



GSB PULSE Highlights

Security Officer Safety — Benchmarks & Interventions

Years Covered: 2019-2023
 Data Set: ~1.1 million security officers per year
 Next Report: Fall 2026 (adding 2024 & 2025 data to existing data set)
 Insights/Suggested Actions: By Ligue Safety & Security Working Group Members

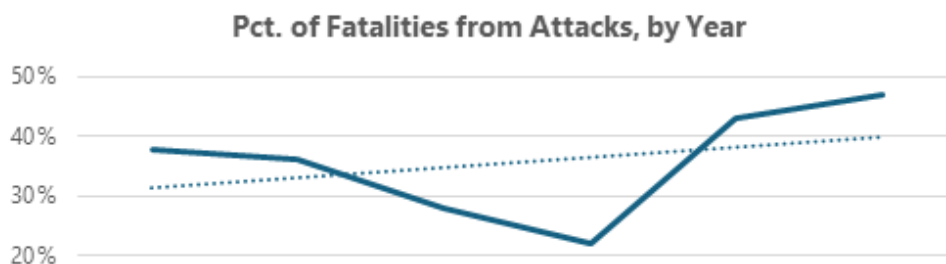
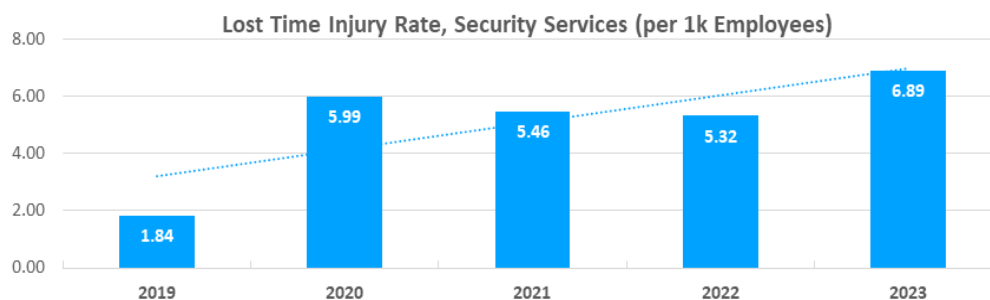
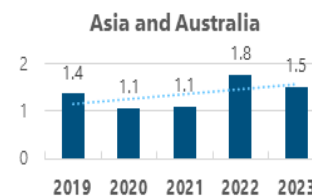
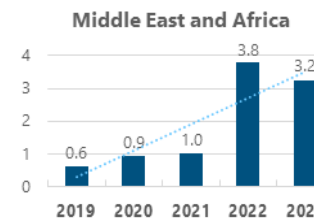
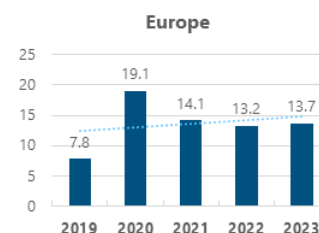
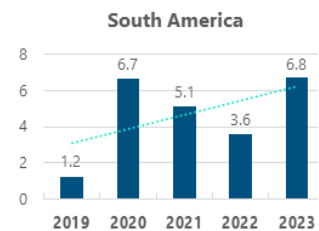
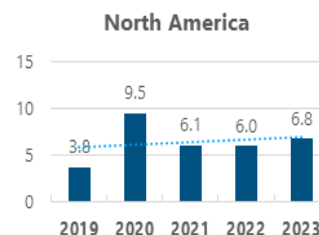
Data Point

- Industry avg. “lost time injury” (LTI) rate is 6.9 per 1,000 employees (2023)
- Recordable rate is 12.8
- 5-year LTI trend lines are up for all regions
- Only Europe saw a decline in 2023 LTI rate vs. 4-year (2019-2022) average; Middle East/Africa and South America saw the greatest increase
- Fatality rate is 2.53 per 100,000 FTEs; just above the 6-year average of 2.4
- Pct of fatalities due to violence has increased

Insight / Experience

- Widespread internal alignment on definitions and interpretations of work-related injuries is necessary for data to offer a reliable snapshot of frequency of adverse safety outcomes.
- Some recent increase in injury rates is attributable to better injury reporting and recording processes.
- Region vs. region comparison is cautioned, as injury reporting cultures, requirements, and classifications influence rates.
- Lack of control over operating environments is a persistent issue; third-party aggression is a growing source of negative outcomes; mental health is becoming a greater priority for workers and in legislation.

LTI Rates, by Region



“ The data is evidence of the need for security firms to recommit to protecting frontline security personnel. ”

Issues Identified	Suggested Action / Intervention
<p>Technology is increasingly key to preventing security officer injuries</p>	<ul style="list-style-type: none"> ▪ Alarms and other personal tech for solitary workers ▪ Reduce exposing officers to health and bodily risks through use of drones, sensors, AI risk-prediction, and smart cameras ▪ Bodycams to reduce risk from violence ▪ Tech-enhanced, more realistic training models
<p>Violence is the 3rd leading cause of injuries and a growing cause of fatalities</p>	<ul style="list-style-type: none"> ▪ Robust threat assessments with client participation ▪ Extensive de-escalation and conflict management training ▪ On-going close client collaboration ▪ Technology (CCTV/bodycams), ▪ Rapid victim support including 24/7 psychological aid.
<p>Slips, trips, and falls are the top cause of injuries; although typically low-impact incidents, they drive baseline injury rates</p>	<ul style="list-style-type: none"> ▪ One firm reduced time lost from slip, trips, and falls by 25% through a 2-year roll-out of ankle-high shoes, which more than covered their 10% higher cost
<p>Mental health concerns mirror rising regulation and growing recognition that frontline security work can cause psychological harm</p>	<ul style="list-style-type: none"> ▪ Consistent and frequent messaging about where to get help ▪ Destigmatize mental health issues in employee outreach ▪ Employee Assistance Programs and 24/7 hotlines ▪ Blended training suites including training for managers and virtual, on-demand classes
<p>Road incidents disproportionately drive serious injury and fatalities, exacerbated by worsening urban traffic</p>	<ul style="list-style-type: none"> ▪ Careful employee recruitment ▪ Defensive driving training ▪ Telematics and dashcams; driving behavior monitoring ▪ Strict no-phone and fatigue policies ▪ Vehicle checks and regular safe driving awareness campaigns
<p>Robust safety training is critical, and is especially effective when it directly relates to job assignments</p>	<ul style="list-style-type: none"> ▪ Practical, realistic (based on actual scenarios officers face) ▪ Adapt training to participants ▪ Technology enhancements like gamification are well-received ▪ Blended training is best (mix of both in-person and virtual) ▪ On-boarding safety training helps establish safety as a priority
<p>Refresher or periodically updated training is critical, as skills are perishable</p>	<ul style="list-style-type: none"> ▪ Review company data and re-train on problem areas ▪ Physical skills that are not regularly exercised (e.g., restraint, and physical intervention) ▪ Seasonal or other non-routine risks (e.g., cold weather and heat-related risks) ▪ Accompanying any changes in rules, regulations
<p>There must be recognition by the client that they hold a shared responsibility for personnel on their site; it is foundational to safe work</p>	<ul style="list-style-type: none"> ▪ Site-specific Job Safety Analyses with client input ▪ Joint awareness and incentive programs ▪ Coordinated violence prevention risk identification, monitoring ▪ Hazard mitigation ▪ Data sharing

“ A strong record and culture of occupational safety can be successfully used as a competitive advantage to attract and retain personnel. ”