

Guard Security Agency Limited



Company Profile

By *MANAGEMENT*

Guard Security Agency
Your' Security, Our Priority.



BUSINESS ACTIVITIES & SERVICES OF GSA LIMITED

GSA Limited offers its various services and products both individually and as components of various Security System Packages. Also, the Security System Packages are designed to optimize efficiency in the provision security services for individuals, property and businesses.

- **Management services in all aspects of security:** Risk management and business continuity
- **Security guard services:** Temporary Security, Private Security, Uniformed Security, Patrol Services
- **Security consultancy:** Strategic assessment planning and consulting and Supply chain/logistics security
- **Information services, due diligence and background checks.**
- **Investigation services:** Computer forensics and electronic discovery/technology risk
- **Legal services.**
- **Protective monitoring and intervention:** Executive protection, rapid reaction forces
- **Design, installation and maintenance of security & fire-alarm systems, CCTV and access control systems**
- **Design & installation of complete technical security systems for buildings and industrial premises**
- **Design & installation of remote monitoring security systems**
- **Sale of equipment and accessories for security & fire-alarm systems, CCTV and access control systems, also the software for technical security systems**
- **Training for employees of companies purchasing security systems**

As a GSA client, you will have access to a highly experienced pool of investigative, security and business professionals, many of whom have worked at government and law enforcement agencies such as the BNI, CID and National Security and average more than 40years of experience. Others have applicable professional specialties such as law and finance. GSA's tradition of excellence continues with experience you can trust and integrity you can rely on as a respected leader in the security consulting and investigative field.

SECURITY SYSTEM PACKAGES

- General Contractor Services and Security Project Management



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- Minimizing Business Risks
- Remote Protection by QRF
- Interregional Emergency Assistance Program
- Manned Guarding

THE GENERAL CONTRACTOR SERVICES AND SECURITY PROJECT MANAGEMENT PACKAGE

Expertise: Review of client problems, creation of a structure to resolve those problems, and management of the process leading to the implementation of the solution;

Standardization: Adaptation of European security methodologies for use in Ghana; creation of service standards incorporating client wishes and adapted to Ghana and European methodologies as appropriate; standardizing procedures; preparing the necessary documentation;

Contractor selection: Competitive selection of contractors (security firms, information and detective agencies, law firms, transport and maintenance companies, etc.), which meet the criteria necessary to ensure the successful fulfillment of client needs;

Quality control: Monitoring and control of contractors' performance, correcting faults and taking remedial action if necessary;

Additional services: Resolution of unexpected threats to client safety, including the provision of additional specialists if necessary;

Training: Organizing and providing training and seminars for various contractor employees.

THE MINIMIZING OF BUSINESS RISKS PACKAGE

this package includes the following:

- Protection of client business interests against criminal interference;
- Analysis and monitoring of criminal activity local to a company and its personnel;
- An assessment of the loyalty of company personnel;
- Practical help in dispute resolution;
- Advice for clients concerning security of their operations;
- Internal investigations;
- Search and retrieval of missing property;
- Identification and prevention of leaks of confidential information;
- Assessment of competitors and any possible threats that they pose to client security;
- Due diligence on potential and existing business partners;



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- Representation of client's interests to state authorities, public and other organizations;
- Liaison with law enforcement agencies;
- Preparing crisis response strategies and assisting in their execution if necessary;
- Background checks on personnel and job applicants.

THE REMOTE PROTECTION BY QUICK REACTION FORCES SECURITY PACKAGE

Unique advantages of remote protection:

- Technical reliability;
- QRF-Quick Reaction Forces - rapid reaction anywhere in Moscow by specially trained security personnel;
- Round-the-clock technical support;
- For clients with physical networks (branches, shops, offices, etc) one contract covering all locations can be arranged;
- Professional liability insurance;
- Through a partner insurance company access to low tariff property insurance;
- Possibility of credit facilities for the purchase of alarm systems.

There are usually two communication channels (a radio and a phone) between the guarded property/person and the monitoring station. The ownership of the telephone line is immaterial, as is the nature (parallel or coupled) of the phone link.

INTERREGIONAL EMERGENCY ASSISTANCE PROGRAM

The Interregional Emergency Assistance Program is subscription based, and there are four basic packages of services. Different combinations of these services attract different tariffs.

Practical aid: Provision of urgent help for conflict and problem resolution, e.g. the dispatch of a QRF-crew to the place of conflict or traffic accident, emergency aid on roads, collecting information concerning parking penalties, etc.

Legal aid: Consultation with good lawyers, legal aid in the resolution of problems; duty lawyer ready to immediately respond to client calls.

Information services: Information pertinent to resolving disputes; phone numbers and addresses of companies and organizations of interest; current legislation pertinent to the client.

Consultancy services: Solution of household problems, correct behavior in different situations, hazards to health and life, advice on personal safety.

THE MANNED GUARDING SECURITY SYSTEM PACKAGE

- Site assessment, leading to the definition of an optimal security system for the location;
- Design of the system, including technical and engineering recommendations regarding security equipment;
- Recruitment and training of staff;
- Developing a procedure manual establishing access rules, duties of guards, and general rules regarding security;
- Providing guards with the necessary armament, property and equipment as agreed in the contract;
- Ensuring that the guards' duties comply with Ghanaian Law;
- Round-the-clock monitoring of security guards;
- Round-the-clock provision of additional personnel (quick reaction forces, bodyguards, etc.) to solve emergency situations if necessary;
- Control & monitoring of the professional qualifications of security guards;
- Private professional training and additional training (if necessary) of security guards.

VALUE ADDED SECURITY SOLUTIONS

When people think of contract security services, they usually picture a traditional security officer making patrol rounds or controlling access at a fixed post. These functions remain crucial to security at many locations, but GSA, Inc. is able to offer, through its affiliated companies and specialty divisions, a much broader range of security solutions that can add significant value to client organization.

Security services delivered by experienced professionals allow client companies to focus on core competencies. Costs for non-core activities are reduced and internal resources can be used for other purposes. Most importantly, clients can benefit from an integrated security solution that is demonstrably superior to what is currently in place – a program that is designed and managed to the highest professional standards. Because GSA is a client-focused organization, we thoroughly screen and train our officers and we direct our internal resources so that all of our managers and supervisory personnel provide a level of service that directly responds to our clients' expectations.

We surveyed our clients who told us that the key drivers for a quality security provider are:



- **Consistent and reliable service.** We devote extensive time and resources to hiring, training, developing and retaining the right people to fit each client's needs.
- **Quick response by management.** Our proactive management approach and flexibility enable us to meet daily client needs and act quickly in emergency situations.
- **Security officers who convey trust and confidence.** Our extensive Pre-employment screening and selection procedures verify each job candidate's background and assess a variety of personal qualities, including trustworthiness, honesty and integrity.
- **Security officers who possess a professional demeanor.** Because our security officers represent our clients, as well as our company, we strive to make certain that every security officer acts professionally at all times.
- **Individualized attention to client needs.** We work closely with our clients to establish their priorities and develop action plans, performance targets and measurement systems that will help assist us in meeting or exceeding their expectations.

These key drivers are all based on a common theme – the performance of people. In response to our clients' needs, we built a service strategy based on this feedback. It is a strategy of service excellence to increase client satisfaction quality levels by striving to provide employees who are focused, committed and fully trained.

SERVICE EXCELLENCE

To assure consistency in our level of service, GSA employs one common set of service delivery tools as part of its Service Excellence program. This program is the primary quality assurance program for the company. We believe that quality service delivery is driven at the local office team level, close to our clients. As a service company, we know that quality must be built into the service offering. To us this means that everything we do must help to deliver the service outcomes that our clients value.

- Delivering world-class service relies on three key components:
- Service Commitment – our organizational approach for assuring client satisfaction
- Service Level Management – our account management approach for using tools and measures to assess and report the level of service we deliver to each client
- Performance Management – our operational approach to addressing service level and cost

At GSA, we help secure your environment, your employees and your assets, so that you can focus on your core businesses.

OPERATIONAL ANALYSIS

Our goal is to become a long-term, strategic partner for security with each client organization. We begin by working with clients to objectively assess their existing security programs and determine if changes are necessary to better serve their security needs and business objectives. The first component of a risk assessment is the operational analysis, which provides an understanding of the physical security measures currently in effect at the facility or site. To standardize and simplify this initial process, GSA uses a custom designed operational analysis tool, which is completed prior to preparing a proposal. The findings of the operational analysis assist in developing a risk assessment of the facility which, in turn, helps to formulate the overall security plan, including security officers and technology.

Several factors should be considered when evaluating security services in addition to the direct costs of personnel and equipment. When a company relies on GSA as a single source for all of its security needs, there are a number of advantages.

These include:

- A high-quality, professionally managed, integrated security program
- Reduced costs from outsourcing non-core services
- Ability to productively redeploy internal resources
- Lower employee turnover and training costs
- Ease of administration with one point of contact and accountability
- Simplified billing with one invoice for all security services
- Fewer confidentiality issues with use of a single vendor
- Standardized screening, hiring and training
- Benefits of leading-edge innovations and best practices
- Performance-based measurement aligned with client expectations

GSA is uniquely positioned to offer a full range of customized services to meet the specific needs of any organization. Here are some of the customized services that we offer.

ROYALTY PROGRAM

Front desk Security services

Elevate Your Security Experience

Designed for customers requiring a security operation with a special level of customer service, this innovative approach maintains the superior security GSA is known for, and raises the bar with Royalty specifically recruited, uniformed and trained to represent your organization. GSA Royalty creates an environment that is safe, engaging and inviting for employees, staff, tenants and visitors. It is an upscale experience that goes beyond standard security through:

- Specialized recruiting
- Enhanced 'white glove' training
- Custom, upscale uniforms
- Uniquely skilled account management

Welcome and Protect

The GSA Royalty program combines security with a concierge-like model to create a transparent security barrier. GSA Royals are trained to become familiar with and aware of their security environment to make visitors feel welcome and tenants and staff feel secure. It is an upscale experience that goes beyond standard security with a strong dual role as GSA Royals welcome and protect. Suited for a complete security program or just one or two customer service-focused positions, such as front desk security, the GSA Royalty program is an effective tool for a variety of special site and customer needs including:

- Colleges and Universities
- Commercial Real Estate
- Residential Communities
- Healthcare
- Government



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- Upscale Retail
- Corporate Headquarters

NATIONAL ACCOUNTS

National Security Company with Strong local Relationship

GSA understands that in order to provide quality, consistent security officer services across multiple locations, we need to meet your needs on both the local and national levels. Locally, you will receive GSA day-to-day support from our 6 offices across the country. Nationally, we have an extraordinary number of resources devoted to you.

As a GSA National Account customer you can expect:

- Customized national strategy executed on a **local level**
- Strategic national, local and corporate **transition** and implementation team
- Meaningful local and national performance metrics and customized reporting
- Focused national leadership with strong **local relationships**
- Support through a dedicated Portfolio Manager, National Accounts Team and two Service Assurance Centers
- Assurance of program consistency through Quarterly Business Reviews, contract compliance audits, scorecards, best-practice sharing and online communication tools
- National Accounts billing coordinators to help ensure your account is set up correctly and invoiced accurately
- Crisis management assistance in the case of an emergency
- **Temporary** personnel and emergency staffing resources

Experienced **management** with decades of security and national account expertise

CUSTOMER CONNECTION

At GSA, we're committed to consistently meeting and exceeding our customers' needs and expectations. We solicit customer feedback on an ongoing basis so we know how to improve our processes. Plus, by keeping our customer service center staffed 24/7; we can provide a fast response to every inquiry.

Proactive Approach

Our multi-level customer survey process enables us to catch potential problems before they occur. Surveys are sent electronically. The results are shared with all levels of management for immediate follow-up and future improvements.

THE CLIENT PORTAL

GSA has developed a secure Client Portal with single sign-on for our clients, which gives instant access to their facilities' critical information in real time. Clients have the capability to access this data 24 hours a day, 365 days a year as it occurs from anywhere in the Country.

Through the Client Portal, you will have access to:

- **Our People** – current officer schedules
- **Our Procedures** – post orders, incident tracking and trending, along with tour information
- **Our Tools** – all technology utilized at your site, including IP monitored cameras
- **Our Training** – views the site specific learning plan and track the officers' progress
- **Our Feedback** – access to the key performance indicators and scorecard information

The GSA Client Portal is one of a kind; it gives you total access with total transparency to what's taking place on your site. It's a testament to our commitment to bring innovative, cutting-edge solutions to our clients that deliver the added value they've come to expect from GSA

SAFEOFFICE (VISITOR MANAGEMENT SYSTEM)

SafeOffice helps GSA manage visitor access for a variety of commercial facilities. Whether you need to upgrade to a simple system to replace your paper and pen log-book, or you need a highly sophisticated multiple station system, GSA has the right technology for you. SafeOffice allows you to:

- Schedule appointments and process guests; print badges and directions
- Track incoming and outgoing packages with signature capture and barcode scanning
- Access contact information for companies, locate employees and manage deliveries



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- Scan identification numbers on shipping containers and license plates on incoming and outgoing vehicles by using optical character recognition technology.

SAFECOMMUNITY

SafeCommunity is a robust visitor management tool, designed to optimize security and guest access for residential guard stations. A professional and courteous security presence at the front gate that communicates effectively with residents, guests, property management and all on-site security is an important part of the overall prestige of the community. By allowing residents to inform the guard house (via web or voicemail) of both welcome and unwelcome guests, they become a part of the overall community security.

HIRING MANAGEMENT SYSTEM (HMS)

The HMS online solution increases applicant flow, reduces time to hire, offers improved screening and hiring tools, and reduces turnover and unbilled overtime.

MOBILE SECURITY

GSA Mobile provides high quality, high value security solutions customized for its clients. GSA Mobile enables small and medium size businesses to access security offerings such as patrols, property inspections, alarm systems and alarm response services – which are typically only available to larger corporations. Today, security is a top concern for virtually every business owner and executive. Security is no longer optional - it's a must have. In addition to the number one goal of helping to protect employees, customers and assets, adequate security can positively affect customer and employee retention, provide a competitive advantage and improve the bottom line. But far too often small businesses sacrifice security because of budget issues. Now there is a solution.

Mobile Services combines cutting edge technology with mobile patrols and alarm and incident response to design a customized solution that meets clients' needs. From wireless portable alarm systems and cameras to more traditional security plans, we will help you design a security program that makes sense for your business. GSA Mobile is the perfect solution for organizations that are trying to maximize their security budgets. Each Mobile client benefits from:

- Innovative, industry leading security services to small and medium sized businesses that otherwise may be unable to afford adequate security measures



- Security when and where you need it... through proactive patrols, inspections and timely, reliable and professional response to alarms and incidents
- The peace of mind of having a world class security partner on call 24 hours a day – every day.

K-9 SERVICES

The GSA mission is to help protect workplaces, homes and communities. GSA leads the industry by introducing and refining specialized security solutions that provide superior value to clients of all sizes and organizations. With this dedication to its mission, GSA launched GSA K-9 Services to support the patrol and odor detection needs of businesses of every size. K-9 offers its clients the ability to employ proven, world-class security and detection measures at their facilities at a competitive cost. This service differentiates GSA from other security providers because of its three main strengths – superior training, coverage capability and reliability.

K-9 detection is a security solution for clients who may experience a greater level of risk from terrorism, weaponry, bomb threats and the presence of narcotics or physical attacks due to the nature of their business. These clients may include: high-rise buildings, parking structures, transportation, shipping and logistics facilities. K-9 has also been called upon to perform explosive detection services at highly visible sporting events, entertainment, cultural and educational venues.

The K-9 leadership team has over 15 years of combined experience in training, handling and canine care. Fully trained canine handler teams are ready for immediate deployment, providing unparalleled capacity and scalability to our clients. Our quality standards have been recognized and certified by a variety of organizations.

GSA K-9 Services creates and delivers credible and cost-effective canine solutions to private business and government agencies. Its services include: patrol and detection – narcotics and explosives materials, trained and deployable odor-detection canine handler teams and canine and handler training.

EMERGENCY COMMUNICATION

During emergencies, the importance of communications systems becomes clear. These communications systems include the wire-line and wireless telephone networks, broadcast and cable television, radio, Public Safety Land Mobile Radio, satellite systems and increasingly the Internet. For example, in an emergency, we may dial 911, call our family members to make sure they are safe, and turn on our televisions and radios to get breaking news and important updates. Although most communications



systems are among the world's most extensive and dependable, unusual conditions can put a strain on them.

GSA is working on several fronts to improve communications during emergencies, including streamlining collection of outage information during times of crisis through the Disaster Information Reporting System, helping ensure that communications workers receive "essential personnel" credentials during emergencies, working with other federal agencies to improve interoperability among first responders, and promoting use of enhanced 911 best practices.

UNIFORMED SECURITY OFFICERS

Every day uniformed GSA security officers perform a variety of duties to help maintain secure environments for lots of clients across the Country. Depending on client requirements, our services include:

- Reception/concierge services
- Console operations
- Special events
- Vehicle/foot patrol and inspection services
- Fire patrol and equipment checks
- Applicant processing and new employee orientation
- Employee and visitor Badging and Identification
- Transportation services and parking coordination
- Executive protection

PRIVATE SECURITY

It's an unfortunate reality that organizations, their assets, or specific members within an organization, may be the target of threats. In these types of situations, private security services can be outsourced and are an effective way of providing an extra level of protection.

Regardless of the environment, GSA security officers have the training and expertise to deal with any type of threatening situation, including providing personal protection, deterring disorderly conduct and managing crowd control. And we can help you determine whether an armed or unarmed security officer best meets your needs.

BACKGROUND SCREENING SOLUTIONS



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As the world changes, so does the need for thorough, accurate pre-employment screening and verification of prospective executives and managers, employees and staff, political candidates, event volunteers and community leaders. GSA offers different distinct employment screening products and services. So whether your organization uses one or many, GSA has the resources and capability to meet your requirements

PATROL SERVICES

Visibility is a powerful crime deterrent. By their presence alone, GSA uniformed patrol officers can help enhance your employees' safety and reduce the risk of vandalism or theft on your property. Our vehicle patrol officers are trained to notice everything out of the ordinary— and to help prevent problems before they start.

GSA has a wealth of experience in patrol services. Our patrol operations are available 24/7 to help ensure the continued safety of your people and property.

Customized Service

GSA patrol services are customized to meet your unique needs. Our patrol personnel are trained to support you in a variety of ways and are available for permanent patrol routes or temporary coverage. Our patrol services can include:

- Professional response to emergency situations
- Conducting safety and fire watch
- Helping to promote a safe workplace environment
- Performing set patrols or random patrol patterns
- Serving as stand-by for water leaks, power outages, special coverage etc...
- Vehicle patrols
- Foot patrols
- Lock checks
- Interior and/or exterior checks
- Parking lot checks



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Our patrol officers help to deter vandalism, theft and trespassers on your property. Should the need arise, our patrol personnel will coordinate with local law enforcement.

Accountable by Design

Accountability is important to GSA. While a good patrol officer is always on the move, that same quality makes it challenging to track his or her actions. We provide you with detailed accounts of each patrol, including:

- Detailed written instructions in post orders
- Written reports and activity logs when situations are as expected
- Incident reports when patrol check points are out of the ordinary
- Tour reports for documentation and invoice backups

If you have any questions about your patrol service, help is always available through our 24-hour Service Assurance Centers.

Partnering with the Best

At GSA, people are our focus. We are committed to delivering the best security officer services in the industry. We also recognize that our clients have an ever-expanding scope of needs that include technology solutions and other security-related products and services.

To ensure that our clients receive the best possible solutions available, GSA has chosen to partner with a range of high quality providers so that we can offer more options and provide exactly what our clients need, rather than limit them to a one-size-fits-all solution.

RAPID RESPONSE

At GSA, our customers know they can contact our Customer Connection department 24 hours a day, 365 days a year. When they contact us, the problem is tracked electronically. We always follow up with our customers to make sure the problem was resolved to their satisfaction.

Technology Solutions

GSA proudly teams with some of the industry's best service providers to serve you better. We maintain regular contact with each provider and monitor their service delivery and the marketplace in general. Some of the technology solutions our partners offer include:

- Incident Management

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- Guard tour management
- Tour verification/compliance
- Mass notification
- Visitor management
- Access control
- CCTV/video surveillance
- Fire fighting
- Situation awareness
- Risk analysis
- GPS tracking
- IT security

OTHER SECURITY SOLUTIONS

Other areas of specialty where GSA maintains strategic partnerships include:

- Consulting including risk analysis and training
- Recruiting and background screening
- Vehicles and transportation
- Supplemental security solutions:
 - ✓ *International security coverage*
 - ✓ *Executive protection*
 - ✓ *K9*
 - ✓ *First Aid*

Whether we fully manage or co-manage the partnership, our goal is to ensure a comprehensive security program. This integration is what helps to make GSA the most responsive security service provider in the industry.



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CONFIDENTIAL

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