



SECURITY SERVICE SLA BUYER CHECKLIST

A practical review sheet for BC businesses, properties, construction sites, and events

1. SCOPE AND OPERATIONS

- ☐ Every site, post, route, and service window is identified.
- ☐ Included duties and excluded duties are stated separately.
- ☐ Post orders are versioned, approved, and ready before launch.
- ☐ Staffing, relief, call-out, and supervisor roles are defined.
- ☐ Client access, hazard, code, key, and contact duties are written down.

2. MEASUREMENT AND EVIDENCE

- ☐ Each KPI has a definition, owner, evidence source, and review period.
- ☐ Every response clock has a precise start point and stop point.
- ☐ Patrol routes, checkpoints, partial rounds, and variations are defined.
- ☐ Both parties know which record is the accepted source of evidence.
- ☐ Exceptions require a timestamp, reason, notification, and follow-up.

3. REPORTING AND ESCALATION

- ☐ Routine activity reports and incident reports have separate standards.
- ☐ Initial notification and complete-report deadlines are both defined.
- ☐ Escalation levels include primary and backup contacts.
- ☐ 911, safe withdrawal, scene control, and client update steps are clear.
- ☐ GPS, photos, video, visitor data, retention, and deletion are addressed.

4. COMPLIANCE AND CONTRACT REVIEW

- ☐ Security business and required worker licences will be verified.
- ☐ Insurance limits, policy dates, and certificate requirements are reviewed.
- ☐ WorkSafeBC clearance is obtained when appropriate.
- ☐ Subcontractor approval, licensing, insurance, and reporting are covered.
- ☐ Change control, remedies, renewal, rates, disputes, and termination are reviewed.