



**OSS Inc.**

*COMMERCIAL/INDUSTRIAL  
SECURITY*

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## **HISTORY**

Independently owned and operated since 1967, OSS Inc. is a diverse family of companies offering a wide selection of services. We are one of the largest privately held security firms in the nation, and have a work force of more than two thousand employees. We are proud to state that our first customer has continued to do business with us for thirty years and counting!

We have a reputation for performance, service and value. We provide only the very best in security services. OSS is the preferred provider to some of the most prominent corporations in the world.

We keep the price of quality as competitive as you will find anywhere in the industry.



## **CUSTOMER SERVICE**

- OSS prides itself on providing a 1st Rate Security Force to meet the ever changing needs of our customers
- OSS has a manned central station operating 24 hrs. per day, 7 days per week, 365 days per year
- OSS provides immediate response to any and all customer needs
- OSS will identify your unique needs as security standards continually evolve



## **OFFICER SELECTION**

A strict set of standards for hiring only the best and most capable personnel are selected for the purpose of meeting the security needs of your facility.

All prospective security personnel are subject to an extensive screening process prior to consideration for employment. The process begins with a thorough background check, which includes investigations of work history, educational background, and references from employers and educators. Work histories must be free of questionable dismissals, gaps in employment and frequent job changes. Applicants must have a high school diploma or GED equivalent and display competency in a variety of essential and fundamental skills.

The investigation also entails a complete clearance check conducted in cooperation with state and local law enforcement agencies. Applicants found to have police records are immediately disqualified.

Each applicant must also undergo a series of in depth interviews conducted by experienced OSS Human Resource personnel. Through careful assessment of responses and observed behaviors, it becomes possible to determine the applicant's level of personal stability and overall fitness for duty in the security profession.

Applicants must also meet rigid standards for such personal attributes as physical condition, grooming, communications skills, courtesy, attitude and professionalism. Applicants who meet the above-described requirements become qualified for candidacy in the OSS Security Officer Training Program.

# EMPLOYMENT QUALIFICATIONS

1. Must be at least eighteen years of age.
2. Must possess a valid motor vehicle license and demonstrate safe driving habits.
3. Must possess a private security officer's certification. Equivalent training will be considered on a case-by-case basis.
4. Must have general good health and personal stability as determined by OSS.
5. Must be reliable, courteous, professional and be able to exercise good judgment.
6. Must be free of criminal convictions within the past 20 years and have a successful record clearance check conducted in cooperation with state and local law enforcement agencies.
7. Must have a verified satisfactory work history that is free of questionable dismissals, gaps in employment, and frequent job changes.
8. Must have ample personal references.
9. Must maintain a neat appearance at all times with hair and/or facial hair well groomed to not extend below the shirt collar and be clean-shaven.
10. Must be able to understand and follow all written and verbal orders and abide by all rules and regulations of OSS.
11. Must have reliable transportation and be able to travel.
12. Must display competency in a variety of essential and fundamental skills.
13. Must be able to work additional shifts deemed necessary by OSS.
14. Must have a High School Diploma or GED equivalent.
15. Must pass controlled substance testing to assure employee is drug free.

# PERSONAL APPEARANCE STANDARDS

Our officers maintain a strong, positive image. We have established a strict set of appearance standards to which all Officers and Supervisory Personnel must adhere.

*There are specific guidelines for personal grooming, hair length, and the appropriate use of jewelry and makeup for female personnel. All Officers and Supervisory Personnel will be at all times attired in regulation OSS issued uniforms as follows:*

## **Detail Commanders**

- Navy pants
- White short sleeve shirts with OSS insignia
- Black tie
- Baseball hat
- Navy spring jacket with OSS insignia
- Navy winter coat with OSS insignia
- Laminated identification badge
- Grey blazer provided upon request

## **Officers**

- Navy pants
- Light blue short sleeve shirts with OSS insignia
- Black tie
- Baseball hat with OSS insignia
- Navy spring jacket with OSS insignia
- Navy winter coat with OSS insignia
- Laminated identification badge
- Grey blazer provided upon request

# **BASIC & SITE SPECIFIC TRAINING**

Provided to all security candidates who meet our rigorous standards and qualifications for duty as an OSS officer. Drilled in the techniques of incident prevention, response management, investigative and observational techniques, inventory loss control, and time-integrity monitoring. Provided with a complete working knowledge of security and safety management techniques, enabling them to make informed appropriate decisions in the event of an emergency situation.

Prior to commencement of field duty, and under the guidance of an experienced supervisor, officer trainees are made familiar with the following specific details:

1. The exact layout of the area, including buildings, yard areas, entrances, stairways, roadways, fences, light switches, fuse boxes and power control switches.
2. How to dispatch the local fire, police, sheriff, hospital, ambulance, doctor and other sources of help.
3. Location of all doors, emergency exits and fire alarm boxes.
4. Location of all telephones, radios or switchboards.
5. Location and operation of all emergency, safety and fire equipment (chemical fire extinguishers, water pails, and other devices).
6. Location of important shut-off valves, controls, switches, etc. to processing equipment.
7. Location of all fire hydrants, sprinkler valves and standpipes.
8. Location of all hazardous process equipment.
9. The procedures for incidents involving the following:
  - a. Fire, explosion or serious accident
  - b. Bomb threat
  - c. Civil or national disorder
  - d. Utilities control and accidental interruption
10. Learn to conduct a complete security check made hourly through the entire facility and parking area, check that all doors and windows are locked, check that no cigarettes are left smoking and turn off all unnecessary lighting.
11. Under extraordinary conditions, how to perform an accurate citizens arrest and conduct a lawful search.
12. Completion of Attendance Logs, Pickup/Delivery Vehicle Logs, Phone Logs and Visitor Logs including all Daily Activity Reports and Incident Reports in all cases of unusual or suspicious activities that might occur.
13. National Flag Etiquette
14. Patrol Procedures
15. Report Writing
16. Bomb Threat
17. Anthrax

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# **BASIC & SITE SPECIFIC TRAINING**

*(Continued from page 4)*

A highly structured training program provides vital knowledge and essential experience in the areas of security and safety management.

The training manual used is "Principles of Plant Protection."

New officers are drilled in all aspects of the security function. Among these are; incident prevention, response management, crowd control, investigative and observational techniques, inventory loss-control and time-integrity monitoring.

All personnel also participate in refresher training and attend special workshops as a part of an ongoing educational structure implemented by OSS.

OSS supervisory personnel conduct frequent random inspections. All new officers are subject to a ninety-day probationary period during which the frequency of inspections is increased.

Each officer is issued a duty manual detailing important information about your company's security requirements. The duty manual is a site-specific document developed for each individual location by OSS profiling any special features, duties, and/or procedures unique to that location.

All candidates receive on-site training which is comprised of at least two eight-hour one-on-one sessions. Under the guidance of a supervisor or an experienced member of that OSS Security team, trainees learn plant layout, Patrol Manager System key locations, entrance and exits and all standard procedures including those which vary by shift.

## **LEAD OFFICER**

This is designed specifically for those individuals who display striking interpersonal skills. All Lead Officers will participate in extensive training sessions with an Inspector or a Superior Officer. Lead Officers will also receive special training in conjunction with our skilled surveillance staff.

All Lead Officers will be educated in the protocols of greeting and directing visitors, screening and logging all incoming persons, telephone technique and message taking and the monitoring of all surveillance equipment.

Lead Officers will have the opportunity to progress to an Assistant Detail Commander or a Detail Commander position.

## **ASSISTANT DETAIL COMMANDER & DETAIL COMMANDER**

Any facility using 168 hours of security service per week requires an on-site Detail Commander to manage the force and provide a link to upper management. Facilities requiring more hours per week may be provided with an Assistant Detail Commander for off shift-site supervision.

# HAZARDOUS MATERIALS TRAINING

Officers may participate in an intensive hazardous material training course conducted in conjunction with local authorities.

## FIRE PREVENTION AND PROTECTION

There are many duties a Security Officer performs. One of the most important is furnishing fire protection and prevention.

## MATERIAL SAFETY DATA SHEET

OSS officers will be able to use a MSDS. MSDS's include the following information which all officers will have knowledge of:

**CHEMICAL IDENTIFICATION:** This section of the MSDS identifies the chemical. The name of the chemical is listed along with any trade names and the manufacturer's name and address. An emergency phone number may also be listed.

**HAZARDOUS INGREDIENTS:** This section lists anything in the chemical that can harm you and/or cause adverse affects. It also lists the concentration of the chemical to which you can safely be exposed, often listed as the Permissible Exposure Limit (PEL), or the Threshold Limit Value (TLV). Safety exposure limits are usually figured as an average exposure for a typical work shift.

**PHYSICAL DATA:** Listed here is the temperature at which the chemical ignites, commonly known as the flash point.

*This section also lists what will put out fires safely – such as water spray, foam, or other type of fire extinguisher.*

**HEALTH HAZARDS:** This section of the MSDS lists symptoms of over exposure, such as skin rash, burn, headache or dizziness. It also describes appropriate first aid and emergency procedures in case of over exposure. It may also list medical conditions that can be aggravated by exposure to the chemical.

*If the chemical is unstable, the conditions to be avoided such as direct sunlight or heat will be identified as being capable of causing a dangerous reaction.*

**SPILL OR LEAK PROCEDURES:** How to clean up an accidental spill or a leak. No matter what the chemical is, always notify the client immediately. This section may also describe how to dispose of the chemical safely.

**SPECIAL PROTECTION:** Any personal protective equipment such as respirators, eye protection, gloves, etc. needed to work safely with the chemical.

**OTHER PRECAUTIONS:** This section lists any other special precautions to follow when handling the chemical. This section may also include a listing of the supplies needed to clean up a spill or to put out a fire, what safety signs to post near the chemicals, and/or any other health and safety information not covered in previous sections.

# **LABELS AND MSDS'S**

*Officers will follow these three rules at all times:*

1. Heed all warning signs on containers, piping and equipment.
2. Get more information when in doubt – refer to the MSDS.
3. Ask questions if you do not understand; if there is still doubt, listen to your supervisor or to the client's management and follow instructions to the letter.

# **HAZARDS OF NON-ROUTINE TASKS**

*Periodically, a client may need to perform non-routine tasks which:*

1. Increase the potential for accidents or the release of existing toxic chemicals.
2. Result in an exposure to new substances or hazards.

Normally it would be the responsibility of plant supervision to alert employees to the increase or change in hazards, tell them of the danger, and instruct them in protective measures and emergency procedures. OSS officers will be instructed in the proper procedures if necessary.

OSS Management will periodically check with clients to determine if any non-routine situations will or can occur.

# **MEDIC FIRST AID AND CPR TRAINING**

If requested officers will obtain certification in "Medic First Aid Training and CPR course" The eight hour "Medic First Aid Training and CPR Course" is designed to assist the officer in learning the seven basic skills of emergency-patient care. This class can be custom-tailored to address the specific needs of the client's workplace.

*This course is broken into the following seven modules:*

## **1. Module One**

- Introduction
- Primary Assessment
- One Rescuer CPR
- Obstructed Airway, Unconscious Choking

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# **MEDIC FIRST AID AND CPR TRAINING**

*(Continued from page 7)*

## **2. Module Two**

- Control of Bleeding
- Shock Management
- Illness Assessment

## **3. Module Three**

- Heart Problems
- Stroke
- Allergic Reaction

## **4. Module Four**

- Poisoning
- Diabetic Emergencies
- Epileptic Seizures

## **5. Module Five**

- Injury Assessment
- Fractures, Dislocation and Splinting
- Injuries to the Head

## **6. Module Six**

- Injuries to the Neck and Back
- Lifting and Moving
- Wounds and Bandaging
- Eye Injuries

## **7. Module Seven**

- Exposure to Cold
- Exposure to Heat
- Burn

# **BLOODBORNE PATHOGEN TRAINING**

*A two-hour seminar is given in Bloodborne Pathogen Training. Upon completion of this training, the officer will have knowledge of the following:*

1. Definition, purpose and background of the OSHA Bloodborne Pathogen Standard
2. How to report any accident or illness
3. How to use the universal precautions and personal protective equipment
4. How to practice safety and hygiene in the workplace
5. How to identify workers who have potential for occupational exposure to blood or bodily fluids

# **FIRST RESPONDER-AWARENESS LEVEL**



Upon successful completion of this six-hour course, each participant will be able to demonstrate no less than the minimum levels of competence required to respond to a hazardous materials incident as defined in the National Fire Protection Standard. Each successful participant will receive a "First Responder – Awareness Level" Certificate of Completion Form from the State Fire Marshall.

*Following are the abilities which must be demonstrated in order to attain "First Responder – Awareness Level" Certification as set forth by the State Fire Marshall:*

1. Will demonstrate an understanding of what hazardous materials are and the risks associated with them in an accident.
2. Will demonstrate an understanding of the potential outcome associated with an emergency created when hazardous materials are present.
3. Will demonstrate the ability to recognize the presence of hazardous materials in an emergency.
4. Will demonstrate the ability to identify the hazardous materials and determine the basic hazard and response information.
5. Will demonstrate an understanding of the role of the first responder in the scene if a hazardous material incident is identified.
6. Will demonstrate the ability of recognizing the need for additional resources and make appropriate notifications.
7. Will demonstrate the ability to initiate scene management (i.e. the incident command system, site location, deny entry to unauthorized persons and evacuate.)

*The following topics will be discussed in the "First Responder – Awareness Level" training course:*

1. Safety
2. Resources and management
3. Incident management
4. Recognition of hazardous materials
5. Classification, identification and verification
6. Hazard and risk assessment

# **FIRST RESPONDER-OPERATIONAL LEVEL**

Following successful completion of the hazardous materials “First Responder – Awareness Level” program, participation in the twelve hour “First Responder – Operational Level” course may begin. Upon successful completion of this level, the security officer will be able to demonstrate the required levels of competence required to respond to a hazardous materials incident as defined in the National Fire Protection Standard. Each successful participant will receive a “First Responder – Operational Level” Certificate of Completion from the State Fire Marshall.

*Following are the abilities which must be demonstrated in order to attain “First Responder – Operational Level” Certification as set forth by the State Fire Marshall:*

1. Will demonstrate the ability to make initial basic hazard and risk assessments.
2. Will demonstrate the ability to determine that the personal protective equipment provided to the first responder for use in their normal response activities is adequate for a particular hazardous materials incident, and the ability to use that equipment properly.
3. Will demonstrate an understanding of basic hazardous materials terms.
4. Will demonstrate the ability to perform hazardous materials control operations within the capabilities of the resources and protective equipment available.
5. Will demonstrate an understanding of decontamination procedures.
6. Will demonstrate the ability to perform basic record keeping tasks.
7. Will demonstrate the ability to expand the incident command system.

*The following topics will be discussed in the “First Responder – Operational Level” training course:*

1. Safety
2. Resources and management
3. Incident management
4. Recognition of hazardous materials
5. Classification, identification and verification
6. Chemistry of hazardous materials
7. Personal protective equipment
8. Hazardous materials control
9. Decontamination
10. Termination procedures

## **CONTINUOUS TRAINING AND OFFICER DEVELOPMENT PROGRAMS**

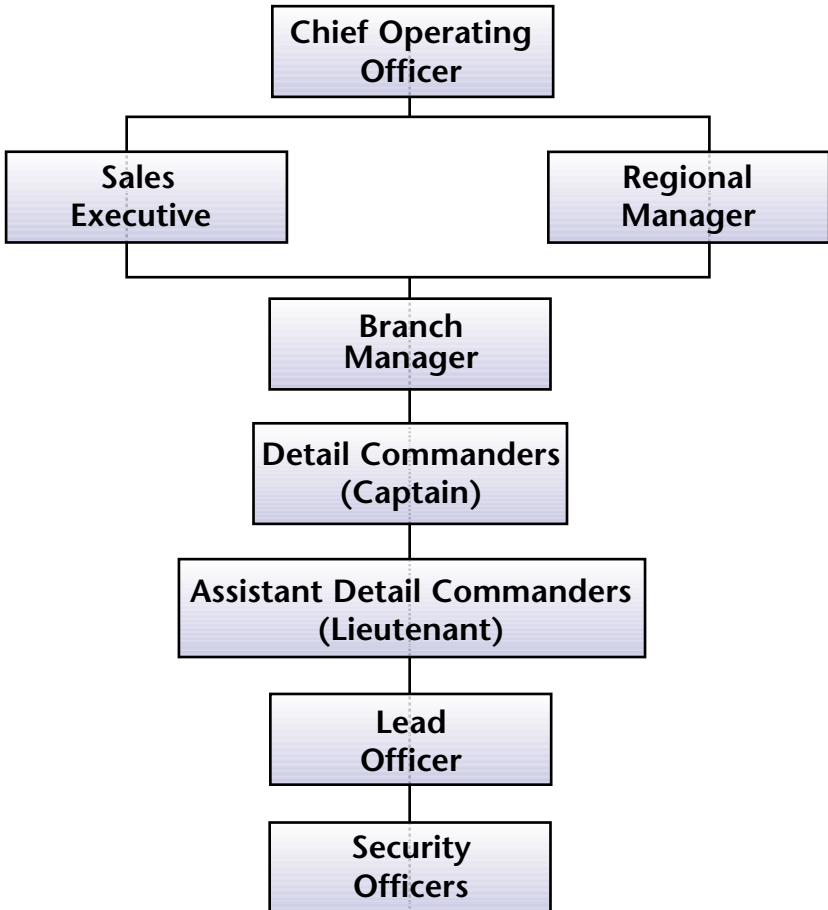
Officer performance levels, client satisfaction and overall quality of the security service will continually improve due to these programs.

# MANAGEMENT AND SUPERVISION

A management team will be placed onsite in order to more efficiently oversee personnel and to provide for an instantaneous managed response to any security or safety-sensitive situation.

Management personnel will conduct inspections at random intervals throughout each shift. All officers will complete daily activity reports detailing any irregularities encountered during the security shift. Daily reports are analyzed by management and supervisory personnel in order to maximize procedural efficiency, as well as to identify any unusual patterns which could indicate the presence of potential security problems.

## OPERATIONAL CHAIN OF COMMAND



## **ELECTRONIC SECURITY MEASURES**

OSS will design, manage and install an equipped system precisely engineered to your security needs. In addition to providing enhanced levels of safety and security, a patrol manager system is used to help gather data on the exact location of a guard at all times. This state-of-the-art electronic equipment will monitor and control your security, safety and maintenance requirement.

Additional electronic security equipment can be either leased or purchased with full system maintenance available. We provide a full complement of electronic security measures including alarm systems, video monitoring, covert video camera, motion detection systems and other associated technologies.

## **RECOMMENDATIONS**

OSS will formulate a site specific transition plan that is a seamless process of fulfilling your security requirements.

Specific details of this plan will include our recommendation for the improvement of your present security needs.

***In the assurance of your security,  
there is no occasion for compromise.***

***We look forward to serving all  
of your security needs!***



**Commercial/Industrial Security**

*Corporate Headquarters*

2592 Elm Road NE

Warren, Ohio 44483

**Phone:** 330.372.1163 • 888-500-4OSS (4677) • **Fax:** 330.372.6992

**E-mail:** [info@osscompanies.com](mailto:info@osscompanies.com)

**WWW.OSSCOMPANIES.COM**