, scheduled status meetings and comprehensive business reviews, you should see a measure of how the security contractor's program makes a difference in your business.

What key performance indicators does your provider use and how do they take the pulse of your employees, staff and visitors?

4. Strong Safety Culture

It is hard to point to anything that contributes more to risk mitigation than a strong commitment to safety. A security provider should have a robust safety program that aims to provide a healthy and safe work environment for their employees, as well as yours. They should continuously evaluate and improve their safety policies, programs, initiatives and performance.

How does your security partner anticipate and proactively prepare for emerging new hazards and risks?

5. Comprehensive Risk Assessments

Controlling access, understanding risk and exposure, and safeguarding confidential information are critical components to risk mitigation. Identify potential risk areas with an evaluation team that includes your security partner so that you can implement changes in policy and practice, find technology and system improvements and look for ways your security staff can help mitigate threats.

Does your security partner assist with providing and maintaining a history of incident or loss, and evaluations of potential threats?

6. Consistency

Consistent security operations are critical in both single-site programs and multi-location enterprises. Adopting best practices and creating a culture of operational excellence can help you increase reliability and reduce risk. Standardizing security processes can have company-wide results.

What best practices does your security partner share and implement from one location to another or one client to another?

A customized security program can help turn risk mitigation into an actionable plan. Your security partner should work with you to develop a plan that accounts for your unique security challenges and helps to ensure the continuity and resiliency of your business.