SOFTWARE & TECH

Securitas Employee Handbook

Published: November 20, 2026 | Index ID: #-

Introduction to the Securitas Employee Handbook

For any organization, an employee handbook serves as the foundational document that bridges company policy with daily operations. Within the security industry, where adherence to protocol is paramount, this document takes on an even greater significance. The Securitas Employee Handbook is more than just a rulebook; it is a comprehensive guide that defines the culture, expectations, and operational standards for one of the world's largest security providers. Whether you are a new hire preparing for your first shift or a veteran officer looking to refresh your understanding of company policies, this handbook is your essential resource. It outlines the rights and responsibilities of every employee while aligning individual conduct with the company's longstanding reputation for excellence and integrity.

This article provides a detailed exploration of the key components typically found within the Securitas Employee Handbook. We will examine how the handbook reinforces the company's core values, clarifies performance expectations, and ensures that every employee understands the critical role they play in safeguarding clients, property, and people. By understanding these guidelines, employees can navigate their careers with confidence and professionalism.

The Core Values: Integrity, Vigilance, and Helpfulness

At the heart of the Securitas Employee Handbook lies the company's mission statement and its three core values: Integrity, Vigilance, and Helpfulness. These are not merely slogans; they are the behavioral pillars that every employee is expected to embody. The handbook dedicates significant attention to explaining how these values translate into everyday actions on the job.

Integrity in Daily Operations

Integrity is the foundation of trust in the security profession. The handbook emphasizes that every Securitas employee must act with honesty and strong moral principles. This means accurately reporting incidents, handling confidential information with discretion, and avoiding any conflicts of interest. The handbook makes it clear that even minor lapses in integrity can compromise the safety of clients and the reputation of the company. Employees are encouraged to speak up if they witness unethical behavior, and the handbook provides clear channels for reporting such concerns without fear of retaliation.

Vigilance as a Professional Standard

Security work demands constant attention and awareness. The handbook defines vigilance as the ability to remain alert, observant, and proactive at all times. This includes monitoring surveillance equipment, conducting thorough patrols, and identifying potential risks before they escalate into incidents. The document provides practical guidance on maintaining focus during long shifts and avoiding distractions that could compromise safety. The Securitas Employee Handbook stresses that vigilance is not a passive state but an active, engaged approach to every assignment.

Helpfulness in Client and Public Interaction

Security officers are often the first point of contact for visitors, employees, and the public. The handbook

underscores the importance of helpfulness as a distinguishing trait of Securitas professionals. Being helpful does not mean compromising security protocols; rather, it means providing assistance with courtesy and professionalism. Whether directing a visitor to the correct office or assisting a distressed individual, employees are trained to balance service with security. The handbook includes examples of appropriate language and demeanor to ensure that every interaction reflects positively on the company.

Code of Conduct and Professional Behavior

The Securitas Employee Handbook establishes a comprehensive code of conduct that governs all aspects of employee behavior while on duty. This section is critical because it sets the standard for how employees represent themselves and the company in every situation.

Dress Code and Appearance

First impressions matter in the security industry. The handbook provides detailed guidelines on the Securitas uniform, including proper wear, cleanliness, and maintenance. Employees are expected to present a neat, professional appearance at all times. The handbook specifies acceptable footwear, jewelry, hairstyles, and personal grooming standards. It also addresses the wearing of company badges and identification cards, which must be visible at all times. By adhering to these standards, employees project authority and professionalism.

Punctuality and Attendance

Reliability is a cornerstone of effective security operations. The handbook outlines strict policies regarding attendance, punctuality, and shift coverage. Employees are required to report to their assigned posts on time for every shift. The document explains the procedures for requesting time off, reporting absences, and finding replacement coverage when necessary. The Securitas Employee Handbook also addresses the consequences of excessive absenteeism or tardiness, which can lead to disciplinary action up to termination. This emphasis on reliability ensures that security coverage remains consistent and dependable for all clients.

Communication with Clients and Supervisors

Effective communication is essential in the security field. The handbook provides guidance on professional communication with clients, supervisors, and team members. Employees are instructed to use respectful language, maintain appropriate tone, and document all important exchanges in writing. The handbook also covers the use of two-way radios, phones, and other communication equipment, emphasizing clarity and brevity. Furthermore, it outlines the chain of command, ensuring that employees know who to contact for various types of issues.

Security Officer Responsibilities and Post Orders

Every Securitas employee works from a set of post orders specific to their assigned location. The handbook explains that these post orders are the definitive guide for all duties, procedures, and protocols at that particular site. Understanding and following post orders is non-negotiable.

Understanding Post Orders

Post orders are customized instructions developed for each client site. They include information about patrol routes, access control points, emergency procedures, and reporting requirements. The handbook stresses that employees must read and fully understand their post orders before beginning any assignment. If any portion of the post orders is unclear, employees are expected to ask their supervisor for clarification. The handbook also notes that post orders can be updated periodically, and employees are responsible for staying current with any changes.

Incident Reporting and Documentation

Accurate documentation is a critical part of a security officer's duties. The Securitas Employee Handbook provides detailed instructions on how to complete incident reports, daily logs, and other required paperwork. Employees are trained to write objectively, including only factual information and avoiding personal opinions or assumptions. The handbook emphasizes the importance of timeliness, as delayed reports can undermine investigations or legal proceedings. Officers are also advised to preserve any evidence related to incidents until it can be properly handed over to authorities or supervisors.

Access Control and Patrol Procedures

Two of the most common duties for security officers are access control and patrol. The handbook outlines the proper procedures for verifying identification, checking credentials, and granting or denying entry to individuals and vehicles. It also covers patrol techniques, including randomizing patrol routes to prevent predictability and ensuring all areas are checked thoroughly. The handbook emphasizes that these procedures are essential for maintaining the security and safety of the client's premises.

Training and Professional Development

Securitas invests heavily in the training and development of its employees. The handbook highlights the various training programs available, from initial onboarding to ongoing education.

New Hire Orientation

All new employees must complete a comprehensive orientation program before they can begin working independently. The Securitas Employee Handbook explains that this orientation covers company policies, safety procedures, client expectations, and basic security techniques. Orientation also includes a review of the handbook itself, ensuring that every employee understands their rights and responsibilities from day one.

Ongoing Training and Certification

Security is an evolving field, and staying current is essential. The handbook outlines requirements for ongoing training, including annual refresher courses, specialized certifications, and updates on new technologies or procedures. Employees are encouraged to pursue additional certifications in areas such as first aid, fire safety, or crisis intervention. The handbook notes that employees who invest in their professional development are often considered for promotions and special assignments.

Career Advancement Opportunities

The handbook also provides information about career paths within Securitas. From security officer to shift supervisor, site manager, and corporate roles, the company offers numerous opportunities for advancement. The document explains the performance evaluation process, including how employees can qualify for promotions and pay increases. By following the guidelines in the handbook, employees can position themselves for long-term career growth.

Safety and Emergency Protocols

Safety is paramount in the security industry. The Securitas Employee Handbook dedicates a substantial section to safety protocols and emergency response procedures.

Workplace Safety Standards

Employees are expected to follow all safety guidelines to prevent accidents and injuries. This includes proper lifting

techniques, safe use of equipment, and reporting any hazards immediately. The handbook emphasizes that safety is everyone's responsibility and that no task is so important that it cannot be done safely.

Emergency Response Procedures

The handbook provides clear instructions for responding to various emergencies, including fires, medical incidents, natural disasters, and security threats. Employees are trained to remain calm, follow their post orders, and communicate effectively with emergency services and supervisors. The handbook also covers evacuation procedures, lockdown protocols, and the use of emergency equipment. Regular drills and exercises help ensure that employees are prepared to respond effectively when needed.

Use of Force Policy

Securitas has a strict use of force policy that is clearly articulated in the handbook. Employees are instructed to use only the minimum force necessary to protect themselves or others and to de-escalate situations whenever possible. The handbook explains that any use of force must be documented immediately and reported to supervisors. This policy protects both employees and the public while maintaining the company's commitment to safety and professionalism.

Compensation, Benefits, and Employee Rights

The Securitas Employee Handbook also covers the practical aspects of employment, including compensation, benefits, and employee rights.

Pay and Overtime Policies

The handbook explains the payroll schedule, pay rates, and overtime policies in accordance with federal and state laws. Employees are informed about how their hours are tracked and how they can access their pay stubs. The document also clarifies the process for reporting pay discrepancies and requesting wage advances.

Benefits Package

Securitas offers a comprehensive benefits package, which the handbook summarizes for employees. This may include health insurance, dental and vision coverage, retirement plans, paid time off, and educational assistance. The handbook directs employees to the appropriate resources for detailed information about enrolling in benefits and making changes as needed.

Employee Rights and Non-Discrimination

The handbook affirms the company's commitment to equal employment opportunity and a workplace free from discrimination and harassment. It outlines the procedures for reporting any violations of these policies and assures employees that they will not face retaliation for making good-faith reports. The document also covers the Family and Medical Leave Act (FMLA) and other legal protections available to employees.

Technology, Social Media, and Privacy

Modern security work often involves the use of technology. The handbook addresses how employees should use company technology and their personal social media accounts.

Use of Company Equipment

Employees are responsible for the care and proper use of all company-provided equipment, including radios, vehicles, computers, and surveillance systems. The handbook prohibits using company equipment for personal purposes without authorization. It also covers the security of electronic information, including password protection

and data privacy.

Social Media Policy

The Securitas Employee Handbook includes a social media policy that applies to both professional and personal accounts. Employees are prohibited from sharing confidential information about clients, colleagues, or company operations online. The handbook also advises against posting anything that could damage the company's reputation or compromise security. Violations of this policy can result in disciplinary action.

Privacy and Confidentiality

Security officers often have access to sensitive information. The handbook emphasizes the importance of maintaining confidentiality regarding client data, security protocols, and personnel matters. Employees are required to sign confidentiality agreements and are reminded that breaches of confidentiality can lead to termination and legal consequences.

Conclusion

The Securitas Employee Handbook is far more than a routine corporate document. It is a living guide that shapes the daily experience of every employee, from the newest security officer to the most experienced site manager. By clearly defining expectations, promoting core values, and providing practical guidance, the handbook empowers employees to perform their duties with confidence and professionalism. Understanding and following the policies outlined in this handbook is not only a condition of employment but also a pathway to a successful and rewarding career in the security industry.

For Securitas employees, the handbook serves as a constant reference that reinforces the standards of integrity, vigilance, and helpfulness. By internalizing these principles and applying them in every situation, employees contribute to the safety and security of the communities they serve while building a reputation for excellence that benefits both themselves and the company. Whether you are reading the handbook for the first time or revisiting it as a refresher, its contents remain relevant and essential to your success as a

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