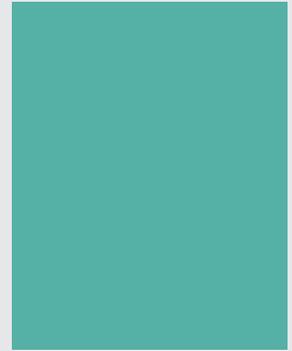
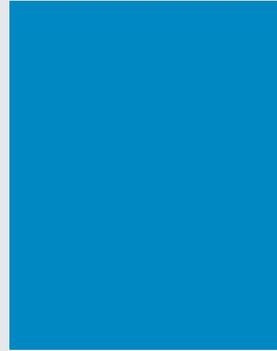


## The Sterling and Francine Clark Art Institute



*Cultural institutions require specialized training.*

**The Securitas USA team at The Sterling and Francine Clark Art Institute, a museum renowned for its extensive collection of European and American art, balances a high-profile security presence with friendly customer service.**

Visitors remain aware that the security of priceless masterpieces by painters such as Monet, Degas, Pissarro and Renoir is paramount, and that all galleries are constantly monitored, both physically and electronically. At the same time, officers help maintain a welcoming and comfortable environment at the museum. They are familiar with the collection and are happy to briefly answer questions or direct visitors to galleries and exhibits.

“The security officers are our ambassadors and set the tone for everyone entering the museum,” explains Bill Powers, director of Facilities at the museum. “Our expectations for the officers are high, because we want every visitor to enjoy their time here.”

Providing a high level of customer service is standard practice for the Securitas USA team at the Clark, which is visited by some 200,000 people each year. All full-time security officers have completed specialized training developed for professionals involved in the protection of cultural, educational and public institutions. In addition to a review of security basics, such as the role and responsibilities of private security officers, the training specifically addresses topics including conflict resolution techniques, emergency response procedures and code of conduct requirements at the institutions where they work.

## Certified Institutional Protection

Securitas USA partnered with the International Foundation for Cultural Property Protection (IFCPP) to become the first contract security provider authorized to deliver in-house training of the Certified Institutional Protection Supervisor (CIPS) course. Chris Turner, New England Region director of Training and Development; Glenn MacIntyre, area manager of Training and Development, and three Securitas Account Managers, have completed the Certified Institutional Protection Instructors (CIPI) training and, in turn, deliver CIPS training to Securitas USA supervisors, officers and other staff working at various cultural institutions.

In the Northeast Region alone, more than 150 Securitas USA professionals provide services at more than ten cultural institutions, including art museums, university libraries and historical sites.

Stevan Layne, CPP, CIPM, CIPI and Founding Director of IFCPP, says the specialized knowledge and skills offered in the training are fulfilling an important need. "Institutions around the nation are seeing the value of the instruction, and some are asking for annual refresher courses for officers," says Layne. "The affiliation with Securitas USA will help us expand our training capabilities and continue to refine and update the training program."

