

## PROFESSIONAL DEVELOPMENT

IGS Academy's ongoing professional development program focuses on delivering practical solutions for the key issues that property managers and security staff typically encounter and provides you with an effective way to improve your security programs and skills.

Our ongoing professional development program incorporates the best practices of national police departments, IGS Academy training manuals, and features the latest information and procedures.

The IGS Academy professional development program is a free resource designed to raise the bar for security training and equip you with valuable information that you can distribute freely throughout your organization as a valuable benefit.



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# IGS Security Academy



professional DEVELOPMENT

# Update

**The Value of Private  
Security Companies to  
Property Managers and  
Property Owners**

**IGS Academy provides ongoing professional development for property managers, building managers and security professionals to remain current on issues, methodologies and best practices applicable to their daily challenges. Can you answer these questions?**

- Do you understand how to articulate the need for physical security in terms property managers and property owners understand?
- Can you describe the function that security provides in commercial and multi-tenant residential properties settings?
- Do you understand the role the risk evaluation plays in providing effective security?
- Do you know what's involved in creating an effective security plan that addresses the needs high-rise buildings, multi-level residential buildings and commercial buildings?
- Can you the value that private security companies provide?

## **Understanding the Value of Professional Security Consulting**

- Successful security system designs and services are not only about the effective installation of physical and electronic components, but also about reducing risks. Physical security is all about defense in depth - Detection, Delay, and Response.
- Developing and providing effective security and threat mitigation depends on performing ongoing comprehensive assessments of the clients physical risk profile, existing security systems and existing security services. The cost of over or under-design can be significant and result in higher operational costs, inadequate protection, loss of property. Loss of reputation or even life.
- The function of security is described as the protection of lives, property and information for the owner through the application of manpower, resources and systems. Private security professionals help by creating a security program that translates business and owner or property manager's security needs into a practical execution.
- To be effective a security plan must be developed in partnership with the property manager or owner to suit the requirements of the specific property and its tenants, whether the property is residential, commercial or industrial.



Properties can easily become a crime magnet if property managers do not apply professional designed security solutions and security management principles. Due to the increasing value of resident's assets property managers and property owners have a requirement for security services in various forms, namely professional uniformed guarding, electronic security, access control, CCTV surveillance, alarms and specialized security services and or a combination of services. But Security is not a core function for most property managers and property owners and it can be expensive if not well understood nor managed properly. Private security companies can provide value for money through proper measurement and analysis and by providing cost effective managed security services. Some examples are:

- High-rise buildings: effectiveness of security systems and services are largely determined by property managers through general orders, policies and procedures that deal with particular requirements in high-rise settings. Integrated visitor management, building surveillance, access control to sensitive areas, fire protection, intruder detection and security guard management systems ensure that people, property and services are well protected. Maintenance, repair and delivery personnel are another category that requires stringent access control attention. Basement and / or outdoor parking areas need to be well-lit with visible security guard patrols supported by suitable smart CCTV surveillance systems to perform camera patrols and auto-notify of any suspicious activity
- Multi- level residential property and condos security requires effective access control to deliver 24/7 security and peace of mind that residents and owners expect. This can become a very complicated aspect to manage if not designed and configured appropriately in respect of the property's security threat profile. The perimeter, entry points, outside gardens, walkways, laundry, storage and garage areas need to be well illuminated with discreet electronic surveillance complemented by security guards for rapid response to any incident or suspicious situation.

The physical security industry is divided into a range of specialized fields such as uniformed guarding and patrol services, electronic security, security system design and implementation, alarm installations, CCTV surveillance monitoring and response, investigations, and training. A private security provider should be able to comprehensively assess the physical risk profile, security systems and existing services required to provide good security. This requires the ability to extract the relevant industry/product knowledge and effectively apply it to mitigate the customer's security risk profile and audit existing security services and systems. Property managers and owners can leverage private security firm's knowledge and experience to provide right-sized security through engagement of the following service offerings:

- Risk assessment and ongoing advisory services
- Security system and service design/General orders, policies and procedures
- Manpower assessments/guarding services
- Service implementation and delivery
- Performance measurement
- and compliance and functional audits

Ongoing risk evaluation is a key aspect of a successful security program. It defines the extent of risk for the people, property and services to be protected. When designing your security program, the following process should be followed:

- Conduct a comprehensive security risk assessment audit at least once a year through a reputable, certified, private security company or security consultant
- Working with the private security services provider develop a security system design that includes the design, installation/upgrade technical specifications and security services to effectively mitigate the risks and vulnerabilities identified as part of the security assessment
- Prior to accepting the security system design and associated services such as uniformed guarding its cost estimates should be approved by all key stakeholders to make sure it meets all their requirements
- Procure suitable service providers and independent project management consultants to implement and commission the project
- Develop detailed general orders, policies and procedures that outlines specific security policies and step-by-step actions to be followed in case of a security incident
- Amend the security policy and general orders, policies and procedures to reflect the implemented security system, and services. Measure its effectiveness against dry drills and actual security incidents and/or loss events experienced in the past.

IGS Academy was created in order to provide training for candidates who desired to work in the security industry who have solid skills, knowledge and abilities; a comprehensive syllabus was put together for their benefit, the benefit of the company and its clients.

Ultimately whether they were to work for the IGS Group or for security in general (companies, corporation, business organization, government agencies, in the private or public sector, financial institutions, airports, real estate companies, office or apartment towers, condominiums, shopping centers, and hospitals), our graduates exhibit professionalism, competencies and clarity as to what is expected of them and of how they can contribute utmost within the legal framework of the private security industry.

**TOP TIPS FOR  
PROPERTY  
MANAGERS,  
BUILDING  
MANAGERS AND  
SECURITY  
PROFESSIONALS**

