Standard Operating Procedure (SOP)

Training and Performance Evaluation of Security Staff

This SOP details the **training and performance evaluation of security staff**, covering staff recruitment criteria, comprehensive training programs, skills development, periodic performance assessments, feedback mechanisms, and continuous improvement strategies. The aim is to ensure security personnel are well-trained, competent, and effectively evaluated to maintain high standards of safety and security within the organization.

1. Purpose

To outline consistent procedures for recruiting, training, evaluating, and continuously improving the performance of security personnel.

2. Scope

This SOP applies to all security staff and relevant management personnel responsible for their training and evaluation within the organization.

3. Recruitment Criteria

1. Minimum educational qualification: High school diploma or equivalent.
2. Physical fitness standard as per job requirements.
3. Clean criminal background check.
4. Strong communication and interpersonal skills.
5. Prior security or related experience preferred but not mandatory.

4. Training Program

1. **Orientation:** Organizational policies, emergency procedures, site-specific rules.
2. **Core Security Training:**
   - Physical security procedures
   - Access control and visitor management
   - Incident reporting and documentation
   - Emergency response (fire, medical, evacuation)
3. **Skills Development:**
   - Conflict resolution and de-escalation techniques
   - Customer service
   - First aid/basic medical response
   - Use of security technology (CCTV, alarm systems)
4. **On-the-job Training:** Shadowing experienced staff, live drills, routine briefings.
5. **Continuous Learning:** Mandatory annual refresher courses, updates on new security threats, and procedures.

5. Performance Evaluation

1. **Evaluation Frequency:** Conducted semi-annually and as needed after incidents or complaints.
2. **Assessment Criteria:**
   - Punctuality and attendance
   - Adherence to protocols/procedures
   - Incident handling effectiveness
   - Professionalism and conduct
   - Teamwork and communication
3. **Methodology:**
   - Self-assessment forms
   - Supervisor and peer reviews
   - Customer/client feedback (if applicable)

6. Feedback Mechanisms

1. One-on-one review meetings following performance assessments.

2. Provision of constructive feedback and specific action items for improvement.
3. Anonymous feedback channels for security staff to voice concerns or suggestions.

7. Continuous Improvement

1. Regular review and update of training content based on security trends and assessment data.
2. Implementation of lessons learned from incidents and security breaches.
3. Encouragement and recognition of outstanding performance.
4. Incorporation of new technologies and techniques into training modules.

8. Documentation

1. Maintain records of recruitment, training, and performance evaluations for all security staff.
2. Ensure confidentiality and proper storage of personal and evaluation data.

9. Review

This SOP should be reviewed annually and revised as necessary to reflect changes in organizational needs, regulatory requirements, and best practices.