



CALIFORNIA ASSOCIATION OF LICENSED SECURITY AGENCIES, GUARDS & ASSOCIATES

CHECKLIST FOR SECURITY OFFICER SERVICES

About the Checklist

This checklist is provided to security service users and potential users for the purpose of determining that certain criteria have been met by a company or individual offering security personnel services. The need for meeting these criteria is created by the demand for qualified, trained professional security officers to deal with increasing criminal activity and liability issues. In addition, the concept of contingent liability which may fall upon the user of security services, and the need for some means of determining the validity and stability of any company which provides services are further reasons to insist on comparable standards for providers.

Background

It is not the intent of this document to cast doubt upon the character or intentions of any person or corporation which might not satisfy these criteria. Nor does this document represent merely the opinions of its authors. Rather, the principle concepts which form the basis of this guide are long standing professional standards which are required by law, have either been tested in court, or have withstood the test of time in the security services industry. In other words, all details which this guide encourages checking are either legal requirements or customary business practices which are self-imposed by the security services industry for the immediate good of its clients, and long term good of the industry.

Resources

In all cases of doubt as to the need for, or wisdom of, any recommendation found below, the user is advised to contact the State of California Department of Consumer Affairs, the State of California Bureau of Security and Investigative Services, the State of California Employment Development Department, your local Law Enforcement agency, the California Association of Licensed Security Agencies, Guards & Associates (**CALSAGA**), or the Personnel Director within his or her own organization. **CALSAGA's** Administrative Assistant or members of the Board of Directors will be delighted to answer any questions which arise about the use of this checklist.

CHECKLIST FOR SECURITY SERVICES

BUSINESS PRACTICES

1. Company Name: _____
2. How long has company been in business? _____
3. How many employees does the company have? _____
4. Business Type: Sole Proprietor ____ General Partnership ____ Corporation ____
5. Owned By: _____
 Owner, Partners, Principal Agent
6. Who is the Licensed Qualified Manager? _____
7. What is the background and experience of the owners and managers? _____

8. Private Patrol Operators License Number: _____

Is there any past or pending disciplinary proceeding? _____
9. License Expiration Date: _____
10. Verification of license Status: Copy of License _____ Phone Check _____

Business and Professions Code; Private Security Services Act; Article 3, Section 7582 states: "No person shall engage in a business regulated by this chapter; act or assume to act as, or represent himself or herself to be, a licensee unless he or she is licensed under this chapter; and no person shall falsely represent that he or she is employed by a licensee."

11. Statement by Company Officer regarding employer status:
(e.g.) "I (we) hereby certify that I (we) are the employers of record for all security officers sent to our clients, and as such are responsible for withholding of all federal, state and local, (if any) taxes including social security and disability contributions, payment of employers obligations, and for the deposit of same in accordance with law."

Federal Employers Tax I.D. No. _____
State Employers Tax I.D. No. _____
12. Does the company maintain a business office (as opposed to working out of their house) where records and files are kept? _____
Are they open and available for inspection? _____ Date of office inspection _____
13. Is the company a member of Professional Trade Organizations? (**CALSAGA**, **ASIS**, etc.) _____
14. Has the company provided a reference list? _____
15. Does the company maintain regular interaction with local law enforcement? Who is the liaison person with local law enforcement? _____

CONTINGENT LIABILITY

16. Insurance Documentation: All Copies on File ____

Worker's Compensation Insurance Certificate:

Policy Number: _____ Expiration Date: _____
Liability Limits: _____
Carrier: _____
Agent: _____ Phone #: _____

General Liability (PI/PD) Insurance Certificate:

Policy Number: _____ Expiration Date: _____
Liability Limits: _____
Carrier: _____
Agent: _____ Phone #: _____

Owned/Non-Owned Automobile Insurance Certificate:

Policy Number: _____ Expiration Date: _____
Liability Limits: _____
Carrier: _____
Agent: _____ Phone #: _____

Are these companies at least "A+" Rated carriers? _____

PERSONNEL AND REGULATORY COMPLIANCE

17. Does the company include its Name, Address and State issued PPO License Number on **ALL** Business Cards, Letter Head, Brochures, Flyers, Fax Forms, Newspaper and Telephone Book advertising? _____

Business and Professions Code; Private Security Services Act; Article 3, Section 7582.20 states: "Every advertisement by a licensee soliciting or advertising business shall contain his or her name, address and license number as they appear in the records of the bureau. For the purposes of this section, 'advertisement' includes any business card, stationary, brochure, flyer, circular, newsletter, fax form, printed or published paid advertisement in any media form, or telephone book listing."

18. Do the company's employees, when in uniform, wear a patch on each sleeve that states the name of the company and reads "private security"? _____

19. Can the company provide proof of State authorization for their patches? _____

Business and Professions Code; Private Security Services Act; Article 3, Section 7582.26 (f) states: "A private patrol licensee, or officer, director, partner, manager, or employee of a private patrol licensee wearing a distinctive uniform shall wear a patch on each shoulder of his or her uniform that reads "private security" and that includes the name of the private patrol company by which the person is employed or for which the person is a representative and a badge or cloth patch on the upper left breast of the uniform. All patches and badges worn on a distinctive uniform shall be of a standard design approved by the director and shall be clearly visible."

Business and Professions Code; Private Security Services Act; Article 3, Section 7582.27 states: "Any person referred to in subdivision (i) of Section 7582.26 who uses or wears a baton or

exposed firearm as authorized pursuant to this chapter shall wear a patch on each arm that reads 'private security' and that includes the name of the company by which the person is employed or for which the person is a representative. The patch shall be clearly visible at all times. The patches of a private patrol operator licensee, or his or her employees or representatives shall be of a standard design approved by the director."

20. Do the badges and any cap insignia worn by the company's employees contain the name of the company and a number by which the employee can be identified? _____
21. Can the company provide proof of State authorization for their badges? _____

Business and Professions Code; Private Security Services Act; Article 3, Section 7582.28 states: "Any badge or cap insignia worn by a person who is a licensee, officer, director, partner, manager or employee of a licensee, shall be of a design approved by the director, and shall bear on its face a distinctive word indicating the name of the licensee and an employee number by which the person may be identified by the licensee."

22. How many employees does the company have? _____
23. What is the annual turn-over rate? _____
24. Major source of employment candidates:
Ads _____ Academies _____ Military Discharge _____ Referrals _____
25. Screening Methods:
Reference Checks: Phone _____ Mail _____
Release of Information Authorization (copy): yes _____ no _____
Types of background checks _____
26. Does the company conduct in-person interviews with all candidates in order to assess their professional skills, experience, background, training, mental attitude and suitability for security work? _____
27. Does the company have a training criteria? yes _____ no _____
28. Does the company have an in-house training program? yes _____ no _____
How many subjects does it encompass? _____ How many hours? _____
29. Personnel Records:
Application _____ W-4 Form _____ INS Form _____ Health Questionnaire _____
Copies: Guard Card _____ Chemical Agents _____ Baton _____ Weapon Permit _____
Evaluations _____ Disciplinary Actions _____ Training Certificates _____
30. Are all guards licensed by the state? _____ Procedure for proof of licensure: _____

Does the company have a tickler system for renewal of licenses? _____

California Law requires that all persons working in the employ of a contract security provider as security officers or street patrol persons be licensed by the state. The law further requires that those individuals carry their license at all times while performing security duties.

31. Does the company provide its employees with photo I.D. badges? _____
32. How does the company communicate with its employees during working hours?
Radios _____ Cellular Phones _____ Pagers _____ Call-Ins _____

PAY STRUCTURE

33. Pay structure compared to competitors:
- A. Lowest Rate _____ Highest Rate _____ Uniform Allowance _____ % Diff. _____
- B. Lowest Rate _____ Highest Rate _____ Uniform Allowance _____ % Diff. _____
- C. Lowest Rate _____ Highest Rate _____ Uniform Allowance _____ % Diff. _____

34. Does the company offer benefits in order to attract and retain serious minded employees? ____
- Medical ____ Dental ____ Vacation Pay ____ Credit Union ____ Life ____
- Holiday Pay ____ Do they comply with COBRA laws? _____

35. Does the company have a Continuing Education incentive? _____ What is it? _____

36. Does the company comply with overtime laws? _____

37. Does the bill rate support the proposed pay rate as well as other items such as uniforms, radios, vehicles and supervision and leave money for general operating expenses and profit? *(Be sure to add 20% to 25% to the pay rate to cover statutory employer obligations such as social security, payroll taxes and insurances such as worker's compensation and liability.)* _____

NOTE: If the bill rate doesn't support the job, chances are the job won't be done the way the company is representing that it will be.

38. Are you being sold **Price** or **SERVICE**? _____

SUPERVISION AND SCHEDULING

39. What is the supervisor to employee ratio? _____
40. How does the company supervise its employees? _____
41. What kinds of reports are used? _____

42. Are all reports reviewed by management regularly? _____
43. Are there written "Post Orders" for each site to guide the officers in their duties? _____
44. Are the officers oriented to each site? _____ How? _____
45. Does the company have an established Quality Assurance Program? _____
46. Does the company have a representative capable of staffing, solving problems and providing service available 24 hours a day 7 days a week? _____
47. Does the company use an answering machine, an answering service, a paging service, voice mail or do you speak directly with a company employee who can assist you? _____
48. If an answering service is employed, do they have patch-through capabilities or must they wait for call-ins?

49. Are the managers and supervisors readily accessible at all times? _____
50. What mechanism is used to deal with problems and emergencies? _____

51. What policies guide the guards/officers for urgent situations, arrest, medical, fire or other disaster?

52. How much time does the company intend to spend on-site during patrol stops? _____
53. How many client patrol stops per night are being done by the officer that drives the route where you are scheduled? _____
54. Counting meal and restroom breaks, can these numbers be realistically met (does the math work)?

55. What mechanism is used to assure that all patrol stops are being made? _____

