



High jewellery

Choosing the right security company



The detection and protection equipment (glassblower materials, CCTV, alarm...) is not enough to prevent the theft risk in this very exposed sector.

The layout of the premises, background, procedures... can lead to use a security agent.

Can you be sure of your future partner? Is the company reliable and in shape for the financial issues?

1 Define your strategy



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2 List the requirements



- > How many guards ?
- > Time slot ?
- > Static guard(s)?
- > Wearing a uniform?
- > Armed?
- > ...

3 Define the procedures

They have to describe in depth the actions of the guards and their relationships with the personnel.

- ✓ Opening and closing of the boutique (time, keys being handed over...)
- ✓ Actions to be taken (security components check out, consideration of the current alert: identikit, suspicious car...)
- ✓ Goods reception area
- ✓ Customers' welcome (strong visual check...)
- ✓ Suitable attention (during the busiest time of usage, unusual reaction, alert...)
- ✓ Supervising the sale process (inspect the hand movements of suspicious-looking buyers in order to avoid any tricky theft...)
- ✓ Exit of customers (visual check by the salesperson by a head shaking...)
- ✓ Reaction in case of hold-up (set off the alarm, copy the faces, details and robber modus operandi...)



The guards should master the procedures and commit themselves to respect them. Those could fit in a welcome pack to be individually signed.

These procedures could be improved in agreement with the selected security company.

4 Refine the specifications document

It lists all the duty-based services thought to be useful in order to reach the required security and service level agreement, that is to say in broad strokes:

- ✓ Define the **required number of guards**
- ✓ Settle the **time slots**
- ✓ Mention the **procedures** (cf. 3/)
- ✓ Specify the **required terms** for the selection of guards :
 - To be employed and registered in accordance with local employment law
 - Must be specifically trained as a guard
 - Carry out periodically up-to-date or capacity assessment training (once per year minimum)
 - To have proof of 3 years in employment
 - To be dedicated to the boutique (limit the staff turnover)
 - Produce a certificate of good conduct
 - To be solvent
 - To have the right equipment (to be defined): uniform, weapon, walkie talkie etc.

5 Select the appropriate company

The main purpose is to co-ordinate a tender involving companies which are well known for their professionalism. The final selection will satisfy at least the main requirements hereunder:

- ✓ To be recorded from more than 5 years in the trade register or in another local public administration system
- ✓ To be certified with success by famous companies which form part of your trade sector
- ✓ Release a well-known and established branch locally
- ✓ Produce a civil liability insurance certificate which is suitable with the entrusted values and goods
- ✓ Sign and make the company sign a Non Disclosure Agreement by the security guards
- ✓ Accede to the specifications document without reserve but with relevant recommendations
- ✓ Have a Code of Ethics
- ✓ Ideally, show national and international certifications

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**BEST
PRACTICES**

10 basic guidelines

- ✔ 5 years in employment at least
- ✔ A standard agreement contract including the company references (registration number, authorizations, manager and insurances)
- ✔ Commitment form for discretion and confidentiality signed and completed by the management and the assigned agents
- ✔ The instruction manual of the company (to be validated)
- ✔ Initial training certificate and continuing education in risks and instructions bound to the mission
- ✔ The guarantee of a quality assurance approach
- ✔ The company management flowchart
- ✔ The time slots and planning of the guards
- ✔ The equipment availability
- ✔ The personnel facebook concerned with this mission

