



FIRST SECURITY

A First Alarm Security & Patrol, Inc. Company

First in Security Services Since 1966

Our Philosophy: *Security Has Always Come First*



“Our satisfied clients include Silicon Valley technology leaders, commercial real estate management and development firms, exclusive retail centers, municipalities, and international airports.”

Service. Integration. Integrity. Quality. Value: These are the cornerstones of our company’s philosophy.

Since we first opened the doors in our Santa Cruz County office in 1966, First Security and our sister company, First Alarm, have always strived to earn the trust of our commercial, residential, and government partners.

As a fully licensed security company dedicated to protecting public and commercial property and people, we provide a fully integrated security solution. We rely on the integrity of our leadership team. We value the quality of our staff. And we qualify the value of our services – not as the least expensive, but as the best for the money.

First Security Services Protects more Industries

- Technology and corporate security
- Commercial real estate security
- Retail and shopping center security
- Lifestyle center security
- Healthcare and hospital security
- Educational institutions and college campus security
- Transportation and airport security
- Government agencies and municipalities
- Defense and aerospace corporate security
- Financial institutions and bank security
- Hotels and hospitality security
- Special event and sports stadium security
- Construction site security and patrol
- Homeowners’ association services



Why First Security Services: We're First When Every Second Counts

When it's time to choose a security partner, choose one with a reputation and credentials that are far more impressive than the others.

That's why we're proud to offer a number of exclusive industry "firsts" as competitive differentiators, including the following to enable First Security to offer a unique array of services, efficiencies and savings from bundled solutions:

- **FIRST** Private Patrol Operator in California to become a CALSAGA Certified Security Provider.
- **FIRST** Northern California-based firm to provide public and private sector security services without interruption for nearly 50 years to over 1,000 clients.
- **FIRST** to provide the highest level of integrity for our employees, including in-depth industry knowledge and cutting-edge Best Practices for the highest ethical and professional standards.
- **FIRST** among California's regional security companies to offer equity opportunities through our Employee Stock Option Plan (ESOP).
- **FIRST** with an unmatched 100% effectiveness record for every TSA Challenge over the past five years at a major Bay Area airport.
- **FIRST** company offering the best overall value in the security business.

"We are relied upon to be fully operational during the duration of natural disasters, enabling us to immediately be among the first to deploy emergency personnel to the hardest hit areas."





Security Training & Development: The Front Line to Your Protection

“Nobody trains their security force as well, as competently or as efficiently as First Security. Nobody.”

Our Strict Background Checks Exceed Industry Norms

Not just anyone can be hired as a First Security employee. To wear the badge, you've got to pass one of the industry's highest levels of scrutiny and security, including:

- A verification check of a valid California Guard Card and all state certifications through the Bureau of Security & Investigative Services.
- Copies of any post-guard card training certificates, such as AB 2880/Continuing Education, plus LiveScan electronic fingerprinting.
- Criminal background checks through the Department of Justice and Global Watch List/Office of Foreign Asset Control/Terrorist Watch Lists.
- An eight-panel drug test for marijuana, cocaine, opiates, methamphetamines, alcohol, amphetamines, oxycodone and benzodiazepine.
- Supplemental commercial background checks with sex-offender registries, behavior history, and psychological/integrity surveys.
- An Applicant Tracking System (ATS) that facilitates the hiring process by applying cloud technology to create a secure, paperless employment record.

Multi-Layered Employee Training and Development

Our multi-layered training plans emphasize knowledge, the value and importance of ongoing training, and the overall quality of our security programs. We mandatorily train candidates in professional development modules that most competitors consider as optional, such as:

- Computer-based learning system with hundreds of security training modules
- CPR/First Aid/AED certification
- De-escalation certification (MOAB & CPI)
- Baton, mace and taser certification
- Defensive tactics
- Formal driver safety certification
- Ongoing formal leadership development for managers and supervisors

Uniformed Security: Behind The Badge



The men and women who wear First Security uniforms excel at working with local law enforcement agencies. This includes being proactive in preventing crime before it happens to being a first-call responder when disaster strikes.

“Among everything we do, First Security values the importance of our highly trained personnel. Each uniformed security officer proudly wears the badge to symbolize his or her commitment to public safety.”

Collaborating with Local Law Enforcement

We're proud to have developed close relationships and partnerships with local, State and Federal emergency services and law enforcement agencies through years of teaming arrangements in the areas that we service. In fact, we're the contractor of choice for many local law enforcement communities, as well as several California municipalities and county governments to augment their public forces.

Rapid Response Team

We maintain a total trained force of approximately 120-125% of our staffing needs. This Reserve Force covers vacations, leaves of absence, temporary operations, or other emergency staffing needs.

Disaster Preparedness: High Alert Emergency Response

First Security and First Alarm's Central Station has been structurally designed specifically for emergency preparedness and emergency response for our communities. This high-tech communications center is:

- Built to withstand and *exceed* federal and California earthquake, flood and threat standards.
- Staffed 24/7/365 with three to six security-trained, credentialed First Security dispatch operators.
- Secured with redundant emergency back-up power in case of a major natural disaster.

Specialty Services: Attention To Every Detail



“In just one week, we received personnel requests for casino security, executive protection and a concert tour celebrity. Few Bay Area companies could accommodate this variety of highly customized and trained security staff.”

Whatever you need, wherever you should need it, First Security offers a myriad of specialty services to fulfill every residential, corporate or municipality need.

Our services help cement our reputation every day as innovations in technology, quality and professionalism in the protection of life, property and private assets.

Executive Protection Services

First Security can also fulfill the unique requirements and expectations for corporate executives and public figures to provide safety, security and peace of mind. These services include estate and residential protection and command centers, public figure and corporate executive protection, film / movie / TV / location set security, event logistics and planning, concert tour security, and overseas protection teams.

Security System Design: Custom Technology Solutions

Our expert team of Security System Consultants can review your facilities and make recommendations for any integrated security solutions that meet your particular needs and budget.

Special Event Security

We're proud to offer security officers for a wide variety of recurring or occasional events, such as food festivals, concerts, high-profile events, and more.

For each, our security officers can patrol and inspect your property by foot with boots on the ground or by vehicle to cover more ground faster.

Loss Prevention

Our assigned security officers are experienced in retail and shopping center security with specific training in Loss Prevention and theft-deterrent practices to proactively intercede during their rounds.

Patrol Services and Alarm Response

In addition, Alarm Responses are handled by the largest security patrol fleet in Northern California, which utilizes a unique combination of WinTeam real-time software, electronic security and uniformed security officer protocols to provide efficient, integrated security solutions to Northern California businesses and residents.



Security System Integration: First Alarm

End-to-End Solutions: From Card Access to GPS

Nearly a half-century ago, First Alarm began by protecting businesses and homeowners in Santa Cruz County. Over the years, the successful integration and expansion of our security services with those of First Security have helped us become one of Northern California's premiere commercial and residential security providers.

Through growth, experience, and acquisition, First Alarm has become widely recognized for safety and dependability. Our corporate headquarters in San Jose is one of the industry's most modern Central Stations.

First Security's sister company, First Alarm, continually strives to deliver superior products and services to our valued customers. Focusing on end-to-end solutions, your projects are supported by dedicated account managers, trained installation technicians, project managers, application engineers, IT professionals and Security Consultants, which also include:

- Integrated solutions
- Security system design
- Card access control and badging
- Fire/Life safety
- Video surveillance systems
- Remote surveillance
- Professional services
- GPS solutions
- Small business/residential
- Central Station operation
 - Department of Defense 2050 Certificate
 - Current Department of Defense SECRET facility clearance
 - CSAA (Central Station Alarm Association) Five-Diamond-Certified
 - Certified by Underwriters Laboratory/Factory Mutual (FM) approval
 - Exceeds UL requirements for seismic events in a certified Central Station

“With Card Access Control and Badging options, First Security keeps germs in and possibly infected personnel out, to keep hospitals and other healthcare clients healthy.”



About First Security Services

With nearly a half-century of experience and now over 1,000 clients, First Security has emerged as a locally owned and operated industry leader in providing comprehensive security solutions for residences, industrial complexes, businesses, school districts, government municipalities and healthcare facilities.

Starting out in 1966 as a modest security force, First Security has grown into the premier contract security provider throughout the Golden State. Headquartered in Silicon Valley, the company now has a security force of over 700 highly trained professionals, more than 50 security patrol vehicles and six branch offices.

With a trusted integrated security network, unparalleled integrity, and a proud ranking as the 36th largest security company in America, First Security offers customized solutions that cater specifically to the safety needs of our customers. For a free quote or to learn more about our wide range of services, contact us today.

For a free estimate or for a complimentary security assessment, please call us today at 1-800-400-1110.



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