



*Successful Security Account Transition:
Collaboration on a Strategic Approach Leads to ROI*

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After selecting your security services partner, set a meeting to determine the scope of the assessment process – with timelines and measurable milestones.

THE IMPORTANCE OF SUCCESSFUL SECURITY ACCOUNT TRANSITION

This paper is for all professionals whose responsibility it is to successfully implement security and safety plans for buildings, corporations, communities and residences. Such professionals could include:

- Owners
- Developers
- Property Managers
- Building Managers
- Facilities Managers
- Directors of Security

This paper includes a step by step guide to successfully transitioning and implementing security plans based on a planned and strategic approach developed during the Report Finding Phase with your security service provider:

- Set a transition input meeting with a clearly defined agenda
- Define a realistic timeline with definable milestones
- Supervised transition to determine existing conditions and environment
- Confirmation and agreement of findings
- Implementation of an agreed upon action plan

HOW TO SUCCESSFULLY IMPLEMENT OR TRANSITION A SITE SECURITY PLAN

So, you've determined the need for a sound security plan for your site. Maybe you haven't had one in place or perhaps you are unhappy with your current security service provider. A planned and strategic approach is essential to your success and ultimately, your satisfaction with your security services business partner.

- Treat your security plan like any other valuable asset of your business. After you have assessed the security service providers and have selected a business partner to help you protect your company, your building, your community and your people, it's important to assign the appropriate amount of capital to determine the proper security solution. It's the best way to guarantee success.

SET A TRANSITION INPUT MEETING TO DETERMINE YOUR NEEDS

This meeting should include all key members of the account team including your key decision-makers and managers and the account manager and senior management of your security services provider.

- Set a specific, agreed to agenda with all meeting members. As always, stick to the agenda and come out of this meeting with specific goals, objectives and action items such as a timeline and measurable and definable milestones toward implementation.

A strategic security plan, developed with a trusted and valued security services provider, is essential in today's business environment.

COLLABORATE ON YOUR REPORT FINDING PHASE

In this critical phase it is vital that you and your security services team work together to determine what the key elements of your existing security plan are and what needs to be assessed and documented during this fact finding process. Generally this consists of:

- Documentation and assessment of all Post Positions including: Orders and Duties; Shift Times; Employees per Shift; Reporting Requirements; Special Qualifications and Training of Employees; Fire Safety Director; Uniform and Equipment Requirements; Supervision.
- Documentation and Assessment of Architectural Features and Security Devices including: Main Lobby Desks, Fire Panels, Entrances and Stairwells; Loading Dock Entrances and Building Access; Elevator Banks and Special Use Cars; Keying Systems and Locks; CCTV; Card Access System and Log-In/Log-Out Protocol; Emergency Equipment
- Documentation and Assessment of Occupancy Traffic Patterns and Special Use Access
- Observation of Existing Security Personnel with Particular Attention to: Appearance; Verbal and Written Skills; Aptitude

CONFIRM AND AGREE ON THE FINDINGS AND ASSESSMENTS OF THE REPORT FINDING PHASE WITH YOUR SECURITY SERVICES PARTNER

Carefully review the comprehensive report provided by your security services partner and agree to or ask for further assessment, so that you can put a plan into action quickly and completely. The report should help determine:

- The level of security personnel needed. Do you need/want executive level or standard level security? This will include their appearance and training level/expertise level.
- The timing and duration of the specific shifts and the number of security personnel on site during those shifts.
- The duties and skills of the security personnel during each shift.

A comprehensive security plan is a valuable asset and is vital in maintaining and increasing sales per square foot, occupancy rates and in attracting buyers.

DETERMINE YOUR RETURN ON INVESTMENT

You've done the due diligence and now you have to determine the value of a comprehensive site security plan. Besides your typical cost analysis relative to your budget, be sure to measure your return on investment relative to your overall business structure and goals. Some questions you should ask when determining ROI:

- Is the cost of a comprehensive site security plan equal to the level of service and comparable to other such providers?
- Will this comprehensive site security plan provide the safety and security necessary for my tenants and clients?
- Will the investment in a comprehensive security plan uphold or increase the value of my building, my community, my project?
- How will the increased value affect my ability to maintain or increase occupancy rates, achieve my sales objectives and please my clients, my tenants and my company?
- Will my security services partner provide the level of personal and accountable service I need to build a professional and trusting business relationship?

SUMMARY

In short, when you acquire a new building you will need to assess the need for security and the current security services provider if there is one. Building security and safety is an essential element of your business and, as such, should be given careful and complete consideration. Determine key decision-makers, set specific goals and objectives and place a value on what a comprehensive and strategic security plan will mean to you and your business.

ABOUT CARNEY SECURITY

Carney Security Services, founded in 1978, is one of the industry's elite firms and provides a full range of building and personal security for some of the world's most prestigious facilities and companies. Carney has built an impressive clientele with personal, reliable and professional service that is unrivaled in the security business.