



Security Solution for Residential Community wanting a more Professional Security Presence

The Situation.

A large residential community that was using a local security provider was not satisfied with the security services. The guards were constantly absent and those that did show up would often sleep on duty. This was a “gated” residential community with two separate vehicular access points. There was no fixed perimeter with fencing, but instead a wood line that defines the community boundary. The community had over 50 two-story level homes around a circular road approximately one kilometer in diameter.

Security manning per shift consisted of one security officer at each of the two gates, and four security officers at guard booths erected and spaced out around the residential circle; altogether six officers per shift or 12 in total. The local company did not employ a Security Supervisor (which may have contributed to the absences and sleeping guards). The guards at the four separate guard booths were supposed to observe the houses in their quadrant of the circle; however due to the position and size of the houses and the natural curve of the circle, each security officer could only properly observe two houses completely; the remaining houses (approximately eight per guard post) were unobserved.

The local security company paid their security staff 33% LESS than the government mandated minimum wages. None of their guards were registered with Social Security or received any traditional (mandated) worker benefits. As a result the local company was able to charge 25% less than a properly operated security company. Additionally as a result of their low (an illegal pay scales) the “security officers” employed by the local company were either underage (15 to 17 years old), overage (older than 65), or were guards terminated by proper-paying security companies for poor performance. [See also our Memo on “The Cost of Low Priced Security” – link found at the bottom of our Securitas Thailand web pages.]

The Residential Community’s Juristic Committee wanted to switch to a professional security company, but did not want to increase the running costs of the community.

Security Solution. Securitas needed to improve security, but understood replacing guard-for-guard was not an option as the Community could not afford to increase their budget by 25%. Instead Securitas recommended to remove the four security posts / officers (and security booths which were eyesores) spaced out around the community, and replace these four officers per shift, with a Security Supervisor on an electric motorbike. The supervisor would ride around the entire community 3-4 times per hour giving all of the homes equal protection. Additionally the supervisor would temporarily standby the other two fixed posts at select times to give these security officer rest breaks.

The Savings. The reduction of eight security officers and the addition of a Security Supervisor per shift with an electric motorbike saved the community over 50% of what they were spending on security. At the same time security was upgraded to a professional company that employed properly aged security officers with proper (no derogatory) past work experience.

Success. The Residents saved money that could be used on other community projects / services, all of the houses received security protection, and security officers were properly supervised.