

## Why Harvard?

As the person responsible for safety and security, you know that anything can—and will—happen without warning. You need a security firm you can rely on to handle the day-to-day issues of business as usual. You also need a partner that can prepare for the unforeseen, protecting life and property while minimizing business disruption. *You need Harvard Protection.*

## Standing the Security Industry on Its Head . . .

At Harvard Protection, we realize we're only as good as our people. That's why we go to great lengths to recruit and retain high-quality men and women to join the Harvard family. From security officers to senior management, each Harvard employee represents an investment in the company's future.

## Employee Stability

In an industry plagued with astronomical turnover, our focus on employee satisfaction has resulted in exceptional retention—consistently more than 80%. From their first day on the job, our officers receive an industry-leading benefits package that includes the following:

- Vacation time
- Paid sick leave and personal days
- No-deductible health insurance
- Matching 401(k) retirement savings plan
- Life insurance
- Awards and bonuses

When a talented employee leaves, that person takes away valuable skills and experience. Harvard Protection invests considerable time and resources to recruit and develop the right people for each client location.

## Exceptional Service

We don't believe in cookie-cutter solutions. Harvard Protection approaches each client location as a unique challenge that requires a custom security program. We consider such factors as building size, number of tenants and visitors, type of business—or businesses, corporate culture and more. Then, we use this information to select the right personnel and to create the right officer training program for your specific needs.

Throughout this process—and beyond—we keep open lines of communication to make sure our solutions support your culture and mission. We don't ask you to adapt to us. That's because the Harvard culture and mission revolve around exceptional customer service.

*“One thing that really defines Harvard Protection is the team approach. It's what works. There are no walls . . . no politics. No one is out to do anything but satisfy the customer.”*

Stanley K. Doobin,  
President, Harvard Protection

**HARVARD**<sup>®</sup>  
**PROTECTION SERVICES, LLC**  
*Securing Partners for Life*



*Securing Partners for Life*

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## The Harvard Difference®

*At Harvard Protection, you're not just a client.*

The company culture—backed by the personal commitment of our president—views you as something far more valuable: our lifeblood.

Every staff member shares the firm's customer-centric value system. Our people believe that:

- **"We're only as good as the job we do today."** We provide consistent, high-quality service, so our clients work in a secure, productive environment every day.
- **"Meeting expectations is not enough."** We strive to exceed clients' expectations. You will find our management team, including the president, on site at all hours to achieve that goal.
- **"No two clients are the same."** We customize our service to your needs. Harvard meets individual client requirements day in and day out, and we can accommodate virtually any special request.
- **"People are at the heart of what we do."** Our employees and clients are our greatest assets. We communicate openly with both groups to make sure these partnerships are working.

## About Harvard Protection

Since its founding in 1996, Harvard Protection Services, LLC, has provided experienced security personnel throughout a diverse and demanding marketplace. Commitment to delivering excellent service and exceptional value has fueled an annualized growth rate of 25% and prompted expansion into new markets. The company operates independently under the Harvard Maintenance umbrella, maintaining the Inverted Pyramid® management style and the customer-centric approach of its parent organization.

During the last decade, privately owned Harvard Protection has worked with clients in a wide range of industries at a variety of locations, including:

- Government facilities
- Financial institutions
- Law firms
- Hotels
- Commercial and residential real estate
- Industrial parks
- Museums
- Religious and cultural centers
- Corporate campuses

## Our Officers

The role of security officers has evolved well past midnight tours. Today's security challenges demand skilled professionals to perform a wide range of complex duties, including access control, command center operation and fire safety management. We attract—and keep—talented people by paying higher wages and providing the best benefit package in the industry. And we match each employee with a position and account that suits his or her skill set and temperament. Add site-specific training to the mix, and you have a retention recipe that yields equal parts client and employee satisfaction.

## Our Managers & Supervisors

Approximately 90% of the Harvard Protection management and supervisory team offer law enforcement experience and training. Harvard managers and supervisors consistently visit every client location to inspect our officers and ensure we deliver on our promise of service excellence. Nextel® walkie-talkie service keeps our management team linked to Harvard Protection headquarters and to each other at all times. In addition, our supervisors treat every employee interaction as a hands-on training opportunity, ensuring well-prepared, knowledgeable officers with a "can-do" attitude.

## Harvard Core Values

Non negotiable traits of all Harvard Employees are:

- Integrity
- Honesty
- Loyalty
- Ethical
- Team Player
- Flexibility
- Respectful
- Strong Work Ethic

Security Officers

Supervisors

Site Managers

Management Team

## The Inverted Pyramid®

Unlike traditional top-down management styles, The Inverted Pyramid® approach at Harvard Protection respects, values and empowers employees at every level. Because our people are integral to our success, Harvard management treats employee support as a critical mission. We provide the support, tools and help they need for peak performance.

The result: Exceptional client service and satisfaction, the hallmark of Harvard operations.

## The Harvard Mission

Enhance the client workplace by providing the highest level of protection services available. Exceed customer needs and expectations by empowering employees to operate at peak performance.



*Our future depends on client service and satisfaction . . . from every team member.*

