



## PROACTIVE SECURITY SERVICES

### Key Reasons to Consider Proactive Security Services

**Responsiveness/Communications** – Proactive Security Services believes communication is the key to excellent customer service. All clients are provided with an Executive contact as well as their primary contact. Customers also have access to a 24 hour dispatch line and on-line portal. Proactive is committed to responding to all customer concerns within one hour.

**Field Supervisors/Patrol** - Proactive Security Services maintains 24 hour field supervisors who are responsible for responding to client issues and ensuring they are properly handled 24 hours a day, 7 days per week. Field supervisors received extensive training to ensure they are properly equipped to handle any situation that may arise while they are on duty.

**Training** – Proactive Security Services has extensive training for all officers including pre-post assignment training, on the job training as needed, a 44 hour Basic Security Officer Training class and 24 hour patrol training class. In addition Proactive Security Services has many advanced classes that are required for promotions and offered at no cost to the employee.

**On-line Portal** - Clients have access to a web portal to view items relating to invoicing, scheduling, work requests and reports. The web portal may be accessed from the internet 24 hours per day, 7 days per week.

**Detex** - Proactive Security Services can install detex reporting systems on client sites in order to track officer's activities and ensure designated rounds are being completed.

**GPS Tracking**– All supervisors, patrol officers and post commanders are tracked by GPS to ensure required activities are being correctly completed.

**Patrol Zones** – For clients with multiple properties Proactive Security Services can establish patrol zones in order to service multiple properties without the need for an officer at each location. This can reduce costs and increase deterrence through the use of marked patrol vehicles.

**Workforce** – Proactive Security Services takes great pride in its workforce and takes special care to ensure a positive work environment. Proactive Security Services maintains a comprehensive screening and hiring process to ensure the best officers are recruited and hired. Once hired, Proactive Security Services maintains a competitive wage, excellent benefits and numerous recognition programs in order to retain quality employees.