

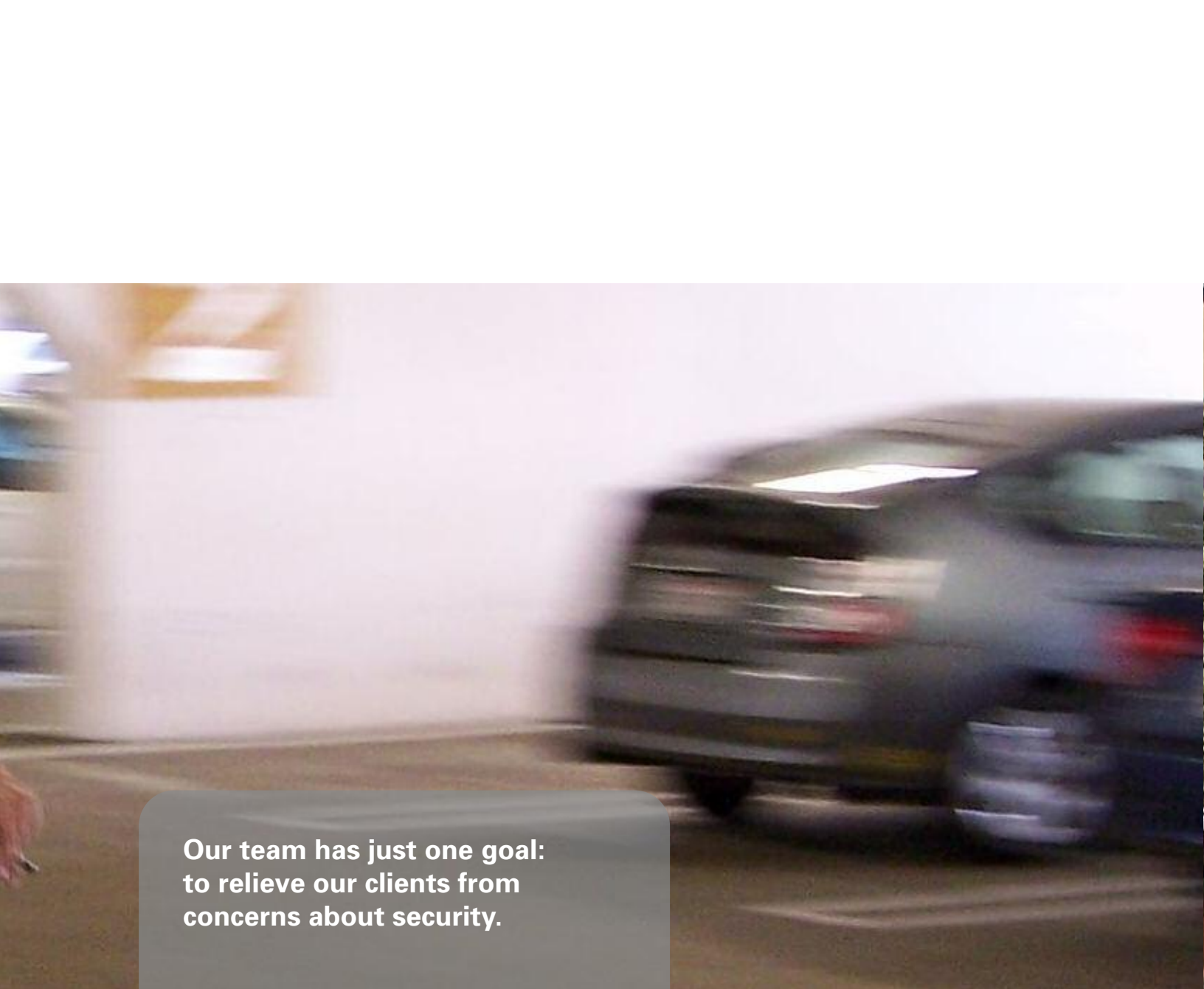


**SP Plus<sup>®</sup>**  
**Security Services**

*Superior People. Superior Performance.*



*"We have been very pleased with the conscientious service we receive from SP Plus® Security Services. Their security personnel are attentive, and the management team understands its business. We can rely on them to meet our changing business requirements and everyday service needs."*  
– The Shammass Group



**Our team has just one goal:  
to relieve our clients from  
concerns about security.**

SP Plus® Security Services offers comprehensive, cost-effective protection for office and retail centers, residential properties, institutions and business improvement districts. With state-of-the-art systems and professional personnel, we provide safeguards customized to our clients' needs. Most importantly, our entire team, up to the highest levels of management, is on call and ready to assist on a moment's notice if a security emergency arises.

## Complete Coverage

SP Plus® Security Services combines in-depth knowledge of security and public safety with a detailed understanding of diverse client environments. Whether providing round-the-clock security for residential communities, a secure environment for office workers or public safety at special events, we deliver the best in:

- > Security officer services
- > Bicycle, foot and vehicle patrols
- > Client risk-management reviews
- > Anti-terrorism evaluations
- > Personal protection training
- > Integrated security systems
- > Private investigation of unauthorized employee activity

### Security officers and patrols

SP Plus® Security Services fields a dedicated force of uniformed officers trained to meet our clients' security goals. Our highly visible, interactive patrols also work with local officials to address community concerns.

### Customized security

Taking a consultative approach, we begin each client relationship with a needs assessment during which our cross-functional management team observes the property and listens to client concerns. Then, looking beyond template solutions, we produce a plan custom-tailored to the site and the situation.

### Office and retail complexes

Owners and managers of office and retail centers increasingly rely on professional security to protect tenants, clients and property. Working with local public safety officials, we implement security programs designed to safeguard everyone on site.

### Residential communities

SP Plus® Security Services works with property owners and homeowner associations for residential communities. From officer patrols to entrance and exit gate services, we are a constant presence, day and night, seven days a week.

### Business improvement districts

Our management team has direct experience in developing and operating major urban business improvement districts. This insider's perspective gives us a clear view of the community needs that must be addressed.



## Tight Controls

### Recruitment

Our hiring process gives us access to the best security personnel available. All our employment candidates must pass stringent employment assessments, independent criminal background checks and drug screening. In addition, a candidate must hold all required licenses.

### Training and development

We understand the critical role a well-trained, closely supervised security team plays in enhancing property values. Our professional personnel have the temperament and training to focus on customer service while attending to the security of people and property. Training begins with an eight-to 16-hour program addressing general, legal and site-specific concerns. Additional training is provided for officers assigned to public safety locations or to client locations that require specialized knowledge. Our staff's highly skilled, state-certified trainers also provide job-enrichment and certification programs for our officers.

### Leadership structure

Members of our leadership team have extensive experience in public safety and security management, which enhances our supervisory capabilities and ensures the reliability and accountability our clients demand.

### Integrated security technology

Through our alliance partners, we offer a complete line of access control, closed-circuit video and remote monitoring systems that clients can operate from their own computers. Web-based GPS systems track our officers' positions, while automated scheduling and timekeeping programs make our operations more efficient.

### Eco-friendly operations

SP Plus® Security Services looks for every opportunity to make our operations more eco-friendly and reduce our carbon footprint. We take our cue from our parent company's innovative business processes, which won an "Empower the Green Enterprise" award from software giant Oracle. With those new processes, each year our companies expect to save 312 tons of paper, 624 tons of trees, 5.1 million gallons of water, 600,000 pounds of waste and 19,000 pounds of emissions.





# SP Plus<sup>®</sup> Security Services

*Superior People. Superior Performance.*

## Full Schedule of Services

SP Plus<sup>®</sup> Security Services combines the resources of a national organization with a local team focused on the individual needs of diverse clients and property types.

- > Commercial
- > Office
- > Logistics facilities
- > Retail
- > Hotel
- > Residential communities
- > Municipal
- > Event venues

### SP Plus<sup>®</sup> Security Services

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