



INTRODUCTION TO ANSI/ASIS PSC 1 & ISO 18788 PRIVATE SECURITY OPERATIONS MANAGEMENT SYSTEM

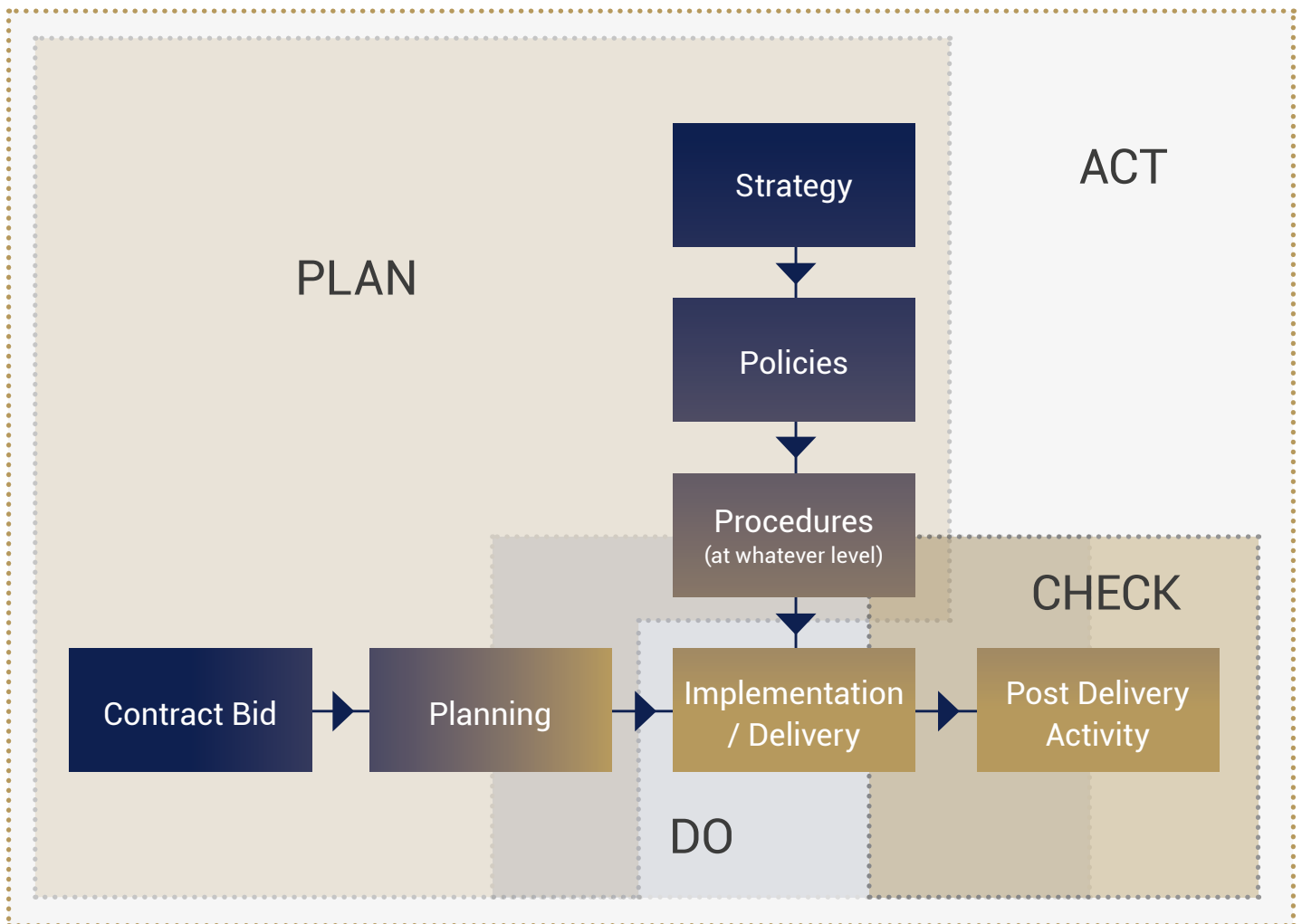
BACKGROUND TO PSC 1 & ISO 18788

- The US DoD contracted ASIS to craft a PSC standard that encompassed the full range of operational and management control requirements;
- Generated through international contribution;
- Adopted by the US American National Standards Institute (ANSI) in early 2012;
- Recognised by the UK government in Dec 2012;
- UK FCO pilot through the UK Accreditation Service (UKAS) in 2013 leading to accreditation status for MSS Global as a competent international certification body;
- US Accreditation Body (ANAB) generated their 'accreditation rule' in late 2013; released in 2014. MSS Global was invited to contribute;
- PSC.1 underwent a review and was released in October 2015 as an International Standard – ISO 18788. Some additions and adjustments have been made;
- ISO 18788 applies to both those contracting, and those delivering security services.

WHAT ARE PSC.1 GLOBALLY & ISO 18788?

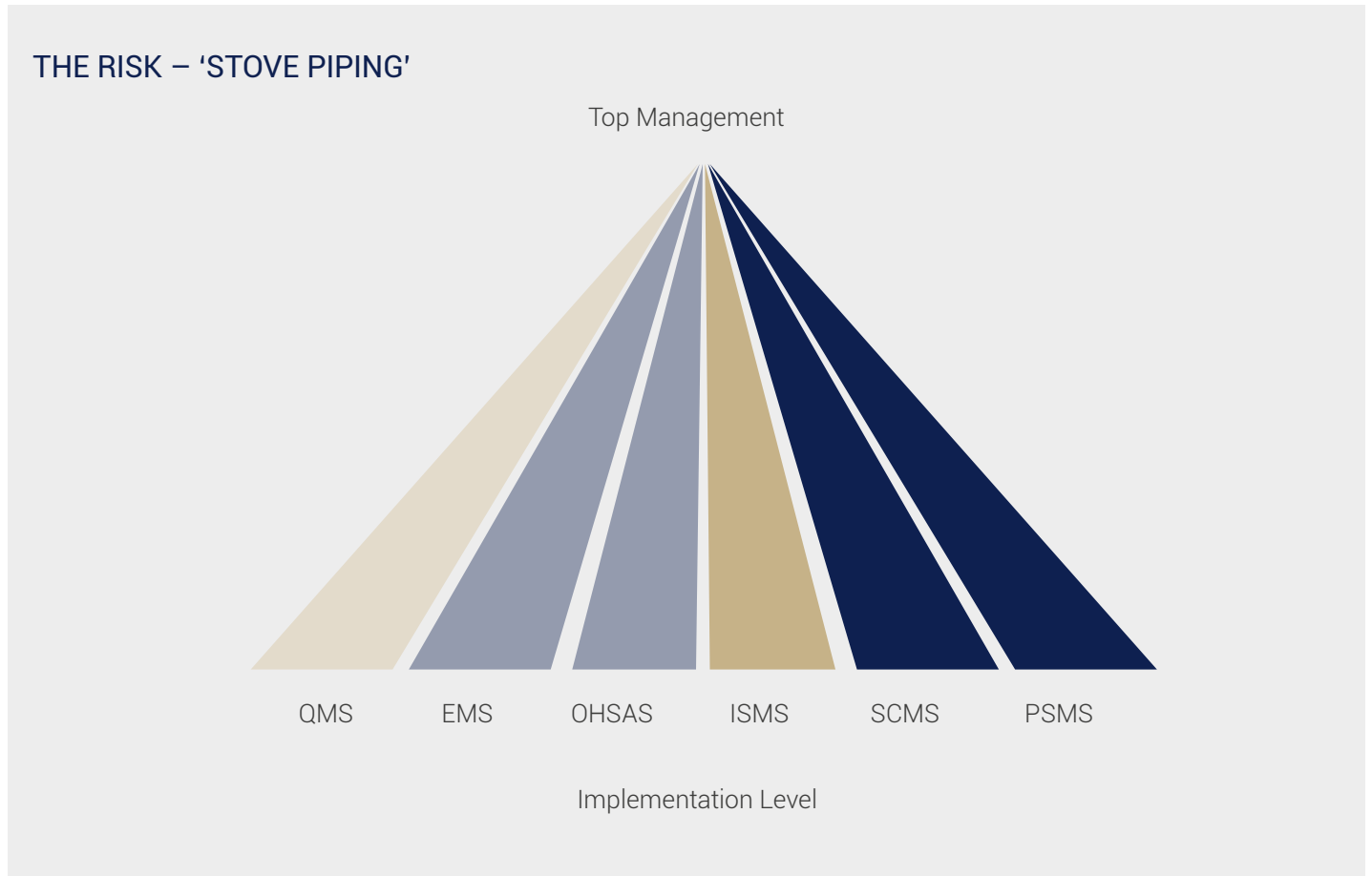
- Unlike any other 'management system' standard – think of it as a 'Security Operations Management System' (SOMS).
- A risk based system for a company delivering private security services, or those contracting security services - particularly applicable in complex and high risk environments.
- They have 'quality' as a core building block, which along with human rights management controls, are delivered through a 'PLAN-DO-CHECK-ACT' (PDCA) approach.
- They help PSCs and those who contract them to develop, implement, maintain and improve credible management controls.
- They assist PSCs and their clients design, codify, and implement the management controls to best support them and their clients in challenging environments while taking due consideration of their human rights, legal and regulatory obligations.

PLAN-DO-CHECK-ACT' IN PRACTICE



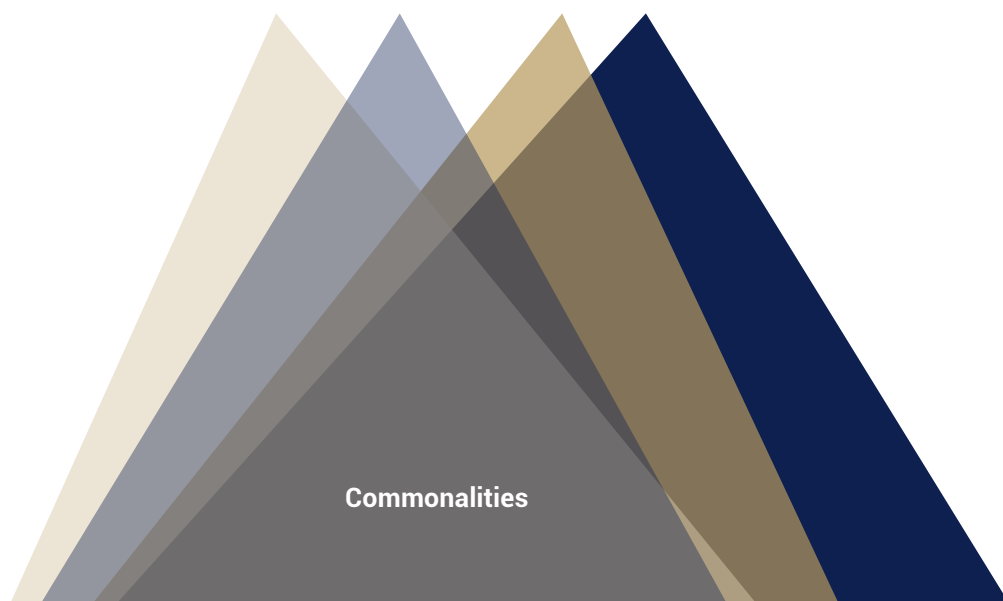
A MANAGEMENT SYSTEMS APPROACH

Each project, organization and client will share some common management controls driven at group level, however most will also have individual nuances. PSC 1 and ISO 18788 help you identify, codify and manage those complex and changing controls.



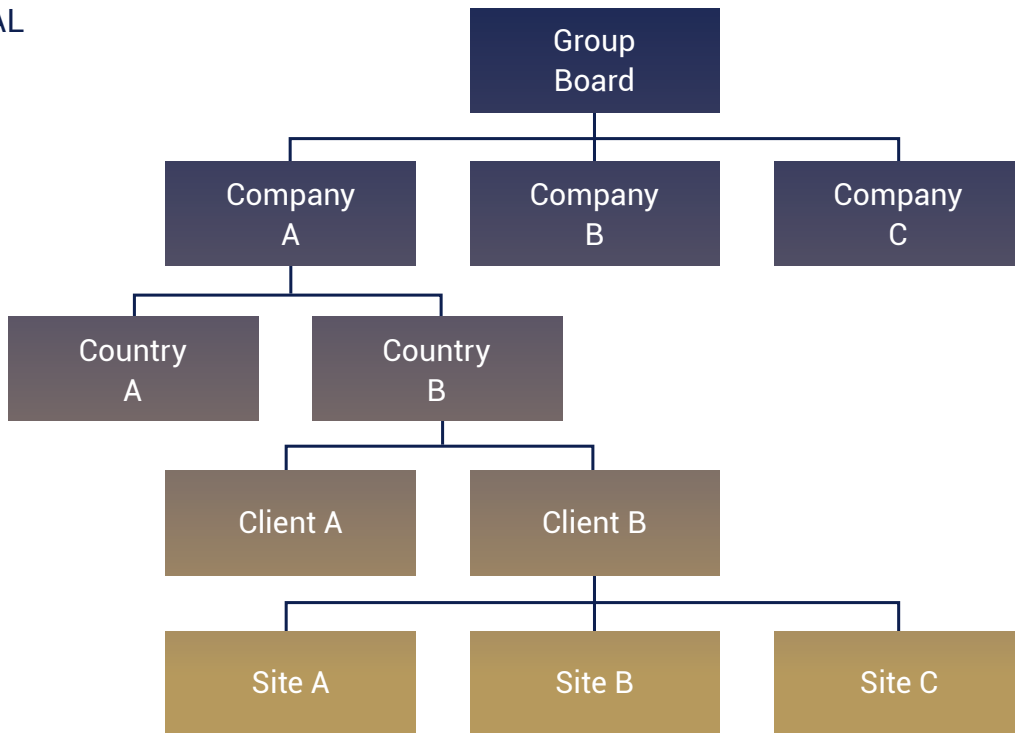
PSC 1 & ISO 18788'S APPROACH

There are commonalities across the various standards.



HOW DO YOU CONTROL YOUR BUSINESS?

HIERARCHICAL



DECENTRALIZED – 'MISSION COMMAND'



SECURITY OPERATIONS MANAGEMENT SYSTEM KEY THEMES

Legal and Regulatory

- Know what you've signed up to.

Understanding of an organisation's risk, security and human rights (protection) requirements.

- Internal & external.
- Critical aspects that require control.
- At company level, and at activity/project level – logical cascade.
- Policies lead to your Statement of Conformity, and Statement of Applicability (ISO 18788) – which includes articulation of any specific exclusions.

Risk Management

- Holistic, prioritised inclusion of factors.
- Human Rights Risk Analysis (HRRRA – including an impact assessment).
- Risk criteria (appetite for risk).
- Ownership – delegation and aggregation.
- Use Risk Management as a 'tool' – not a 'register'.

Communication

- Internally and externally.
- If you are a member of the ICoCA? Annex A of their Certification Recognition Statement for PSC.1 applies

Suppliers

- What competencies are required? Are they a logical derivation of your contextual assessment?
- How are they demonstrated?
- Do you need to develop some of those competencies?
- How do you monitor and ensure competence remains in place during staff rotations.

Human Rights

- Consideration of language as a risk factor to understanding the requirements and downstream compliance.
- Understand the potential and actual human rights impacts on both internal and external rights holders.
- Operationalize it across all business functions, at all levels of the system: Board to local employee to contractors.
- Effectively communicate grievance and complaints processes to both internal and external rights holders.

Continual Improvement

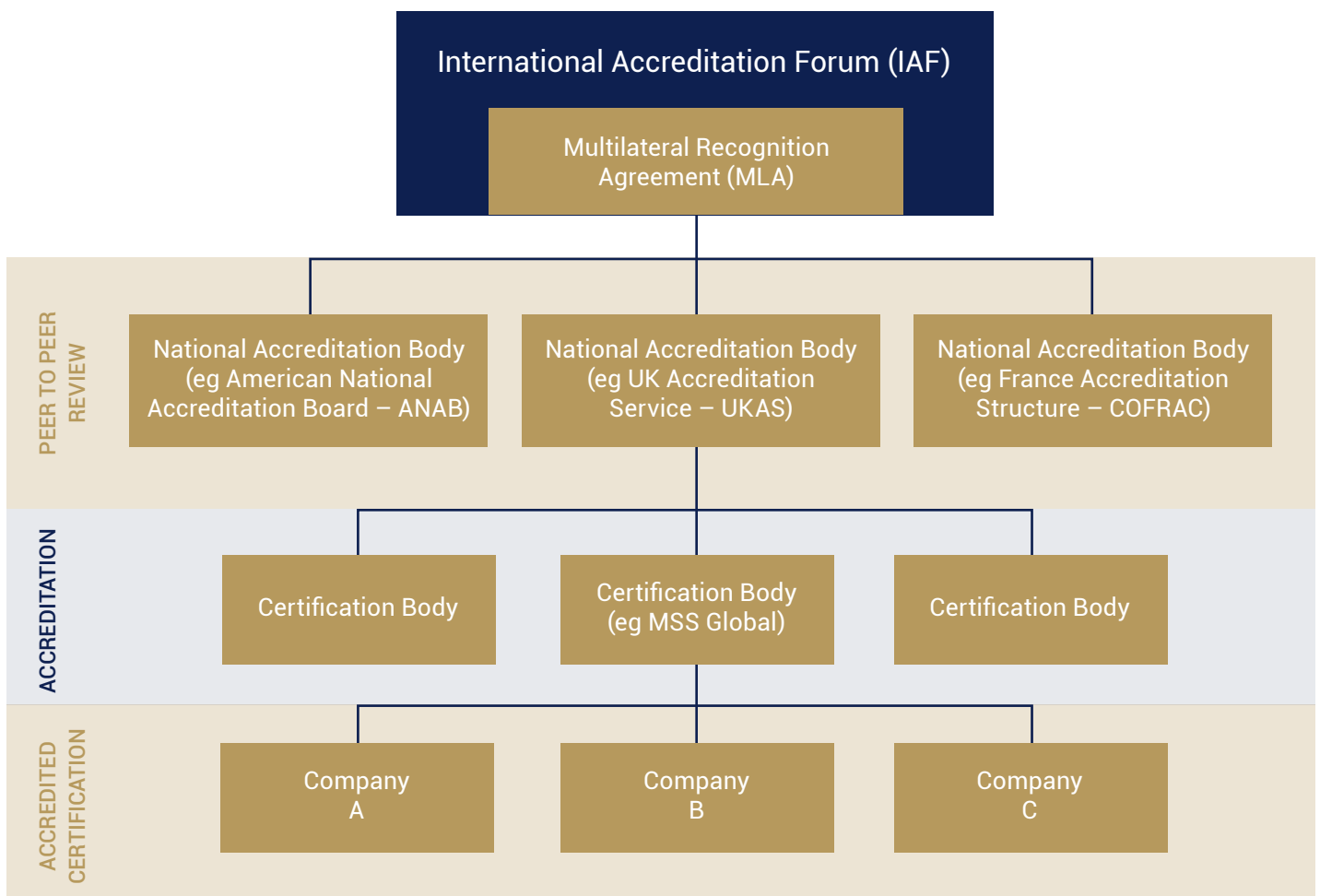
- Monitoring, measurement and exercises.
- Internal Audit.
- Management Review.



THE BUSINESS CASE FOR CERTIFICATION

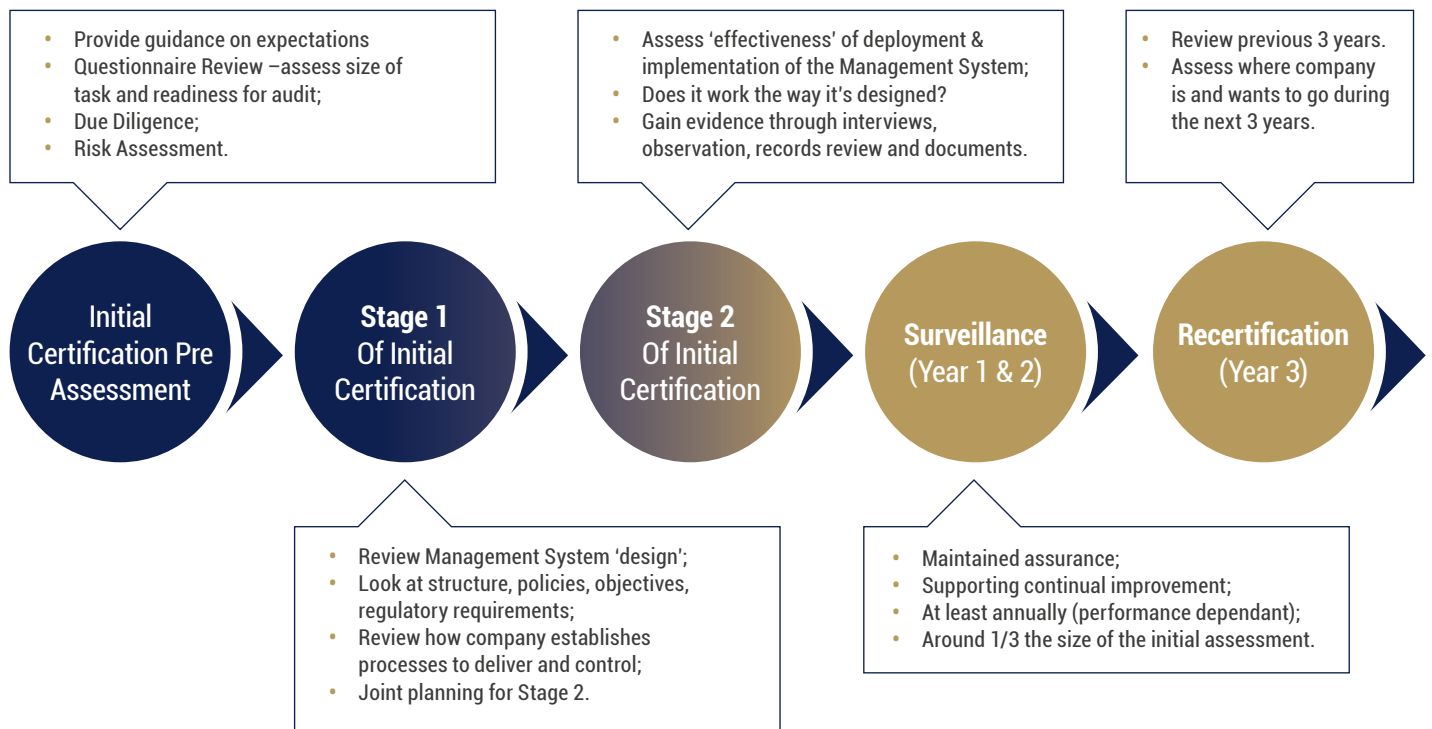
- Increasingly becoming a requirement for consideration as part of the contract bid assessment process.
- US, UK, Australian and Swiss governments, amongst others have recognised both standards.
- Certification provides both the senior management of PSCs and those contracting the security services, with the assurance that services are delivered by design – no shortcuts; minimising risks to all involved. It helps demonstrate professionalism and recognizes industry best practice.
- It provides assurance and insurance – certification by a credible, internationally recognised Certification Body contributes to management of reputation.
- The International Code of Conduct for Private Security Service Providers Association (ICoCA) requires certification to PSC.1 or ISO 18788 for full membership.
- Any certification needs to be credible. This means it needs to be awarded by an International Accreditation Forum (IAF MLA) recognized Certification Body for these standards.

INTERNATIONAL CREDIBILITY OF CERTIFICATION



Endstate: 'Company A' can use their accredited certification as proof of competence internationally.

THE CONTINUOUS IMPROVEMENT PROCESS: ASSURANCE THROUGH PERFORMANCE



THE 'ASSESSMENT & CERTIFICATION PROCESS'

Where do We Audit?

- Assessment covers documentation, records, interviews and physical observation of the management controls from Head Office to the physical point of delivery.
- International auditing benchmarks support the physical sampling approach. The scale of the task depends upon you size, geographic spread, breadth of services delivered, and the range of clients and controls you employ. Efficiency is sought where there is commonality.
- We can provide a more detailed review upon receipt of your application questionnaire.

THE WHOLE ACCREDITATION WAS MADE EASY BY CLEAR GOALS AND TIMELINES TO MEET.... ONCE AGAIN MSS GLOBAL HAVE SURPASSED MY EXPECTATIONS.

Managing Director of a small security company.

HOW MSS GLOBAL CAN SUPPORT YOU

- We can help if you are unsure of the preparation required to achieve certification. We can give you an understanding, provide you with a gap analysis, and point you in the right direction.
- We also offer education packages* to help you gain the most value from introducing the system.
- Do you know how ready you are for certification assessment? Request a self-assessment questionnaire to help you understand how ready you are.

MSSGLOBAL

Contact us now for an application questionnaire for accredited certification to ISO 9001; we can then provide you with free, no-obligation, estimate:

info@mssglobal.com

www.mssglobal.com

* MSS Global is not a consultancy. The education package focuses on the basics of a risk based approach to management systems, internal auditing, and interprets this for PSC 1 at you location at your location or elsewhere.