

The Security Buyer's Checklist



What to ask, what to look for and what to walk away from.

1. Accreditations to Verify

- ☐ SIA Approved Contractor Scheme - ask what tier & whether they are in the top 5%
- ☐ NSI Gold - ask which service categories it covers and when it was last audited
- ☐ Alcumus SafeContractor - supply chain and health & safety compliance
- ☐ Cyber Essentials - especially relevant if CCTV or access control is involved
- ☐ ISO 9001 (Quality Management) and ISO 14001 (Environmental)

2. Questions to Ask Before Signing

- ☐ Are your security guards directly employed, or do you use agency staff?
- ☐ What is your public liability insurance level? (Minimum to accept: £10 million)
- ☐ Do you offer a written Service Level Agreement with measurable KPIs?
- ☐ What is your response time guarantee for alarm activations and incidents?
- ☐ How do you use live threat intelligence to manage risk at my site?
- ☐ Do you offer a money-back guarantee if the service is not satisfactory?
- ☐ Can you provide references from clients in a similar sector or site type?

3. Red Flags to Walk Away From

- ☐ No NSI or SIA Approved Contractor accreditation
- ☐ Guards described as "self-employed" or provided through a staffing agency
- ☐ Public liability insurance below £5 million, or refusal to confirm the level
- ☐ No written SLA or KPI framework - verbal commitments only
- ☐ Unwillingness to provide client references
- ☐ Pricing significantly below market rate with no clear explanation

4. What a Professional Proposal Should Include

- ☐ A clear scope of services with specific deliverables and hours
- ☐ Guard credentials - SIA licence numbers available on request
- ☐ Named account manager and escalation contact
- ☐ Incident reporting process and format
- ☐ Contract terms including exit and renewal conditions
- ☐ Evidence of accreditation - not just a logo, a document or registration number

Want to talk through your requirements with a security provider that meets every criterion on this list?

Call Magenta Security on **0800 772 3786**
or visit **magentasecurity.co.uk**

