

# Establishing the Evaluation Criteria System for Private Security Companies in Hungary

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Attila TÓTH<sup>1</sup> 

*The study was prepared for the research on the creation of the certification system for private security companies operating in Hungary. I hereby present the place of private security in the Hungarian law enforcement system and examine the operation of the certification system for private security companies in international practice. Based on international experience and taking into account laws applicable to businesses, I have developed a criteria system for the pre-certification of businesses. I have also created separate evaluation criteria systems for assessing the financial stability, size, market share and quality of services provided by companies.*

**Keywords:** private security, certification, criteria system, categorisation

## The aim of establishing the evaluation criteria system

The aim of the development of an evaluation criteria system for private security companies in Hungary that operate with security guards, security technology and remote alarm monitoring centre is to provide an objective evaluation and categorisation of the companies. The evaluation criteria should take into account the weighted components of the evaluation system.

## The place of private security in the Hungarian law enforcement system

The Hungarian literature refers to the group of private security companies, local government law enforcement agencies, and civilian self-defence organisations as complementary law enforcement in the law enforcement system.<sup>2</sup> The actors of complementary law enforcement perform their activities in market conditions or

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<sup>1</sup> Assistant Lecturer, University of Public Service, Faculty of Law Enforcement, Department of Private Security and Local Governmental Law Enforcement; PhD student, Óbuda University, Doctoral School on Safety and Security Sciences, e-mail: [toth.attila@uni-nke.hu](mailto:toth.attila@uni-nke.hu)

<sup>2</sup> CHRISTIÁN 2022.

in volunteer-based civilian organisations, supporting and assisting the activities of state law enforcement agencies.

These companies provide security guards, security technology design and installation, and private investigation services. The manned security services are performed within the legal and professional guidelines set by the companies. Their tasks include preventing illegal activities, protecting people, events, objects, assets, service systems and elements of critical infrastructure, operating remote surveillance systems and providing on-site response services.<sup>3</sup> The activity is assisted by security technology systems. The security technology systems are protective solutions that increase the physical security of the protected object, the regime measures regulating their operation and information systems. Physical security is provided by mechanical protection devices, electronic property protection systems, including electronic intrusion alarm, access control and video surveillance systems, and various hardware and software solutions for information security (IT<sup>4</sup> security).

Private security companies in Hungary work exclusively in the civilian sector under the framework of a civil law contract, and their activities are regulated by Act CXXXIII of 2005 on Personal and Property Protection and Private Investigation Activities. They do not perform military tasks and are not subject to regulations for Private Military Companies (PMCs), Private Security Companies (PSCs) and Private Military and Security Companies (PMSCs).

## **Certification of private security companies working in the field, international outlook**

The certification of private security companies operating in the field is based on voluntary participation in the countries being examined. The acquired certification expires after a specified period of time in all examined systems, and needs to be renewed. In some systems, regular annual reviews are required. As a result of the regular reviews, companies continuously improve the quality of their services, which is achieved through upgrading their technical equipment, training their employees, increasing their staff size and improving their salary standards. If during a review (supervisory audit), expert auditors encounter too many deviations, they are recorded in a report and the elimination of the shortcomings is prescribed. If a company does not eliminate the revealed shortcomings by the set deadline, its certificate will be revoked. The strict requirements and consistent inspection system guarantee the elimination of unreliable, organisationally undeveloped, insufficiently experienced and high-risk companies.

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<sup>3</sup> BODA 2019.

<sup>4</sup> IT: Information Technology.

## ***The United Kingdom***

The Security Industry Authority (SIA) started its operations based on the 2001 Private Security Industry Act in the United Kingdom, a state agency created by the Ministry of the Interior of the United Kingdom.<sup>5</sup> The SIA is responsible for regulating certain activities in the private security industry in England, Scotland, Wales and Northern Ireland.

The SIA issues licenses for people working in the private security field. Only individuals over 18 years of age with adequate training and qualifications for the job may receive a license. The activities that can be performed with the license are regulated by British national standards.

In addition to issuing permits for individuals, the SIA also deals with the certification and approval of businesses in the private security sector. The SIA Approved Contractor Scheme (ACS) ensures that the audited business is capable and appropriate (from a criminal perspective) to carry out private security tasks and performs its duties in accordance with specified quality requirements.

The acquisition of ACS certification for businesses is voluntary. Being a member of the ACS system is a business advantage for approved businesses, as it shows to customers ordering their services that the business is a company certified by an independent auditing organisation and committed to providing quality services. Certified organisations are entitled to use the ACS accreditation trademark on their stationery, clothing and websites. The accredited organisations are listed and published on the SIA's website.<sup>6</sup>

Certifying organisations are independent and impartial. Such a certifying organisation is the National Security Inspectorate (NSI) or the Security Systems and Alarm Inspection Board (SSAIB). NSI is an independently accredited certifying organisation by the United Kingdom Accreditation Service (UKAS), which certifies private security providers in the United Kingdom<sup>7</sup> and Ireland.<sup>8</sup>

Their certification requirements comply with police guidelines (in England, Wales, Scotland, Northern Ireland and the Republic of Ireland), and their issued certificates are also accepted by insurance companies. In the event of a loss, insurance companies must be satisfied that the client has taken all reasonable precautions to reduce the risk. If a client operates a Security Systems and Alarms Inspection Board (SSAIB) certified system or uses SSAIB certified services, they are demonstrating that they acted in good faith and took all reasonable precautions.<sup>9</sup>

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<sup>5</sup> For more information see [www.legislation.gov.uk/ukpga/2001/12/contents](http://www.legislation.gov.uk/ukpga/2001/12/contents)

<sup>6</sup> Security Industry Authority 2023.

<sup>7</sup> The number of companies approved by the NSI in the United Kingdom reaches 1,800.

<sup>8</sup> For more information see [www.nsi.org.uk/about-nsi/](http://www.nsi.org.uk/about-nsi/)

<sup>9</sup> For more information see [www.ssaib.org/](http://www.ssaib.org/)

## Germany

The Verband der Sachversicherer e.V. (VdS), founded in June 1948, is the umbrella organisation of the German insurance industry. It deals with all areas of corporate security. It performs risk assessments, site inspections, product certifications and certifies businesses and professionals in the areas of property protection, fire and occupational safety, and cyber security. The VdS certificate is recognised in professional circles throughout Europe and increasingly represents reliability and security on global markets.<sup>10</sup>

The private security services standard series (SDL – Sicherungsdienstleistungen) is the DIN 77200<sup>11</sup> which was published in November 2017. The security provider demonstrates its capability to design and provide security services according to the DIN 77200 in a professionally qualified manner according to the standards requirements through certification.

In terms of security systems, the VdS not only certifies security products but also the installers of these systems. The German police emphasise that improper installation of security devices is often the reason for successful break-ins. Certified security system installation companies by the VdS can obtain certification for the installation of intrusion alarm systems, automatic fire alarm systems and video surveillance systems. The certification is valid for four years and must be renewed after that. Approved businesses guarantee to comply with the VdS design and installation guidelines (VdS Schadenverhütung GmbH).<sup>12</sup>

The VdS also certifies companies that install mechanical security devices, such as those who install security grates after the fact, perform glazing and grating on doors and windows, manufacture grates and install blinds. In addition, they certify service companies that carry out maintenance, repair and modification of safes (based on VdS 3529 guidelines), carriers of money and valuables (based on DIN 77210-1), alarm receiving centres (based on DIN EN 50518), and also certify airport and air transport security providers (according to DIN EN 16082).

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<sup>10</sup> For more information see <https://vds.de/ueber-vds>

<sup>11</sup> The DIN 77200:2008 was the predecessor standard, which was transformed into a three-part standard during the 2017 revision.

<sup>12</sup> In case of intrusion alarm systems, the VdS 2311, for automatic fire alarm systems, the VdS 2095 and for video surveillance systems, the VdS 2366 (<https://vds.de/kompetenzen/security/zertifizierung/errichterunternehmen-fuer-elektronische-und-mechanische-sicherungstechnik>).

## **Italy**

In Italy, private security service providers are certified based on the UNI<sup>13</sup> 10891:2022<sup>14</sup> standard by independent certification bodies. One such independent certification organisation is the Swiss–Italian SI Cert Group, established in 2000, which deals with the certification of management systems, products, services and business processes.

The UNI 10891:2022 standard defines the mandatory minimum requirements for the control of services provided by private security service providers. The activities of the certifying organisation are performed based on ISO/IEC 17065:2012.<sup>15</sup>

In the certification process, the certification body performs a certification audit to verify the compliance of the company's system with the standards. Prior to the certification audit, the company may request a pre-audit, where the auditing body examines the suitability of the company's management systems for the certification audit. Upon successful certification audit, the company will receive a certificate issued by the accredited certification body. Following this, the certification body will carry out annual surveillance audits at the company to maintain the certificate. After two surveillance audits, a renewal audit will follow in the third year after the acquisition of the certificate. The UNI 10891 standard fully integrates with the ISO 9001 standard and can be fully integrated into quality management processes.

## **Russia**

In Russia, certification of private security companies is also carried out by accredited certification organisations based on the ГОСТ Р 66.9.04-2017<sup>16</sup> standard. Application for certification is voluntary.

The certification process consists of two parts. In the first part, the processing of information provided by the organisation and the audit of the submitted documents takes place. In the second stage, a site inspection takes place. During the site inspection, compliance with the inspection requirements is determined and the qualifications and professional experience of the company's employees, as well as the company's financial stability are examined. The site inspection is always carried

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<sup>13</sup> UNI – Ente Italiano di Normazione [Italian Standardisation Institute], founded in 1921. Since its establishment, they have published over 49,000 standards.

<sup>14</sup> UNI 10891:2022 Servizi – Istituti di Vigilanza Privata – Requisiti [Services – Private Security Institutions – Requirements].

<sup>15</sup> The ISO/IEC 17065:2012 standard outlines requirements that ensure certification bodies conduct their certification activities competently, consistently and impartially. This is necessary for the recognition of the certification body and acceptance of certified products, processes and services nationally and internationally. Evaluation of Conformity – Requirements for certification bodies regarding products, processes and services ([https://store.uni.com/p/UNI1604602/uni-108912022-506493/UNI1604602\\_EIT](https://store.uni.com/p/UNI1604602/uni-108912022-506493/UNI1604602_EIT)).

<sup>16</sup> ГОСТ Р 66.9.04-2017 Оценка опыта и деловой репутации охранных организаций [Evaluation of the experience and business reputation of security organisations] Russian national standard.

out by a team of at least three expert technicians with expertise in private security operations. After the evaluation, the certified company is given a certificate and a rating, which increases in proportion to the company's experience and reliability, based on a 100-point scale. The rating is calculated based on the experience of the site inspection, by the expert team, according to the ГОСТ Р 66.9.04-2017 standard, Annex "B".

On-site inspection examines the management of the private security organisation, the qualifications and professional experience of the employees, the compliance of the service equipment, communication equipment, vehicles and various technical resources based on the data provided in the previously submitted request.

The goal of the company certification according to the standard is to screen out unreliable private security businesses that do not have sufficient professional experience and adequate resources. An additional objective is to require standard-compliant company certification in tenders issued by government agencies and large private companies.<sup>17</sup>

## **Ukraine**

In Ukraine, a rating system for private security companies was introduced in 2015. The system was developed by a team of experts from the Українська Федерація Професіоналів Безпеки [Ukrainian Federation of Security Professionals, UFPB].<sup>18</sup> On 19 October 2015, the Добровільна оцінка відповідності послуг з охорони [Voluntary Compliance Assessment for Security Services] was approved. This is a rating system aimed at providing objective information to customers ordering security services about the reliability and scope of services provided by security companies.

The certification of companies in Ukraine is based on voluntary applications. The assessment is carried out by a team of experts based on the documents submitted by the company. After the audit of the documentation, the experts carry out an on-site audit. During the on-site audit, objective evidence is collected to verify the facts mentioned in the submitted documents and statements made by the company. After successful completion of the certification process, the company will receive the Сертифікат відповідності послуг охорони Української Федерації професіоналів безпеки [Certificate of Compliance of Security Services of the Ukrainian Federation of Security Professionals] and be posted on the UFPB website.

In the examined states, the certification of private security companies works in practice and databases of certified companies are available. Generally, it can be

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<sup>17</sup> Шарвонова 2017.

<sup>18</sup> Українська федерація професіоналів безпеки (УФПБ). It was established on 5 May 1995. The organisation consists of Ukrainian businesses specialising in providing security services. In 2019, they represented more than 450 companies (<https://ufpb.kiev.ua/ресстр-сертифікованих-компаній/>).

concluded that obtaining certification presents a challenge for companies, however, they gain market advantages when they have it.

In the examined countries, the certification process is based on voluntary commitment. The acquired certification expires after a specified period in all examined systems and must be renewed. In some systems, regular annual review is required. As a result of the regular review, companies continuously improve the quality of their services by upgrading their technical equipment, training their employees, increasing their staff numbers and improving their salaries. If expert auditors find too many deviations during a review (supervisory audit), they are recorded in a minutes and the correction of deficiencies is ordered. If a company does not eliminate the revealed deficiencies by the specified deadline, its certificate will be revoked. The strict requirements and the consistent monitoring system guarantee the elimination of unreliable, poorly organised and risky companies lacking professional experience.

In the certification system in the United Kingdom, not only companies but also employees are certified based on their qualifications and the work they are intended to perform.

The certification system in Russia differs from other examined systems in that companies do not receive certificates of equal value, but are certified by an index number on a hundred-point scale. The size of the index number is proportional to the company's reliability, professional experience and market power.

## **The establishment of a certification criteria system in Hungary**

When creating the certification criteria system, I took into account the evaluation requirements of the company certification systems outlined in international standards.

In international practice, certification of businesses takes place on a voluntary basis through an application process where applicants undergo a preliminary screening. Only businesses that meet a minimum entry requirement are certified. This is how the SIA certification system operates in the U.K., where companies applying for the ACS certificate undergo a few-point inspection by an accredited certification organisation. During the inspection, the accredited certification organisation examines the company's compliance with the law, whether its employees are eligible to provide the certified service, whether they have a live service contract and have been operating for at least a year. A business that does not meet any of the preliminary screening requirements cannot be certified.

Based on the above, I have created several questionnaires. Using the questionnaires, I examine the eligibility of the companies for certification, their financial and economic stability, the quality of the service they provide, the technical

and professional level of the service as well as the qualifications and professional experience of their employees.

### ***Pre-certification of businesses***

In the planned certification system, certification of businesses will take place on a voluntary basis. Applicants must first undergo pre-certification. In pre-certification, the businesses must meet five criteria to start the certification process. If any of the five exclusions are present, the applicant business cannot be certified.

The exclusions apply to both companies specialising in live security and security technology. The exclusions only include conditions that are necessary for lawful operation and that are determined by the Procurement Act<sup>19</sup> in relation to applicants in procurement procedures.

The exclusions are:

- the business is not registered with the company court
- the business does not comply with Act CXXXIII of 2005, 5 § (1)–(2) and 5/A § (1)–(3)
- the business is not considered a transparent organisation Act CXCVI of 2011, 3 § (1)
- one of the exclusions of 62 § (1) a)–h), k)–l), n) and (2) of the Procurement Act exists against the company
- the company has not been operating for at least three years

In the event of any of the listed five exclusionary conditions, the applicant business cannot be qualified.

The determination of minimum operating time is important because it is characteristic of the life cycle of businesses that suffer from a lack of initial capital, and they primarily finance their operating costs from their founders' savings, family loans and loans from friends.<sup>20</sup> In this initial period, they often pay little attention to marketing and market research. The difficulties of starting up deplete the available capital of many businesses, the initial momentum decreases, which leads to the collapse of the business.<sup>21</sup> The literature dealing with the corporate life cycle refers to this early failure as “infant mortality”. In Hungary, start-up businesses spend an average of 3.3 years in infancy, similar to businesses in Western market economies.<sup>22</sup>

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<sup>19</sup> Act CXLIII of 2015 on Public Procurement (Procurement Act).

<sup>20</sup> The triple capital sources of founder, family and friends are often referred to as 3F in the literature.

<sup>21</sup> REKETYÉ 2016.

<sup>22</sup> SALAMONNÉ HUSZTY 2008: 19–44.

## ***Evaluation system for the financial stability of businesses***

- Is the business listed in the Public Debt-Free Taxpayers Database?  
Based on Act CL of 2017 on the Tax System. The operation and publication of the Public Debt-Free Taxpayers Database, the state tax and customs authority publishes it on its website. The taxpayer can be listed in the database if they meet the following conditions as of the last day of the month preceding the publication:
  - according to the taxpayer’s declaration, there is no recorded net debt or public debt with the state tax and customs authority
  - the taxpayer has fully satisfied or will fully satisfy their due declaration and payment obligations
  - there is no bankruptcy, liquidation, compulsory cancellation or seizure procedure underway
  - there is no outstanding value-added tax debt
  - there is no corporate tax debt
  - there is no overdue tax debtThe registration of a company in the tax debt-free taxpayer database is not mandatory, however, it provides convenience for the invitators to tender in terms of checking the tenderers listed in the database.
- Has the company been under bankruptcy, liquidation or execution proceedings or had its tax number deleted in the last three financial years?  
This is an evaluation criteria if the conditions are no longer in place at the time of application from the candidate for certification. If the conditions are still in place at the time of application, then it is a disqualifying factor for the business certification.
- Has there been a pending item on the current account in the last three financial years?  
This is a criteria for certification indicating financial stability.<sup>23</sup>
- The proportion of own capital to the total amount of the balance sheet (own capital/total resources)\*100 (%)  
One of the most commonly used structural indicators that shows the proportion of equity within the total capital. It is also referred to as equity coverage. The higher the value of the indicator, the more financially stable the business is considered to be. A high equity coverage indicator means that the business finances its operating costs from its own sources and is not dependent on investors or lenders.<sup>24</sup>

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<sup>23</sup> Insolvency/queueing (negative data): Insolvency of business current account, queuing of claims on current account. On the business current account, due to a lack of cover, a claim of over one million forints generated (queueing) after more than thirty days (for more information see [www.bankszovetseg.hu/fogalomtar/f.cshtml](http://www.bankszovetseg.hu/fogalomtar/f.cshtml)).

<sup>24</sup> PÁR et al. 2021.

If the proportion of equity within all resources of the business does not reach 30%, then it can be considered financially risky for the business.<sup>25</sup>

- Average salary (wage cost/number of employees)  
The wage cost includes not only the basic salaries but also various allowances, bonuses and premiums. The number of employees refers to those employed on a full-time or part-time basis. Part-time employment reduces the average salary. An increase in the average salary suggests a well-managed and profitable business that strives for lawful employment.<sup>26</sup>
- The ratio of workers employed in full- or part-time employment (number of workers employed/number of sub-contractors included in performance, including those working under a contract for services and temporary workers)  
Increasing the ratio of workers employed in employment serves the objective to whitewash the industry. Workers employed this way perform their work integrated into the employer's organisation, which is regular and continuous. The employer has broad monitoring, instructing and management rights over a worker employed in employment, during which they can determine the method of work.<sup>27</sup>

Increasing the prestige of the profession is one of the important elements of creating transparent employment conditions.<sup>28</sup> Employment in employment provides security for both the employer, the employee and the service client.<sup>29</sup>

- Customer base  
The customer base is the number of customers of a qualifying business that has a live service contract. The more services a business provides to its customers, the more stable it can be considered. In case of businesses with few customers, the termination of a customer contract may lead to the termination of the business.

### ***A certification system established to examine the size of the company, its market share, and the size of its service area***

- Net revenue from personal and property protection activities  
The net revenue size is generally proportional to the size of the company. To filter out exceptional annual revenues, the average revenue of the three years prior to certification should be taken into consideration on the certification data form.<sup>30</sup> If the company also deals with product sales or security technology

<sup>25</sup> ZÉMAN–BÉHM 2017.

<sup>26</sup> PAÁR et al. 2021.

<sup>27</sup> MATISCSÁKNÉ LIZÁK 2016.

<sup>28</sup> CHRISTIÁN 2022.

<sup>29</sup> CoESS – UNI-Europa 2014.

<sup>30</sup> Certification data form: A form filled out by the company applying for certification, in which the filler provides answers to the evaluation criteria of the certification evaluation system.

installations, the value of these services will also be included in the net revenue, so only the three-year average net revenue from personal and property protection activities should be displayed on the certification data form.

- Number of full-time employees

This signifies the number of employees working in full-time or part-time employment. It is a certification criterion aimed at reducing subcontracting chains typical of the sector, forced entrepreneurship, black market employment and employment through labour rental companies, in order to whiten the sector.<sup>31</sup>

- Number of subcontractors involved in performance

This means the number of subcontractors involved in the performance of the service on a permanent or occasional basis (this includes those who work under a contract of mandate).

The number of employees in full-time employment and the proportion of subcontractors involved in the performance give the proportion of full-time or part-time employees in terms of the company's financial stability.

- Size of service area (nationwide, regional, county or local level)

A small business operating in a local or county service area cannot meet the needs of a customer who has multiple locations nationwide or operates a nationwide branch network. The diversification of such a type of caller for bids is an important evaluation criterion. The degree of diversification is an important part of the corporate strategy as a wide service area requires a higher number of employees, more equipment and vertical development of the organisation, thus requiring a greater organisation.<sup>32</sup>

- Number of people with security guard, and property protection system installer, as well as designer-installer certificates

At companies engaged in live security, only those with security guard certificates can perform property guarding activities, while property protection system installers perform the installation, maintenance and repair of security systems, and those with property protection system designer-installer certificates perform the design of security systems. The certificates are issued by the Competent Police Headquarters Administration Department according to the place of residence, based on proof of no criminal record and appropriate educational attainment, vocational training or qualification.<sup>33</sup> The number

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<sup>31</sup> FELMÉRY 2018.

<sup>32</sup> CHIKÁN 2008.

<sup>33</sup> The provisions in paragraphs (1)–(6) of section 10/A of BM regulation 22/2006 (IV.25.), which governs the implementation of Act CXXXIII of 2005 on Personal and Property Protection and Private Investigation Activities, specifically lists the necessary qualifications and competencies required for performing personal and property protection, private investigation, and security technology activities. According to the regulation, which came into effect on 6 July 2018, these qualifications and competencies are acceptable for obtaining the certification for personal and property protection personnel, private investigators, those who design and install property protection systems, and those who install such systems.

of employees who work on a full- or part-time basis and have the necessary certificate issued by the police authority for performing property protection activities.

- Operation period of a company

Companies follow a similar path during their lifespan. After starting, they enter the uncontrolled growth stage, followed by the control and delegation period. The uncontrolled growth stage is characterised by rapid development, where overheated companies seize every opportunity, accept every job and embark on everything. If companies do not pay enough attention to the development of their organisation, the regulation of processes and do not balance their income and expenses during this stage, it can lead to a control crisis, which, in the worst case, can result in the collapse of the company. When they get past the control crisis, they enter the control and delegation stage. During the control stage, companies slow down their operations and focus on profitable operations rather than increasing their income. Hungarian experiences show that companies do not slow down their operations, instead, they focus on increasing both revenue and profit while trying to regulate their processes and make their operations more organised. At this stage, first, they usually establish a linear-functional structure and then some companies form independent organisational units (divisions).<sup>34</sup> Businesses spend different amounts of time in development phases, then after the management and delegation phase they move into the coordination phase and finally the cooperation phase. In the delegation phase, the leaders of autonomous organisational units of the strengthened businesses have independent decision-making powers within their divisions. They often do not coordinate their decisions with the rest of the organisation. At this point, upper management may feel that they are starting to lose control over the company. It would be a bad decision for the company leadership to return to centralised management and try to intervene directly at all levels in the company's operations. The proper answer to that lies in introducing new solutions, special coordination techniques and strengthening teamwork.<sup>35</sup> Organisations are constantly developing and growth demands greater regulation, documentation, performance evaluation and internal control. In case of a sudden growth of the business, such a high degree of organisation may not be possible due to the little timeframe. Therefore, the length of time the business operates is an important evaluation criterion.

- Number of sites

The number of sites or branch offices can be important in case of companies with a nationwide service area. Providing services with their own employees is possible in several parts of the country either by starting from the central

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<sup>34</sup> SALAMONNÉ HUSZTY 2008: 19–44.

<sup>35</sup> GREINER 1998.

location or by employing employees who live near the location of service provision. In the first case, it means significant additional costs for the service providers in terms of the time spent traveling and travel expenses for the company's workers.<sup>36</sup> It is also very important to note that in cases that require immediate intervention, the time for withdrawal can also be much longer. In the second case, it can be problematic to integrate remote employees into the organisation's processes. Organising their regular training and monitoring their work takes more time and causes additional costs.

In case of multiple sites, the above problems can be avoided, but the operation of multiple sites can only work for organised and large companies with a high number of employees. Increased fragmentation increases the importance of coordination of communication and the implementation of an integrated perspective.<sup>37</sup>

### ***A grading system designed to evaluate the quality of the service provided***

- The company operates an ISO 9001<sup>38</sup> quality management system and carries out its activities accordingly

The basis of quality service is a committed company management. If the company management is committed, quality-oriented processes can be developed, which can be executed by properly trained, quality-conscious employees. The execution must be regularly checked, corrective and preventive activities must be carried out based on any non-conformities found, and the results must be checked back. The conformance of the end product is "checked" by the customer. Customer satisfaction is very important information, as modifications can be made to the production processes and procedures based on the customer's opinion. Collecting customer opinions requires proactive approach from manufacturers. In case of services, the service provider has direct contact with the customer who orders the service and can be informed of their needs on a daily basis, based on which it can develop its service activities.<sup>39</sup>

The operation of the quality management system is not just about obtaining a certificate. The company's commitment to quality can be assessed during the system audit. The audit is always carried out by an accredited auditor

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<sup>36</sup> The providers summarise the time spent on travel based on the utility rate. The disembarkation fee is the sum of the working fee for the time spent on travel and the travel expenses (mileage fee).

<sup>37</sup> BORGULYA ISTVÁNNÉ VETŐ 2017.

<sup>38</sup> According to the MSZ EN ISO 9001:2015 Quality Management Systems. Requirements (ISO 9001:2015) standard.

<sup>39</sup> NÉMETHNÉ PÁL 2000.

organisation independent from the company,<sup>40</sup> which collects objective evidence of compliance with the audit criteria during the audit.<sup>41</sup>

- The company operates an ISO 27001<sup>42</sup> information security management system and carries out its activities accordingly

Today, information represents significant value and must be protected like our assets. Private security companies deal with the protection of individuals and assets, and during their services, they may obtain important information that supports their client's business operations. If this information falls into unauthorised hands, it can put the private security company and the client company in a difficult situation. The information security management system designed and operated according to the MSZ ISO/IEC 27001:2014 standard, preserves the confidentiality, integrity and availability of information through a risk management process.<sup>43</sup>

The information security management system is part of the company's processes and can be fully integrated with the company's quality management system. It uses the same terminology and its points are in line with the ISO 9001 standard. When introducing the information security management system, the risks inherent in the company's processes are assessed and procedures for managing the risks align with the company's objectives are developed and implemented. The results of the procedures are evaluated, checked and the results of the check are transmitted to the management for review. Based on the review results, corrective and preventive actions are developed and introduced into the company's processes.<sup>44</sup>

The company that operates an ISO 27001 information security management system assumes that it has created personnel and material conditions during its operation, in which it can safely preserve information received from its clients. To achieve this, it constantly ensures compliance with laws and standards for secure data handling.

- The company operates an ISO 14001<sup>45</sup> environmental management system and carries out its activities accordingly

Environmental regulations and social awareness encourage companies to improve their processes by integrating an environmental management system. The introduction of an environmentally focused management system at the

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<sup>40</sup> In Hungary, the accreditation of certification bodies is carried out by the National Accreditation Authority, based on the MSZ EN ISO/IEC 17011 standard. The National Accreditation Authority and the accreditation procedure are regulated by Government Decree 424/2015 (XII.23.) and the Accreditation Council by Government Resolution 1956/2015 (XII.23.) ([www.nah.gov.hu/hu/oldal/mi-az-akkreditalas/](http://www.nah.gov.hu/hu/oldal/mi-az-akkreditalas/)).

<sup>41</sup> Hungarian Standards Institution 2018.

<sup>42</sup> MSZ ISO/IEC 27001:2014 Information Technology. Security Techniques. Information security management systems. Requirements according to the standard.

<sup>43</sup> TISZOLCZI 2019: 233–249.

<sup>44</sup> FOGARASI–SZÜCS 2021: 1–13.

<sup>45</sup> MSZ EN ISO 14001:2015 Environmental management systems. Requirements with guidance for use (ISO 14001:2015) according to the standard.

company reflects to clients that the company considers the environment important. This type of operation is positively evaluated by clients.<sup>46</sup>

- The company operates an ISO 37001<sup>47</sup> anti-bribery management system and carries out its activities accordingly

Accepting bribes, embezzlement, money laundering, collusion, abuse of power and accepting gifts of a value greater than permitted are ethical and corruption risks that every company must fight against. Undiscovered corrupt activities harm the atmosphere of the organisation and encourage even those leaders who never thought of corruption before. The introduction of an anti-corruption standard demonstrates the company's commitment to preventing corruption and introduces processes into its operating system that support these efforts.<sup>48</sup> The anti-bribery management system is also a standard known as the High Level Structure (HLS)<sup>49</sup> which means that its structure is uniform with ISO management systems, they share basic requirements, use common expressions and definitions. The harmonisation concept is included in the Annex SL.<sup>50</sup> This harmonisation allows for full integration into the company's quality management system.

- The time for introducing a quality management system

The operation of a quality management system drives companies to continual improvement. This is ensured, for example, by the requirement that the organisation must set new, measurable goals for itself each year, which are checked during management reviews by the company's leadership. If the set goal is achieved, a new goal is set, and if not, the reason for the failure is investigated and either the goal is modified or the path to achieving it is revised. The continuous improvement is ensured by the actions taken to address and prevent deficiencies identified during daily operations and system audits. If a company does not encounter any deficiencies during its operations, it is highly likely that it is not operating its quality management system.

The longer a company has been using its quality management system, the less likely it is to have significant quality-affecting deficiencies, but if they do occur, they can be detected and corrected in a timely manner.

- Other standard certificates

A certificate that attests to the compliance with additional professional standards that determine the quality of the service also affects the quality of the service. Such a standard-compliant certificate includes, among others, the NATO AQAP 2110<sup>51</sup> standard-based quality management system certificate, which is well integrated into quality management system standards and used

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<sup>46</sup> BAKOSNÉ BÖRÖCZ 2016.

<sup>47</sup> MSZ ISO 37001:2019 Anti-bribery management systems. Requirements with guidance for use.

<sup>48</sup> KOCZISZKY-KARDROVÁCS 2020.

<sup>49</sup> Structure introduced by the International Organization for Standardization (ISO).

<sup>50</sup> International Organization for Standardization 2022.

<sup>51</sup> NATO AQAP 2110 NATO Quality assurance requirements for design, development and production.

in military quality control, or the EN 50518<sup>52</sup> European standard certificate for the certification of alarm receiving-monitoring centres.

## Further tasks related to the development of the certification system

The planned certification criteria system will consist of five main categories, each category will contain six to eight evaluation criteria. The categories are: financial stability of the company (economic considerations); size of the company, market share, size of the service area; quality of services provided; professional level of service; and the education and professional experience of the employees.

The quality of services provided by businesses is influenced to varying degrees by the evaluation criteria of the certification criteria system. To minimise the impact of criteria that have a smaller impact on the quality of the service on the final company certification, weighting of the evaluation criteria is necessary.

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