

argus



COMMERCIAL SECURITY SERVICES





CORPORATE HISTORY

Founded in 2002, Argus is a premier provider of security and event staffing services in Denver and Atlanta. We work with commercial property management companies and property owners to ensure the safety and protection of their assets and property. What makes Argus stand out from other providers is our security experience was forged in large professional sporting events and concerts. Such experience gives us additional depth when it comes to managing interactions with guests and visitors to observing, reporting and working with local law enforcement and emergency services when needed. Our officers are familiar with security needs and concerns of property owners and are trained to provide the highest level of protection possible. In other words, you can rest easy knowing Argus officers are on duty.

Local Presence – Local Account Management

Beyond our corporate history and depth of experience, it's important to be aware Argus is based in Denver and locally owned. Our local presence creates a distinct advantage from peer providers; our management team, and owners, work, live and serve in the community. This allows us to offer local account management which provides clients access to key Argus managers as needed. Through open communication and increased access, we deliver an experience difficult for other providers to match or exceed.

Growth & Expansion

Currently Argus has a robust roster of 60 full-time Managers and Directors and employs more than 3,000 part-time team members and security officers. Our team members have experience with core competencies essential to effective commercial security including customer service, patron interaction, verbal de-escalation and more! In January 2019 we relocated to our new 8,000-square-foot facility in downtown Denver which gives us access to a larger number of employment candidates. Additionally, the expanded training facility and its central location reduces the onboarding and training time of new security officers.

Our Future Together

While the story of our company and its growth is interesting, it's what's next that is most important. Argus continues to make investments in new systems, training and technology to serve clients and potential customers at the highest level.

RECRUITING

Commercial property management companies and owners need a security company that has the experience and know-how to keep their property secure and meet staffing needs. This is where Argus delivers truly unique value. Our team members already have the training, experience and background essential to commercial property security. They understand the issues, challenges and processes involved in maintaining a safe and secure environment.

Recruiting Strategy

The Argus recruitment strategy is a multi-faceted approach designed to attract qualified security officers from the Front Range in Colorado. We systematically utilize strategic recruitment techniques, such as social media campaigns, internet advertising, street teams, pop-up recruiting events and a robust employee referral program. We have also made investments in recruiting technology which permits us to move candidates through the application process more rapidly while ensuring they meet the highest employment standards and guidelines. The result of this investment has been a reduction in the number of days from initial application to first security assignment.

Hiring Process

Following the application process, all prospective Argus security officers are required to move through the following steps:

1. All candidates must complete a personal interview with a trained human resource professional. During the interview, candidates are screened so that we can select the best fit for your team. Screening includes educating candidates about what they can expect as a security officer. Through this process the human resources professional is able to identify the prospect's skills and preferences and can then match them with our security officer needs.
2. Prospective security officers who successfully complete the interview process are then conditionally offered a position based on the successful completion of the following **background checks**:
 - **Statewide Background Check.** Only those employees who have a felony-free record and a record that does not denote moral turpitude can continue through the screening process.
 - **National Sex Offender Check.** Only those who pass this check can continue through the screening process.
 - **Department of Homeland Security (DHS) E-Verify.** Prospective team members must successfully pass a DHS E-Verify check or submit evidence of resolution within the federally-mandated window to continue through screening.
 - **DMV Check*** – For clients in need of vehicle patrol services.

Prospective security officers who successfully complete the interview and background checks are required to immediately complete the New Hire Orientation Training, which is the first amongst many classroom and other requirements.

1,235
TEAM MEMBERS



ACTIVE IN LAST MONTH

Team members who worked at least one shift in last 30 days

2,589
TEAM MEMBERS



TOTAL IN 2018

Team members who worked at least three shifts in 2018

725
HIRED



TOTAL HIRED IN 2018

Our Recruiting Philosophy

A robust recruiting program is essential to our success and necessary to find the best suited security officer candidates to work at your property. Argus understands the importance of recruiting for commercial security and is constantly looking for new ways to enhance, refine and streamline the processes to make it more efficient and effective.

TRAINING

While most property owners don't have the same foot traffic and need for security as Broncos Stadium or Coors Field, the skills, technology and training essentials required to provide effective security is the same regardless of location. Argus professionals receive comprehensive training in verbal de-escalation, Training in Effective Alcohol Management (TEAM), report writing as well as several other essential areas. In total, our security officers receive 12 hours of training designed to equip them with the skills and knowledge necessary to maintain the security that's critical for your property. In addition, our officers receive on-site training from more seasoned agents who are familiar with your property's venue and specific policies.

Training Programs

Below is a summary of the classroom training courses provided to Argus security officers, including:

1. **New Hire Orientation.** This is the first course all Argus employees are required to complete. It's an introduction to the company, our policies and procedures and provides basic information and skills all employees should possess before working at a customer location.
2. **Documentation Training.** This course covers the essentials of proper documentation, report writing (for both internal purposes and according to customer protocols) including basic professional electronic communication.
3. **Customer Service Training.** Providing our customers and yours with the highest level of service is a task of great importance within our company. This training course covers all aspects of customer service and focuses on developing effective listening and problem-solving skills.
4. **Radio Etiquette Training.** This training course provides security officers with basic information on radio communication etiquette including how to communicate with outside agencies when the situation requires it – including law enforcement and other government service agencies.
5. **Verbal De-Escalation Training.** One of our most important courses, Verbal De-Escalation Training is designed to teach security officers how to de-escalate a situation by identifying and dealing with bluff behaviors, Five Universal Truths, techniques for redirecting anger/aggression, and Use of Force continuum (legality, case law, and scope). Once completed, our security officers have the skills and capabilities necessary to manage situations which can arise on any property.
6. **Training in Effective Alcohol Management.** This class is designed to educate attendees on the warning signs of impairment, absorption rate factors, legal liability issues, intervention guidelines and ID checking as it relates to applicable Colorado and Georgia law. This class enhances our security officer's ability to identify, manage and resolve alcohol-related incidents which sometimes occur.
7. **CPR/First Aid/AED/Bloodborne Pathogens.** While we hope to never need to use these skills, our security officers are trained in the latest American Heart Association techniques for first aid and other areas. When called upon, it's essential for our staff to be able to identify medical issues and provide the most appropriate form of assistance.
8. **Job Site Specific Training.** This class provides orientation and training for on job duties specific to the location, expectations, incident response/reporting protocols, as well as any other topics deemed necessary and important by our clients.



The Future

A robust training program ensures that our security officers have the skills and resources needed to effectively and efficiently complete their work. We recognize that learning is a lifelong process and have developed several advanced courses designed to enhance and expand the knowledge learned within the courses listed above. Additionally, we regularly review our training program to ensure quality and when needed, add new components, which allows our security officers to further develop new skills.

TECHNOLOGY

Every business uses technology to amplify success. Whether it's to increase the quality of service, conduct benchmarking or evaluate key performance indicators – Argus is no different. Through strategic investments we have procured the technology necessary to enhance the level and quality of officer training and on-site performance tracking while providing thorough customer reporting.

Training

Our learning management system (LMS) provides officers with the opportunity to complete a comprehensive list of courses beginning with the basics and working their way through advanced coursework. We have access to dozens of training classes covering a variety of topics which ensures the officer serving your location is well trained. We can also develop custom training modules as required coursework for those assigned to your property. This results in a team of officers trained not only in security essentials, but also according to the custom curriculum most important to you.

Officer Reporting

Beyond training, we also use technology to deliver a suite of robust officer tour routes, inspection and check-in reports to our customers. Our guard tour reporting, accountability and management platform allows us to use RFID and geofencing technology to provide the most detailed reports possible. We offer a comprehensive list of report options including the following:

- Officer activity and tour reports
- Geofence reporting which identifies when an officer exceeds their patrol area (including time, date and duration)
- Map and satellite imaging which details an officer's tour route.

We can customize our reporting solutions to meet the specific needs of your property to ensure the most important metrics are measured and available for review.

When it comes to delivering the highest level of customer service technology is important whether it's through officer training or reporting. Argus continually invests in new technology that allows us to consistently exceed customer expectations.

LET'S TALK

The safety and security of your commercial real estate is the of the utmost importance. Finding a resource that can deliver the level of service, customized training program and high quality officers can be a challenging task. There are many providers that appear to be the same, but when you peel back the layers the differences are obvious. If you are looking to change security providers and looking for fresh options, then Argus can help. For additional information please call Dave Brower at 303-799-1140. We look forward to speaking with you soon.

