



PRODUCTIVE SECURITY - VISION

We will deliver innovative protective services of the highest quality at a competitive and affordable rate, adding value and peace of mind to our customers through our team of highly trained, service driven professionals.

CORPORATE MISSION STATEMENT

Productive Security is dedicated to the protection and preservation of assets, people, property, and information for select Ontario businesses. Our goal is to drive sustainable growth as a company delivering superior service at a competitive price point in the marketplace, while providing a fair rate of return to the company. We will accomplish this by offering an innovative blend of tailored quality services to create the most effective and efficient protection possible. Productive Security's strength will always be service. Our professional standards will be maintained because we are committed to our employees - a highly trained and motivated team of proud specialists.

QUALITY SERVICE

- Quality Policy
- Uncompromising Security
- Excellent Service
- Complete Satisfaction
- Honest Professionalism
- Our team of highly trained and motivated professionals combines careful planning with extreme responsiveness to ensure uncompromising security and the complete satisfaction of those we serve.

MARKETS

Productive Security recognizes that every client and building type is unique. We provide practical, cost effective solutions for many different types of buildings without compromising the quality standards required to truly address life-safety and asset-protection issues.

Our core markets include: Commercial/Office Tower, Apartment/Condominium, Retail, and Small Commercial/Industrial.

COMMERCIAL/OFFICE TOWER

Security has become a priority for tenants in commercial properties. For landlords and property managers seeking to attract and keep tenants, a safe, protected environment is critical. Whether a prospective tenant is looking for new space or an existing tenant is renewing a lease, the building's overall security will affect their leasing decisions.

We have developed our security philosophy based on this knowledge and proudly offer a unique approach for the commercial marketplace in Ontario.

SMALL COMMERCIAL/INDUSTRIAL

For small commercial properties, the exposure to security risks is high. Slower traffic patterns and lower occupancy rates mean fewer deterrents against theft, vandalism and other crimes. Productive Security recognizes these challenges and offers a unique security program, tailored to the specific needs of small commercial sites.

APARTMENT/CONDOMINIUM

Old and new apartments and condominiums require an experienced knowledge of balancing protective with concierge-oriented services. Productive Security specializes in meeting the demanding requirements and security risks found in residential and tenant properties, whether occupant owned or rented. We work closely with the Committee Boards and tailor our security program to each building uniquely. Our ultimate goal is make your home a safe and peaceful place.



RETAIL

Productive Security recognizes that Retail facilities require specialized security programs. Whether the facility is urban, suburban, upscale, modern or aging, the retail sector has many security challenges. Issues such as gang presence, shoplifting, auto theft and violent crime need to be dealt with swiftly and professionally. Productive Security's goal for the retail market is simple: relocate crime and create a safe environment for your retail patrons.

HEALTHCARE INSTITUTIONS

Security Services Specifically Designed for Healthcare Facilities:

- Acute Care Hospitals
- Long Term Care Hospitals
- Nursing Stations
- Outpatient Clinics
- Community Health Centers

SPECIAL EVENTS

Productive Security responds to the demands of our clients who require unique seasonal and/or on-going temporary protective services based on special events for their organization. We have experienced, highly trained, professionally mannered and effective uniformed Officers to manage a broad range of Special Event security requirements:

Trade Shows and Convention Centres

Banquet Halls

Religious Holy Days & Cultural Events

Movie Sets

Sporting Events and Concerts

Stadium

PROTECTIVE SERVICES

High capability and value in the security field are the trademarks of Productive Security's

- Protective Services. Our highly trained team understands the needs of today's security clients.

Productive Security's Protective Services Team are:

- Equipped with highly responsive mobile patrol and emergency response transportation vehicles.
- Committed to guaranteed response times for mobile services.
- Available to provide uniformed security services tailored to your specific requirements.
- Recruited and trained using the highest standards in the private sector.
- Fully bondable and insured.
- Fully compliant with security management procedures established by rigid internal and external policies and legislation.



Security Officer

Productive Security knows that the caliber of a Security Officer makes the difference, whether you are trying to protect a shopping mall, an office building, a mixed-use facility or a singletenant property. At Productive, we see your security needs through your eyes and we recruit, select, train and deploy our Officers to meet this provision.

Productive Security knows that security is a 24-hour-a-day, seven-day-a-week commitment and has structured its entire organization to reflect this understanding. To this end, we attend to your security needs every second of every day. When it comes to manpower, we are selective in our recruiting, demanding in our training, supportive in our infrastructure, thorough in our site assessments, decisive in our Standing Orders, diligent in our reporting and resolute in our actions.

Mobile Patrol and Mobile Parking Enforcement

Productive Security offers comprehensive Mobile Services, comprised of Mobile Patrol Cover, Response and Tagging.

Mobile Patrol Cover is an offering that will provide physical checks of your premises by uniformed officers during those vulnerable hours. All premises are thoroughly checked externally and, if required, internally. We can provide as many security checks as you may require. Our Mobile Patrol Units are running 24 hours a day, 365 days of the year.

Our **Mobile Tagging Services** ensure unlawfully parked vehicles will be tagged and towed, thereby giving your property the maximum parking control program available, based on competitive and flexible rates.

RECRUITING AND SELECTING

Productive Security's recruiting process is highly selective and exacting. To select our Officers, we use an Applicant Appraisal Process in the pre-hiring stage including a behavioral-based interview, reference checks and a rigorous assessment program that concludes with a written test - all of which determine whether a candidate meets our exacting standards. We are committed to finding the right caliber of Officer for your facility and that commitment begins at the recruiting stage.

TRAINING

With more than twenty-five courses in our curriculum, our employee training and development is second-to-none in the contract security industry. Our Officers are trained in areas such as: Self Defense, Investigative Techniques and Customer Service. Our well-designed, professionally executed training programs help produce knowledgeable, motivated and professional employees, resulting in us being able to match the right Officer to your facility, based on their experience and skill sets.



DEDICATED MOBILE SUPPORT

When a security threat escalates, Productive Officers can call our Mobile Emergency Response Units to provide direct assistance and intervention. Additionally, on-site Security Officers receive regular visits from Mobile Supervisors and maintain regular contact with Productive's Operations Centre where senior managers are on duty 24 hours a day and are authorized to make the decisions necessary to safeguard your property, your tenants, employees and guests.

SITE-SPECIFIC SECURITY PLANS

These are developed following an exhaustive physical audit of the property. We conduct a detailed site survey that covers hundreds of separate pieces of information, all of which help to compile a site's Standing Orders. The Standing Orders act as the facility's security blueprint and guide the site's Officers in most everything they do there. They are regularly reviewed and can be altered as dictated by circumstances at the site. We do a lot of work before we hit the ground but when we arrive, Productive assures that the Officer will be the right match to your facility and will also be properly equipped to do the best possible job.

REPORTING STRUCTURE

Extensive reporting procedures serve to strengthen any effective security strategy. Our Officers are trained not only to be keen observers of detail, but also to be extremely diligent in their reporting. This process starts with the logbook each Officer carries in which they record activities and special incidents at least every thirty minutes. The logbook generates Security Officer Reports, which in turn chronicle these regular observations. Subsequent analysis of these reports may prompt a review of the site's standing orders. In addition to daily incident reporting, Productive generates monthly reports of site occurrences that are submitted to the client and used to perform on-going site assessments. Besides allowing for the identification of potential problems, these reports also generate data that may identify important cost-saving opportunities for the building's overall security program.

RESPONSIBILITIES OF A PRODUCTIVE SECURITY OFFICER

- Access Control
- Key Control
- Public Relations
- Interior and Exterior Patrol
- Emergency Response
- Non-Violent Conflict Resolution
- First Aid & C.P.R.
- Escorts and General Assistance
- Alarm Monitoring and C.C.T.V.
- Telephone Answering
- Safety Checks



RESPONSIBILITIES OF A PRODUCTIVE SECURITY OFFICER *(continued)*

- Operating Access Control Computers
- General Administration Duties
- Enforcement of the Trespass to Property Act and Various Sections of the Criminal Code of Canada
- Liaison to Tenants, Visitors, and Employees
- Liaise with Emergency Services
- Maintenance Checks
- Fire Code Inspections
- Contractor Supervision
- Crime Prevention
- Traffic Control

