

## SECURITY EXPERTS

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Again, not all security companies were created, nor do they operate, equally.

Step 1 - You are in business - Select a security company with leadership who has corporate business experience... someone who understands your business model... someone you can be proud to partner with. It is not wise to simply hire the cheapest security company, or a security company led by an owner who has limited business experience such as only operating a security company.

Step 2 - You are in business - You have people, facilities, information, and assets to protect. Partner with experts able to guide and support you in every aspect of protection. Security is about doors and locks and name badges. But is also about how to influence people to behave in manners that support the security of your people and assets. Ask about their experience in influencing people, training products, etc.

## WORKPLACE VIOLENCE

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Almost all workplace violence extends from domestic violence. Behavioral Threat Assessment & Management Experts understand the warning signs of violence and are able to guide you through assessment, mitigation, and management.

## YOU'RE NOT ALONE

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SafeHaven Security Group and SafeHaven Threat Management experts are trusted by some of the world's most at-risk people.

[SafeHavenSecurityGroup.com](http://SafeHavenSecurityGroup.com)  
479-903-1919

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*We keep your people safe  
and your brand out of the headlines*

# What To Know When Hiring A Security Company

**SafehavenSecurityGroup.com**

**479-903-1919**

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## PROTECT YOUR BRAND

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Not all security companies are created equal. If your goal is to hire security to meet the minimum requirements of insurance... minimum performance is exactly what you'll get. Some security companies provide this minimally viable service and proliferate the "Barney Fife" image with people who barely meet minimum standards, are not trained appropriately, and would not be able to protect your people if called upon.

Step 1 – Risks - Identify and prioritize a list of risks that your organization faces based upon incidents, trends, and collective discussion. Consider having a Threat / Risk Assessment conducted by a professional.

Step 2 - Responsibilities - Your Organizational Risks list will help you determine what should be the responsibilities of your Security Officers.

Step 3 - Capabilities - Security Officer Responsibilities will dictate the Capabilities expected of your Security Officers.

Step 4 Training - Security Officer Capabilities should drive training requirements. Should your Security Officers be trained in Security Awareness, Response Tactics, Basic Life Support like CPR-AED-1<sup>st</sup> Aid, Verbal De-escalation Skills, Self Defense, Physical Restraint, other technical equipment skills?

*The only thing worse than training employees and losing them... is NOT training employees and keeping them! Zig Ziglar.*

Security Officers WILL represent your brand. How do you want your clients to be treated when they interact with a Security Officer? Choose wisely so you can be proud in front of your friends and business partners.

## REGULATORY

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When it comes to following the law, not all security companies are equal either. Some security companies operate without licensing and without licensing their people.

Step 1 - License - Ask for a copy of their company license for the state in which you operate.

Step 2 – Good Standing - Validate the company is in good standing with the regulatory agency.

Step 3 – Officer Credentials - Ask for proof that each security officer is credentialed by the regulatory agency.

## INSURANCE

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Here's A Little Perspective - If you hire a third-party security company, one benefit you expect is the ability to shift some liability. That only works if the security company has insurance... and enough of it.

Step 1 – Certificate of Insurance - Ask for a copy of their insurance proving no less than...

- General Liability
  - \$1 million of General Liability each occurrence
  - \$5k Medical Expense any one person
  - \$1 million Personal Injury
  - \$3 million General Aggregate
- Workers Compensation
  - \$1 million each accident
  - \$1 million Disease each employee
- Cyber Liability
  - \$1 million

Step 2 – Additionally Insured - You should be listed as an additionally insured. Or, in the very least, you should be listed as a Certificate Holder.

## RESPONSIBILITIES

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This is really where the rubber meets the road on a daily basis. The right security personnel will make your life-job-organization's functions easier. Or, you personally and professional may pay a high price for selecting the wrong security company. You really do get what you pay for.

Your organizational needs determine *Officer Responsibilities*, which drive *Capabilities*, and *Training*.

Step 1 - Proof of Training - Ask for proof that each Security Officer has successfully completed the required training and passed a test demonstrating their knowledge.

Step 2 – Refresher Training - Determine when *Refresher Training* is required and ask for proof of Security Officers successfully passing refresher training and testing.

## OFFICER WAGES

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The wages offered to your Security Officers is CRITICAL to you having consistent, reliable, trained, capable, and friendly Security Officers. You really do get what you pay for.

Step 1 - Negotiate – You may think that you hired a security company to deal with that... but recognize that the Officers selected, their capabilities, and turnover will impact YOUR organization... and you personally if you are responsible for security. Negotiate the right wages for your geographic area to attract and retain good performers.

Step 2 - COLA - Agree to an annual Cost of Living Increase with a reasonable percentage of the increase going directly to increasing the wages of your Security Officers based on performance.