



Silver Standard

Gold Standard

Platinum Standard

Certified characteristics

Organisation :

- Declaration confirming absence of any legal / arbitration proceedings
- All Revenue obligations satisfied
- Sight of most recent audited accounts
- Statement on compliance to ISIA rules and Code of Ethical Conduct
- Compliance to ISIA Complaints and Disciplinary Procedure
- Business Plan compatible to customer requirements
- Contracts in place for all business activities
- Competencies, experience and qualifications of employees identified
- Appropriate procedures and records of Security Management System in place
- Organisation demonstrates competence with provision of Key-holding & alarm response
- Competence in provision of Retail Security Services (Code of Practice)
- Organisation accredited to ISO 9001:2000
- Social & Corporate Responsibility established

Development and Training :

- Suitable induction and training processes in place
- Internal Trainers have achieved appropriate competence levels
- All guards have attained basic training to FETAC level 4
- Safety & Health Officer has verifiable training and competent in managing safety
- All employees fully trained in sector specific areas
- Supervisors skilled and trained to carry out functions professionally
- All relevant employees are certified in customer care training
- Junior and middle management skilled and trained to carry out functions professionally
- Dedicated internal auditor competent in this area
- Development training undertaken by senior management in business and people motivation

Human Resources :

- Rostering compliant with contractual requirements
- All security guards licensed in accordance with PSA requirements
- Organisation has a suitable staff recruitment, selection, assessment and screening procedure
- Legal terms and conditions of employments in order for all staff
- Staff satisfaction assessments carried out
- Organisation maintains staff turnover and absenteeism records
- Fully compliant with Security Industry Employment Regulation Order
- Staff working hours in compliance with Occupational Working Time Act
- Telephone and computer policy in place
- Incident Counselling procedure available to employees
- Organisation has Computerised Management System for pay path and rostering
- Health Plan available to employees
- Accredited to Excellence through People standard
- Executives prepared to meet the requirements of Quality Management Systems

Customer Satisfaction :

- Documented procedures in place for complaints and compliments
- Organisation demonstrated that complaints are recorded and responded to
- Questionnaires reviewed and actions taken
- Employees encouraged to suggest potential improvements to service providers
- Customer surveys carried out every 6 months