



Securitas Security Services, USA

Training Proposal: DC Ranch

Type: Homeowner's Association

Submitted by: Pat MacArthur, AZ Area Training Mgr.

For DC Ranch, Securitas wants to ensure that our company meets your specific needs and security objectives of providing a friendly, professional & safe environment for your residents, their visitors and association employees. We will strive to develop our Account Manager, Security Supervisors and our security officers through progressive training to ensure that they continue to grow not only as security professionals but also as customer service specialists. By continually developing our staff, we want our security team to become a valuable asset to the DC Ranch family.

The following is an example of a training plan that has been customized for DC Ranch utilizing the resources of the Securitas Center for Professional Development (SCPD) and other federal sources to ensure the continuous training & development of our staff. These training items can be delivered in a variety of formats including: On-the-job (OJT) training; Securitas online Learning Management System (LMS); and other (OTH) training formats (classroom, self-study; use of outside training certification programs).

It would be Securitas' desire, if awarded the contract, to work with our client to further refine this training plan to ensure that it not only meets but exceeds the expectations of DC Ranch.

Pre-assignment Training—Security Officers/Concierge Officer

Training Description	Hrs.	LMS	OTH
Security Guard Card License Class (<u>Testing administered on all components;</u> successful completion required before submission for licensure). <ul style="list-style-type: none"> Security responsibilities; ethics/professionalism; harassment; limits to authority; communications; fire safety; reports; emergency response. Recurring training (2 years); to maintain AZ DPS security guard license. 	8		X
Securitas Pre-Assignment Training (<u>Testing administered on all components;</u> successful completion required before hire). <ul style="list-style-type: none"> Security role; service; diversity; loss prevention; emergency response. Securitas values: integrity, vigilance, helpfulness. 	8		X

Initial Training – Security Officers (Hours varied by Post Needs)

Training Class & Description	OJT/OTH
Post Order Review, Drill Exercises & Testing w/in 30 days of assignment to post to include but not limited to; access control procedures, patrol requirements, emergency response, the physical layout of site, customer service requirements, appearance standards, attendance standards and chain of command/emergency contacts.	X

Training Class & Description	OJT/OTH
Safe Driving Certification (within 5 days of assignment)	X
Securitas Gated Community Officer Development Program (required within 30 days of assignment to post) which includes: what a gate community is, security goals for a gated community, the 4 W's of access control, customer needs in a gated community, incident response, patrol methods, traffic/parking enforcement and reporting.	X
Access Control Software Training/Requirements – how to use, drill exercises to ensure knowledge/skills are met, procedures for outages.	X
Customer Service; interaction with residents, visitors and association employees. Policy enforcement vs. customer needs.	X
Report requirements (<i>specific to DC Ranch's forms and processes</i>)	X
Fire Extinguisher Training which includes: types of extinguishers vs. types of fire, live extinguisher discharge exercises. (within 30 days of assignment)	X
Snake Handling (within 30 days of assignment)	X
First Aid/CPR/AED (Heartsavers) (within 30 days of assignment)	X
Critical Incident protocols; Emergency Response protocols; Site Operations Plan for items such as; <ul style="list-style-type: none"> Assisting with emergency response, medicals, & law enforcement responders Power failure / Equipment failure 	X

Ongoing Monthly Training Plan — Gate Officers

Training Description	Hrs.	LMS	OTH
Customer Service Excellence / Essentials	2	X	
Access Control Fundamentals / Equipment	2	X	
Perimeter & Vehicle Access Control	1	X	
Report Writing Techniques / Report Writing for Business Results	2	X	
Emergency Response	1	X	
Telephone & Radio Communications	2	X	
Dealing with Difficult Customers / Diffusing Anger & Violence Techniques	2	X	
Hazards and Near Miss Identification	2	X	
Verbal Judo for Conflict Resolution	1	X	
Fire Safety Training	2	X	X
Egress and Emergency Action Plans	1	X	
Harassment and Discrimination Training in the Workplace	2	X	X
Law & Order / Limits to Authority	2	X	
ACT 1—Advanced Certification Training for Officers, Level 1 <ul style="list-style-type: none"> Professionalism; service excellence; perimeter & access controls; reports. 	4	X	X
ACT 2—Advanced Certification Training for Officers, Level 2 <ul style="list-style-type: none"> Crowd control; fire prevention; information security; crime scenes. 	4	X	X
ACT 3 – Advanced Certification Training for Officers, Level 3 <ul style="list-style-type: none"> Workplace violence; traffic control & parking lot security; emergencies. 	4	X	X

Ongoing Monthly Training Plan — Patrol Officers

Training Description	Hrs.	LMS	OTH
Customer Service Excellence / Essentials	2	X	
Patrol Techniques and Tips	1	X	
Report Writing Techniques / Report Writing for Business Results	2	X	
Emergency Response	1	X	
Responding to Medical Emergencies / Blood borne Pathogens	1		X
Telephone & Radio Communications	2	X	
Dealing with Difficult Customers / Diffusing Anger & Violence Techniques	2	X	
Hazards and Near Miss Identification	2	X	
Verbal Judo for Conflict Resolution	1	X	
Fire Safety Training	2	X	X
Egress and Emergency Action Plans	1	X	
Harassment and Discrimination Training in the Workplace	2	X	X
Law & Order / Limits to Authority	2	X	
ACT 1—Advanced Certification Training for Officers, Level 1 • Professionalism; service excellence; perimeter & access controls; reports.	4	X	X
ACT 2—Advanced Certification Training for Officers, Level 2 • Crowd control; fire prevention; information security; crime scenes.	4	X	X
ACT 3 – Advanced Certification Training for Officers, Level 3 • Workplace violence; traffic control & parking lot security; emergencies.	4	X	X

Initial Training – Account Manager / Shift Supervisors (Hours varied by Post Needs)

Training Class & Description	OJT
Supervisor Site Orientation including; client expectations, site training requirements, officer position requirements, our client service plan to meet expectations and their role in the site plan.	X
Post Order Review, Drill (Team) Exercises & Testing w/in 30 days of assignment to post • Chain of command & notifications; familiarity of physical layout of site, facility requirements.	X
Coaching & Counseling Training; how to properly conduct, proper documentation, & follow-up with employees.	X
Accident Investigation Training ; injuries on site, what to do, who to call	X
Management of Employees to include: Wage & Hour training; leaves of absence, & creation of initial/ongoing training plans for employees.	X
Computer skills development to include; usage of client software, email and messaging, security protocols.	X
Officer Development Training to include; setting employee goals, managing performance and conducting performance reviews.	X
Critical Incident protocols; Emergency Response protocols; Site Operations Plan • Role of the Supervisor / their team in the emergency response team at DC Ranch	X

Ongoing Training—Account Manager & Shift Supervisors

Training Description	Hrs.	LMS	OTH
Root Cause Analysis Training for Supervisors	2	X	
CSSP—Certified Security Supervisor Program, Module 1 <ul style="list-style-type: none"> • Role of the supervisor; risk management 	6	X	X
CSSP—Certified Security Supervisor Program, Module 2 <ul style="list-style-type: none"> • Coaching & counseling others; productive work environment 	6	X	X
CSSP—Certified Security Supervisor Program, Module 3 <ul style="list-style-type: none"> • Managing performance; goal setting, motivating employees 	6	X	X
CSSP—Certified Security Supervisor Program, Module 4 <ul style="list-style-type: none"> • Service excellence; meeting client needs; Final exam 	6	X	X
FEMA IS-120.A An Introduction to Emergency Exercises	5		X
FEMA IS-230.D Fundamentals of Emergency Management	6		X
FEMA IS-235.B Emergency Planning	1		X
FEMA IS-240.B Leadership and Influence	3		X
FEMA IS-241.B Decision Making and Problem Solving	2		X
FEMA IS-242.B Effective Communication	8		X
FEMA IS-244.B Developing Managers and Volunteers	4		X

Specific Ongoing Training (After Completion of Prior Ongoing Training) —Account Manager

Training Description	Hrs.	LMS	OTH
Community Emergency Response Team Certification	20		X
SSM—Securitas Security Management Program, Level 1 <ul style="list-style-type: none"> • Managing uniformed security operations; conduct site operational analysis 	4	X	X
SSM—Securitas Security Management Program, Level 2 <ul style="list-style-type: none"> • Risk analysis; integrated protection systems & physical security planning 	10	X	X
SSM—Securitas Security Management Program, Level 3 <ul style="list-style-type: none"> • Expanded examination: Risk analysis, risk assessment & risk management 	6	X	X
SSM—Securitas Security Management Program, Level 4 <ul style="list-style-type: none"> • Convergence of physical security w/information technology; Final exam 	6	X	X