

Company Profile

The quality security services of First Guards Security Group Limited (FGSG).

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Herein is a catalog of our core services, a breakdown of recruitment methods and a description of our comprehensive officer training program. Information on our management team, supervision techniques and quality assurance measures is also included.

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Introduction

Mission Statement

"To provide the highest quality security service to our customers with efficiency and cost effectiveness."

Vision Statement

"To be recognized as the leading provider of quality security services in Trinidad and Tobago".

Summary

First Guards Security Group Limited (FGSG) is registered, approved and authorized by the Ministry of National Security to provide security services under the guidelines of the Supplemental Police Act, chapter 15:02.

FGSG provides reliable, efficient and effective security solutions for private, corporate, governmental and industrial bodies.

We employ a very selective recruitment process and rigorous training regiments to produce highly skilled security officers; knowledgeable and capable in emergency situations. All security supervisors are ex-police or ex-military personnel.

Our directors and management team is comprised of senior ex-service personnel with a combined total of more than fifty (50) years experience in private security, law enforcement and general police duties.

Management Team

Ronnie Stoute - Managing Director

Experience: 22 years in Security and Security Management.

Training: Police, military and tertiary training in: security management, firearms, police duties and survival techniques. He is a member of the American Society for Industrial Security (ASIS).

Kerry Hamilton – Operations Director

Experience: 16 years experience Security and Security Management.

Training: Security Duties and Firearms

Anthony Bernard - General Manager in charge of Security Operations

Experience: 38 years with the Trinidad and Tobago Police Service; retired as Superintendent of Police.

Training: Management Studies and Instructional Techniques.

Aldwyn Chandler - Administrative Manager

Experience: 30 years in Security and Security Administration.

Training: Trinidad and Tobago Police Training College: police duties, criminal law and weaponry.

Lionel Villafana - Security Inspector

Experience: 30 years at the Special Branch of the Trinidad and Tobago Police Service.

Training: Police and paramilitary training in weaponry, surveillance, protective security and hostage retrieval.

Terrence Nurse - Security Inspector

Experience: 16 years in Security and Security Supervision.

Training: Security Administration and Management, Supervisory Management and Human Resource Management.

Keith Sullivan - Canine Breeder and Trainer

Experience: 22 years experience breeding and training dogs for security duties.

Training: Kennel Management, Dog Training and Veterinary Science.

Core Services

Baton Officers

We provide highly disciplined and well trained baton and unarmed officers. Officers' training includes: Self Defense, Security Duties, First Aid, Fire Prevention, Public Relations, Response Techniques and Communication Skills.

Firearm Officers

Our armed security guards have been authorized and certified to carry and use firearms. These officers have been trained in accordance with the Fire Arm Act of Trinidad and Tobago.

Cash in Transit

FGSG provides the safe transport of your cash and valuables. The pickup and delivery is handled by trained armed guards and transported in our semi-armored vehicles. Your package remains sealed from origin to destination.

Canine and Handler

From years of experience working with our clients we have found that a well trained security dog gives the guard a greater presence and lends more credibility. We maintain kennels outfitted with trained guard dogs. Each dog will be accompanied by a professional handler either armed or unarmed as required.

Private Investigations

We provide discreet, credible surveillance and investigation services.

Payroll Service

Armed security will accompany you and your cash from the bank, to the job site and secure the premises while you pay your employees.

Response Service

Have a reliable, efficient and effective response team standing by for emergency situations. All members of our Rapid Response Unit receive in-house tactical training which covers response procedures and techniques to various emergency scenarios.

Mobile Patrol

Deter and capture criminals on your private property, business place, private community or otherwise. Every officer employed by FGSG is trained in police duties and well equipped to secure your well being, offering you peace of mind.

General Security Survey

Our security experts will survey your premises and review your activity to identify points of risk. They will then submit a proposal and quotation that completely covers your specific security needs.

Electronic Security Survey

We provide assessment, installation, maintenance and monitoring of hi-tech electronic security systems.

Selection and Recruitment

Overview

To ensure quality performance only the best applicants are selected for our mandatory training program. All trainees must successfully complete this program and pass subsequent examinations to be employed by First Guards Security Group Limited.

Selection Process

Our selection process begins with a thorough screening of all employment applications. Only the best applications are shortlisted for interview.

Before the interview, shortlisted applications are comprehensively investigated for completeness and accuracy by our Personnel Officer who also performs detailed background checks on each applicant. Applicants with a poor work history, criminal record, falsified information or who are otherwise unsuitable for employment are rejected.

Recruitment

On or before the interview date all applicants must submit:

- Two (2) recent passport sized photos
- Trinidad and Tobago Birth Certificate
- Two (2) valid forms of ID
- School Leaving Certification
- A police certificate of good character

- Two (2) letters of Recommendation (not more than 6 months old)

Successful interviewees are allowed into a two (2) week long induction program designed to produce officers capable of carrying out general security duties.

At the end of this program trainees are given a written examination based on their training during this period. A minimum score of 70% is required in order to advance to the second level of training for a further two (2) weeks and be considered for possible employment with First Guards Security Group.

Training

Areas of Training

Our officers are trained in conformity with a syllabus prescribed by the Police Training Academy. This training covers a wide area of study including:

- Military Drills
- Self Defense
- Security Duties
- Court Procedure
- Criminal law
- First Aid
- Fire Prevention
- Public Relations
- Response Techniques
- Communication Skill

Training Policy

Every officer must be appropriately and adequately trained, qualified and certified for his assigned duty. This policy guarantees that the best possible security personnel are protecting your property and the people important to you.

First Guards Security Group Limited has a dedicated and focused training commitment to all its employees. Specifically designed, our own training course creates a "pathway" of learning that equips our staff with the relevant practical skills and knowledge required for their professional and personal development.

Special Needs Training

Depending on the nature of the assignment, the officers deployed may be required to undergo specialized training. We ensure that the duty assigned is manned by individuals who are additionally trained to suit the environment that they will serve.

FGSG constantly recruits competent and capable male and female officers for special services and special duties where extensive training programs for its recruits are carried out.

OSHA Training

Our officers are all trained in accordance with the National Occupational Safety and Health Standards.

Areas of training covered are as follows:

- Health and Safety
- Safety Management
- OSHA Standards
- Human Behavior
- Communication
- First Aid, CPR, A&D
- Hazard Communication
- Fire Protection
- Record Keeping and Reporting
- Workplace and Inspections
- OSHA Approved State Programs
- Control of Hazardous Energy
- Walking and Working Surfaces
- Introduction to Industrial Hygiene
- Personal Protection Equipment
- Hazardous Material

Firearm Training

Our armed security guards must be trained in all aspects of keeping a business or person safe. This training includes the proper and effective use of firearms. Officers who have been authorized and certified to carry and use firearms have also been trained in the following areas:

- Fire Arm Safety
- Mental Set and Survival Response
- Fire Arm Act of Trinidad and Tobago
- Safe Carrying and Drawing of the Firearm

Further training includes how to deter crimes through an obvious presence, notice details that are useful to the police and the proper way to report a crime.

Supervision

Sites Visits

Regular unexpected visits are made to assignments to ensure that all security procedures are being observed. In addition, special unannounced visits are made to the assignments by Senior Staff to review the security force and examine it for possible weakness.

Performance and Operational Reviews

Every month a Performance and Operational Review is conducted for each post to which our officers are assigned. Any recommendations derived from regular site visits will be included in this review alongside any client recommendations. This is an internal document however, when necessary, it is sent to the customer for action.

We will respond to a customer's request to replace any guard who does not comply with their company's operational procedures. First Guards Security Group is willing to make adjustments to contracts to suit the changing needs of our clients.

Communication

At all times, whilst on duty, our guards carry telecommunication radios for effective communication to our office. In the event of an emergency they and our clients have ready access to additional support.

Senior Personnel ensure that your premises are properly served by making regular patrol visits, telecommunication and cell phone checks.

Quality Assurance

First Guards Security Group recognizes that the quality of service offered to its clients depend on the everyday actions of all those in its employ. Our management and supervision ensure that all security officers are fully conversant with the Company's quality objectives.

The quality assurance procedures as set down are mandatory for all employees. No deviations are permitted without prior authorization from the Managing Director.

Additional Information

Contact Information

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Scarborough
Tobago, W.I.

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Email: info@firstguardstt.com

Website: www.firstguardstt.com

References

Caribbean Airlines Limited - Mr. Kurt Gould

National Petroleum Marketing Company Limited - Mr. Codrington Joefield

Ministry of Agriculture - Mr. Hansley Dubay

Chaguanas Borough Corporation (C.E.O.) - Mr. William Mark