

Securing
the businesses and
communities of America.



ALLIEDBARTON®
SECURITY SERVICES

Local Response | National Support

Our Core Purpose

To serve and secure the people, homes and businesses of our communities.

Leaders Always Look Ahead.

Today, great security means staying a step ahead. It is critical to maintain a proactive awareness at all times.

At AlliedBarton, we take security very seriously. No matter where we serve, whether within a business or community, we strive to be the most responsive security services firm in the industry.

As a service company, our employees are our number one asset and most important resource. From security officers on the front line of our local response efforts to our team of security experts in our national support network, AlliedBarton is working as a team to exceed customer expectations.

Local Response | National Support[®]

It's what sets us apart.

At AlliedBarton we understand that in order to provide outstanding, consistent security services, it is critical to meet our customers' needs. The value we provide is our ability to deliver responsive security services at the local level with the benefit of our national support network.

Local Response

No matter where or when security services are needed, there's a peace of mind knowing that those responding to your security needs are members of the community they are serving. Our local responsiveness stems from accessible district teams in your community who oversee all services and provide support to managers assigned to customer sites. At the root of AlliedBarton's success are the 50,000+ security officers who passionately serve with a vested interest in what happens within their communities.

National Support

Beyond the security services provided on the local level, AlliedBarton provides a layer of national support to help ensure protection and quality. With more than 100 regional and district offices across the country, AlliedBarton devotes national resources to recruiting, training, technology and experienced management teams.

This comprehensive Local Response | National Support approach is what gives us the competitive edge in the security services industry. We hear it every day from our customers — the importance of working with a local team with the added benefits of a national network is vital.



Security Officers Who Understand Your **Specific Needs.**

David Franco

Every day David Franco takes on the unique safety and security challenges presented within the chemical and petrochemical industry. As an AlliedBarton security officer working in Houston, TX, he has received the specialized training required to meet the strict security regulations applicable for this industry today. Backed by the national support of a team of experts, David is able to maintain security and help keep his customer in compliance.



David Franco | Security Officer | Houston, TX



Security Where and When You Need It.

Look Around.

No matter where you are in the United States, you're sure to see an AlliedBarton security officer. Whether you're in an office building, chemical plant, college campus, bank, hospital or a gated community, you'll find AlliedBarton — on the scene and trained to secure your facilities.

For over 50 years, AlliedBarton has been providing contract security services throughout the country. As the recognized security industry leader, AlliedBarton has pioneered many security standards used to keep businesses and communities safe. It is because of this leadership that AlliedBarton is the largest American-owned contract security company.

Our security officers are trained at all levels to prevent, protect and respond to critical situations. Our nationwide scope affords us the expertise to cover all security needs including temporary services and national account management from small businesses to large corporations.

Quite simply, every member of the AlliedBarton team is committed to unsurpassed service and security — anytime, anywhere.



Security Expertise in a Variety of Markets

- › Chemical and Petrochemical
- › Colleges and Universities
- › Commercial Real Estate
- › Financial Institutions
- › Government Services
- › Healthcare Facilities
- › Manufacturing and Industrial
- › Residential Communities
- › Shopping Centers

Security Officers Who Can *Welcome and Protect.*

Jackie Goins

As part of an innovative security concept in one of the premier addresses in Philadelphia's Center City, Jackie Goins is one of 50 highly trained security ambassadors who expertly balance security with customer service. Jackie's tenure with AlliedBarton and keen people skills proved to be the perfect match for this unique new security program. With the safety and well-being of thousands of employees and tourists top of mind, Jackie and the team create a secure and inviting environment.



Jackie Goins | Security Ambassador | Philadelphia, PA



The Superior Security Officer.

At AlliedBarton, we understand that our customers put their trust in us to provide quality security officers to represent their organization. Professionalism in both actions and appearance are of utmost importance. We take great pride and direct enormous talent in making sure our security officers do their jobs for our customers.

AlliedBarton Culture

We believe culture drives quality and success. Employees are expected to understand, execute and be accountable for their respective roles. We support and empower our employees in their efforts and, in return, employees take pride in both the organization and the impact of their professionalism and integrity. With industry-leading security officer retention rates, AlliedBarton is able to focus on developing excellence with a reliable, proactive workforce.

AlliedBarton Service Promise

AlliedBarton security officers adhere to our quality standards, which are designed to provide consistent service and value to our customers. We take pride in the in-depth training we provide our security officers as well as what they bring to the job on a daily basis.

Dress for Success

At AlliedBarton, all security officers maintain a professional look. Our uniforms offer a variety of styles appropriate for specific duties. Uniforms can also be customized to give clients the opportunity to advance their brand image.



Security Officer Quality Standards

AlliedBarton Security Officers are always expected to:

- › Maintain a friendly and professional demeanor
- › Be good communicators
- › Report to work on time
- › Maintain a neat, professional appearance
- › Understand and successfully execute Post Orders
- › Manage typical issues and problems professionally

Providing the Best Trained Security Officers in the Industry.

Search & Screen

It all starts with recruitment. The AlliedBarton recruitment processes are built on our Local Response | National Support philosophy. We tap into local talent through resources such as civic organizations, veterans groups, job fairs and police departments to find individuals with the right skills. The national support of our automated Applicant Tracking System allows us to streamline efforts to provide qualified personnel on-site in a timely manner.

Once quality candidates are identified, each potential AlliedBarton candidate must successfully complete rigorous drug and background screenings. Only those applicants who excel in skill testing, and demonstrate motivation and initiative during the interview process are invited to join the AlliedBarton team.

Develop & Retain

There's good reason why AlliedBarton boasts one of the lowest security officer turnover rates in the industry. We value our employees and follow through on our commitment to their development with excellent compensation, benefits and acknowledgement. We provide meaningful benefits packages to our employees, and offer plenty of awards and incentives to reward those who perform.



Benefits Packages Include

- › Medical/Dental/Vision insurance
- › Paid vacation
- › Competitive wages
- › Paycards
- › 401k plan with company match
- › Rewards program
- › Length of service awards
- › Employee assistance programs
- › Pre-paid legal services



Train for Success

The AlliedBarton EDGESM is our professionally designed and executed approach to training that offers employees a variety of quality learning and development programs and tracks compliance to ensure customer needs are met.

From eLearning through our Learning Management System to classroom and on-the job training, AlliedBarton offers accessibility and expertise as we prepare security officers with the best knowledge base to serve customers. As a follow-up to learning, our skill-based testing, evaluation and reporting ensure the highest level of customer service and response techniques.

Acclaimed as one of the best in the security industry, the AlliedBarton EDGE (E – Educate, D – Develop, G – Grow, E – Engage) training program exemplifies our commitment to providing our customers with only the best security officers. Our success with training highly effective security officers has gained national recognition as one of *Training* magazine's Top 125 companies.



Security Officers' EDGESM

- › On-the-job Training
- › Customer Service
- › Managing Conflict
- › Ethics and Conduct
- › Fire Safety Officer
- › Master Security Officer

Managers' EDGESM

- › Security Academy in Leadership
- › Supervisor's Workshop
- › Operations University

Leaders' EDGESM

- › Diversity
- › Leading and Motivating
- › Strategic Thinking
- › Team Management

Account Managers **Help Make It Happen.**

Robert Capasso

Behind every security officer is an account manager providing the support needed to get the job done right. As an account manager in Washington, DC, Robert Capasso provides the essential link between the customer and security officers. From ensuring consistent, quality staffing to implementing plans for unique security scenarios, Robert reflects AlliedBarton's commitment to having the right people – on all levels – to keep processes working smoothly.



Robert Capasso | Account Manager | Washington, DC



Local Response.

AlliedBarton goes beyond simply providing security officers — we are constantly thinking about our customers' businesses. Our proactive approach to managing accounts allows our management team, support staff and security officers to work together to ensure the best possible security environment. This extensive management support system is one more reason why AlliedBarton maintains many long-term client relationships — many lasting decades.

Covering The Details

AlliedBarton's strategically located district offices are the center of all local customer coordination. Here, customer security needs are assessed, fulfilled and overseen. The district offices support all of the actions of the local accounts in their day-to-day customer service by directing all planning, hiring, training and transition functions.

Empowered Management Focused on Your Account

AlliedBarton account managers make a critical difference in the functioning of security programs. Committed to understanding each customer's company, culture and security needs, AlliedBarton account managers provide an expert resource to make sure security initiatives are implemented according to plan. In addition to managing the daily activity of the security team, account managers direct incident response, help to reduce risk and solve daily issues — allowing our customers to concentrate on higher priorities.



Seamless Transition

AlliedBarton understands the concerns involved in transitioning a security program. The key to our success is a sound transition plan that includes:

- › Review and assessment of security personnel needs
- › Timetable and measurable goals
- › Assignment of transition management team
- › Security force deployment
- › Development of security officer instruction and training manual
- › Pre-assignment security officer recruiting and screening
- › Basic and on-site training
- › Security officer review and testing

Executives Who Understand Employee Support = Great Customer Service.

Deb Brantley

Deb Brantley is one of many AlliedBarton national team members leading our innovative recruiting efforts and employee benefits program. She is a driving force in our commitment to hire the right people for the right job. She and her team enjoy the unique perspective of taking part in each employee's career path from the very start. It's industry experts like Deb that make it possible for our employees to provide the highest level of customer service.



Deb Brantley | Vice President Human Resources | National Headquarters

National Support.

Working with a company as large and experienced as AlliedBarton has many benefits. Not only is our management team some of the best and most experienced executives in the industry, our national support network gives you, our customer, access to our expertise and experience.

Streamlined Processes Make for Smoother Operations

AlliedBarton sets the pace for best practices for operations within the industry. Always keeping the customer in mind, AlliedBarton sets itself apart from the competition through a commitment to support programs to keep operations running smoothly. Functions such as scheduling, invoicing and payroll are handled with ease on a daily basis.

In addition, AlliedBarton provides a layer of support through Customer Connection – an interactive 24/7 communication system that allows customers to voice concerns or comments and receive immediate action. Customer Connection provides quick continuous service improvement solutions, as well as periodic surveys to assess our effectiveness.

A Step Ahead with Technological Support

AlliedBarton utilizes a coast-to-coast Wide Area Network that provides real-time access to our fully integrated business systems. Our Service Assurance Centers utilize *Post Watch™* technology – AlliedBarton's real-time check-in, staffing and record-keeping system. Through 24-hour a day professionally-trained staffing at our Service Assurance Centers and help desk, support is there when and where it's needed.

Location of
National Headquarters
Conshohocken, PA



Customer Connection

Three ways to get the enhanced support you need, 24 hours a day / 7 days a week / 365 days a year.

Phone: **1-866-703-7666**
Email: **customerconnection@alliedbarton.com**
Website: **AlliedBarton.com**

Providing Excellent Security...Always.

As the largest American-owned and managed contract security services firm, AlliedBarton provides outstanding service to more than 3,000 customers nationwide. We operate through over 100 regional and district offices to deliver the highest level of security officers in the United States. Our local offices operate with the support of a team of regional and national experts readily accessible through a fully integrated business system.

AlliedBarton works with every one of our customers to assess security needs and make recommendations based on our experience in the industry. Once in place, we continually monitor the security program and make adjustments to help ensure the most secure environment.

The AlliedBarton team is committed to excellence in every facet. We do our job so you can do yours.

AlliedBarton is ready. Are you?





Our Success Is Your Success

At AlliedBarton, we live by a commitment to excellence. We view every interaction we have with our customers and employees as an opportunity to reinforce our position as the most responsive security services firm. This commitment is culminated in our Dare to be GREAT philosophy that speaks to our values and standards and how they directly relate to our success as an organization. By living this commitment in all that we do, we continually build upon our goal of creating an ideal work culture of quality, growth and respect.

AlliedBarton Core Values

- › **GROWTH** – Encourage individual, team and organizational growth.
- › **RESPONSIBILITY** – Honor our service commitment to customers, employees and the community.
- › **EMPOWERMENT** – Offer development programs that enable employees to do their jobs with skill and confidence.
- › **ACHIEVEMENT** – Reward and recognize service excellence, team success and individual achievement.
- › **TRUST** – Build trust, respect and integrity in every relationship and interaction.



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1.866.825.5433 AlliedBarton.com