



GardaWorld's certification to the highest International Standards, underpins the safe delivery of their services as a leading global security provider

'Certification to these international standards provides confidence to our clients that GardaWorld is the leading security service provider within high-risk and complex environments, with a commitment for continual improvement. The process has streamlined internal communications and we have seen a behavioural change within the organisation. It has embedded a culture for continual improvement. Overall this has led to improved efficiency and ultimately significant growth in business performance'.

- Oliver Westmacott, President and COO,
GardaWorld International Protective Services

Customer Objectives

- Demonstrate an ongoing commitment towards clients
- Continual improvement in business processes
- Differentiate the organisation from competitors
- Create a robust management framework
- Demonstrate compliance with a world renowned environmental standard
- Reduce risk through process improvements, safe working practices and quality control

Customer Benefits

- Improved business efficiency and performance
- Reduced business risks and costs
- Enhanced brand reputation
- Employee's committed to continual improvement
- Increased client satisfaction
- Sustained business growth

Customer Background

GardaWorld International Protective Services is the international security division of GardaWorld Security Corporation, the world's largest privately owned security company. Their services include static security, consulting, threat monitoring and reporting, crisis response, logistical support, mobile security, close protection, training and risk management.

They serve clients in emerging, complex and high-risk markets around the world from their head office in Dubai, UAE. Their international security and risk management professionals deliver flexible, discreet, avoidance-based security and protective services to secure people, assets and reputation.

Why Certification?

GardaWorld's corporate vision is to be the recognized global leader in providing comprehensive security, crisis response and risk management services in high-risk and complex environments delivered at a world-class level by the best quality personnel in the industry. 'Therefore it was a logical process in identifying the need to provide assurance to our client base both current and future of the standards we deliver, we wanted an integrated and holistic management structure enabling the operation to run more effectively'.
- **Adrian Blanchette, Vice President Operations, GardaWorld International Protective Services**



GardaWorld did not just want certification to be a 'tick in the box' exercise; instead they decided it was essential to have 'a quality external audit process to be delivered in the countries that we operate in. This is to ensure that we are able to demonstrate evidence of operating and delivering a world class professional service in these environments'.
- **Karel Simpson, Senior Manager, QHSE, GardaWorld International Protective Services**

Key Challenges

Whilst gaining certification to these four standards is a significant achievement for any company, it has not been without challenges. Initially the biggest issue was finding an organisation that had the capabilities to audit against the four standards, with worldwide coverage. They additionally had to be willing to visit the high

risk and complex environments that GardaWorld operate in. GardaWorld's confidence in their ability to protect the auditors was the assurance BSI needed to take the project on.

The other major challenge was the training of their team; with operations in multiple countries their workforce has a high percentage of local national staff. Many emerging markets also have limited compliance standards or regulations, it was imperative to ensure that their workforce was trained to the highest standards. The training gave all employees an understanding of the organisations vision for compliance standards and provided them additional skills needed to implement ISO practises at work.

Implementation Process

Implementation of ISO 9001, ISO 14001, BS OHSAS 18001 and ISO 22301 required a complete review of GardaWorld’s internal management systems. There was strong support and commitment from senior leadership and the wider team.

An initial gap analysis was conducted, where GardaWorld took a closer look at their existing management systems and compared it with each of the standard requirements. By taking this initiative, GardaWorld was then able to identify areas which required improvements quickly.

Implementation of the new systems required ownership, commitment and recognition of the reasons why the business needed to move forward by gaining certification. ‘Making changes to any management system in any business can be challenging and unsettling, however ensuring the full involvement of the workforce at all levels and constant communications within the business with support provided at each step of the way, ensured that the process was conducted smoothly’

- Karel Simpson, Senior Manager, QHSE, GardaWorld International Protective Services

Despite the challenges GardaWorld was able to successfully implement all four standards in eight months.



Benefits

There have been multiple benefits in certifying to these four standards from creating a clear reference for GardaWorld clients to benchmark them against to introducing time saving practises internally.

Additionally by committing to ISO 9001 GardaWorld placed customers at the forefront of their business objectives and became a cornerstone in their drive for growth. Embedding ISO 14001

has heightened awareness of all the environmental aspects and impact on the business and introduced new methods of work.

By implementing OHSAS 18001 GardaWorld has demonstrated that they care about the well being of their employees and clients, enabling them to provide a reliable service without excessive downtime caused by work related accidents and incidents.



ISO 22301 has increased the company's resilience allowing them to continue to deliver their services in times of disruption.

The attainment of four internationally recognised standards within the security industry proves that delivery of a quality, professional, safe and resilient service can be achieved, even in the most challenging environments.

BSI's Role:

BSI was chosen as a certification body due to its respected reputation as a global leader in management systems standards. GardaWorld has confidence in the knowledge that they have been assessed and verified by reputable certification body and that post certification they are in a position to safely deliver the levels of services expected by their clients.



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