



## **Canadian Security Services**

**Greetings,**

It is with great pleasure herewith we submit our proposal for the provision of security services for your property in response to your request for quotation (RFQ). We hope that this may be the start of an exciting and productive relationship on what promises to be a worthwhile undertaking.

Canadian Security Services is an acclaimed firm of security professionals 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 ranging from Construction sites to Condominiums, warehouses, clubs, shopping malls and retail outlets. We think that your property is well suited to our strengths and aspirations.

Our Board of Directors respectfully requests that you study our proposal in detail; we are extremely interested in the provision of security services for your property and we very much hope that you consider the Canadian Security Services team as a strong candidate for selection.

Yours Sincerely,

*Board of Directors,*

**Canadian Security Services**

**Canadian Security Services**

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Canadian Security Services will provide you with certified, licensed, insured, and bonded Security Guards. Each Security Professional has been screened to the standards of the Ministry of private security and investigative services.



- 1) Our pre-employment background investigation far exceeds that of most police department jurisdictions. In addition, Canadian Security Services has developed psychological testing procedures in conjunction with a psychologist to compliment the initial screening of our personnel, by implementing a pre-employment written psychological inventory and a psychological interview. Furthermore, our personnel all submit to a battery of aptitude tests, a 5-panel drug screening, and extensive in-service training regarding criminal law and police defensive tactics.
- 2) Canadian Security Services offers, free of charge, supervisory personnel to insure strict adherence to our general orders and your rules, regulations and ordinances. Canadian Security Services supervisors are utilized as a liaison between Canadian Security Services and our clients. Supervisors are **on duty 24 hours a day, 365 days** per year for your convenience and will regularly make spot checks to prevent the issue of complacency. It is our belief that in order to assure the best quality of service that we stand by, we must keep close relationships with our personnel both on and off duty.
- 3) At Canadian Security Services, all of our security guards will be equipped with two-way radios or equivalent to ensure constant communication with our management team.
- 4) Each and every security guard will be in-serviced regularly regarding your specific site to further enhance the protection we provide.

Canadian Security Services has taken a unique approach to the business of contract security. Many of our competitors employ minimally screened and trained guards. Our approach involves a proactive theory of well-groomed, exceptionally trained, uniformed security guards. Our strategy entails several steps to mitigate the possibility and opportunity for theft of property, or injury to persons within the facility. The following is an overview of our Security Guard Project:

## Applicant Screening

- 5) The quality we bring to your environment begins long before you see our security guards. The Board of Directors at Canadian Security Services 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 100 applicants per month, with an average of 10 new appointees. Most applicants are unable to meet our qualification requirements which far exceed the minimum ministry standards.

## Training

Canadian Security Services conducts training that exceeds that of any of our competitor's programs. The knowledge of our management team is passed on to our new employees. In addition to the Ontario province mandated certification courses, Canadian Security Services personnel must attend:



- A. 40-hour Police Defensive Tactics Training
- B. 24-hour Patrol Techniques & Criminal Law
- C. 16-hour Customer Service Seminar

## Method

- 6) Our uniformed security guards are trained to act as a criminal deterrent by adopting the principals of the P.F.D (*Police Foundation Diploma*) methodology. Simply put, our guards are encouraged to be an approachable source of information to patrons, residents and employees. Letting the public know that we are there for them generates a feeling of community and safety.

## Patrol

- 7) The placement of our security guards is what generally places Canadian Security Services in the position to confidently describe the implementation of our security guard project as authentic. Our security guards are trained to make visible foot patrols throughout their posts in undetermined patterns. We encourage our personnel to interact with your patrons and employees in addition to standing a fixed post

## Compliance



Canadian Security Services has developed a theory of "*Enforcement through Reinforcement*" The management, having fifteen combined years of security and law enforcement experience, has realized that prevention of crime can be accomplished by utilizing tactical approaches, rather than accusations and the traditional methods of our predecessors. The art of *verbal judo* is Common place in our organization and has often been effective in deescalating volatile situations.

## Uniforms

- 8) Our uniformed security guards are outfitted with police-type uniforms. Our corporate general orders, require that our personnel keep their uniforms pressed and clean at all times. Their shoes are polished; military-style and men are clean-shaven with neat haircuts. Our female officers are held to the same standard. We pride ourselves on the appearance of our personnel, as they are representing our agency in your facilities.

## Supervision

- 9) Canadian Security Services supervisory personnel are required to possess a minimum of 3 year of law enforcement experience. Our supervisors are charged with scheduling, assigning security posts, and acting as liaison between the Board of Directors and our client. Supervisory personnel are available to you 24 hours every day in order maintain quality assurance and customer service on behalf of Canadian Security Services.

## 24 Hour Customer Service

Canadian Security Services stands above our competitors by providing an open line of communication with our clientele **24/7 365 days**

Our office is staffed around the clock with customer service representatives for your convenience. While most of our competitors work from their homes, Canadian Security Services staffs fully functional offices. Our customer service representatives are not salespeople; they are security professionals assigned to light duty or administrative functions. Desk personnel are utilized as watch-commanders with full authority to make supervisory decisions for Canadian Security Services.



**Canadian Security Services**

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Proposal for **Security Services**

## Cost

You can significantly reduce your liability with our **\$2 Million** comprehensive Insurance Policy



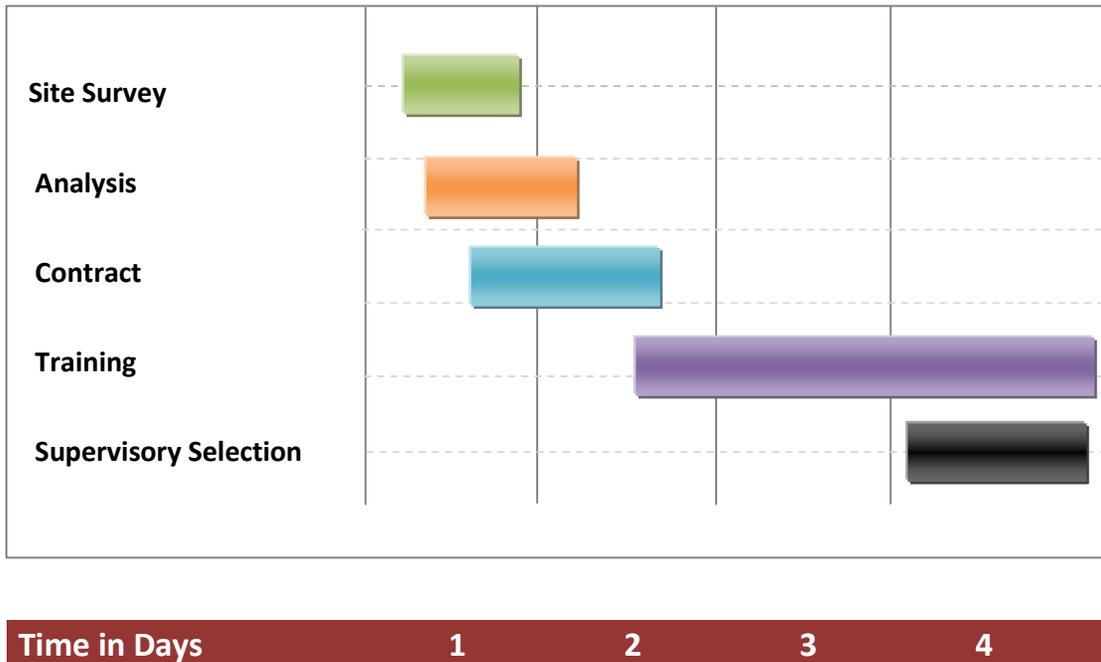
Canadian Security Services will provide you with a forensic breakdown of our costing specifications. Canadian Security Services maintains a philosophy that in order to retain the highest quality security professionals in the industry, we must compensate them commensurate to their qualifications. The Board of Directors has resolved to reduce our profit margin rather than decrease a security guard's salary. Our costing structure provides for a well-paid security professional and a conservative rate to our client.

## Liability

Canadian Security Services maintains insurance that is two times the minimum aggregate coverage obtained by most of our competitors. Our Legal Division recommends that in order to protect our assets as well as yours, we must maintain financial security in full force and effect at a level that far exceeds industry standard.



## Security Service Schedule



Canadian Security Services has put together a first class team of security professionals who we think are particularly suited to the security needs of your property. We have selected prospective supervisory personnel on their ability and suitability for the type of property, and of course their availability to start right away if we are fortunate enough to be appointed.

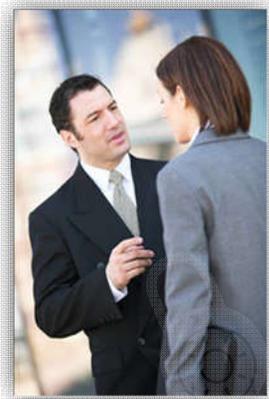
Pictured above is a preliminary plan for the deployment of our team of professionals. Canadian Security Services will partner with you in every stage of the process and act as both consultants and colleagues to work in a manner commensurate with both of our agency's relative skills – bringing greatly enhanced value while securing your property.

## Uniformed Security & Mobile Patrol Services:



- ✓ Healthcare Facilities
- ✓ Residential Complexes
- ✓ Corporate Buildings
- ✓ Retail Venues
- ✓ Parking Lots
- ✓ Governmental offices
- ✓ Hotel Security
- ✓ Condominium concierge and patrol
- ✓ Shopping malls and plazas
- ✓ Educational institutions
- ✓ Executive Protection
- ✓ Construction sites
- ✓ Special Event Security
- ✓ Warehouse Security

## Security Services & Features:



- ✓ Physical Safety and Security Tours of Each Property
- ✓ Parking enforcement
- ✓ Mobile patrol
- ✓ Video Monitoring
- ✓ Fire watch
- ✓ Emergency and alarm response
- ✓ Loss Prevention
- ✓ Access Control
- ✓ Systems installation and setup
- ✓ Property Manual Review and Preparation
- ✓ Review of Property Security Procedures and Equipment
- ✓ Management and Employee Safety & Security training
- ✓ In-house Security Rules and Procedures
- ✓ Highly motivated and industry experienced security guards
- ✓ Centralized 24/7 dispatch centre
- ✓ Alarm monitoring and response

Some of our distinguished clients and partners



**Alqosh Society Toronto**



**ENTERTAINMENT™**  
for everyone





*Tracy McLaughlin*



**Weinmann Electric Limited**

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Bridge Utility Construction (a division of Weinmann Electric Limited) 