



# PChange Protective Services

“Because we Believe in Positive – Change”



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## INTRODUCTION



**John M. Griffin, CEO:** In 2003, Mr. Griffin founded PChange LLC, a Professional Security Management Firm in Phoenix, Arizona. The PChange name means to bring **Positive-Change** to the communities, residents, and visitors of our clients' properties. In 2006 the company moved to Columbia, Maryland and began working with A&D Security Consultants. Mr. Griffin sharpened his business development, marketing, and operational skills working side by side with two seasoned former 35-year DC police officers and as of 2014 became one of the top performing guard services companies in the District of Columbia, Maryland, and Virginia region. Today, Mr. Griffin is responsible for the overall direction of PChange Protective Services. The company continues to build community relationships and business clientele by implementing its innovative Quality Assurance Program to client properties and in turn increasing investor's returns by managers operating at full capacity. Mr. Griffin has developed a strategic plan for eliminating the criminal element, with increased visibility, and overall change to properties requiring a safe and secure environment for their customers, visitors, residents, patrons, communities, and staff.

**“Success is achieved with Determination, Dedication, and Quality!”**

PPS's uniquely qualified staff has extensive experience in a wide range of expert advice and assistance on improving government and commercial management planning, from long-term strategic plans to operational action plans. These plans involve the implementation of pragmatic procedures that fall within the specific capabilities set forth by each facility.



**Rosa N. Griffin, President:** Mrs. Griffin is responsible for the day to day management of PChange Protective Services. She is responsible for operations oversight, business development, administrative management, critical networking, strategic marketing, accounting, invoicing, human resource, unemployment hearings, quality assurance, and general counsel. Under the leadership of Mrs. Griffin, PChange has successfully achieved its marketing and advertising goals becoming a regionally known security firm within the DC, MD, and VA market. With new contracts in Pennsylvania, Rhode Island, and Delaware this year, she has the company on target to enter 3 additional states on our 4-state goal for 2017. Mrs. Griffin received her Business Management Degree from Glendale Community College from Glendale, AZ in 1992 and continued her education at the University of Maryland, College Park, MD. She also holds multiple awards for excellence in meeting and exceeding sales goals.



**Walter Oliver, Director of Business Development:** Mr. Oliver joined PChange LLC as the Director of Business Development in June, 2017. During his tenure at PChange Protective Services, Mr. Oliver has closed over \$1.5 million in new security contracts in the DMV region. His portfolio of clients include Horning Brothers Property Management, DC Public Charter Schools, LAZ Parking Inc. and First Communities. Under Mr. Oliver's leadership PChange Protective Services has successfully achieved its financial, marketing and growth goals of becoming one of the top security firms in the Northeastern Region.

Mr. Oliver is a licensed Private Detective, Armed Special Police Officer in DC, and Armed Guard license holder. His vast experience in the guard business ensures clients receive the highest level of service. He collaborates with Operations and Quality Assurance managers to address and resolve client concerns. Walter is a leader in PChange's organization, since joining PChange he has implemented new technology systems including Officer Reports, the Deggy System and a community outreach program.

## MISSION STATEMENT

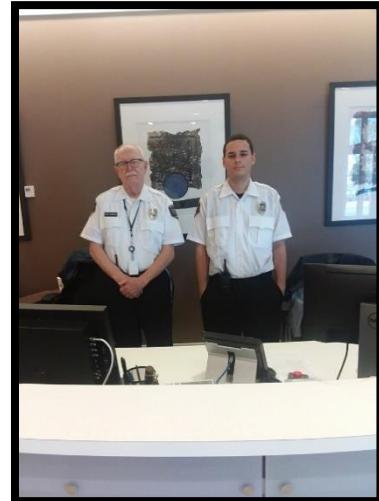
To provide professional and reliable service to our clients; maintain a healthy, drug free, and pleasant working environment for our staff; develop a positive working relationship within the community we work; and guarantee the highest in Quality Assurance – the element that separates us from our competitors.

## ABOUT PCHANGE

PChange = Positive-Change. We are committed to becoming the leading provider of guard services making a difference in communities we serve with our unprecedented commitment to delivering the Highest Standards of Quality by adhering to the following principles:

- Provide exceptional consulting and security services at low competitive rates passing on a major cost savings to our clients;
- Provide a highly desirable working environment that nurtures creativity and innovation among its employees; encourages promotion from within; offers comprehensive competitive benefits and provides an outstanding rate of employee retention;
- Provide our clients with only the highest qualified consulting and security professionals through our thorough recruitment process to include women, minorities, veterans, and seasoned professionals.





## SECURITY TRAINING

PPS offers a comprehensive security-training program with seminars tailored to meet a client's specific requirements that may include advance derived from U.S military, Federal Protective Service, Department of Homeland Security, and State regulatory requirements.

Training focuses' on but not limited to:

- Communications
- Laws, constitutional, criminal and civil
- Report Writing
- Ethics and Conduct on Duty
- Property Control
- Patrol Procedures
- Public Relations
- Customer Service
- Access Control
- Emergency preparedness
- Incident command
- Emergency Evacuation
- First Aid, CPR
- Bomb Threats and Suspicious packages
- Use of Force





## QUALITY ASSURANCE

PPS prepares daily inspection reports. With a cadre of five full time quality control specialists and growing, PPS can meet your Quality Control/Assurance needs. PPS knows what to look for and understands what important

elements are required in assessing quality. PPS inspects the log books, the individuals' appearance, the order and cleanliness of the post and security officer knowledge of their jobs. PPS introduces to our clients the program of "focus outcome". This is a program where strategic planning and investigations are performed on each individual security officer. The findings of our investigation can best determine the outcome of how the individual will work out on our client's property. PPS checks the work history of three past employers, their military, criminal, driving and credit history of each applicant are also verified. Applicants are given reading and writing examinations before they are hired. These requirements can give PPS a basic forecast of how an individual will respond with our clients' expectations.



## SITE INSPECTIONS

The PPS Quality Assurance team makes unannounced site visit on a 24-hours basis to provide oversight and management of the client's property or facility. When a deficiency is discovered, we prepare a detailed report describing the result of each inspection.



## DAILY MANAGEMENT

PPS Security Manager and shift supervisors are available to answer questions and respond to emergencies daily to ensure client satisfaction. PPS employs one supervisor for every eight security officers. Each customer site is assigned a project manager. Our clients are given a daily report, in military blotter format, each morning. Emergency incidents are documented and after hour notifications are made.

## MANAGEMENT OVERSIGHT

PPS Regional Managers are obligated to meet with clients daily or immediately in case of emergencies. Our total commitment is focused on achieving excellence and pleasing our customers. PPS returns telephone calls within one hour and responds, reports or returns to the facility within a 2-hour notice.





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## LICENSED AND INSURED

PChange Protective Services' officers are fully certified and licensed according to Local, State and Federal regulations. We hold \$1,000,000/\$2,000,000 General Liability, \$5,000,000 Umbrella, \$1,000,000 Automobile, \$1,000,000/\$1,000,000/\$1,000,000 Workman's Compensation, and \$500,000 Cyber insurances. We are currently license in DC, MD, and VA to provide security guard and security related business.





## PChange Protective Services

"Because We Believe in Positive-Change"



### Bringing Positive Change to You!

Our mission is to provide professional, reliable, and secure service to our clients by employing only highly trained security guards, licensed armed guards and special police officers. Our Quality Assurance Program ensures clients are receiving exceptional service through leadership oversight, technology and continuous training of our staff.



#### Services Offered:

- Armed Special Police
- Unarmed Special Police
- Armed Security Officers
- Unarmed Security Officers
- Roving Patrol
- City Ambassadors
- Concierge Services
- Fire Watch
- K-9 Officers
- Site Risk Assessments



Call today for a Free Site Assessment

1.800.679.1612 ext. 703

[www.pchangellc.com](http://www.pchangellc.com)



## Bringing Positive Change To:

Currently Licensed		Pending License	
<b>Maryland (MD)</b> 	<b>Pennsylvania (PA)</b> 	<b>Georgia (GA)</b> 	<b>Boston (MA)</b> 
<b>District of Columbia (DC)</b> 		<b>Virginia (VA)</b> 	<b>California (CA)</b> 
<b>Delaware (DE)</b> 		<b>North Carolina (NC)</b> 	
<b>Rhode Island (RI)</b> 		<b>Arizona (AZ)</b> 	





## PCHANGE PROTECTIVE SERVICES

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