

The Conley Group, Inc. Facility Assurance Specialist FAQ

What is a Facility Assurance Specialist?

The Conley Group, Inc. is an established leader in providing quality security services. Not every customer's staffing assignment requires a trained security officer. This is where the Facility Assurance Specialist can assist. Typical job functions of a Facility Assurance Specialist include greeting and processing visitors, answering questions from employees, visitors and the public, checking the organization's security systems, mechanical and electrical systems, data centers, and providing support and assistance in summoning help in case of an emergency.

What is the difference between a Facility Assurance Specialist and a Conley Group Security Officer?

Conley Group Security Officers are security professionals who possess the training and capabilities necessary to respond and react to emergency situations. Security Officers are equipped with non-lethal defensive weapons and can carry firearms if needed. While Facility Assurance Specialists perform some of the same basic tasks as Security Officers, their primary function is to provide facility support to the customers. An example of these duties is checking and processing guests, and checking critical systems.

Is there a difference in cost between a Conley Group Facility Assurance Specialist and a Conley Group Security Officer?

Yes. Because Facility Assurance Specialists are not Security Officers, they do not have the same level of training and responsibility as does a Conley Group Security Officer. Thus, the hourly cost for a Facility Assurance Specialist is less than the hourly cost of a Security Officer.

What standards must Facility Assurance Specialists meet?

All Facility Assurance Specialists must meet the same pre-employment standards as Security Officers. This helps ensure that customers receive only helpful and honest Facility Assurance Specialists.

Are Facility Assurance Specialists trained?

Yes. All Facility Assurance Specialists are required to complete the same basic training requirements as Security Officers must complete. This training helps provide Facility Assurance Specialists with an understanding of

emergency procedures, public relations and many other professional critical core competencies.

Are Facility Assurance Specialists required to follow Conley Group policies and guidelines?

Yes. Facility Assurance Specialists must follow the same stringent policies and guidelines as Security Officers. While there are sections of Conley Group policies and guidelines that only apply to Security Officers, Facility Assurance Specialists must adhere to the same guidance, including grooming standards and the company code of conduct.

Do Facility Assurance Specialists carry any type of weapons?

No. Facility Assurance Specialists do not carry any type of designated lethal or non-lethal weapon. They are not trained to use such devices and are not authorized to engage in confronting situations that it may be necessary to employ either a lethal or non-lethal weapon. Facility Assurance Specialists are directed to observe and report, and not respond and engage. Facility Assurance Specialists do carry flashlights and other similar accessories to fulfill their duties.

Is there a difference between a Facility Assurance Specialist and a common security guard?

Yes. On average, every Conley Group Facility Assurance Specialist is better qualified, has far better training, and is paid far better than a common guard, even though Specialists perform about the same functions and tasks as do security guards. When a bona fide security officer is not needed for a position or post, a Facility Assurance Specialist can be a significantly better alternative to a common guard.

Does having a Facility Assurance Specialist reduce liability instead of having a common security guard program?

There is a good case that can be made for Facility Assurance Specialists reducing the liability exposure of the client company. One of the many problems with common security guards is that there is an expectation of competency and a legal standard of due care. The fact is that common security guards are frequently hired right off the street, are underpaid, are under trained and work in a highly under-regulated industry. At the same time, there are numerous professional selection and training standards that all security guards must meet, but rarely do. Thus, if anything occurs when a security guard is, or should be, on duty, that guard's actions will be judged by the courts and the public in conjunction with the professional selection

and training standards that exist. If the guard reacts incorrectly, litigation could and often does follow. The fact is that most common guards who do not meet professional standards can leave the organization that hired the guards or the guard company liable for the guard's mistakes. Having a Facility Assurance Specialist on-site who is better qualified and trained than a common security guard could represent an increased level of service with reduced liability exposure at the same time.

Are Facility Assurance Specialists State Licensed?

Yes. Although Facility Assurance Specialists are not Security Officers, our company requires all Conley Group employees to become licensed as Private Security Officers by the Iowa Department of Public Safety. Because the State of Iowa licensing process involves, among other things, a federal records check, we can be sure that every employee, regardless of their job description, does not have a criminal record or questionable past.

Who supervises and supports Facility Assurance Specialists?

All Facility Assurance Specialists and Security Officers are assigned a dedicated administrative supervisor. Additionally, The Conley Group has security supervisors known as Watch Commanders in the field 24 hours per day, seven days per week. Watch Commanders are accountable for the supervision and support of the entire operation on each and every shift. Facility Assurance Specialists are under the operational command of the Watch Commander at all times.

Do Facility Assurance Specialists have access to a two-way radio communications system?

Yes. All Facility Assurance Specialists and Security Officers operate on the same two-way radio communications network and share the same command and control structure. Facility Assurance Specialists can communicate directly with each other, with Security Officers, with supervisors and with the communications dispatcher.

Do Facility Assurance Specialists wear uniforms?

Yes, but not the same uniforms as Conley Group Security Officers or common security guards. Because Facility Assurance Specialists are not Security Officers, they do not wear the traditional law enforcement type of uniform. Facility Assurance Specialists can wear a blazer, dress slacks, white shirt and tie known as the "soft uniform" or they can wear a specially marked polo shirt and dress slacks known as the "utility uniform" or "casual uniform." Although Facility Assurance Specialists do not wear a traditional

security uniform, they are easily distinguishable from members of the general public. If a particular position or assignment requires a security professional in a traditional uniform, then the customer should place a well-trained professional Security Officer at that post.

Is it possible for a customer to have a combination of Facility Assurance Specialists and Security Officers?

Yes. As an example, a client organization may have an around-the-clock security program. That particular client may want a Facility Assurance Specialist to work during business hours and they may want [and need] a Security Officer to work on-site during the night time and weekend hours. Again, the choice about which to place where depends on the job functions and the capabilities needed for that position.

Where can I obtain more information about Facility Assurance Specialists or Security Officers?

Call us in Des Moines at (515) 277-7437 or visit us on the World Wide Web at www.theconleygroup.com.