

# WM SECURITY SOLUTIONS

*We Help You Keep Peace!*



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# WM SECURITY SOLUTIONS

*We Help You Keep Peace!*

**To Whom It May Concern:**

It is with great pleasure we submit our information for the provision of security services. We hope that this may be the start of an exciting and productive relationship on what promises to be a worthwhile project.

**WM Security Solutions** is an acclaimed firm of security agents with a reputation for both effective security solutions and the use of innovative technology in the protection of life and property. We have a portfolio of completed and on-going projects with particular emphasis on **Construction & Commercial Security**. We think that your projects will be well suited to our strengths and aspirations

Our Board of Directors respectfully requests that you study our company information in detail. We are extremely interested in working with your projects and we very much hope that you consider the **WM Security Solutions** team as a strong candidate for selection.

Please take a moment to visit our website **[www.WMSecuritySolutions.com](http://www.WMSecuritySolutions.com)** for great services we offer. We have fully trained security guards, static, foot patrols, payroll escorts, special event guards, bodyguards, mobile patrols, trailer guards, standing guards, specializing in loss prevention, construction site management & more.

We look forward to developing a mutually beneficial business relationship with you and your company and hope to serve you with the professionalism and support you deserve.

I will serve as the authorized contact person; I can be reached at (619) 665-7102 to answer any questions that you may have.

Sincerely,

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**WM Security Solutions** is privately owned in the state of California. Our corporate headquarters is within Los Angeles County, allowing the managers & supervisors to be immediately available to answer client concerns and resolve problems as they occur. As you will learn more about WM Security Solutions you will understand that we are innovative, aggressive in our attempts to obtain the goals we have defined, always seeking further knowledge, and always challenged.

**WM Security Solutions** can offer tremendous safety protection to individuals in all walks of life, from corporate executives to celebrities, as well as to a multitude of business and residential property owners. WM Security Solutions should definitely be contacted immediately by individuals looking to greatly benefit from the professional assistance of our highly trained security guards. WM Security Solutions have enormous experience in the security industry. We can significantly assist all prospective clients with such security issues as security guard and patrol services, basic armed and unarmed security, uniformed officers and night watchmen, event security, construction guard security, loss prevention, foot patrol services, estate and management security, and much more. Our substantive experience has allowed us to gain immense knowledge in all aspects of the security industry so we can most helpfully benefit their large number of residential and commercial clients.

The most important objective for providing successful security is to understand exactly what each client's requirements and expectations are. We are then able to station the best qualified Security Officer to fit into that client's business profile. It is an often quoted maxim at WM Security Solutions that the fundamental key to our business success is our effective and creative management. Through policies and procedures, staff managers must have the ability to lead and formulate a company environment where each employee's internal motivation can flourish. Management understands that in order to provide total quality service to your company and all of our clients, we must provide total quality support to our employees. As a service organization, our personnel are well trained, supervised and specifically selected for each client. A challenge to all of us, and one that is met successfully each day

WM Security Solutions enjoys an excellent reputation throughout the California. We are very proud of all our clients and will be delighted to add your company to this list.

WM Security Solutions philosophy is simple **PROFESSIONALISM!** This philosophy is in every aspect of the company. The company's size, our experienced management, and a commitment to total customer satisfaction give WM Security Solutions an excellent position in the market.

The WM Security Solutions organization is a team, with every person in the company a player, expected and needed to perform to their fullest capacity. WM Security Solutions objective is to make a fair profit, achieve sales and budgeting goals, while at the same time remaining committed to quality service and strengthening the connection between its employees and clients.

WM Security Solutions has grown to the extent where it can compete successfully for a contract of any size. A smaller company would not have the flexibility, quality of training and ability to offer such a wide range of services. The national companies tend to be less efficient, and do not have the responsiveness and personal commitment as our locally-owned company. We offer the best of both worlds.

### **Motivation - Team Spirit - Commitment**

The WM Security Solutions of today is made up of motivated people filled with team spirit, proud of the reputation we've earned through our commitment to total customer satisfaction, and living up to our motto:

**HONOR, INTEGRITY AND QUALITY.**

WM Security Solutions will partner with you in every stage of your project and act as both consultants and colleagues to work in a manner commensurate with both of our agency's relative skills bringing greatly enhanced value to the project.

# SERVICES

## *WM Security Solutions Provides:*

- ✓ Qualified security officers trained to your requirement.
- ✓ Experienced mobile field inspectors to regularly inspect the client's site and supervise the operation of the assigned guards for each assigned shift.
- ✓ Availability of an on-site first-line supervisor for a more-than-one man shift.
- ✓ Availability of a security consultant when necessary and/or desired.
- ✓ Office support for scheduling personnel and advisory needs.
- ✓ Carefully maintained DAR's (Daily Activity Report's), Sign-In Sheets, Incident Reports, and other such documents/ records as required by the client's individual needs.
- ✓ Security Officer(s) shall perform their duties in an efficient, conscientious manner, and shall be courteous and helpful to all persons on your property.
- ✓ Security Officer(s) shall be responsible for continually patrolling the exterior and interior of the property.
- ✓ Security Officer(s) are intended to serve as a visual and physical deterrent to crime & respond to calls for assistance, and are to call for Police or other emergency response as circumstances warrant.
- ✓ Security Officers are intended to be the eyes, ears and ambassadors of goodwill to all residents.
- ✓ All incidents, suspicious or unusual, will be reported to the appropriate authorities and documented by written Incident Reports. The Incident Reports shall be kept in WM Security Solutions files and be made available for recall to your management.

WM Security Solutions provides all management, training (including OJT), supervision, manpower, material, supplies, and equipment (except as otherwise noted), and shall plan, schedule, coordinate, and assure effective performance of all services described herein. All of the following rates include: Federal and State taxes, unemployment, workers compensation and liability insurances, overtime, training, turnover costs, recruiting, criminal records checks, drug testing, uniforms (blazers for desk clerks and full uniform for security officers), personnel costs, as well as all other management and supervision costs.

**WM Security Solutions** is one of the top professional security companies that provide clients with the latest technology equipment & professionally trained uniformed security officer, security trailers and patrol services 24/7. Based on clients needs we can provide security officers and/or clients with the following:

- \* Bicycle (Based on client's needs)
- \* Hand Radio / Pager and Cell Phones
- \* Outdoor Warning Signs
- \* 24 Hr Field Supervisor/24 hr dispatch
- \* Daily Activity Report
- \* Incident Report / Visitor Log Report
- \* Wireless Security Sensors Around Premises (with Trailer on Site)
- \* Exterior Lights (for Construction Sites With Trailer Setup)
- \* Daily Patrol Report (G/Patrol System, based on client's needs)

The need for on-site security is important in and around construction sites regardless of the size of the job. Access control is a construction supervisor's main concern while the crew is not present.

**WM Security Solutions** offers you protection up to 24 hours, 7 days at a very low hourly rate without compromising services, our services stands above industry level. Along with providing trained and uniformed security personnel, **WM Security Solutions** provides an assortment of full-service security programs.

- ✓ Our guards utilize visitor and vendor login sheets to record all access to the construction site.
- ✓ Access is denied without proper authority and no equipment or material is released without proper permission from the construction supervisor.
- ✓ Every construction site has valuable equipment's and materials, which tempt the experienced and amateur criminal alike. Trained security officers are the best and most professional work force to utilize in these cases.

**We Offer The Following Services To Construction Sites:**

- \* Access Control (Login & Logout Visitors, Vendors And Equipment)
- \* Patrol The Construction Site In Random Intervals
- \* Prevent Graffiti
- \* Protect From Unauthorized Visitors
- \* Evict Solicitors And Loiters
- \* Control Homeless In And Around The Construction Site
- \* Report Any Unusual Conditions To Construction Supervisor & Write Daily Activity Reports



**WM Security Solutions** provides our clients the most excellent security service so they can focus time and energy on their business. Our primary goal is to ensure that your establishment is safeguarded.

**During Off-Peak Hours:**

- \* The Security Guard will arrive at your facility prior to closing.
- \* If a vehicle is required, the Security Guards vehicle will have a strobe light on the roof. In addition, a plaque will be displayed on both sides of the vehicle marked SECURITY.
- \* The security specialist will roam (via vehicle or foot patrol) the area, where the trailers and equipment are parked looking for any suspicious activities.
- \* The specialist will roam the area in random intervals at a minimum of three times an hour. If in fact there is any devious commotion, the guard will call 911 immediately, followed by your designee and then a supervisor at **WM Security Solutions**.
- \* The security guard will keep a log on times he roamed the facility in addition to any relevant information. Any employee who enters the facility on off peak hours will be logged in and out. The employee will need to have their employee badge with them and provide a reason for entering the facility. If the employee does not have his/her ID badge, they will not be allowed to enter the facility without permission from your designee.

**During Peak Hours:** The Security Specialist will:

- \* Ensure good communications with the Construction Supervisors.
- \* Ensure all paperwork is neat and orderly.
- \* Meet with the Construction Supervisor daily to discuss any security issues.
- \* Perform access control into the construction site.
- \* Maintain a visitor log, vendor log and any other logs required by the Construction Supervisor.
- \* Any other security responsibilities required by the Construction Supervisor.



Once you choose **WM Security Solutions** as your security company, you will find a highly trained and motivated service staff, who will provide you with the highest quality security service on a consistent basis!

For More Details & Free Quote on Standing or Trailer Guards Contact: **Nick Memon** Cell: (619) 665-7102  
**Ph: (818) 343-1642 Fax: (818) 975-5251 Email: Nick@WMSecuritySolutions.com**

WM Security Solutions will provide *a cell phone & or radio* to enable the security officer at your site to have direct and continuous communication with our control console. This will enable the security guard to immediately summon local police support should an incident so warrant, in addition to calling in support from our roving patrol and/or field supervisor. This tool will assist our security guard control difficult situations as they occur.

### **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.

- ❖ 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.
- ❖ 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.
- ❖ 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.
- ❖ Work logs are checked daily and problems or deviations from the normal standards are studied with any subsequent action and results being documented.
- ❖ Supervising staff are equipped with cell phones for any emergencies that may arise.



### **The Future is Now**

As WM Security Solutions turns now to the future, it is more important than ever that commitment to quality remain alive in every manager for all employees to observe and learn from. An honest, open communication between both clients and company, and employees and managers, is an essential part of this philosophy, and is encouraged and practiced by everyone.

## *The WM Security Solutions Services Quality Management System*

### *Purpose?*

- ✓ To establish and maintain an ongoing, systematic program of monitoring, data analysis, assessment, and comprehensive evaluation that supports continuous quality improvement.
- ✓ To identify opportunities and develop strategies to improve delivery of services provided to customers.
- ✓ To promote maximum active participation and commitment from all personnel (security officers, support and management) in quality assessment/quality improvement activities.

*Our Quality Control division is instrumental in ensuring that the client receives quality and professional service and that all mandated security goals and needs are met.*

### **Supervision**

Through our management's years of experience, we have developed a supervision program to ensure that our high quality services are delivered with client satisfaction. As part of our commitment to excellent service, our Field Supervisors regularly visit the secured site to ensure you are getting the service you are paying for. Field Supervisors participate in weekly post meetings working closely with post commanders or site supervisors in an open discussion format evaluating level of service. As a result, our security teams develop a greater understanding of each other and account operations developing productive working relations. Our general outline of supervisor procedures is as follows:

- ✓ On-site specific orders will be reviewed by our management and updated quarterly pending your final approval.
- ✓ Each officer on every shift is required to maintain a daily activity report available for your review.
- ✓ Maintain incident report(s) should emergency or special incidents occur.
- ✓ Regular unannounced inspections by the off-site supervisor.
- ✓ On-site training conducted as required. Client contact by our security team.
- ✓ Utilize cellular telephones, mobile radios, alphanumeric pagers and land telephones to expedite our communication.

All of our supervisory personnel are in contact with our offices by way of our electronic paging system and a 24-hour communication capability. They provide regular support to security officers as well as make surprise visits frequently to insure that post orders are being carried out in a professional manner.

### **Licensing**

All WM Security Solution's Guards are licensed and carry California Licenses issued by the State Department of Consumer Affairs, Bureau of Security and Investigative Services. WM Security Solutions ensures compliance with all City and State requirements, as well as with all general and special post orders established for your security program.

## *Employment Qualifications*

We are an Equal Opportunity Employer. We consider all applicants for all positions, without regard to race, color, religion, creed, gender, national origin, age disability (except under such circumstances as job performance may be inhibited), marital or veteran status, sex, or any other legally protected status. We abide by the same Equal Opportunity policy in our decisions for promotion and discipline.

We will make every effort to provide our clients with the highest quality of personnel available. Before an applicant is considered for employment, they must meet the following minimum qualification requirements:

- ✓ Successfully complete our application to include a reference check of their three-year work history.
- ✓ High school Diploma or Equivalency.
- ✓ Successfully complete our application to include a reference check of their three-year work history.
- ✓ Be a permanent resident and be able to read, write and speak the English Language properly.
- ✓ Pass a criminal background investigation.
- ✓ Provide three personal references for our background check.
- ✓ For veterans, have been honorably discharged from any of the Armed Services of the United States. (Verification through review of military form DD214).
- ✓ Have reliable transportation.
- ✓ Submit their photographs and fingerprints.
- ✓ Pass a pre-placement employment physical exam (to ensure they are physically capable of performing required tasks).
- ✓ Pass an eleven-panel pre-placement drug test

## *Certified Security Officer*

WM Security Solutions has developed a Certified Security Officer (CSO) Training Course with the goal of providing more detailed knowledge of specific areas of the security field. The CSO program has two phases. The following subjects are included in the CSO Program:

- *Fire Risk for Security Officers*
- *Appropriate Use of Force*
- *The Professional Security Officer*
- *Safety*
- *A New Officer's Tool Kit*
- *Blood-borne Pathogens*
- *Effective Report Writing*
- *Effective Patrolling*
- *Law and the Security Officer*
- *First Aid*
- *Courtesy and the Security Officer*
- *Access Control*
- *High Rise Building Security*
- *Responding to Hazardous Material*
- *Incidents*
- *Bomb Threats*
- *CPR*





## **Equal Employment Opportunity**

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at WM Security Solutions will be based on merit, qualifications, and abilities. Except where required or permitted by law, employment practices will not be influenced or affected by an applicant's or employee's race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

WM Security Solutions is in full compliance with the federal mandates of the Americans with Disabilities Act. WM Security Solutions will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training. In addition to a commitment to provide equal employment opportunities to all qualified individuals, WM Security Solutions has established an affirmative action program to promote opportunities for individuals in certain protected classes throughout the organization.

WM Security Solutions believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisors.

Our experience has shown that when employees deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that WM Security Solutions amply demonstrates its commitment to employees by responding effectively to employee concerns.

## **Immigration Law Compliance**

WM Security Solutions is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with WM Security Solutions within the past three years, or if their previous I-9 is no longer retained or valid.

## **Drug and Alcohol Use**

It is WM Security Solutions' desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

## **Drug Testing**

WM Security Solutions is committed to providing a safe, efficient, and productive work environment for all employees. In keeping with this commitment, employees and job applicants may be asked to provide body substance samples (e.g., blood, urine) to determine the illicit use of marijuana, cocaine, opiates, amphetamines, alcohol, barbiturates, and phencyclidine (PCP). WM Security Solutions will attempt to protect the confidentiality of all drug test results. Drug tests may be conducted in any of the following situations:

*\* Pre Employment   \*Periodic   \*Reasonable Cause   \*Post Accident   \*Random Testing*

### **Pre-Employment**

As a pre-qualification to assuming any position, prospective employees are required to provide a body substance sample for drug testing. This occurs in connection with the pre-employment medical examination.

### **Periodic**

This testing occurs in connection with qualifying medical examinations for required licenses.

### **Reasonable Cause**

Testing of this kind occurs when unusual behavior in the workplace indicates that an employee is under the influence of drugs. Such behavior must be witnessed by at least one supervisor.

### **Post-Accident**

Any current employee who is involved in a serious incident or accident while on duty, whether on or off the employer's premises, may be asked to provide a body substance sample to verify physical condition.

### **Random Testing**

Employees holding safety-sensitive positions may be subjected to testing at any time on a random basis.

Subject to any limitations imposed by law, a refusal to provide a body substance sample under the conditions described above may result in disciplinary action, up to and including termination of employment.

Any driver who refuses to be tested under the provisions of the DOT regulations will not be permitted to operate a commercial motor vehicle. Any driver who tests positive for drugs will be immediately disqualified and taken off the road. Where test results are positive, the driver will be advised by the Disciplinary Review Officer as to what drug was discovered.

## **Personal Selection**

### **Selective Recruiting**

Less than 10% of those who apply for employment are even considered. The first step to effective performance is the selection of personnel who meet the specified qualifications required for the job.

### **Criminal Record/Drug Screening**

Our current pre-employment process includes in-depth interviews by a trained personnel specialist, background investigations, and criminal record checks by our staff investigators. Applicants must also pass a physical examination including narcotic oriented screening. We currently use an eleven-panel pre-placement screening system.

### **Screening: Police/Fingerprint/License**

Finally, they must pass California police department screening of photo, fingerprint, and license statements. It is understood that if an applicant has recently moved to the area, police screening will be obtained from the applicant's home state. All WM Security Solutions employees are routinely licensed in the jurisdiction to which they are assigned.

The quality we bring to your environment begins long before you see our security officers. The Board of Directors at WM Security Solutions has resolved to make the recruitment and training of our personnel the key to our success; in that, we conduct hiring initiatives on a regular basis with over 250 applicants per month, with an average of 12 new appointees. Most applicants are unable to meet our qualifications, which are equivalent to the United States Government Secret Clearance Program.

### **Permanent Schedules**

When possible, it is the policy of WM Security Solutions to hire only full-time officers to regular 40-hour permanent schedules. While the greater portion of our officers falls into this category, we do have a small cadre of part-time employees who fill swing shifts, or special assignments. All current contractual obligations are therefore satisfied.

Taking over another Contract Security Companies contract, or when conducting a proprietary conversion, it is WM Security Solutions policy to interview and offer employment to the personnel of the client. Those individuals must also pass our pre-employment screening procedures and have the approval of the client.

### **No Minimum Wage Employee**

All WM Security Solutions personnel are paid not only a rate far above minimum wage, but by far, above the industry standard.

### **Low Turnover**

For years the fact of no unjustified turnover is directly reflected in our low unemployment insurance rates.

## **Job Qualifications**

*All Security Officers must meet and maintain the following requirements:*

### **Education**

- Possess a high school diploma, or equivalency.
- Be able to read at least at the 6th grade level.
- Be able to write or print legibly.

### **Temperament**

- Be able to deal with the general public.
- Be able to maintain poise under stressful situations.

### **License**

- Pass the state security officer's license requirement.
- Possess a valid driver's license and have no more than 2 points.

### **Health**

- Be able to walk for long periods of time.
- Have eyesight with corrective glasses of at least 20/40.

**Each and every security officer will be in-serviced regularly regarding your specific site to further enhance the protection we provide.**

# Training

## Top Concerns & Highest Priority

It is a recognized fact that training is a vital determinant in ensuring effective job performance. Therefore, training has always been of top concern and highest priority to WM Security Solutions and a large portion of corporate resources are spent in providing continuous training for its employees.

## Training Conducted By Executives & Managers

At WM Security Solutions, we have our own in-house training program, certified by the State of California. Every applicant is required to attend a pre-assignment training session and pass a 65 question examination prior to employment. Training is conducted each week in our own classroom and consists of 24 hours of lectures by our Executives and managers including the President. The curriculum is comprised of the following subjects:

### Curriculum

- Administrative and Security Orientation
- Legal Authority
  - Authority of the Security Officer
  - Elements and Mechanics of Arrest
  - Rules of Evidence
  - Search and Seizure
  - Protection of the Crime Scene
- Courtroom Procedures
- Self-Defense
- Company Policy and Procedures
- Public Relations
- Report Writing
- Method of Patrol
- First Aid
- Communications
- Fire Prevention
- Defensive Driving
- Uniforms and Equipment
- CPR Certified (if required by contract)

*Once the applicant has completed the entry level training, the results of his final examination will determine whether or not he will be hired. When he does become an employee, his performance is continually monitored and evaluated.*

### On-going Training

Ongoing training is also needed by personnel to develop additional skills, to acquire added knowledge, and to guard against complacency in job performance. Periodically, WM Security Solutions supervisors utilize "Training Task Sheets" to test the officers on their knowledge and execution of a specific duty. "Training Keys" dealing with a specific subject are routinely provided to all officers.

WM Security Solutions has taken a unique approach to the business of contract security. Many of our competitors employ minimally screened and trained officers. Our approach involves a proactive theory of well-groomed, exceptionally trained, uniformed security officers. Our strategy entails several steps to mitigate the possibility and opportunity for theft of property, or injury to persons within the facility.

### **Specific Training for Our Clients . . .**

While this pre-assignment training provides a basis, it is only the beginning. Like each client's requirements are unique, so much of the specific training must take place at the job site itself. Each new Security Officer is assigned to train with a member of our supervisory staff. The new Security Officer works with the trainer until he is proficient in the performance of his duties.

### **Training for Supervisory Staff**

Supervisory and managerial employees also need job-related training if they are to have a positive influence on the personnel they direct. All WM Security Solutions supervisors attend in-house training classes on techniques of supervision and management, company regulations and policies, equipment maintenance, and specific duties. In addition, they are scheduled to attend supervisory training sessions at Associated Training and Security. This course covers such subjects as communication, delegation of tasks, basic supervision, line/staff concept, and maintaining records. Before actual assignment, new supervisors are also trained on-the-job by accompanying experienced supervisors on several shifts. Ongoing training is provided during roll-call meetings and by "Training Keys" written especially for them.

### ***The WM Security Solutions Training Commitment***

As you can see, WM Security Solutions is committed to the concept that training is an essential element in the quest to provide professional, quality service to our clients.

## **Uniform Patrol Division**

### **Facilitates Coordination**

WM Security Solutions has a definite organizational structure within the Patrol Division, which facilitates coordination and communication between the various supervisory levels.

### **Responsive Management on All Levels**

At the head of the Patrol Division is the Executive Vice President of Operations, ultimately responsible for the management of the entire uniformed security officer force. The Patrol Commanders and Watch Commanders operate out of Company Headquarters round-the-clock. They ensure that all sites are scheduled and covered with qualified employees, problems with security officers resolved, training and orientation assignments completed, and supervisory inspections made. On the same level are the client project managers, reporting directly to the assigned Patrol Commander and working in cooperation with the Watch Commanders.

### **Clients & Patrol Commanders**

The Patrol Commanders are responsible for scheduling all security officers, taking into account business profiles of and our other clients. This is accomplished by using the Qualification/Requirement portion of Patrol Command Systems. This system allows Watch Commanders and Project Managers to call up at any time data on who is scheduled for what post and when. It also eliminates double scheduling and gives management control over individual work schedules, curtailing overtime. Most importantly, the system will only allow those individuals to be scheduled for a site who possess pre-determined qualifications. These schedules are printed weekly on each employee's paycheck so that officers are informed well in advance of their work schedule.

### **Uniforms are inspected on Site.....**

Post inspections by supervisors include a uniform inspection to insure that officers are in complete uniform and are neat in appearance. Personal hygiene and hair length and style must be in keeping with WM Security Solutions regulations. With the exception of watches and engagement/wedding rings, jewelry is forbidden. Any missing uniform articles are corrected immediately. Signs of uniform disrepair are reported to management and addressed prior to the next scheduled shift. It is recognized that the condition of the officer's uniform is an important factor in the officer's effectiveness.

## **Report Forms**

### **Report Critique by Supervisors**

All Security Officers assigned to jobsite complete Daily Activity Reports (DARs) and Incident Reports (IRs) when necessary. These reports are read by the supervisors when they conduct post inspections to make sure the officer has a complete, concise and informative report. Copies of all reports are left at a location specified by the client at the end of each shift.

### **Disposition Control**

All calls for service are logged and require a disposition from the Security Officer within a specific time window, depending upon the nature of the call. Any missed disposition from a Security Officer is immediately brought to the attention of the dispatcher and appropriate steps are made to correct it immediately.

### **Radio Communication**

Our Central Station has direct radio communications with Security Officers in the field, as well as Patrol Vehicles and Supervisors who inspect various sites. They also have direct dial to all Police, Fire and utility authorities. WM Security Solutions also has mobile phones and digital beepers available for additional communications.

## **Insurance**

### **Liability**

Comprehensive General Liability Insurance. WM Security Solutions currently carries a two million dollar (\$2,000,000.00) general liability policy.

### **Workers Compensation & Auto Liability**

Workers Compensation and Comprehensive Automobile Liability Insurance are carried in more than adequate amounts.

### **Safety Director**

Any accidents are investigated thoroughly by our Safety Director. This pro-active approach has enabled us to reduce dramatically our Worker's Compensation and Automobile claims. We have also instituted a Return to Work Program and a Driver's Safety Program to help keep claim costs down and lower our insurance rates.

### **Certificate of Insurance**

Certificate of Insurance and Additional Insured are available upon request.

## *Contract Milestone Schedule*

When client awards this contract to WM Security Solutions , the moment the contract is signed, and all implementation procedures will be put into effect.

- ✓ WM Security Solutions executive management personnel will meet with our clients to obtain copies of exact schedules, post instructions and specific duties. A key control system and a notification list with telephone number(s) will be created.
- ✓ If check stations are required, before the contract begins, WM Security Solutions technical staff will install them at locations approved by Clients.
- ✓ The final step before commencement is a visit to by an executive, along with a manager, the Sector Supervisor(s) and the Security Officer(s) assigned to client's contract.
- ✓ Only after the implementation form is complete and approved by and WM Security Solutions Security, will we consider ourselves ready to serve.

## *Post Evaluation*

We do not forget our responsibility. Periodically, we conduct complete and complex post evaluations to determine that all requirements are being met.

## *Client Retention*

At WM Security Solutions , our clients tend to remain with us and we attribute this primarily to our immediate staff responsiveness to their needs and concerns, our determination to work on a problem until it is solved to everyone's satisfaction, and the continuous efforts on every management level to provide professional service.

24 Hour a Day Availability of WM Security Solutions Security Managers. The management staff at WM Security Solutions , from the President to the Project Managers, Watch Commanders and field supervisors, is always available to respond to client concerns. All problems are thoroughly investigated and action taken as necessary. Any Security Officer can be replaced at any time at the sole discretion of WM Security Solutions , no questions asked. Our management's responsiveness is a guarantee.

The management at WM Security Solutions would like to thank you for giving us the opportunity to introduce our company to you and your business. We at WM Security Solutions pride ourselves in providing quality service to our customers. Our primary objective is to offer the best of our company accomplishing all services with the care and responsiveness our costumers deserve.

Please contact us for price quote or for any other questions you may have, we would be glad to resolve your questions or security needs in prompt and professional manner.

WM Security Solutions trust that you understand, and appreciate the fact that premium security service cannot, and will not, compete on the basis of the lowest bid price. I take pride in our services and trust that you will join a growing list of clients that have come to recognize that cost difference between exceptional security and average security. Price is well worth the service and Peace of Mind that comes when WM Security Solutions is on the job.

*Thank You considering WM Security Solutions For Your Current & Future Security Needs. We hope to serve you soon!*

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