

Investing in knowledge

Our clients are demanding a higher degree of security and more advanced security solutions as the world becomes increasingly dependent on stable and uninterrupted operations. This is changing the role of our security officers, triggering the need to expand from strictly providing on-site guarding to offering a wide portfolio of protective services, including electronic security and corporate risk management.

As the variety of tasks increases, we need to ensure that employees have the necessary competence to continue providing our clients with high-quality security services based on deep knowledge. Investing in knowledge, which is an important part of our strategy, will help us deliver to our clients. At the same time, improving the knowledge and skills of employees will contribute to their own professional growth and understanding of the security profession – and encourage employee retention.

TRAINING CENTERS

Securitas has its own training centers in most countries where it operates. A number of different courses and programs are available, and training is conducted in classrooms or through e-learning, to reach as many employees as possible. All employees, including security officers, managers and office staff, undergo basic introduction training. Most security officers also receive training in fire safety and life support.

We offer specialized training to employees working in specific client segments in order to increase the level of professionalism within the industry. Today, for example, we have teams around the world that are dedicated to aviation security. We aim to increase our specialization training to gain a better understanding of our different client segments. Such know-how will help us deliver improved and more targeted client solutions.

Further opportunities to grow and learn are provided through the Melker Schörling Scholarship, which was established in 1992 to offer employees an opportunity to develop professional knowledge and international experience in a country where Securitas operates. Each year, the scholarship is awarded to three or four employees who consistently make a difference for Securitas' clients by acting as "everyday heroes" in their work, for example by preventing losses, damage or harm while on assignment.

INTELLIGENT SECURITY

Our transition to protective services has required another layer to the knowledge needed today and as we move ahead with our strategy towards intelligent security in 2020 and beyond, we need to invest in further knowledge.

Our ambition is to use both historical and real-time data generated by our security officers when they are out in the field and by equipment at client sites, such as cameras and sensors, to improve our fact-based risk analysis. Although we are at the beginning of our intelligent technology journey, client demand for our risk analysis competence is growing – and with every risk analysis we perform, we increase our knowledge.

Continuing to invest in our security officers through knowledge will help Securitas maintain its competitive edge.

EXPERIENCE SECURITY

We have experience centers in several places around the world. They offer a way for us to share our knowledge about security and solutions with our clients, employees and other stakeholders. The centers illustrate, for example, realistic scenarios in order to demonstrate how our solutions work. Visitors can test the equipment and solutions themselves, for example how biometrics are used in security applications or how technology such as thermal imaging is being used to predict incidents and stop criminals in their tracks.