

The SECURITY SERVICE BUYER'S GUIDE

“Your guide to choosing the right security service for your company.”

**A recent survey of Greater Boston area property and facility managers
Revealed that 88.9% of those responding were Frustrated with security services that:**

1. Assign security officers who:

- ◆ Don't show up for their shift (and their replacement is not trained for their facility)
- ◆ Show up late for their shift (usually without calling)
- ◆ Have little –or No – security experience or training
- ◆ Are unprepared to work their shift
- ◆ Are not in uniform
- ◆ Sleep during their shift
- ◆ Leave the site during their shift
- ◆ Act unprofessionally

2. Have Managers who:

- ◆ Don't return your calls promptly – or at all – when you ask for help resolving a problem
- ◆ Fail to properly supervise the security officers assigned to your facility
- ◆ Continue to assign unacceptable security officers to your facility after promising that they would remove and replace them

**This guide gives you the Critical Questions to Ask &
The Answers to Look for to
Avoid the Frustration**

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**Make a mistake hiring your janitor – you risk a dirty floor.
Make a mistake hiring your security service – you risk
property damage, theft, lawsuits, injury
or worse!**

The absence of Massachusetts state guidelines for security service companies can create a nightmare for you. Because security service companies can literally take someone off the street today and put them in your facility tonight, it is essential that you know how to choose the right security service for your company. Eastern Security's thorough 16-step screening process, complete pre-assignment and continuous training and GuardTrac computerized supervision ensure that the security officers assigned to your facility are safe and qualified to do the job. Eastern Security's Issue Resolution Process (IRP) makes sure you remain completely satisfied with the security officers assigned to your facility.

The 3 Key Questions you must ask before hiring any security service

Question # 1: What is your security officer screening process?

Make sure they describe, in detail, the process they use to hire their security officers. You should also request to see it in writing or on their website. Ask specifically if the company does CORI criminal background checks and how often. Ask if they do random drug tests. If they do, find out how often they do the tests, how many drugs they test for, and if the tests are done off-site at an independent federally approved laboratory. Also be sure to ask if they do a sexual offender registry check of all their employees and how often they check. If they don't provide these important screenings, you put yourself at risk by hiring them.

You are looking to see if they have any *ongoing screening* such as *annual* CORI checks, *random* drug testing and *annual* sexual offender registry checks. This is important so that you are protected throughout the time the security officers are working at your business. Any security service company that does not meet these criteria, or is unwilling or unable to show you proof that they do, is not the right company to protect your property and people.

At Eastern Security Inc. we go far beyond these minimum screening requirements to bring our customers added peace of mind that every security officer assigned to their facility by Eastern Security is safe and qualified to protect their property and their people.

Eastern Security's 16-step screening process includes:

- 1) Application MUST be completely filled out to be considered
- 2) High School Diploma or GED required (most are college educated)
- 3) Must be over 21 years of age
- 4) Candidates must be a United States or naturalized citizen, or a non-citizen eligible under law for employment in the United States.
- 5) Upon completion of the application all applicants go through an initial interview to be sure the application is complete and to ask several basic screening questions
- 6) If they pass the initial interview, Eastern Security checks the applicant's work history for the previous 3-5 years
- 7) Eastern Security conducts Pre-employment CORI criminal history checks
- 8) Eastern Security conducts *annual* CORI criminal history checks for all employees
- 9) Eastern Security checks at least 3 references that the applicant has known for 5+ years
- 10) Eastern Security requires an extensive 10-panel Pre-employment drug test (Note: The U.S. Dept. of Transportation, D.O.T., only requires an 8 panel test)
- 11) Eastern Security, Inc. requires *random* 10-panel drug tests for all employees (including office staff and top management)
- 12) Second Interview with top management
- 13) Registry of Motor Vehicles history check
- 14) Social Security number verification
- 15) Sexual offender history check
- 16) Orientation thoroughly explains the standards required of any security officer at Eastern Security, Inc.

Question # 2: How do you train your security officers?

Screening is only the first step in making sure a security officer is prepared to protect your business. Once the right people have been selected, they have to be trained properly to perform the duties of the job. Ask the company if they do pre-employment, pre-assignment, on-site and continuing training. If they don't, the guard you get may not be qualified to do the job. Also ask how much of each type of training they provide to their security officers and if it meets ASIS and IFPO guidelines.

Pre-assignment Training

All security officers must be required to take a course in basic security. The course should include training on:

1. Their duties and functions as a security officer
2. How to project a professional image for themselves, their company and the company they protect
3. Report Writing

In addition to the basic requirements listed above, any security service you hire must include thorough on-site training at the facility to which the security officer will be assigned. This training step is often skipped or glossed over quickly. In order to be as effective as possible, the security officer needs to be completely familiar with your facility, their responsibilities and their primary contacts at your facility. The security service should also thoroughly train a back-up officer on your facility to cover for vacations, sick days etc. This helps ensure you always have a trained security officer on every shift at your facility.

Continuous Training

While basic security training prepares a new security officer to protect your property and your people, continued training is essential. To remain at the top of their game and to be as effective as possible, security officers must stay up with current trends, techniques and strategies in the security industry. Also, your requirements may change and the security officer and their back up have to be retrained to keep up with the changes.

All of our security officers must complete intensive training and testing before assignment to your facility and throughout their employment at Eastern Security. This ensures that all Eastern Security officers on your site are prepared to effectively protect your property and your people.

Eastern Security's Training Program includes:

Every security officer must pass an intensive Basic Training course BEFORE being hired by Eastern Security, Inc. The course includes training on all the three of **minimum requirements** listed above:

1. The duties and functions of a protection officer
2. Projecting a professional image
3. Report Writing

Eastern Security's Basic Training also covers important topics often overlooked by security services.

4. The importance of good public relations
5. Professionalism and ethics
6. Patrol techniques
7. The legal authority and responsibilities of a protection officer
8. Detecting and preventing fire hazards
9. Safety issues
10. Handling emergencies
11. Performing first aid

Eastern Security's New Security Officer Orientation extends training further for all of our security officers.

12. The Eastern Security code of conduct
13. Attendance
14. Punctuality
15. Dress code

On-site training at your facility

16. Specific responsibilities, expectations and procedures
17. Fire awareness and response
18. Disaster/emergency response
19. Familiarity with your facility and the contact people in your company
20. Training for the security officer's back-up at your facility

As you can see, Eastern Security's complete 20-step pre-employment training process *far exceeds* the minimum requirements. It offers several added layers of protection for your company, your people, and your property. It ensures that every Eastern Security officer on duty at your facility is prepared to do the job well.

At Eastern Security, Inc., we believe it is important that all of our security officers are up to date on current trends and techniques in the industry. We also believe it is important that they each continually advance their skills as a security officer. That is why we invest in continuous training for all of our security officers throughout their employment with Eastern Security.

Eastern Security's Continuous Security Training

1. Advanced security training in current trends and techniques in the security industry
2. First aid/first responder/CPR training
3. Suspicious people/packages
4. Review of on-site training at your facility consisting of:
 - specific responsibilities, expectations and procedures
 - fire awareness and response
 - disaster/emergency response
 - familiarity with your facility and the contact people in your company
 - Review on-site training with back-up security officer at your facility
5. Supervisors test each security officer when doing site visits
 - On knowledge of site-specific requirements
 - On security knowledge
 - On Eastern Security policies and procedures

Question # 3: How are your security officers supervised?

Selecting a security service that has the necessary procedures in place to select the right people and make sure they are trained properly helps ensure your people and property are well protected. However, that is not enough. Security officers must be supervised by competent, reliable, trained supervisors. The security service also must have a method for tracking activity and issues on each shift for each officer. An automated, computer-based tracking system works best because it removes the human element from the process.

Ask specifically what their supervision guidelines and procedures are. If they don't have a system for supervision and tracking activity for every security officer and supervisor at every facility on every shift, you will not have any procedures to fall back on when a problem arises – and without a system, problems will definitely arise. If they do have a system, ask if it is computer based. If not, you're left open to human error and that could be costly. Ask what their issue resolution process is and get specifics.

Eastern Security, Inc. is constantly working to provide the highest level of service we can to all of our customers. Toward that end, we recently invested over \$20,000 to create *GuardTrac*, our state-of-the-art computerized security officer monitoring system. *GuardTrac* monitors security officer and supervisor activity on every shift. This provides you with an important added layer of protection.

GuardTrac ensures:

- The security officer trained and assigned for your facility will be at their post on-time
 - All security officers must check in with *GuardTrac* at the beginning of each shift
- They will remain on the job throughout their shift
 - All security officers must check in with *GuardTrac* hourly throughout their shift.
- All security officers must check out with *GuardTrac* at the completion of their shift.

- In addition to visiting each security officer on each shift, *GuardTrac* allows supervisors to monitor security officer activity at every facility throughout every shift.
- If a security officer is sick or on vacation, the security officer covering for them will be trained on your facility
- You will receive daily activity reports and reports on any incidents which occurred during each shift.
- You will always be billed correctly
 - Management reviews *GuardTrac* reports every day
 - You will receive a detailed report showing who was working on each shift in your facility
- If a security officer does not check in with *GuardTrac* – Eastern Security’s 5-step coverage guarantee alert system is activated to be sure a trained security officer is at your facility.
 - Step 1 *GuardTrac* contacts managers and supervisors on their mobile phones
 - Step 2 If *GuardTrac* receives no response it calls the next manager on the list
 - Step 3 *GuardTrac* flashes a message in RED on the Call Control computer screen at Eastern Security’s headquarters
 - Step 4 *GuardTrac* shouts a message over the computer speakers
 - Step 5 *GuardTrac* prints a report and records all the details in the database
- Eastern Security’s Issue Resolution Process (IRP) is followed
 - All customer calls are logged in on the *GuardTrac* system
 - Supervisors MUST return all customer calls within 15 minutes (24 hours per day)
 - Supervisors must then respond to *GuardTrac* within 45 minutes with the results of their conversation with the customer
 - Management reviews *GuardTrac* reports daily to be sure
 1. Systems and procedures are followed properly
 2. security officers are on-time and on-site throughout their shift
 3. Client calls are returned promptly
 4. Issues are resolved
 5. Clients are billed properly
 - Depending upon the severity of the situation the supervisor will:
 1. Retrain the security officer
 2. Issue a verbal and/or written warning to the security officer with an action plan for improvement
 3. Relieve the security officer of duty for the shift or permanently from your facility
 4. Management may dismiss the security officer from Eastern Security
 - Eastern Security’s Management follows up with the customer to be sure the issues were resolved to the customer’s satisfaction

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