

Premium Vigilance Security INC.

## Employee Handbook

PREMIUM  
VIGILANCE



SECURITY

VIP

VIGILANCE - INTEGRITY - PROTECTION

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## *1. Introduction*

*Welcome to the Premium Vigilance Security team! We are excited to have you onboard to PVS. Both of us cofounders have many years of experience in the security industry. Rest assured we want to improve the state of the industry for the better. We are always open to comments questions or concerns.*

*As a vital member of our security force, you are entrusted with safeguarding our clients 'assets and ensuring their safety. This handbook serves as your guide to our company policies, procedures, and expectations.*

*Eddie Gonzalez*

*CEO*

*Brando Nicomedez*

*CFO*

## 2. Mission Statement

Our mission at Premium Vigilance Security is to provide unparalleled security services to our clients through rigorous training, advanced technology, and unwavering dedication. We aim to exceed expectations in every aspect of our operations. We always want to go above and beyond.

## 3. Core Values

Our core values form the foundation of our company culture and guide our actions:

- **Vigilance:** Maintain alertness at the highest levels at all times. Issues arise when guard is down.
- **Integrity:** Uphold honesty and ethical behavior in all circumstances. Doing the right thing is in our name. Holding this standard will always pay off.
- **Protection:** Protection is ingrained in the fabric of our organization, epitomizing our dedication to fortify assets through unwavering vigilance and ethical conduct.
  - **Excellence:** Strive for the highest standards of performance and professionalism.
- **Accountability:** Take responsibility for your actions and decisions.

- Collaboration: Work together as a team to achieve our goals.
- Client-Centric: Prioritize the safety and satisfaction of our clients above all else.

## 3A. Vigilance

Vigilance stands as a cornerstone of our company's core values, embodying our unwavering commitment to remain ever-alert and proactive in safeguarding our assets, reputation, and relationships. It compels us to maintain a constant watchfulness, anticipating and mitigating risks before they materialize into challenges. At every level of our organization, from daily operations to strategic decision-making, vigilance guides our actions, ensuring that we stay ahead of emerging threats and adapt swiftly to changing circumstances. By cultivating a culture of vigilance, we demonstrate our dedication to excellence, resilience, and the trust placed in us by our clients.

## 3B. Integrity

At Premium Vigilance Security, integrity is paramount, guiding our actions with honesty, ethics, and transparency. It's about doing what's right, even without oversight. We prioritize honesty in all communications, adhere to ethical principles, and build trust through reliability and accountability. Maintaining confidentiality and owning our mistakes are integral to our ethos. Integrity matters for reputation, credibility, and long-term success, fostering ethical leadership. We practice transparent communication, ethical decision-making,

compliance, and feedback for continuous improvement. Ultimately, integrity forms the bedrock of our company's reputation and success, reflecting our commitment to ethical conduct and excellence in security services.

## 3C. Protection

At Premium Vigilance Security, protection is at the heart of our mission. We are dedicated to safeguarding the people, assets, and interests entrusted to our care with unwavering commitment and vigilance. Protection goes beyond physical security; it encompasses proactive risk mitigation, threat assessment, and crisis management to ensure the safety and well-being of our clients and communities we operate in.

### Key Aspects of Protection:

1. **Safety:** The safety of our clients, employees, and the public is our highest priority. We implement robust security measures and protocols to identify and mitigate potential risks, hazards, and threats to safety.
2. **Security:** We provide comprehensive security solutions tailored to the unique needs and challenges of each client. From access control and surveillance monitoring to emergency response and crisis intervention, we employ advanced technologies and proven strategies to protect against security breaches and unauthorized access.
3. **Risk Mitigation:** We conduct thorough risk assessments to identify vulnerabilities and develop

proactive strategies to mitigate potential risks and threats. By analyzing potential security gaps and implementing preventive measures, we minimize the likelihood of security incidents and disruptions.

4. Crisis Management: In the event of a security incident or emergency, we are prepared to respond swiftly and effectively to mitigate the impact and ensure the safety of all stakeholders. Our crisis management protocols include clear communication channels, evacuation procedures, and coordination with local authorities and emergency responders.

5. Confidentiality: We recognize the importance of maintaining confidentiality and discretion in our security operations. We respect the privacy and confidentiality of our clients' information and proprietary data, ensuring that sensitive information is protected from unauthorized access or disclosure.

#### Why Protection Matters:

- Security and Peace of Mind: Our clients rely on us to provide a sense of security and peace of mind, knowing that their assets, facilities, and personnel are protected by a dedicated team of security professionals.
- Risk Reduction: By proactively identifying and addressing potential security risks and vulnerabilities, we help mitigate the likelihood of security incidents, breaches, and disruptions, minimizing potential harm and losses.
- Brand Reputation: A strong commitment to protection enhances our clients' brand reputation

and credibility, demonstrating their dedication to safety and security. It also reflects positively on our own reputation as a trusted security partner.

- **Legal Compliance:** By adhering to industry regulations, standards, and best practices, we ensure compliance with legal obligations and reduce the risk of liability for our clients and our company.

#### In Practice:

- **Risk Assessment:** We conduct comprehensive risk assessments to identify potential security threats and vulnerabilities, taking into account factors such as location, industry, and operational requirements.
- **Tailored Solutions:** We develop customized security solutions that are tailored to the specific needs and priorities of each client, considering factors such as budget, risk tolerance, and regulatory compliance.
- **Continuous Monitoring:** We maintain a constant vigilance through surveillance monitoring, access control, and perimeter security measures to detect and deter potential security threats in real-time.
- **Emergency Preparedness:** We regularly review and update our emergency response plans and protocols to ensure readiness for any contingency. This includes conducting drills, training sessions, and tabletop exercises to test our preparedness and enhance our response capabilities.

Protection is not just a core value at Premium Vigilance Security; it is our commitment and responsibility to our clients and our employees. By prioritizing protection in



everything we do, we uphold our mission to provide unparalleled security solutions and peace of mind to those we serve.

## 4. Services Offered

Premium Vigilance Security offers a comprehensive range of security services tailored to meet the diverse needs of our clients:

- Unarmed security officers
  - Mobile patrols
- Access control and monitoring
- Surveillance systems monitoring
- Executive protection services
- Event security management
  - On set security

## 5. Code of Conduct

As a representative of Premium Vigilance Security, you are expected to adhere to the following code of conduct:

- Maintain a professional appearance at all times in accordance with company uniform standards. This means Khaki colored (light) uniform pants.

Preferably tactical style. Paired with this PVS provided uniform shirt and/or Jacket. List of approved/recommended items on last page of handbook.

- Treat all individuals with respect and courtesy, regardless of their background or status.
- Conduct yourself with honesty, integrity, and transparency in all interactions.
- Follow company policies and procedures diligently, including those related to security protocols and client confidentiality. Please refer to NDA.
- Refrain from engaging in any behavior that may compromise the safety or reputation of the company or its clients.
- Report any violations of company policies or suspicious activities promptly to your supervisor or the appropriate authority.
- No sitting for extreme and unreasonable periods of time. This includes no chairs. Acceptable forms of seating are as follows...

\*Foldable stools (Walkstool, Cosco, Collapsible, etc) List of approved/recommended items on last page of handbook.

\*Any type of seating where you are propped up to a reasonable height. (As in relation to standing or not slouching.)

- Any changes needed from Clientele should be referred to the chain of command as follows...
  1. On Duty Field Supervisor
  2. On Duty Lead Officer
  3. Premium Vigilance Office/Management
- Company Chain of Command Structure
  1. Co-Founders
  2. Field Supervisors
  3. Lead Officers
- No Excessive phone use if any.
- Earbuds are allowed as long as one ear remains open/free to reasonably hear your surroundings.
- No Headphones allowed.

## **6. Client Relations**

Building strong relationships with our clients is paramount to our success. Always prioritize client satisfaction by:

- Listening actively to their concerns and requirements.
- Providing clear and concise communication regarding security procedures and protocols.
- Demonstrating reliability and responsiveness in addressing client needs and requests.

- Anticipating potential security threats and implementing proactive measures to mitigate risks.
- Conducting regular reviews and assessments to ensure that our security solutions align with the evolving needs of our clients.

## 7. Emergency Procedures

In the event of an emergency, your quick and decisive actions can make a significant difference. Familiarize yourself with our emergency procedures, including:

- Evacuation routes and assembly points.
- Emergency contact information for local authorities, clients, and company management.
- Protocols for responding to specific emergencies such as fires, medical incidents, and security breaches.
- Training and drills to simulate emergency scenarios and ensure readiness among our security team.

## 8. Health & Safety Guidelines

Ensuring the health and safety of our employees is a top priority at Premium Vigilance Security. Adhere to the following guidelines:

- Follow all safety protocols and procedures outlined below.
- Utilize personal protective equipment (PPE) as required for your assigned tasks.
- Report any safety hazards, accidents, or near-misses immediately to your supervisor.
- Participate in regular safety training sessions and exercises to enhance your awareness and preparedness for potential hazards.
- PPE is highly encouraged when handling certain work tools. Usage suggested as follows.
  - A. Gloves when handling traffic cones & signage
  - B. Lifting only 10 cones maximum at a time (Requirement)
  - C. Using hand truck provided for more than 10 cones is highly encouraged.

## 9. Training & Development

Continuous learning and skill development are essential for maintaining peak performance in the security industry. Take advantage of the training and development opportunities offered by Premium Vigilance Security, including:

- Basic and advanced security training programs covering topics such as emergency response, conflict resolution, and surveillance techniques.
- Certification courses for specialized skills such as first aid, CPR, and firearms handling (if applicable).
- Ongoing professional development opportunities to enhance your knowledge of industry best practices and emerging technologies.
- Regular performance evaluations and feedback sessions to identify areas for improvement and set goals for your career advancement.

## 10. Reporting Procedures

Accurate and timely reporting is critical for effective security management. Follow these procedures for reporting incidents, observations, and other relevant information:

- Document all incidents, accidents, and security breaches in the appropriate forms or incident reports.
- Include detailed information such as the date, time, location, and nature of the incident, as well as any individuals involved or witnesses present.
- Submit incident reports to your supervisor or office command as soon as possible following the event.
- Maintain confidentiality regarding sensitive information and client-related matters in accordance with company policies and legal requirements.

## 10A. Timecard Reporting

- Proper reporting of timecard hours and in timely manner, preferably at end of shift, through the designated mobile application (Clockify) is required. No exceptions will be made.
- Timecard reporting is signed off by on site supervisors.
- Improper reporting is subject to writeups and may eventually lead to termination.
- Only exceptions for not reporting through designated mobile application are as follows

- A. Mobile application service disruption
- B. Lack of Reporting available through designated mobile app
- C. Reception is an issue on jobsite. Under this exception the mobile application will synchronize once an internet connection is available.

Proper timecard reporting allows us to submit Invoicing to clients in a timely manner. It streamlines our clients' budgets as well as PVS receiving funds for proper and timely payroll.

## **11. Equipment Usage Guidelines**

Proper use and maintenance of security equipment are essential for ensuring its effectiveness and reliability. Follow these guidelines:

- Familiarize yourself with the operation and safety procedures for all assigned equipment, including surveillance cameras, radios, and access control systems.
- Conduct regular inspections and routine maintenance checks to identify any issues or malfunctions promptly.
- Report any equipment damage, loss, or malfunction immediately to your supervisor for repair or replacement.



- Use security equipment responsibly and only for authorized purposes in accordance with company policies and client agreements.
- Treat company property as if it were your own. When our equipment looks sharp as we do, that is Premium.
- Chairs are prohibited for daily use. Stools are the tool of choice and offer officers an elevated vantage point, allowing for better visibility and surveillance of their surroundings. With a higher perspective, officers can more effectively monitor entrances, exits, and critical areas, thereby deterring potential threats and swiftly responding to security breaches. Additionally, stools promote better posture, keeping officers alert and focused during long shifts. By incorporating stools into security protocols, we prioritize proactive security measures, fostering a safer environment for both employees, clients and visitors alike. Any questions, comments, or concerns please speak with your on-duty supervisor or headquarters.
- Flashlights are critical tools that aid us in deterrence both in night time as in daylight. They are a mandatory ready to work tool.

## 12. Incident Response Protocol

In the event of a security incident or emergency, follow these steps to ensure an effective and coordinated response:

- Assess the situation calmly and prioritize the safety of yourself, your colleagues, and clients.
- Secure the area and implement appropriate security measures to prevent further escalation or harm.
- Follow established procedures for reporting the incident to your supervisor and, if necessary, to local authorities or emergency services.
- Cooperate with law enforcement and other emergency responders as needed, providing accurate information and assistance as requested.
- Document the incident thoroughly in accordance with company policies and legal requirements, including any actions taken and outcomes observed.

## 13. Legal Compliance

Premium Vigilance Security is committed to conducting our business in compliance with all applicable laws, regulations, and industry standards.

Adhere to the following principles:

- Familiarize yourself with relevant laws and regulations governing the security industry in our jurisdiction, including licensing requirements, use of force laws, and privacy regulations.
- Avoid engaging in any conduct that may violate local, state, or federal laws, including acts of discrimination, harassment, or unlawful surveillance.
- Seek guidance from your supervisor or headquarters if you have any questions or concerns regarding legal compliance or ethical conduct.

## 14. Uniform / Appearance

- **Shirts;** Uniform consists of PVS supplied shirts. Undershirts should be Black, or White only.
- **Pants;** Khaki (Light color code 055) pants (Not supplied by PVS)
- **Belts;** Black belt if used, preferably Tactical type
- **Footwear;** Black shoes or boots, preferably Tactical Boots
- **Headwear;** any PVS supplied Caps, Hats, or Beanies, only exceptions are for religious purposes and must be brought up to management beforehand.
- **Badges;** supplied by PVS to be worn at all times. Either on center or Left breast, where shirt or jacket placement is designated.
- **Jackets;** PVS supplied jackets, or if needed all Black jacket. If you would like to use a different jacket than PVS supplied for regular basis, please speak to management. Upon approval, Patches will be supplied and cost of applying to said jacket refunded through stipend, upon receiving receipt.
- **Strictly Prohibited;** No gear branded to other Private Patrol Operators shall be used when working with PVS. No shorts. No commercial branding allowed.
- **Hair / Beard;** Must be well groomed
- **Cleanliness;** Must be presentable at all times
- **Flashlights;** Mandatory tool for our field of work

## 15. Conclusion

Thank you for your commitment to upholding the standards of excellence at Premium Vigilance Security. By embodying our core values and adhering to our policies and procedures, you play a crucial role in maintaining the safety and security of our clients and communities we operate in.

If you have any questions or need further clarification on any aspect of this handbook, please don't hesitate to contact your supervisor or PVS headquarters.

Welcome to the team, let's work together to exceed expectations and deliver exceptional security services.

*This handbook is subject to periodic updates. Please ensure you have the latest version. You can find the latest version on our website.*

[PremiumVigilanceSecurity.com/Handbook](https://PremiumVigilanceSecurity.com/Handbook)



## 16. Approved / Recommended Items

- Brands we stand behind; Ryno Gear, LAPG, 5.11, Sinatra, Uniform & Accessories Warehouse, LunchEAZE, Walkstool.
- **Men's Pants;** LAPG Men's Core Cargo Pant  
<https://lapolicegear.com/lapg-core-cargo-pants.html>  
LAPG Men's Urban Ops Tactical Pants  
<https://lapolicegear.com/lapg-urban-ops-tactical-pants.html>  
5.11 Men's Stryke Pant  
<https://www.511tactical.com/stryke-pant.html>  
5.11 Men's Icon Pant  
<https://www.511tactical.com/icon-pant.html>
- **Women's Pants;** 5.11 Stryke Women's Pant  
<https://www.511tactical.com/wm-stryke-pant.html>  
5.11 Women's Icon Pant  
<https://www.511tactical.com/womens-icon-pant.html>  
LAPG Women's Operator Tactical Pants  
<https://lapolicegear.com/lapg-pt-wb1003-womens-operator-pants.html>  
LAPG Stretch Ops Women's Tactical Pants  
<https://lapolicegear.com/lapg-pt-ws2001-womens-stretch-pants.html>
- **LunchBox;** LunchEAZE Original  
<https://www.luncheaze.com/product/luncheaze/>

- **Stool:** Walkstool Basic

<https://walkstool.com/basic>

Mainstays Folding Metal Stool

<https://tinyurl.com/MainstaysFoldingStool>

