



# *Property Security Services, Inc*

*Your Security Is Our Commitment!*

## SECURITY ACTION PLAN

Quality Control is defined by our customer's input, feedback, and diligent and continuous internal examination of our daily processes, which enables us to maintain our internal control.

Once awarded the security contract, a member of Property Security Services, Inc will create a full set of detailed post orders that define the duties expected of the security officer (as per the Scope of Work).

This forms the cornerstone of our off-site training for your facility that incorporates instructions with role-playing between instructor and student. When our personnel are assigned to your facility, the supervisor will conduct an on-site "walkthrough" to ensure that the training was thorough and every aspect of the day-to-day management of your facility is met.

### **Customer Input/Feedback**

Property Security Services, Inc will regularly mail out surveys requesting the client's input and feedback regarding Property Security Services, Inc quality of services. This documentation supports our operations Management in ensuring that your day-to-day needs are met.

### **Security Officer of the Month**

We give you the opportunity to help us reward your site's outstanding personnel by Recommending your best officer monthly for a recognition award as a result of exceptional performance during the preceding month. Officers also receive incentive bonuses for referring potential clients and candidates for employment. When possible, we also offer health insurance to our employees.

### **Transition "Timeline"**

Property Security Services, Inc extensive experience provides that each facet of the transition process is meticulously planned and implemented, for a seamless transfer from your current security provider to that of Property Security Services, Inc.

### **Supervision**

Upon award of a contract, a supervisor(s) will be assigned to your facility to coordinate operations. His or her responsibilities include hands-on training of new employees and on-premise inspections. The supervisor will also ensure that all personnel follow company regulations, instructions, and maintain their areas of responsibility at the optimum level. Administrative costs are kept to a minimum due to utilization of satellite facilities, from which personnel are hired, trained, deployed and maintained, depending upon client location.

## Inspection

The supervisor performs inspections. He or she will inspect and grade work on a quality checklist, which is turned in to the Operations Manager for review. Any deficiencies found are promptly corrected, and the corrective measures taken are noted on a written report. Periodically, the Operations Manager visits the work site during the day for an onsite inspection. The Operations Manager will also be in regular contact with the client, to make sure the client receives the high-quality service promised.

## Hiring

The entire process begins with adherence to a strict selection, screening and training process before any of the supervision and inspection comes into play. Good security doesn't just happen on its own. Our hiring process is more involved so that we employ the right people for the job. Should you wish to retain any of your current security force, we will put them through our standard hiring process to assure that everyone assigned to your facility has consistent screening and training. Before anyone is assigned to your facility, you can rest assured that they have successfully been put to the test at a variety of facilities to enable management to observe their punctuality, attention to detail, general demeanor, level of responsibility, and other factors that determine their assignments. Personnel are chosen based on maturity, work ethic and "life experience." They are trained to interact diplomatically but firmly with the public. In fact, we actively seek and recruit from the ranks of retired military and civil service personnel, to attract a more seasoned work force.

## Training

### Top Concern & Highest Priority

It is a recognized fact that training is a vital determinant in ensuring effective job performance. Therefore, training has always been of top concern and highest priority to Property Security Services, Inc and a large portion of corporate resources are spent in providing continuous training for its employees.

### Training Conducted By Executives & Managers

At Property Security Services, Inc we have our own in-house training program, certified by the State of California. Every applicant is required to attend a pre-assignment training session and pass a 45-question examination prior to employment. Training is conducted each week in our own classroom and consists of 8 hours of lectures by our Executives and managers including the President. The curriculum is comprised of the following subjects:

### Curriculum

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| <ul style="list-style-type: none"><li>✓ Administrative Orientation</li><li>✓ Authority of the Security Officer</li><li>✓ Company Policy and Procedures</li><li>✓ Courtroom Procedures</li><li>✓ Elements and Mechanics of Arrest</li><li>✓ Legal Authority</li><li>✓ Protection of the Crime Scene</li><li>✓ Rules of Evidence</li><li>✓ Search and Seizure</li><li>✓ Self-Defense</li></ul> | <ul style="list-style-type: none"><li>✓ Communications</li><li>✓ CPR Certified (if required by contract)</li><li>✓ Defensive Driving</li><li>✓ Fire Prevention</li><li>✓ First Aid</li><li>✓ Method of Patrol</li><li>✓ Public Relations</li><li>✓ Report Writing</li><li>✓ Security Orientation</li><li>✓ Uniforms and Equipment</li></ul> |
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Once the applicant has completed the entry-level training, the results of his final examination will determine whether or not he will be hired. When he does become an employee, his performance is continually monitored and evaluated.

## Specific Training for Our Clients

While this pre-assignment training provides a basis, it is only the beginning. Like each client's requirements are unique, so much of the specific training must take place at the job site itself. Each new Security Officer is assigned to train with a member of our supervisory staff. The new Security Officer works with the trainer until he is proficient in the performance of his duties.

## On-going Training

Ongoing training is also needed by personnel to develop additional skills, to acquire added knowledge, and to guard against complacency in job performance. Periodically, Property Security Services, Inc supervisors utilize "Training Task Sheets" to test the officers on their knowledge and execution of a specific duty. "Training Keys" dealing with a specific subject are routinely provided to all officers.

## Training for Supervisory Staff

Supervisory and managerial employees also need job-related training if they are to have a positive influence on the personnel they direct. All Property Security Services, Inc supervisors attend in-house training classes on techniques of supervision and management, company regulations and policies, equipment maintenance, and specific duties. In addition, they are scheduled to attend supervisory training sessions at Associated Training and Security. This course covers such subjects as communication, delegation of tasks, basic supervision, line/staff concept, and maintaining records. Before actual assignment, new supervisors are also trained on-the-job by accompanying experienced supervisors on several shifts. Ongoing training is provided during roll-call meetings and by "Training Keys" written especially for them.

## Certified Security Officer

Property Security Services, Inc has developed a Certified Security Officer (CSO) Training Course with the goal of providing more detailed knowledge of specific areas of the security field. The CSO program has two phases. The following subjects are included in the CSO Program:

<ul style="list-style-type: none"><li>• A New Officer's Tool Kit</li><li>• Access Control</li><li>• Appropriate Use of Force</li><li>• Blood-borne Pathogens</li><li>• Bomb Threats</li><li>• Courtesy and the Security Officer</li><li>• CPR</li><li>• Effective Patrolling</li></ul>	<ul style="list-style-type: none"><li>• Effective Report Writing</li><li>• Fire Risk for Security Officers</li><li>• First Aid</li><li>• High Rise Building Security</li><li>• Law and the Security Officer</li><li>• Responding to Hazardous Material</li><li>• Safety &amp; Incidents</li><li>• The Professional Security Officer</li></ul>
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## Radio / Cellular Communication

Our Central Station has direct radio communications with Security Officers in the field, as well as Patrol Vehicles and Supervisors who inspect various sites. They also have direct dial to all Local Police, Fire and utility authorities. Property Security Services, Inc also has mobile phones and digital beepers available for additional communications.

From the Start to completion of the Job Property Security Services, Inc not only provide security, we offer *PEACE OF MIND!*

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