



International discussion forum

Involving the security organisations of Asia, Australia, Brazil, Russia, South-Africa and the United States

Consolidated overview of responses received to the January-February 2010 questionnaire on 'Quality'

Month	January-February 2010
Focus theme	Quality

1. How would you describe 'quality' in private security? Which criteria need to be fulfilled in order to have a qualitative private security product?

United States (NASCO)

Quality is difficult to define or measure but there are factors that you can **measure** which clearly contribute to quality. These include the amount of **initial training** and **ongoing training** an officer receives. It also includes other **experience** in the field, experience at the job site, and related experience. And it relates to **overall capabilities** of the officers in both intelligence, decision-making and physical ability. These last qualities are in part determined by the compensation package the officer is paid. These criteria are determined in part by the security companies' desire to **self-regulate** and impose high standards on themselves, and in part on advocating for **higher minimum standards imposed by governmental entities** to enforce them across all players in the field.

World Security Federation (Brazil)

Quality does not mean only the enterprise or the involved person in the execution of the service, quality as an entity is the development of the work in a **collective way** that is strong and develops the entire security business. The other main issue is the customer's opinion, which is important to the constant evolution of the business. The main criteria are: **customer satisfaction**, **social responsibility**, the **relationship with employees**, the **relationship with the regulatory and legislative agencies** and the overall scope of the acts.

Australia (CPSISC)

Quality should be based on a product or service that **easily meets or exceeds industry needs** and generates **repeat demand** thereby enhancing the **professional image** of the security industry. The criteria should be based around **valuing** and **recognising** the product or service. In terms of **training**, key factors such as quality assessments, excellent training resources and a commitment to training by the industry are critical. **Partnerships** between regulators and the industry are also important in enhancing quality services.

2. Which are the main issues, obstacles and/or challenges you have been or are faced with regarding quality? These may be related to legislation, organisation, policies, procedures or other circumstances.

United States (NASCO)

Often times, purchasers of security services structure their procurement process in a manner that **emphasises lowest cost**, and while the procurer might obtain greater financial savings, they will inevitably get **lower quality**. Like any other service, **higher quality comes with higher cost**. Also, as our industry seeks to support legislation imposing higher standards, some in our field choose to fight those because they oppose government regulation.

World Security Federation (Brazil)

The main issues are: **dispersed legislation** due to the diversity of laws, **clandestine services**, the **lack of a global sector vision** by the employers/employees in a collective way, and the **understanding of the sector by governments**.



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Australia (CPSISC)

The Council of Australian Government has just released a report titled '*COAG Harmonisation of the Private Security Industry - Stage One: Manpower Sector of the Security Industry*' which recommends **standard national licensing/training** based on **units of competency** in our national training package. **Consistency** in licensing and training has been a key issue for our industry. Even though our package is based on a product agreed by regulators a standard national licensing structure will assist with our issues.

3. Which main objectives or ambitions did/would you like to achieve regarding quality through your organisation's work? How would your organisation perceive the ideal quality model and/or process?

United States (NASCO)

NASCO would like to see a **minimum federal training and background screening standard** that all states could easily comply with and most importantly, is not cost-prohibitive. We believe this will level the playing field and bring greater accountability, professionalism and quality.

World Security Federation (Brazil)

The World Security Federation is a young entity, but the goals are to **facilitate global contact**, to **promote the exchange of knowledge** among members, and to **contribute to a quality security service** around the world.

Australia (CPSISC)

We want to be the **first port of call** for anyone wanting advice on implementation or delivery of training in our industry. We have developed a Resource Centre targeted at training providers, employers and candidates providing readily accessible information on training in our industry.

4. Which methodology did you use or are you planning to use to accomplish the above-mentioned objectives?

United States (NASCO)

NASCO has implemented a comprehensive plan aimed at engaging key stakeholders, members of the media and lawmakers about our industry. This includes, surveying key groups to **gather data on how our industry is perceived** and implementing proactive earned/paid media activities to **positively promote** our industry among identified targets. In other instances, NASCO collaborates with various states to help implement/support **positive legislation**.

World Security Federation (Brazil)

To **strengthen** the World Security Federation so it can achieve its goals, and to **promote a quality service through events, international discussion forums** so that **standards** can be created for the future.

Australia (CPSISC)

We think that **sharing** our **experiences** and our **qualifications** at the **international level** is the best way to ensure quality through inclusion of good ideas from overseas and by avoiding time wasting by sharing information. We also get to meet fabulous people like the CoESS staff and industry representatives from around the world.

5. Which solutions, responses, initiatives and/or projects were/will be generated in order to overcome the issues, obstacles and/or challenges you identified regarding quality (cf. question 1.)?

United States (NASCO)



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The key to achieving quality in our industry comes through **educating the end-user**, our elected officials and the public that increased standards and regulation are needed to advance our industry. The exception is already there. As private security continues to play an **increased role in protecting the public and its assets**, it is imperative that quality and accountability increase too.

World Security Federation (Brazil)

The World Security Federation has sought contacts with **associations/federations around the world**. This year, it will coordinate the **second world congress** so that it can keep in contact with these associations/federations and provide **solutions to challenges/problems** identified. The World Security Federation thereby respects the **autonomy of each member** so that a healthy relationship between both partners can be maintained.

Australia (CPSISC)

As per question 3.

6. In case you have any other comments and/or additional information you wish to share, please feel free to do so here:

United States (NASCO)

N/A

World Security Federation (Brazil)

N/A

Australia (CPSISC)

N/A

Should you have any queries and/or concerns related to this consolidated overview and/or the focus theme, please do not hesitate to contact the CoESS General Secretariat:

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