

Tid|biTs

DETERRENCE OF CRIME

Plain and simple, criminals are significantly less likely to commit a crime if they feel they will be caught. When you as the security officer have the right uniform, it's a visual deterrent to crime.

MANNED GUARDING

Is the term associated with trained security personnel who protect property or assets, often over longer periods, frequently overnight or during off-peak sessions. One or more security officers may be required to protect premises or properties from unauthorized access, or manage access in a secure way. Security officer's patrols are a visual deterrent which is extremely effective in reducing antisocial behavior and acts of crime.

5 ATTRIBUTES OF A SECURITY OFFICER

- (1) Alertness. A good security guard is always alert and aware of his/her surroundings
- (2) Honesty. A good security guard must be honest.
- (3) Physical Fitness. He/She should exercise regularly.
- (4) Good Communication Skills.
- (5) Ability to Serve Client's Needs.

WELCOME TO H&P PROTECTIVE SERVICES

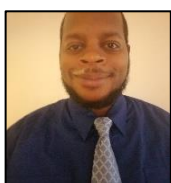
H&P have added two new Supervisors to help generate more business and to hire additional guards for our new client sites. This new restructure will be a viable asset for us in 2020 and the years ahead.



JUSTIN Z. DAVIS Field Supervisor

Justin is our new Field Supervisor who will oversee operations at various client sites to

establish a professional environment. This includes develop guard schedules for client sites, inspect uniforms, make sure guards are performing their assigned tasks, develop post orders for guards, replace guards for NCNS (no call/no shows), assign guards to new client sites and interview new guard hires.



EVERETTE D. WILSON Field Supervisor

Everette is our new Field Supervisor who will supervise multiple sites where H&P Protective Services have security officers stationed;

create post orders and conduct random post inspections of account supervisors/officers along with delivering payroll to various sites, schedule/attend client meetings for various accounts.

He also conducts on-the-job training using scenarios, videos and report-writing; interview new officers, investigate/reprimand officers for disciplinary actions up onto termination; review officers for positive accommodations for outstanding performance; maintain/inspect vehicles for operational functions and refill gas for mobile patrol units.

Everette is a Certified Instructor for firearms, baton. O.C. Spray, Weapon Retention, Weapons & Explosive Detection and Hand-held/Walk-through Metal Detector access control check points.

this issue

Welcome New Supervisors	P.1
Location, Account & Site Supervisors	P.1
Check Point, Time Sheets, Uniforms,	P.2
Sick Days, Vacation Days, Payroll	
New Employees & Applicant Information	P.3
Basic Security Guard Requirements	P.3
Training Videos	P.3

LOCATION & ACCOUNT SUPERVISORS

LOCATION/ACCOUNT SUPERVISORS

Ernest Williams, Operations Mgr. Detroit

Ron Irby, Operations/Location Supervisor
Detroit, Valeo-Seymour, Valeo-E. Liberty
Scottsdale, Arizona

Everette Wilson, Account Supervisor
Connor Creek, Troy, Highland Park,
Auburn Hills, Madison Heights

Justin Davis, Field Supervisor
Detroit, Oak Park

SITE SUPERVISORS

Connor Creek
Shea Rush, Day Supervisor
Beatrice Martin, Afternoon Supervisor

TCF (Formerly Cobo)
Quentin Williams, Supervisor

Valeo – Auburn Hills/Troy
Rebecca Love

Valeo/Highland Park: Craig Pollard
Valeo/East Liberty: Laurie Griffin

Valeo/Seymour
Leroy Darlage & Starlene Maiden

Scottsdale, AZ: Ron Irby

Inspirational Corner

Choose to see the Good over the Bad!
Remember: What you put into your job is
exactly what you will receive. Build a happier
2020 and make it work for you!

Live your Best Life – You can Do It!

Yolanda Terrell, Office Manager

Checkpoint! Do you Have the Skills to be a Security Officer?

The following skills are very important if you are considering a career as a security guard. If you do not have these skills, there are many online training courses and information that can accommodate you.

SKILLS: Lifting, Surveillance Skills, Good Judgment, Objectivity, Dependability, Emotional Control, Integrity, Safety Management, Professionalism, Reporting Skills

Responsibilities of a Security Guard

- ***Secures premises** and personnel by patrolling property; monitoring surveillance equipment; inspecting buildings, equipment and access points; permitting entry.
- ***Obtains help** by sounding alarms.
- ***Prevents losses** and damage by reporting irregularities; informing violators of policy and procedures; restraining trespassers.
- ***Controls traffic** by directing drivers.
- ***Completes reports** by recording observations, information, occurrences, and surveillance activities; interviewing witnesses; obtaining signatures.
- ***Maintains environment** by monitoring and setting building and equipment controls.
- ***Maintains organization's stability** and reputation by complying with legal requirements.
- ***Contributes to team effort** by accomplishing related results as needed.

UPDATE YOUR PERSONAL INFORMATION

Make sure that the following personal information is updated in the H&P office:

- (1) Name Change
- (2) Married/Divorced
- (3) Address
- (4) Home Phone
- (5) Cell Phone
- (5) City, State
- (6) Email Address
- (7) Work Location
- (8) Emergency Contact



FRIENDLY REMINDERS!

- ✓ Security guards in the right kind of uniform can send a powerful message to those they are assigned to protect and those who want to do harm. **May – October:** Short Sleeve Shirts, **October – May:** Long Sleeve Shirts.
- ✓ If you experience sickness or death in your family, please let the office know as soon as possible so that we can get a card or sympathy letter out. We are a company that cares!

Time Sheets

Time Sheets: MUST be in on Mondays! Wednesday is too late. No Exceptions. Timesheets must be filled out completely at the top each week. Only the last 4-digits of your social security number is required on time sheet. Your full social security number is required on your application.

Time Sheets for Detroit workers: Make sure your supervisor has your vacation time in 2 weeks before you plan to be off work.

Installation Sheets: Supervisors, if you make any changes to the Installation Sheets you must verify the hours worked and highlight all changes. Installation Sheets must be in the office every Thursday by noon each week in order to get paid. No exceptions!

Security Guards MUST fill out their own time sheet to be sure you have the correct hours. You are responsible for recording your own hours worked. Do not depend on Supervisors to turn in your time sheets.

Vacation Days

Valeo Workers: Please make sure your vacation is filled out in the office two weeks before your vacation starts. Your Supervisor MUST sign your vacation form

Payroll Checks

All payroll checks will be overnighted to the following locations:
 -Valeo-Auburn Hills
 -Valeo-Seymour, Indiana
 -Valeo-East Liberty



Attention All Guards: Sick Days

Ron Irby, Operations Supervisor

As a **Contract Worker** at H&P Protective Services, you are only granted **two days a month** to take off for sickness. When you return to work you are required to bring in a **doctor's excuse** with the date and doctor's signature proving you were off due to illness or at a doctor's appointment. We will be verifying your doctor's excuse. **Reminder, you are not compensated when you take off work.**

As a contract worker, you can be terminated at any time for any reason. There has been excessive calling off work and it will no longer be tolerated. We will not accept any more excuses. **Your job will be replaced if you continue calling off work because you are hurting the reputation of H&P by your continual absence.**

When you call off work this means we will have to find someone else to cover your shift. Usually, we are not informed of you calling off work until the last minute, which ends up your shift not being covered or having someone else to work a double shift. This is not fair to others. If you need more time off during the month you might want to consider working afternoons. There are security guards who are willing to work your hours and abide by company rules as a contract worker.

If you have any questions, contact your Operations Supervisor at 313-778-0173



Uniform Grooming Expectations

It has come to the attention of the H&P Protective Services supervision that some officers are not in proper uniform/groomed appropriately. All officer's male/female are expected to be in approved uniforms per the site they are assigned to.

Any officer found in violation of not being in proper uniform/groomed professionally, may face disciplinary actions, which may include up to termination of employment.

We are all highly trained security personnel and we should display this while on duty/off duty. The first line of defense in our mission to serve our clients is to be a visual deterrent. The first perception from the client, public visitors, and potential criminals is the officer's uniform. Having a well-groomed neat and professional uniform is the first thing someone will notice.

All shirts/ coats should have the half-moon company logo displayed on the upper arms.

Your **uniform shirt** must always be tucked in and neat. **Pants are solid black** uniform/dress pants and should be ironed, clean and wrinkle free. **Shoes/Boots are solid black** and should be cleaned and shined if applicable, gym shoes are not allowed. Officer's **hair should always be neat and professional** looking with hair not touching collar.



New Applicant Information

Fill out Application

To fill out our application, log on to our website at www.hpproserv.com. Click on the "Careers" link. Scroll down until you see the heading "Join our Team in Private Security", right below this heading you will see the link "Apply Now". Click on this link and you will be directed to the Application.

After you complete the application you can save it on your desktop.

To send it to us open up your email and attach it to your email and email it to information@hpproserv.com

After we receive your application, someone will contact you.

If you have any questions, contact the office at 248-443-7000.

Basic Minimal Requirements for Security Guards

The following is our basic minimal requirements criteria for applying for a security guard position:

- *Applicant must be at least 18 years of age.
- *High School Diploma
- *No diagnosis of mental illness.
- *Good verbal & written communication skills.
- *No felonies or criminal convictions.
- *US Citizen or registered resident alien.
- *Stable Work History.

Classroom training can be one or any number of classes in subjects such as property's legal, emergency protocols, and properly detaining suspected criminals. For more information on classroom training, visit the Bureau of Labor Statistics at www.bls.gov. Also you can download a Free Occupational Outlook Handbook online for security guards at <https://www.bls.gov/ooh/protective-service/security-guards.htm>

Applicant "Must Have's"

- * Background Check
- * Valid Driver's License
- * Social Security Card
- * CPL License (if applicable)
- * Transportation
- * Pass 5 Panel Drug Testing
- * Attend Security Officer Training
- * Police Clearance
- * Customer Service Training
- * CPR/Low Dose Oxygen Training
- * 2 Years Security Guard Experience



CPL License

Security guards who carry weapons must be licensed by the appropriate government authority. Armed guard positions have more stringent background checks and entry requirements than those of unarmed guards because of greater insurance liability risks.

New Employees

Valeo-Seymour, Ind.

- Larry Smallwood
- Jean Smallwood
- Autumn Smallwood
- Jessica Foist

Valeo-Highland Park

- Vaishali Jackson

CONTACT US

H&P Protective Services

29829 Greenfield Road
Suite 100
Southfield, MI 48076
Phone: 888-443-7005
Fax: 248-423-1171

E-mail:
information@hpproserv.com

Website:

www.hpproserv.com

Staff Manager & Supervisors

Ernest Williams: 734-325-5104
Ron Irby: 313-778-0173
Everette Wilson: 313-364-9990
Justin Davis: 313-288-8983

Visit our BLOG
Log on to www.hpproserv.com
Click H&P Blog



OUR SERVICES

H&P Protective Services has been providing uniformed security and patrol services to commercial, residential and event management clients nationally since 1985.

- Armed & Unarmed Security Guards
- Mobile Patrol Services
- Special Events
- Retail Centers



Designed by
Barbara Brazile

Please send newsletter inquiries to
bbrazile@hpproserv.com



Protective Services
Dependable Security Solutions

Watch Our Training Videos

To brush up on your security guard skills you can watch our online training videos and other helpful information online. Just log on to www.hpproserv.com. On our homepage click on the H&P BLOG icon, then click on Security Guard Videos link at the top of the page.



Available Training and Instructional Videos

1. Decision-making – Skill#2
2. Roles & Responsibilities of a Security officer

Security Guard Videos

1. Securing your Environment is our Job
2. Security Guards for Hire

For additional information call 248-443-7000