



SCAIFE
Protection Services

UNDERSTANDING SECURITY CONTRACTS

This guide will help you understand security service contracts and make informed decisions when selecting a provider. We'll cover service types, typical contract terms, and important considerations for your security needs.

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Types of Security Services

Unarmed Security Services

- Access control and monitoring
- Visitor management
- Regular patrols
- Incident reporting
- Customer service focus

Armed Security Services

- Enhanced deterrence
- High-value asset protection
- Emergency response
- Cash/valuable transport
- Executive protection

Mobile Patrol Services

- Multiple location coverage
- Random patrol patterns
- Alarm response
- Lock/unlock services
- Property inspections

Contract Components

Essential Elements

- Scope of services
- Coverage hours and locations
- Guard qualifications and training
- Supervision and management
- Reporting and communication
- Emergency procedures
- Insurance requirements

Understanding Costs

Cost Components

- Base Rate: Guard wages, insurance, training, supervision
- Equipment: Uniforms, communication devices, patrol systems
- Vehicle Costs: Patrol vehicles, fuel, maintenance (if applicable)
- Technology: Guard tour systems, reporting software, cameras

Additional Cost Considerations:

- Holiday rates (typically 1.5x standard rate)
- Overtime rates for extended coverage
- Emergency call-out fees
- Specialized equipment needs
- Training for site-specific requirements

Quality Assurance

Supervision & Management

- 24/7 field supervision
- Regular site inspections
- Performance monitoring
- Client feedback systems
- Continuous training programs

Reporting & Communication

- Daily activity reports
- Incident documentation
- Regular client meetings
- Emergency notifications
- Performance reviews

Making Your Decision

Selection Criteria

- Verified licensing and insurance
- Proven industry experience
- Professional guard force
- Strong supervision program
- Clear communication systems
- Competitive, transparent pricing
- Positive references

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