



SECURITY PROVIDER ALIGNMENT STANDARDS

To ensure strong client outcomes and continued growth - while preventing risk- we ask our vendors to be guided by the standards below as they handle Protos assignments. When matching vendors to new assignments, we consider client needs AND each vendor's alignment to these principles. Protos is here to support you... together, we can deliver exceptional service!

PERFORMANCE

- Execute **post orders** exactly as written to ensure service quality and client satisfaction.
- Ensure all Protos assignments are staffed only with **trained, capable** officers.
- Be **reliable and professional**: arrive on time, remain on post, and complete full shifts.
- **Report hours and incidents** promptly via Protos Connect or our phone access system.
- Follow our **observe-and-report-only** policy, avoiding verbal or physical interactions, unless explicitly authorized in the post orders or a client addendum.

WEAPONS

- Weapons (firearms, pepper spray, knives, batons, etc.) are **prohibited** on unarmed posts.
- Only **legal, holstered pistols** are permitted for armed posts; officers must always maintain custody of their firearm.
- **Immediately report** any firearm-related incidents to Protos.

ACCOUNTABILITY

- **Respond promptly** to Protos communications and address escalations promptly; alignment protects opportunity.
- **Providing 30-days' notice** is required if staffing a post becomes unsustainable; you may be released sooner if a replacement is found.
- Honor agreed-upon **guard wage rates**, treat your officers fairly, and comply with all wage laws - clients may ask officers about their pay.
- **Cooperate fully** in legal, insurance, or court-directed matters; we must follow court orders.
- Violations of these standards will be reviewed and may **impact our working relationship**.

PROFESSIONALISM

- Uphold **Protos' core values** of STAY CURIOUS, TAKE OWNERSHIP, BUILD RELATIONSHIPS, and BE PRINCIPLED.
- Be **respectful** and **courteous** on post; always representing Protos and your company with professionalism.
- Maintain clean, client-compliant **uniforms** and **appearance** standards.
- **Limit mobile phone use** to clocking in/out or reporting incidents; no headphones or other distractions on shift.
- **Involve Protos early** in client conflicts, so that a response that protects future work for both of us can be crafted.
- **Continue performing duties professionally** during any performance reviews or investigations.

COMPLIANCE

- To remain eligible for active and new assignments, current security **company licenses** and **certificates of insurance** must always be on file with Protos.
- **Respond promptly** to renewal reminders sent by Protos to help you stay compliant.
- General & Professional Liability (with Assault & Battery), and Workers' Compensation are **mandatory for all assignments**; Commercial Auto coverage is only needed if you accept vehicle-based assignments.
- Review your **insurance policies for exclusions** and decline assignments you are not covered for.
- Ensure that officers assigned to Protos assignments meet all applicable **guard licensing** requirements.
- Officers must carry valid unarmed or armed guard licenses **on their person** while on duty.

**EARN · GROW · PROTECT
TOGETHER**

