



Verified Response and Choosing the Correct Guard Company

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May 20, 2006

How to Identify Differences In A Guard / Patrol Company?

- There are Five Factors Affecting the Level of Security Guard Services
 1. Screening
 2. Training
 3. Supervision
 4. Compensation
 5. Turnover

Is The Guard Company Properly Licensed In The State?

- Identify Who Is The AHJ
- This May Be At The:
 - City Level
 - County Level
 - State Level
- To Locate The AHJ You Can:
 - Talk With Local Municipality Authorities
 - Check Websites (Two Examples):
 - WWW.CENTRALONE.COM
 - WWW.ALARMSBC.COM
 - State Private Investigator Associations

What Contractual Questions To Review With The Guard Company?

- Termination Clause:
 - End Of Contract
 - Non-Performance
 - Non-Payment
- Rate Schedules:
 - Monthly Recurring Rate Per Customer
 - Rate Per Response
 - Unlimited Response Vs. Specified Number
 - Trip Charge and Additional Time Charge
 - Holiday Rates

What Contractual Questions To Review With The Guard Company?

- Term and Renewal Period:
 - Rate Increase
- Process For Keeping Guard Company Current With Active Customers?
 - Additions
 - Terminations
- Indemnification and Limitation Of Liability
- Confidentiality

Does Your Guard Company Have Proper Insurance?

- Here Are The Main Requirements You Should Review:
 - Automobile
 - General Liability / Errors & Omissions
 - Worker's Comp
 - Your Company Listed As An Additional Insured On The Guard Company's Policies

Does Your Guard Company Have Proper Insurance?

- Certificate Of Insurance
- You May Have Other Specific Requirements That You Want To Review
 - Sufficient Limits
 - Employee Dishonesty Coverage

How to Select Your Guard Company?

- Meet With Local Management
- Ask the Guard Company For Three Customer References
 - Similar Services
 - Inquire Specifically About Responsiveness, Thoroughness, Quality of Personnel, and Professionalism
- Review With Local PD's:
 - Are They Responsive
 - Complaints

How to Select Your Guard Company?

- Investigate The Company
 - Years Of Service
 - Closest Operation's Office
 - Is The Company Growing
- Account Retention Level
 - Average Length Of Customer
- Review With BBB
- To What Professional Organizations Do They Belong and Participate

What Kind Of Employees Is Your Guard Company Hiring?

- Are The Guards Employees or Subcontractors
- What Checks Should Be Done By The Guard Company For The Guards:
 - Criminal Background Records Check
 - Fingerprinting
 - Drug Screening (Pre-employment & Random)
 - Motor Vehicle Records Checks
 - Any Other State Requires
 - Guard License
 - Guard Proficiency Testing

What Training Does Your Guard Company Perform?

- Your State AHJ May Have Specific Training Requirements. Inquire If The Guard Company Is Compliant
- If No State Requirements For Training, Inquire what Training Your Guard Company Conducts
- Suggested Job Training:
 - Liability Training
 - Response Specific Training
 - Report Writing
 - Safe Driver Training
 - Safety Training

What Is Your Guard Company's Response Protocols?

- Armed Vs. Unarmed
- Company Uniformed Responders
- Vehicles
 - Company Marked
 - Privately Owned Vehicles
- Inquire Of The Company's Response Time

What Is Your Guard Company's Response Protocols?

- How Is Response Prioritized
- What Type Communication Devices In Use By Guard Company
- Perimeter and / or Interior Checks
- Actual Event
 - Move to Safe Observation Point
 - Call PD Dispatch
 - Follow Agreed Upon Standard Operating Guidelines
 - Is Their A Supervisor On Duty 24/7
- Unverified Events
 - Follow Agreed Upon Standard Operating Guidelines

General Restrictions for Private Security Response

- Security Guards Do Not Have A Responsibility For Anything Other Than Basic Visibility, Observation, And Reporting
 - Private Security Does Not Have Police Authority
 - Do Not Have Arrest Authority
 - Uniforms Must Be Clearly Different From Local & State Police
 - Marked Cars Must Be Clearly Different From Local & State Police

General Restrictions for Private Security Response

- Security Guards Must Follow **ALL** Traffic Laws
 - Lights And Sirens May NOT Be Used On Alarm Response
- Security Guards Derive Their Powers Not From The State As Public Police Officers Do, But From A Contractual Arrangement.

What Information Should You Be Prepared To Supply Your Guard Company?

- Customer Base Numbers
- Customer Geographical Density
- Residential Vs. Commercial
- Alarm Activity
- Does The Guard Company Share The Alarm Company's Footprint

Does Your Guard Company Provide Incident Reports?

- What Follow-up Is Done With The Central Station
- With The Customer
- With The Alarm Company

What Other Services Does Your Guard Company Offer?

- Unsecured Property Protection
- Damage Repair Coordination
- Special Event Patrolling
- Additional Services

Selecting A Guard Company That Will Be Responding To Emergencies For YOUR Customers...

Verified response requires developing A relationship with a guard company. Choosing "Your Guard Company" requires initial planning and a little investigative work to insure you have the best company for your customers.



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