



SAFETY



SECURITY



SERVICE



PARTNERSHIP



FURTHER EXCELLENCE



RISK MANAGEMENT



GUEST SATISFACTION



BRAND PROTECTION



SECURITY

**SAFETY, SERVICE, SUSTAINABILITY AND SECURITY
SOLUTIONS FOR THE TRAVEL AND HOSPITALITY INDUSTRY
DELIVER UNFORGETTABLE EXPERIENCES
FOR EVERY GUEST, EVERY TIME**



Security is about managing and minimising the risks of deliberate harm, whether to businesses, property and people – including staff and customers.

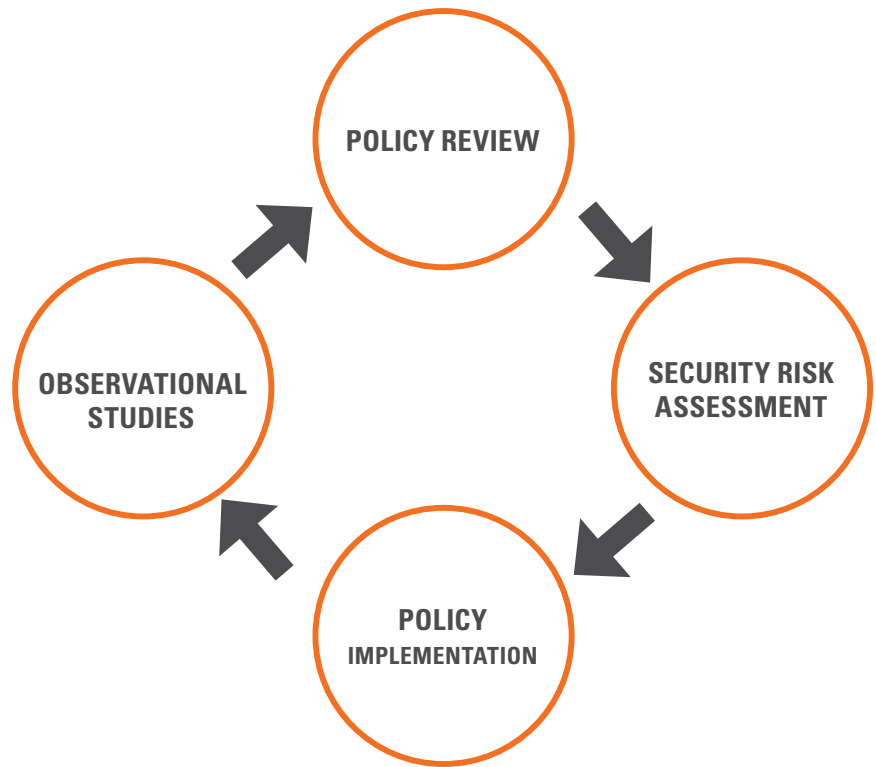
Risks vary by location, setting and the current events – particularly in the surrounding environment. In addition, different organisations have different priorities and structures that allocate the responsibility and division of risk management labour to a range of functions.

For these reasons, there is no clear comprehensive standard for security, other than that each organisation defines for itself.

The SGS 4-phase approach begins by understanding what security means to each client and how it shares the responsibility for managing it across its functional structure. We refer to this as the organisation's 'security posture'.

The second phase is to evaluate this posture in the light of what is known about the security risk environment. Assessing the security risks incorporate strategic, regional and operational perspectives, often integrating very localised data. The aim of phase two is to test the fit between the emerging risk picture and the client organisation's security posture.

The third phase is to understand how effectively the organisation implements its own policies and standards. Are things done as they should be? Is security equipment fit for purpose, correctly installed and working properly? Do managers and key personnel understand what is expected of them? Is the security mission communicated effectively to other personnel and, where appropriate, to guests and other customers?



The fourth and final phase – if required – is to conduct in-depth observational studies of either a selected representative sample or individual high risk locations. This may involve 'mystery shopper' operations or even 'penetration tests' that simulate offender behaviour in a controlled (and very discreet) experiment.

The final product is an in-depth insight and critical review of management thinking, organisation-wide implementation and fitness for purpose in the light of identified security risks.



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SGS IS THE WORLD'S LEADING INSPECTION, VERIFICATION, TESTING AND CERTIFICATION COMPANY

WHEN YOU NEED TO BE SURE

SGS