

# ***NATIONAL PROTECTIVE SERVICES***

*Licensed-Bonded-Insured*



*"Dedicated to Professionalism...the  
Difference is Quality"*

## ***SECURITY SERVICES INFORMATION***

***THE COMPANY YOU CAN RELY ON!***

***Integrity, Pride, Professionalism***

Licensed by the Texas Department of Public Safety, License # C14929  
[www.NationalProtectiveServices.com](http://www.NationalProtectiveServices.com)



## **NATIONAL PROTECTIVE SERVICES**

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*Dear Sir or Ma'am,*

*Thank you for taking the time to learn more about our company and the services we can provide you and your clients. We provide professional security officers to a variety of sites and locales who could potentially lower the tremendous liability faced by your company. Although there are 168 security companies in the San Antonio area...we are not all the same.*

*I feel privileged that you have taken the time to review this information about National Protective Services. That, in itself, shows that you are more serious about security than the average person, and that you are looking for more than just the average performer. The question that has to be asked, and answered, is "How do you tell the difference between average and outstanding security performance?"*

*We have worked very hard to make sure that National Protective Services has the best screened, best trained, and most professional officers available. We take this job very seriously, and I'm sure that you, as someone who is looking into having security services provided to you, appreciate the extra measures that we take. You see, the average security officer for the average security company is undertrained, undereducated, low-paid, and low-quality. Fortunately for you, our company is able to say that our security officers are none of these.*

*As you may already know, most states (including Texas) have very little, if any, training requirements for security officers. We believe that this is potentially very dangerous to the clients they are serving and also very dangerous to the general public. The problem, however, lies not within the security industry, but within the businesses and residents of state. Most potential clients do not really want security; rather, they want someone wearing a security-style uniform. If you want to get away from this paradigm and have real, trained, professional security officers, you are now in a position to do so.*

*We are standing by to provide you the right security at the right price. It's really very simple, and there really is no choice for the true professional. We will be looking forward to hearing from you in the near future.*

*Jason McLendon, CPP, MA, President  
National Protective Services*

### ***What makes our security officers better?***

#### **Quality Personnel**

*Extensive pre-hire background checks  
Extensive security training  
Mandatory drug tests  
Pre-hire psychological exams  
The right person at the right time at the right place*

#### **Benefits (after probationary period)**

*Life insurance plan  
Medical/Dental/Vision plans  
Retirement program  
College tuition reimbursement program  
Numerous discount programs*

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*National Protective Services was originally formed for the purpose of providing superior quality security and investigative services which would conform to the needs of all. Our people come from such varied backgrounds as federal, state, and local law enforcement, the military, other security agencies, investigative agencies, and many more. These people are of the highest quality and can be deployed for almost any situation within 24 hours notice. Providing superior service for a diverse client base, our specialization involves the protection of companies and individuals on both a business and personal level. Additional services include transportation and protection of assets, vehicle patrol services, bike patrol services, and security consultation. National Protective Services maintains all licenses, bonding and insurance required for successful operation.*

*The Director of Operations of the company is Jason McLendon. As a commissioned officer in the U.S. military, Mr. McLendon served as an Anti-Terrorism Specialist as well as a law enforcement officer and security specialist. He has been responsible for anti-terrorism programs both in the United States as well as in high-threat theaters of operations overseas, including managing the training of personnel, developing plans and programs, and conducting threat and vulnerability assessments. He has also been responsible for the security of U.S. military nuclear assets as well as serving as the commander of a military Special Weapons and Tactics (SWAT) Team. During this time, Mr. McLendon also received extensive protective services training and served as an anti-terrorism instructor. His civilian experience in the field includes serving as a police officer at both the municipal and county levels, working with several contract security agencies in both line and staff positions, working as a Protective Services Specialist (bodyguard), working as a private investigator, and serving as an Emergency Medical Technician. He is a protective services instructor, anti-terrorism driving instructor, first aid/CPR instructor, defensive tactics instructor, firearms instructor, martial arts instructor, and a hostage negotiator, to name a few. He holds a Bachelor's Degree from Auburn University at Montgomery in Justice and Public Safety with a specialization in the area of Security Administration and a Master's Degree from Webster University in Business and Organizational Security Management. Mr. McLendon is also a co-author of the nationally acclaimed CAT Eyes Program (Community Anti-Terrorism Training Program) and author of the books Surviving Terrorism and Terrorism 101. Mr. McLendon holds the coveted Certified Protection Professional designation from ASIS, International.*

*As you can see, the management of the company is experienced and diverse, as are the backgrounds of the officers. Our people come from such varied backgrounds as federal, state, and local law enforcement, the military, other security agencies, investigative agencies, and many more. These people are of the highest quality and can be deployed for almost any situation within 24 hours notice. Providing international service for a diverse client base, our specialization involves the protection of companies and individuals on both a business and personal level. Additional services include transportation and protection of assets, private investigations, and basic security functions. National Protective Services maintains all licenses and insurance required for successful operation.*

### **Objectives**

- Mutual growth for both you and us.*
- Reduction of manpower for you.*
- Reduction of cost for you*
- Reduction of liability risk for you.*
- Increased level of service for you.*
- Increased level of security for you.*
- Increased customer satisfaction for you.*

## ***Advantages***

*We are more cost effective than proprietary services.  
Training programs are provided, presented, and maintained by us.  
Our officers are highly trained, experienced, and professional.  
The quality of service provided by us is unequalled.  
Diversity of services are available at any time, including emergency services.  
Diplomatic, knowledgeable, and intelligent personnel.  
We maintain all licenses, registration and record keeping.  
We maintain all insurance and bonds.  
24 hour on call service, permitting the use of security only when needed.  
We maintain a solid rapport with local police and fire departments.  
The burden of liability is shared by us.*

## ***Description of Services***

*National Protective Services offers a full compliment of security services. With this, we are able to customize a security program to meet any client needs. We utilize both armed and unarmed personnel, allowing the client and threat level to determine which is appropriate.*

*Security Officer Services  
Certified Protection Officer Services  
Patrol Services  
Protective Services Specialists/Personal Protection Officer Services  
Courier Services  
Employee/Applicant Screening Services  
Private Investigative Services  
Consultative Services  
Training and Seminar Programs*

## ***Security Officer Services***

*We can station security personnel directly at your site. Our officers are attired as requested by the client and maintain the highest professional appearance. Having received the best available training, clients need not worry about inappropriate actions by the officers. These officers are representatives of not only us, but of you as well, thereby conducting themselves as such. Officers stand stationary posts as well as perform site patrol. Specific duties include controlling access, accident prevention, fire prevention, crime prevention, asset protection, and protection of the clients and their employees. These are high caliber personnel, many of them either former military or civilian law enforcement bringing with them immeasurable experience.*

## ***Certified Protection Officer Services***

*A Certified Protection Officer (CPO) is certified by the internationally recognized and accredited International Foundation for Protection Officers. A CPO has met the mandatory state requirements, the regular company requirements, plus has additional extensive academic and hands-on education in security. Some of the topics covered during their training include public relations, investigations, workplace violence, strikes/labor relations, bomb threats, crisis intervention, and additional professionalism and ethics training.*

## ***Patrol Services***

*For clients that determine on-site security unnecessary, we provide patrol service. With this type of service, a periodic patrol checks your site at predetermined intervals. Should a situation arise that requires immediate attention, this patrol is also available to respond to your site at any time during a scheduled tour.*

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### ***Protective Services Specialists/Personal Protection Officers Services***

*Only the highest trained and most experienced agents of National Protective Services provide these services for our clients. Our agents have been certified through the standard state-required Personal Protection Officer Course, plus additional extensive training through National Protective Services. Whether for an overnight venture or shielding a client's home, a long term assignment or an hour's time, we are your choice for safeguarding yourself and others. We pride ourselves in our protective services. Our agents blend graciously and professionally into any environment, not being seen or heard until the time is appropriate. The Protective Services Specialists of NPS, although equipped for any situation, perform with intelligence rather than muscle, leaving force as a last resort and putting your safety first.*

### ***Employee/Applicant Screening Services***

*The screening of employees and new applicants is nearly mandatory in today's society. Many times it is appropriate to extend screening to contractors and vendors. With little effort now, clients can avoid a lot of distress in the future. Our screening process is done professionally, in strict confidence and in full compliance with federal, state, and local laws. Screening processes may include address and employment verification, personal reference checks, record checks of criminal activity, driving history, credit history, urinalysis, and polygraph. We provide basic background checks as well as extensive checks including interviews of childhood friends, neighbors, teachers, etc.*

### ***Investigations Services***

*The investigators of NPS are well trained and experienced professionals. Establishing facts, locating assets, adept recovery, civil investigations, and criminal investigations are easily accomplished utilizing the latest investigative procedures. NPS provides investigative services for individuals, corporations, and private entities alike. Any situation that requires an investigation, requires NPS.*

### ***Courier Services***

*It is often imperative to deliver information to others in a secure and timely manner. National Protective Services can provide an armed or unarmed courier for delivering that information at a reasonable cost. Our courier services can deliver legal documents, personal letters, private packages, and other such items, to include providing Civil Process serving with the requirements as dictated by the Texas Supreme Court.*

### ***Consultations Services***

#### ***Security Design (sometimes referred to as Crime Prevention Through Environmental Design)***

*Specializing in planning and implementing complete, cost-effective and unique security design and landscaping enhancements. Enhance your business or residential security through design features in your landscaping. Security landscaping allows you to take full advantage of natural barriers and boundaries to supplement existing security systems or when adding a security system to your home or office. This is not to hide electronic security devices, but rather to make proper use of natural physical security thereby multiplying the effectiveness of electronic security and maintaining a level of effectiveness if and when electronic systems fail.*

## **Threat and Vulnerability Assessments**

### **Threat Assessments**

*Threat assessments help you to determine the level of threat against you, your family, or your business. These assessments entail a realistic look at the criminal threat as well as terrorist threat which may affect you. The five basic areas looked at during this assessment are 1) the existence of individuals or groups who would want to cause you harm, 2) their level of capabilities to commit acts, 3) their previous history of committing acts, 4) their intentions (what they hope to achieve and how they hope to do so), and 5) targeting (specific targeting to include as much information about their plans as possible. For instance, are they targeting you, your family, your business, or just looking for wealthy and accessible people).*

### **Vulnerability Assessments**

*Vulnerability assessments help you to determine how you are vulnerable to criminals or terrorists. This is done by comparing the perceived threat against you (see threat assessment above) and then determining the most likely methods your enemies would use to harm you. These assessments vary in scope determined by the level of threat, but as a general rule will include 1) looking at weaknesses in physical security plans, programs and structures, 2) looking at personnel practices and procedures relating to security, and 3) making recommendations to enhance current programs as well as supplement programs with additional measures.*

## **Training and Seminar Programs**

*Knowledge is power. For our clients, we provide several training seminars designed to make you, your employees, and your customers safer from a variety of threats. Our training cadre have extensive backgrounds in numerous applicable specialties, and we can provide a standard or customized program to fit your needs. Some examples include, but are not limited to Basic Self-Defense and Assault Prevention, Preventing School Violence, and Terrorism Awareness. Please contact us for a more thorough description of these programs.*

## **Recommendations**

*National Protective Services respectfully submits the following recommendations for the successful provision of the ideal security service:*

- A detailed assessment of security requirements.*
- Specific duties and authority are established for the officers.*
- Preparation of written policy and procedures (post orders).*
- Two or more security officers are assigned.*
- Patrol routes are established, interior and exterior.*
- Patrol times are selected at random.*
- Daily logs are maintained.*
- Reports are prepared on all significant events.*
- Officers are allowed direct communication with the staff.*
- Staff personnel should be identified to the officers.*
- Discussions of job performance periodically held.*

## **Quote**

*Service location can be at any function, event, or area requested by the client. Personnel are to be provided weekdays, weekends, and holidays. Non-scheduled service will also be provided as requested. Service will include the following:*

- Trained and certified security officers.*
- Basic security assessment conducted on site.*
- Patrol service.*
- Officers attired as requested by client.*
- On-call service with 24 hours notice.*
- Support services convenience.*

## **Summary**

*This security information package represents an economically attractive security service program. Perhaps even more importantly, it depicts National Protective Service's true firm commitment to all of our clients.*

*Selecting National Protective Services assures you're receiving premium service. This in turn yields premium service for your patrons. The distinguished character of Eagle One personnel is unmatched and as much promises the highest level of security at the greatest value, with the least amount of liability.*

*We at National Protective Services are sure that our future clients will be pleased with our service. With our full compliment of services, there is an unlimited potential for a long term professional relationship.*

*National Protective Services...truly Dedicated to Professionalism !*

***We are dedicated to providing the highest quality level personnel available. We provide REAL security; not just a person in a security uniform.***

*Many potential clients are only interested in the lowest bidder. We will probably not be the lowest bidder, because we pay our officers a "livable wage", and we provide numerous benefits. What does that mean for you? Higher quality officers, lower liability, professional mentalities, better trained personnel, better customer service, and lower turnover. Our personnel consider their security position a profession, not just a job. Remember, you get what you pay for.*

***We look forward to hearing from you!***

***The Threat is Real...is your SECURITY?***