

## BENCHMARKS

### CONTRACT SECURITY OFFICER TURNOVER RATES

There are many advantages to using contract security officers. Doing so is typically less expensive, provides greater flexibility in staffing, and can tap into the expertise of firms for whom security is the core function. However, conventional wisdom is that turnover is higher among contract security officers than it is among in-house personnel. "Turnover in the event security industry is horrendous," complained one survey respondent to IOFM's *2010 Guard Firm Ratings & Contracting Security Survey*.

So it is critical for client organizations to measure and monitor the ability of contract security firms to keep turnover in check and deliver a stable, consistent security force to protect them. When turnover is high, clients must endure a parade of new officers who are unfamiliar with the company, its rules, its security procedures, and its culture.

According to the results, most users of contract security—46 percent—experience turnover of permanently assigned officers of less than 10 percent (calculated as the number of security officers leaving in past year ÷ number of FTE security staff x 100). Organizations who experience turnover of more than 25 percent should be aware that they are suffering an unusually high rate of personnel churn, according to the survey results.

