



# ISO 18788:2015

## Management Systems for Private Security Operations

### WHAT IS ISO 18788:2015

The international standard **ISO 18788:2015** specifies requirements and provides guidance for organizations conducting or contracting security operations. It provides a business and risk management framework for the effective conduct of security operations. It is specifically applicable to any organization operating in circumstances where governance may be weak or rule of law undermined due to human or naturally caused events. The purpose of a Private Security Operations Management System is to establish systematic and predictable actions for private security, within a framework aimed at respecting human rights, national and international law and fundamental freedoms.

**ISO 18788:2015** is structured in **10** sections, being also aligned with the structure of **ISO 9001:2015**. The 'Plan-Do-Check-Act' principle also applies to this standard. The structure of ISO 18788:2015 is the following:

1. Scope
2. Normative references
3. Terms and definitions
4. Context of the organization
5. Leadership
6. Planning
7. Support
8. Operation
9. Performance evaluation
10. Improvement



### PRIVATE SECURITY OPERATIONS MANAGEMENT SYSTEM: TO WHOM IT IS ADDRESSED

This standard is addressed to any organization wishing to systematize and upgrade its private security activities, whether it is provided through its own resources or through third parties. Examples of companies that may be directly related to this standard are:

- Companies providing private security and security services
- Public benefit public organizations and government services
- Organizations related to sensitive activities (e.g. refineries, fuel trading, banks, etc.)

### BENEFITS OF ISO 18788:2015 CERTIFICATION

The basic benefits from setting and implementing a Private Security Operations Management System according to the requirements of ISO 18788:2015 are the following:

- Provides a solid framework for providing private security services according to the United Nations human rights principles
- Provide reliability and establish effective Corporate Governance
- Ensure the quality of the private security services and their improvement
- Provide confidence to the interested parties
- Increase the potential of operational success
- Improvement of working conditions, leading to improved workforce productivity, safety & health and well-being
- Demonstrates market innovation
- Improvement of the corporate image and reputation of the company

The cost of this certification is minimal in relation to the benefit of your business: Direct comparative advantage in its operation and promotion and differentiation from the competition. In addition, improving productivity, work environment and process efficiency.



## CERTIFICATION WITH EUROCERT

- EUROCERT is the largest **Greek** independent certification body, accredited by **ESYD**, with offices in more than **35** countries worldwide. Certification with Eurocert means evaluation and acceptance from an accredited and recognized/well-respected Certification body.
- EUROCERT is the only certification body in Greece that is **authorized by ICoCA** to provide ISO 18788 certifications. **ICoCA** is a multi-stakeholder initiative formed in 2013 to ensure that providers of Private Security Services respect human rights and humanitarian law. It serves as the governance and oversight mechanism of the International Code of Conduct for Private Security Service Providers.
- We have strong and experienced staff and associates, who as inspectors/auditors and / or technical experts carry out inspections of high added value for your company.
- We make sure to keep you informed and updated of any local and/or international changes that concern your certification scope
- Our accreditation covers a wide range of standards and products; thus, we are able to provide you with holistic solutions regarding management system certification



## FREQUENTLY ASKED QUESTIONS

### How long does it take to certify with ISO 18788:2015?

Typically, in addition to the time for the development of the Management System, a sufficient period of time is required for its implementation and the creation of files, although of course this time depends on various factors. The main issue is that the organization demonstrates that its management system is fully implemented and meets all the requirements of the standard. Top management and employees' level of awareness is also a crucial point to determine the necessary time for gaining certification.

### Does it substitute public authority audits?

No. ISO 18788:2015 is a voluntary certification aiming at continual improvement and does not substitute any public or official audit. However, it improves the company's organization, so that it complies with all relevant applicable legislation and helps avoiding any unexpected problems or fines during these audits acting pre-cautiously.



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