



Professional Security & Escorts S.A.E

Secure your world Professionally
Integrated Security Solutions

Secure your world professionally

COMPANY PROFILE

Professional Security & Escorts
Third floor, Building 2, City Star towers, Central corridor - 6th of October City - Giza
Tel: +2(02) 38244967 - Fax: +2(02) 38244968
chairman@professionaleg.com - www.professionaleg.com

Chairman & CEO Word

Dear Business Partners,,,

We would like to thank you for giving Professional Security & Escorts Egypt one of the largest companies in providing security services at A.R.E authorized by Egyptian of Interior affair Ministry (EIAM). To participate its company profile to your perusal and we are pride to shortlist our security services as showing on the following pages.

With enough experience of security, safety business and adequate management infrastructure; we are very confident that we will provide you with high quality and professional security and we assure you that we will meet & exceed your level of expectations.

We pride ourselves on delivering professional services in Egypt, which are driven and focused on customer services and supporting our security guards with extensive management control and supervision.

Yours sincerely,

For (PSE) S.A.E

Col. Khalid Omar Ahmed Hassan

Chairman & CEO

Mob. : 01010150165

E-mail: Chairman@professionaleg.com



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Professional Security & Escorts (PSE)

PSE Security & Escorts Egypt S.A.E is created by Mr. Col. Khalid Omar Ahmed (Chairman & CEO). This company being operations in 2013, since then, PSE Egypt has grown and now employs over 100 employees.

The activities of PSE Egypt are centered on providing employment for Egyptian nationals. In addition to a predominantly Egyptian work force we employ a number of expatriate for & when the customers required.

Brief details of the services we offer is shown on the following pages:

PSE Egypt S.A.E

-  Security & Intelligence Services (SIS)
-  Close Protection & Escorting Services
-  Response Services (Armed / Unarmed)
-  K9 Services
-  System security & Technical support Services
-  Consultancy Services
-  Cash In Transit (CIT)

Our Values...

**• CUSTOMER FOCUS**

- We have close, open relationships with our customers that generate trust and we work in partnership for the mutual benefit of our organization.

• EXPERTISE

- We develop and demonstrate our expertise through our innovative and leading edge approach to creating and delivering the right solution.

• PERFORMANCE

- We challenge ourselves to improve performance year-on-year and to create long-term sustainability.

• BEST PEOPLE

- We always take care to employ the best people, develop their competence, provide opportunity and inspire them to live our values.

• INTEGRITY

- We can always be trusted to do the right thing.

• COLLABORATION & TEAMWORK

- We collaborate for the benefit of PCT&S as a whole.

1. Guarding Services

PSE Egypt Guard Force is the product of a talented pool of effective, highly experienced, multiple task managers, who are working hard to get things done right on the first time & all the time.

In existence since 2013, PSE S.A. is the most experienced and best equipped security agency in Egypt,

Our security personnel are not only alert and watchful on their posts, but are also trained to be attentive to the people and the property of the community at large.

There is an enormous difference between being a Professional PSE security guard and any other security guard. A PSE security guard is exceptionally well trained and must adhere to the following four pillars:

- . **Know** general and specific post orders;
- . **Have enough** self-discipline to do the job continuously, without distraction or interruption
- . **Maintain** high Professional Standards, and above all, Maintain uncompromising integrity.

Meeting these requirements produces a Security Guard Force that ensures the client's protection. Because there can be no compromise, these pillars are the foundation upon which our security program is built and they are why PSE Guard Force is capable of providing the solid security program we propose.



PSE has designed an organizational structure and assembled a project management team with emphasis on maximizing the strengths of the security team and achieving the client goals. PSE S.A.E plans include extensive, thorough planning based on the priorities established by client's and our comprehensive past experience. The logistical support necessary to achieve these goals will be readily accessible and delivered in a timely fashion.

PSE S.A.E is able to offer uniformed guard services, which are tailor, made to individual need and can accommodate the simplest to most sophisticated requirement. This can range from residential, commercial or banks, hotels to oil and gas or government organizations.

We also believe that supervision is equally important in order to provide quality service. In this regard,

The Operations Team constantly maintain a close supervision of all the guard backed up by a 24 hours control room staffed with English speaking personnel so that both clients and guards can obtain assistance at any time



Secure Your World Professionally

2. IT security & Technical support Services

PSE has a wealth of experience and resources in security system design, and recognizes the critical importance of accurate and detailed planning from the outset of every security project. Our Security Consultants provide expert advice in reducing security risks. Individual consultants have a wide range of experience in industries and security applications.

Our security engineers complement the activities of our consultants by working closely with the client to determine performance requirements, detailing system designs, cable, routes, positioning and connecting of equipment including Environmental and aesthetic conditions

A few of the areas we concentrate are as follows:

- Integrated Alarm Systems
- Intruder Alarm
- Perimeter Site Protection
- Public Address System
- Access Control
- CLOSED CIRCUIT TELEVISION
- Electronic Article Surveillance
- Parking Barriers



We have carefully analyzed the service needs, both of our equipment and our customers. As a result, we have assembled the necessary materials, administration and human resources to provide what is simply the best maintenance and repair service in the business.

PSE Security System designs proceed from an understanding that it is first necessary to know what is to be protected and why, before a valid security system design is possible. It is our policy to involve the client in every phase of system design, so ensuring that he is familiar with the rationale behind equipment selection.

3. Response Services (One Call Emergency Assistance)

PSE is providing a 24-hour control room to answer and respond to emergency calls from members on PSE Database. Members will have the facility of calling the 24-hour call center when they require assistance in dealing with local authorities. Members will also have the facility of a mobile response supervisor that will be available in case of an accident or road trouble, to provide necessary security presence till member of family arrives and in some cases the member may be driven home.

In addition members can receive directions and security advice as to whom to contact in case of emergency.

PSE is providing highly trained personnel with marked patrol vehicles to respond for all emergency calls.

Our Database includes all members and immediate family member's details including photos, names, passport copies, medical details including prescribed medications, emergency contact information, children's school names and locations, blood type, etc.



4. Consultancy & Training Services

PSE Egypt technical resources include Consultant/engineers who have designed security & safety systems to protect valuable personnel and property. This wealth of expertise provides professionals with wide ranging industry and geographical experience:

- Threat Assessment
- Vulnerability analysis
- Risk Management
- Security Planning
- Conceptual Design
- Operating and Contingency Planning

In addition to its own team of consultants and engineers based in Egypt, it can call upon the resources of other Group companies as the need dictates. This team includes a professional engineering and technical personnel available to it apart from its resident team in the Egypt.

PSE believes that training is the foundation of a quality service. All employees are trained in the fundamentals of security before assignment. Once allocated a job site the employee is again carefully trained in the site-specific details of equal importance, training is ongoing with careful monitoring by the field supervisory personnel.

This training will be expanded to offer Egyptian's the opportunity to gain certification in the following designations:

- Security Officer
- Security Management
- Fire
- Maritime Safety & Survival
- Occupational Health & Safety
- First Aid



How to Contact Us

NAMES	E-MAIL	Contact No.
Col. Khalid Omar Chairman & CEO	Chairman@professionaleg.com	+20 1010150165 +20 1005353020 +20 1221504411
Col. Tarek Mohamed General Manager	GM@professionaleg.com	+2 01021811551
Mr. Taher El-Kolaly Legal Manager & Deputy General Manager	legal@professionaleg.com	+20 1022077851
Col.Ahmed Abo El-Fetoh Operation Manager	Operation.manager@professionaleg.com	+201090308800
Col.Ahmed Osama	ahmed.osama@professionaleg.com	+2 01155096777
Mr. Islam El-Sayed Financial Manager	Finance.Manager@professionaleg.com	+2 01029527000
Mr. Mahmoud Mokhtar Accounts Manager	finance@professionaleg.com	+201067548085
Mr. Ahmed Foad Accountant	finance@professionaleg.com	+01011880738
Eng.Gamal Medhat	It-support@professionaleg.com	+201011797949
Cap. Khaled elsayed Operations Department	OPS@professionaleg.com	+201029355066
Cap. Abdelhamed kased Operations Department	OPS@professionaleg.com	+2 01270110333
Mr. Ahmed Hassan Operations Department	OPS@professionaleg.com	+2 01093500822
Mrs. Asma yehia Marketing	esraa.yehia@professionaleg.com	+2 01063293330

GUARDING OPERATIONAL STRUCTURE

{PSE is absolutely committed to supplying the resources necessary to meet and exceed the Client's expectations}



Security Guard Force Quality Assurance

General:

In order to have a totally reliable Security Guard Force in place, an assessment system must be established and applied consistently. PSE's specialized Quality Assurance Program monitors the Security Guard Force, evaluating it against PSE's exceptionally rigorous standards of performance.

The detailed quality assurance guidelines and checklists will provide management with an organized and approved method of performing evaluations. Any problem areas identified through this process will be remedied immediately.

The resulting security program is the most dependable protective force possible. Under the direct supervision and control of management, the Quality Assurance Program will be reviewed periodically for effectiveness.

The quality of the Security Guard Force is a direct product of the various elements upon which it is built.

A strong and reliable Force is built and maintained upon sound

- Personnel Selection
- Inspection Policies and Procedures, and
- Operational and Support Elements.
- Insurance
- Training

Personnel Quality Assurance Standards:

Personnel Quality Assurance Standards The first opportunity to assure the quality of the Security Guard Force is through the Selective Recruitment Process. PSE, in consultation with the Client's, will keep recruitment of new security officers to a minimum. Whenever recruitment is necessary, however, the single determining factor shall be that only the best qualified shall be recruited for the Security Officer program. Determining which candidates are best qualified is based on an objective set of criteria including background investigations, credit checks, physical suitability, previous security experience, current employment status, and personal and professional recommendations. Applicants that do not meet all of the stated criteria will not be selected for service.

PSE will ensure that all the personnel provided for the performance of the services at client's sites:

- ❖ Are adequately qualified, experienced and suited in skill, temperament and attitude for the conditions and environment in which the Services are to be performed;
- ❖ Are responsible for the highest degree of personal fitness and be free from any clinical evidence of any communicable disease, intestinal infection, skin disease, or inflammatory condition of the respiratory system and shall ensure that any of the guards found or suspected of having any symptoms of any communicable disease, skin infection, or any other illness, will be immediately replaced and will not return until he has been examined and found to be free of such condition;
- ❖ All guards proposed by PSE are subject to interview and approval by the Client's representative.

PSE Selection Process

Once the candidates have established an interest in the company, the selection process proceeds along the following steps:

- Review of the candidate's original documentation (résumé, cover letter, official ID, recommendation letters, certificate of previous employment, education certificates, etc.), which are the prerequisites for employment.
- The candidate goes to pre-employment medical and physical evaluations.
- Simultaneously a background investigation is conducted. Place of residence and previous employment are verified. A background investigation of his/her behavior, use of drugs and/or alcohol, debts, etc. is done. The investigators submit a written report of findings.
- Investigations Department conducts a police check.
- Candidates begin Basic Training Program in PSE facility.

PSE Guard's Selection Criterion

FeatureSought	Essential	Desirable
Physical Make-up	Weight in proportion to height not below 1.75m. Eyesight, hearing etc. Perfect; Neat clean appearance; Military bearing, Age between 21-40.	Tall, slim and smart with thin waist.
Attainments	High school level education; Ex-military/police or commercial/Hotel security.	Experience in nursing and firefighting.
Intelligence	Alert, quick thinking.	Must comply to PSE standards
Aptitudes	Social skills adequate to deal firmly but politely with customer; fluency in English language.	Learning new languages.
Interests	None	Fire Fighting, First Aid, Physical fitness
Disposition	Imposing, charming & friendly personality; ability to remain cool and calm in an emergency; ability to work 8-12 hrs. shifts day or night.	Good communication and inter-personal skills.
Circumstances	Must be able to work irregular hours; must be willing to stand for long periods; must be willing to work abroad.	Flexible domestic situation



Quality Assurance Through Inspection

An inspection system shall be implemented to cover the scope of work for the service required by our Client's. These inspections will include unannounced and random post inspections, vehicle inspections, and unannounced physical inventories of contractor furnished property. Finally, it is PSE's responsibility to conduct annual inspections of the overall project. Every inspection will be recorded on the "Quality Assurance and Control Checklist."

PSE will designate a Liaison Manager, who will coordinate with the Clients representatives to ensure the highest of standards of Services.

- The PSE Liaison Manager will provide a direct point of contact with the Clients representatives ensuring that the security requirements are adhered to constantly.
- The PSE Liaison Manager is responsible for the management and operation of the services requirements with mandate to maximize effectiveness of the services.
- In addition, the PSE Liaison Manager is responsible for immediate Guard tasking to fulfill the Client's requirement for training, supervision, program development and customer service to ensure that services are carried out consistently and in response to specific incident.



Operational and Support Elements

During the initial inspection of each shift, a quality assurance form will be filled out to record the date, time, location, personnel assigned and an itemized account of the details of the inspection. Details include such items as cleanliness of all articles of the uniform (hat, shirt, trousers, shoes, belt, T-shirt, etc.), information regarding whether the uniform is being worn properly, serial numbers of all assigned equipment, the condition of the equipment, condition of the black gear, general knowledge of Security Guard orders (General and Post), chronological log register filed out properly, conduct of Security Guard Force personnel, cleanliness of post, and organization of the post. Results of the inspections will be tabulated for summary reviews to identify common deficiencies. If common deficiencies are found, proper procedures will be reintroduced via remedial On the Job Training (OJT), implemented to correct the deficiencies as soon as possible and keep them from getting worse. If remedial OJT is not sufficient, disciplinary action will be taken.

Insurance

PSE S.A.E is insured that, a proper local insurance coverage is maintained. The insurance provides cover against physical loss of or damage to the property in the insured's care, custody or control from any cause including the infidelity, dishonesty or negligence of employees of the PSE but only to the extent to which the Insured is legally liable under the terms of contract with its customer.



- **Initial Basic Training** Quality Standards for Applicants and New Guards Training is the second factor in the Security Guard Force quality assurance program. Successfully completing initial (basic) training will be a required element of the program.
- **Re-certification Training**, PSE will provide annual re-certification training to assure that all personnel are current in their knowledge and understanding of the requirements of the job. Additionally, this training updates the Security Guard Force with the latest techniques and technologies, keeping them current with industry innovations.
- **Customer/Client Relations**: This block deals with interpersonal communications, and the overall inter-actions between the guards and the Client's and other people on site. It focuses on service oriented techniques.
- **Behavior and Appearance**: This block deals simply with the grooming standards, which the guards are held by the company. It includes bathing, shaving, uniforms, etc. It also covers the way the public sees the guards through their behavior, such as posture, gestures and outward activities.
- **Fire Training**: The physics of fire, prevention, and use of extinguishers are taught. The four phases of fire, the fire triangle, etc. They are also trained how to be proactive in fire prevention.
- **Bomb Threats**: Vehicle bombs, package bombs, and bomb threat detection are taught. Types, procedures, and search techniques are covered.
- **Proper Radio Procedures**: The basic do's and don'ts of radio communications.
- **Basic First Aid**: The topics covered are primary survey, universal precautions, shock, airway obstructions, control bleeding, burns, fractures, heat related illness, and sudden illness.



Some of Our Previous Clients







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Current Clients



