



**COMPANY PROFILE**..... A brief introduction to AZ All Safe Security: It's size, scope, and orientation to your needs, including corporate vision, philosophy and key personnel profiles.

**POLICIES & PROCEDURES**..... Communication makes the difference. We provide unique supervision and communication tools to our clients with proper feedback to keep each client satisfied.

**SERVICES / TRAINING**..... Guidelines that formulate our unique system of hiring, selecting, training, and concerns regarding security and safety.

**COST OF SERVICE**..... A step by step cost break down of where every cent of your money goes, along with a chart of our hourly rates.

**COMMUNICATION**..... Lack of communication is a frequent complaint in today's business climate, but not so with AZ All Safe Security.

**UNIFORMS**..... A basic description of our most common uniforms.

**INSURANCE AND BONDS**..... AZ All Safe Security is fully insured and bonded. Also provided is a certificate of insurance.

**WHY CHOOSE US?**.....A general overview of why AZ All Safe Security is the best choice for all private security needs.





# AZ All Safe Security

Office - (602) 791 - 4418  
Fax - (602) 249 - 2064

Client's Name  
Address  
Address  
Address

Dear client's name:

Thank you for allowing us the opportunity to present you with our security service proposal, customized for your specific requirements. Our company's reputation as the best quality service is a result of the individual attention we give to each and every one of our clients. Once you choose AZ All Safe Security & Consulting Group Inc. as your security company, you will find highly trained and motivated servicemen and women on a consistent basis. You will also find a receptive company, which can be as flexible as it is comprehensive. We can provide you with additional or special services when and where they are represented. Customer satisfaction is the reason for our success and forms the foundation of our company's philosophy. We work with you to build a security presence with the same care and precision that you would put in place for an in-house force, but at a much lower cost.

I invite you to spend a few minutes reviewing the enclosed material for a clear understanding of our company, and how you can have the best quality security service at the most reasonable price.

If there are any questions or you require additional information, please don't hesitate to call me at (602) 791 - 4418.

Sincerely,  
Ghafar Shah



## **-Mission Statement**

Our goal is to be the premier provider of security services to our valued clients at an affordable cost. To provide an environment of growth and fulfillment for the AZ All Safe Security family embedded with ETHICS, INTEGRITY, HONOR, and LOYALTY with an emphasis on our top priority – CUSTOMER SERVICE.

Quality Control is defined by our customer's input and feedback as well as a diligent and continuous internal examination of our daily processes. In order to maintain our internal control, AZ All Safe Security & Consulting Group Inc., maintains several reports:

## **-Post Orders**

Once awarded the security contract, a member of AZ All Safe Security & Consulting Group Inc. will create a full set of detailed post orders that define the duties expected of the security officer. This forms the cornerstone of our off-site training for your facility that incorporates instructions with role-playing between instructor and student. When personnel are assigned to your facility, the supervisor will conduct an on-site "walkthrough" to assure that the training was thorough and every aspect of the day-to-day management of your facility is met.

## **-Customer Input/Feedback**

AZ All Safe Security will regularly mail out surveys requesting the client's input and feedback regarding AZ All Safe Security's quality of service. 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 cash recognition award as a result of exceptional performance during the preceding month. Officers also receive cash incentive bonuses for referring potential clients and candidates for employment. When possible, we also offer health insurance to our personnel.

## **-Transition "Timeline"**

AZ All Safe Security's extensive experience provides that each facet of the transition process is meticulously planned and implemented, to provide a seamless transfer from your current security provider to that of AZ All Safe Security & Consulting Group Inc.

## **-Supervision**

Upon award of a contract, a supervisor 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**

Inspections are performed by the supervisor. 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, making 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 you 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.

## **-Undercover Operations**

The most effective method of staffing undercover operations is to assign an operative to a position that would afford him/her as much access to as many areas of your facilities as possible, within the scope of their daily activities. This way, they can observe and report on many things without attracting attention. It might be to your advantage to have someone assigned as a "runner" on the day shift, and another as a forklift operator on another shift. With the number of employees involved, the hours of coverage and the range of potential theft / sabotage possibilities to be considered and situations where problems may occur, a properly-oriented and focused third party, such as our operative, will be an excellent position to monitor these areas without those being observed being put on alert. Operatives are paid through normal payroll procedure. We also bill an additional \$10/hr to augment the operative's wages and provide support for the daily reports that are provided to you. This billing itself is also disguised so as to not alert anyone that such a service is being performed. Normally, results are nearly immediate, in that conditions come to light that were not within the primary concerns but are seen to contribute to a totally unrelated problem or situation.



## **AZ All Safe Security**

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The AZ All Safe Security staff works twenty-four hours a day, seven days a week employing trained dispatchers who maintain constant radio communication that enables us to offer instant assistance to officers in the field.

Supervisors in radio-equipped patrol cars will visit a site on an unscheduled basis. Field supervisors will fill out a security officer evaluation form, which will include, but not be limited to: checking officer's uniform appearance, daily reports, awareness and overall demeanor, as well as other reports required.

Through the process of close supervision we are able to maintain a constant line of communication with our officers, supervisors in the field, the client, and the main office. Each client knows that everyone within the organization is personally involved in assuring that the best quality of service is provided.

Comprehensive security officer supervision is unique to AZ All Safe Security & Consulting Group Inc. It is in our best interest to evaluate and regulate the performance of a security officer who is assigned to protect your property.



## Training

AZ All Safe Security conducts our own intensive training course. This course consists of the basic elements of being a security officer, complete report writing, and key administrative details of working for AZ All Safe Security & Consulting Group Inc. All security officers are taught how to properly write reports. This course teaches security personnel how to answer the six most important questions:

- A) Who
- B) What
- C) Where
- D) When
- E) Why
- F) How

The following report types are included in the report-writing seminar:

1. Daily Log Entries
2. Fire Watch
3. Incident Reports
4. Patrol Reports

## Scope of Work

AZ All Safe Security will perform the following functions and duties:

- Patrol assigned areas.
- Operate radio-transmitting equipment, if necessary.
- Provide information, as directed, to the public and visitors.
- Prevent loss, damage, or misuse of property.
- Monitor overall safety of the location.
- Report any unusual incidents or hazardous conditions.
- Any additional duties, which client and contractor agree upon.
- Patrol and secure all access to the location.
- Respond to all routine and emergency procedures as directed.
- Maintain and update the Security Procedures manual, commonly known as "Post Orders".

## Transition

Each facet of the transition process is meticulously planned and implemented, to provide a smooth transfer from your current security provider to that of World Private Security service.



## Cost of Service

AZ All Safe Security would like to thank you for giving us the opportunity to submit our bid for security services for your facility. AZ All Safe Security has a thorough and complete understanding of the work to be accomplished and are committed to providing the quality of service you seek.

## Holiday Rate will apply on each of the following days:

- New Years Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

## Overtime rate will apply when:

A specific security officer is requested to work in excess of 40 hours per week, or 8 hours per day or extra coverage is requested by the client with 24 hours or less notice to AZ All Safe Security Services. Note: All overtime is to be approved by an authorized representative of your company before they are applied.

## Billing

The security officers' work week runs from Monday through Sunday. Invoices are submitted on a semi-monthly and monthly basis, and are payable upon request unless other arrangements have been made prior to the contract start date.



## Cost Breakdown

### Unarmed Officer

The old saying "You get what you pay for" is not necessarily true in the Contract Security Service field. Because of this, we continue our full disclosure policy to enlighten our clients and prospective clients in service pricing. Our experience has disclosed that it is extremely difficult, if not possible, to provide satisfactory service at minimum wage. Consequently, our prices are based upon maintaining a reasonable margin over minimum wage to attract and retain more dependable personnel.

### **CALCULATIONS BASED ON AVERAGE PAY RATE OF: \$ 8.50 per Hour**

FICA \$0.34

SDI \$0.45

SIT \$0.25

WCI \$0.30

LIAB INSURANCE \$0.30

RECRUITING \$0.20

TRAINING \$0.20

UNIFORMS \$0.20

INCENTIVE PROGRAM \$0.20

PAYROLL \$0.20

OPERATING C \$0.16

FIXED COST \$0.17

SALES COST \$0.21

OVERHEAD, MANAGEMENT, SUPERVISION \$0.25

PRE-EMPLOYMENT PHYSICAL EXAM & DRUG SCREENING \$0.17

PROFIT \$0.15



## Communication

Lack of communication is a common and frequent complaint in our industry. Our management has studied this issue for years and implemented the following procedures, which have been proven effective.

## Security and Safety

Security and safety are major concerns in all buildings. While AZ All Safe Security & Consulting Group Inc., personnel are present during work hours:

1. All complaints or requests received are printed on a daily log form. These log forms are reviewed daily by the operations manager and are given to the designated supervisor for immediate action. Upon completion of a request or resolution of a problem, the supervisor submits a written report to the operations manager for review.
2. A list of special instructions for each building is written in the customer history file, which is periodically updated with any changes or additions. This list is only available to management and key operations staff for instructing new personnel.
3. Operations supervisors and personnel are instructed to record all observations and comments in writing, taking notes at all times, and making daily checklists of tasks to be performed.
4. Work logs are checked daily and problems or deviations from the normal standards are studied with any subsequent action and results being documented.
5. Supervising staff are equipped with cell phones for any emergencies that may arise.
6. For your convenience, a toll free telephone messaging system is available 24 hours day, 7 days a week.
  1. All suspicious persons will be questioned or asked to leave the building and/or the proper authorities will be notified.
  2. Building entrance doors are checked to ensure that they are properly locked at the designated times.
  3. Entrance doors to tenants' area will be locked while at work and after the work is complete.
  4. Unauthorized persons will be denied access into the building or tenants' areas.
  5. Entrance doors will be double-checked after work is complete.
  6. Any keys will be returned to proper personnel (supervisor) after work.
  7. Potentially hazardous situations will be diffused by removing combustibles from sources of heat and shutting off coffee machines, stoves, fans, etc.



## Summary

- (1) We have workforce with life experience such as Civil Services & Military Retirees rather than unskilled, entry-level, minimum-wage earners.
- (2) Short-cuts and napping are eliminated through our utilization of the Silver Guard monitoring system.
- (3) Health Insurance offered.
- (4) Pay increase and bonuses are offered based on performance.
- (5) Cell phones provided for continuous access to supervisor & law enforcement assistance.
- (6) We offer work-related “people skills” training through such agencies as Hotel / Motel
- (7) Association, Rio Hondo law enforcement courses, La Puente adult-education, programs, and West Los Angeles College.
- (8) Supervisors are “rotated” regularly to discourage familiarity.
- (9) Cross-trained “backup” personnel are provided to eliminate reorienting “temporary” personnel.
- (10) Ability to retain specifically requested personnel from current service.



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AZ All Safe Security takes pride in the appearance of our security officers by continuously exchanging uniforms before they become unsuitable for use. Uniforms are an important part of a security program. AZ All Safe Security encourages officers to look their best at all times by providing top of the line uniforms and creative looks.

1. Black shirt
2. Black trousers
3. Black bomber jacket with company patches
4. Black belt
5. Black shoes
6. Security badge

Also available is the soft profile uniform consisting of:

1. Black sports jacket
2. White/black grey shirt
3. White/black grey trousers
4. Black tie
5. Black shoes
6. Security badge

AZ All Safe Security is continuously complimented on the visual image our security officers present. AZ All Safe Security will also provide our client with their own uniforms tailored to the clients' request, which may include the color of the uniform.



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AZ All Safe Security has been built on the foundation of professionalism and pride. Our mission is to provide “top-of-the-line” security at a competitive rate.

***You should choose AZ All Safe Security because:***

- AZ All Safe Security guarantees the lowest rate in Arizona.
- We maintain all forms of required insurance including comprehensive general liability and bonding.
- Our clients have access to our management 24-hours a day.
- NO OVERTIME charge to the client, with the exception of major holidays.
- Our officers are highly trained and most are licensed for CPR/First Aid, Pepper Spray, Baton, Firearms, and Power to Arrest.
- We offer services on a “trial basis.” This means you don’t have to sign a long-term contract.
- We provide marked vehicles, bicycles and golf carts when a large area needs to be covered.
- We provide pagers, radios, and cellular phones to our officers. Clients can contact officers on their pagers and cellular phones when necessary.
- We also provide Detex Clock or Watchman to supervise the Guard (available upon request from the client).
- We have 24-hours supervision. The supervisor checks the posts and the security officers randomly and frequently.
- Our Company is bonded, and has \$3,000,000 General Liability and \$1,000,000 worker’s compensation insurance.
- If the client is not satisfied with an officer, we can replace the officer immediately.