

Are Your Security Officers Engaged?

Weiser Security Officers Are.



According to The Gallup Organization's Workplace Quality and Employee Engagement Research, Weiser's security officers are more ENGAGED in their jobs than employees in 77 percent of all organizations in their database of millions.

Employee satisfaction at Weiser is better than 80 percent of all organizations worldwide. But satisfaction is not enough. We want our employees to be emotionally engaged in their work. The engaged employee is someone who is 100% psychologically committed to their role. They thrill to the challenge of

their work everyday. Gallup has scientifically linked employee engagement to positive business outcomes such as customer retention, employee turnover, absenteeism, safety, and profitability.

Selection, placement and training security officers are the fundamentals of a successful guard company. According to Gallup, Weiser Security selects and places employees in jobs better than 89 percent of other organizations. Gallup says our employees are trained better than 82 percent of other companies.

How Gallup's Survey Works

Thousands of questions were tested on over two million employees. Gallup found that only 12 questions best identify the factors common to productive workplaces. The questions involve four employee issues: Basic Needs, Management Support, Teamwork and Growth.

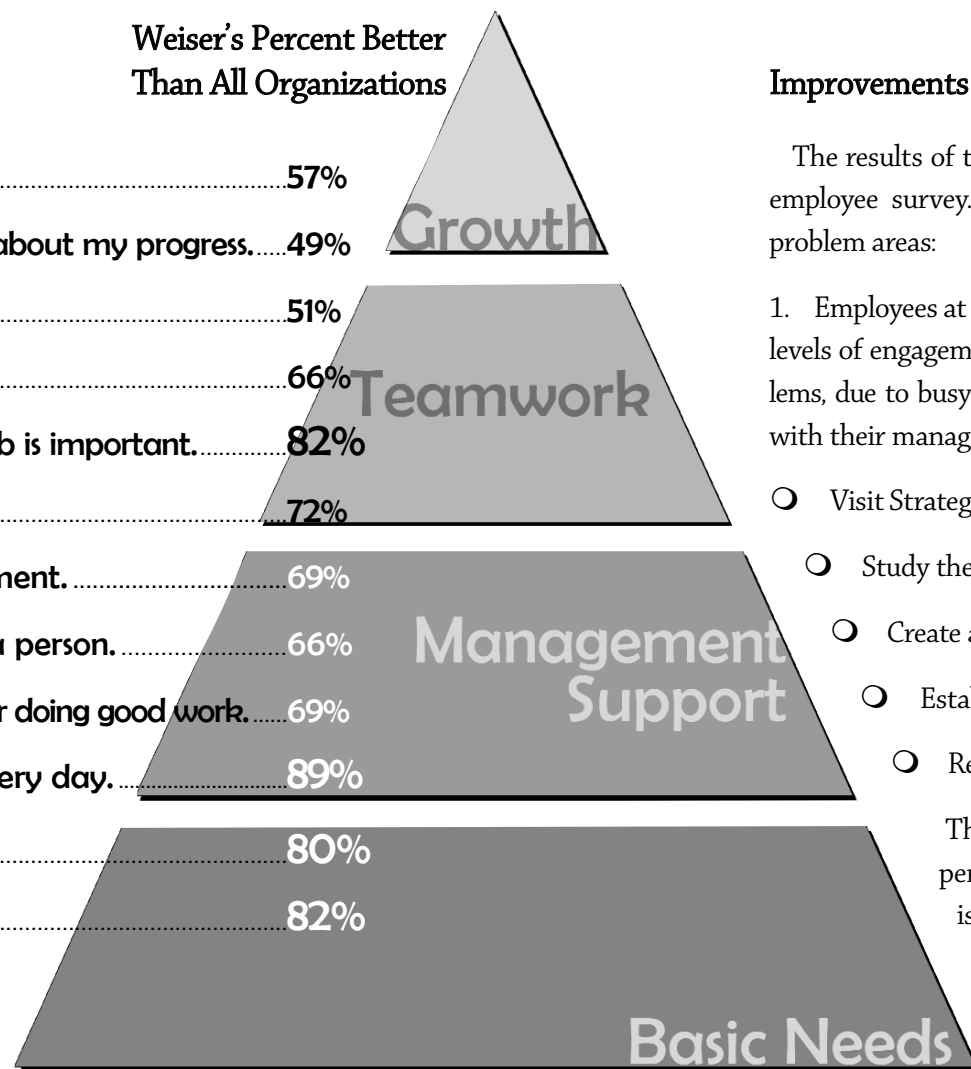
Employees respond using a scale of 1-5; five indicating they strongly agree with the statement and one meaning they strongly disagree. All responses remain completely anonymous.

Gallup analyzed all of the data for all work groups to learn how Weiser Security ranks as a place to work, the quality of the work, and how to make improvements, compared to all other organizations in their database. Results are "rolled up" to the supervisor of each work group at each of Weiser's customers' sites. Each team reviews their own scorecard together in an "Impact Session" and are able to gauge their job site's level of engagement by comparing their scores to their branch, all of Weiser and all other respondents in the Gallup database. Teams discuss the issues that are important to them and develop action plans to become a stronger work group.

The 12 Survey Questions

12. This last year, I have had opportunities to learn and grow.	57%
11. In the last six months, someone at work has talked to me about my progress.	49%
10. I have a best friend at work.	51%
9. My associates are committed to doing quality work.	66%
8. The mission/purpose of my company makes me feel my job is important.	82%
7. At work, my opinions seem to count.	72%
6. There is someone at work who encourages my development.	69%
5. My supervisor, or someone at work, cares about me as a person.	66%
4. In the last seven days, I have received recognition or praise for doing good work.	69%
3. At work, I have the opportunity to do what I do best every day.	89%
2. I have the materials and equipment to do my work right.	80%
1. I know what is expected of me at work.	82%

Weiser's Percent Better Than All Organizations



Selection

At work, I have the opportunity to do what I do best everyday.

Our top score – 89% better than all other organizations! This can be directly attributed to InnerView™, our selection and placement profile. Employees who are matched with the right job, do what they do best. There is also a connection to the level of care they receive from their local management.

Training

I know what is expected of me at work.

Weiser's employees are trained better than 82% of all other companies. Officers receive pre-site, on-the-job and on-going training. All post orders are clearly written and reviewed at the Support Center level.

Pride

The mission/purpose of my company makes me feel my job is important.

Security officers understand their job is to observe and report. They take responsibility for the safety and security of the people and places they protect. They feel their job is more important than in 82% of all other organizations.

Improvements Since Our First Survey

The results of this survey have added importance compared to the results of our first employee survey. In our initial survey, we learned, among other things, about two problem areas:

- Employees at our Strategic Accounts, the largest 25 percent in each branch, had lower levels of engagement than other accounts. Our largest jobs had the greatest risk of problems, due to busy Site Supervisors who didn't have time to make emotional connections with their managers or their employees. To remedy this, we took several actions:
 - Visit Strategic Site Supervisors each month, to do "service calls" based on their needs.
 - Study the best practices of the most engaged sites, and use them in training.
 - Create a newsletter targeted just for Site Supervisors, (Weiser's SuperNews).
 - Establish quarterly meetings.
 - Reward Strategic Account Site Supervisors with a personalized portfolio.

These efforts worked. Engagement scores at strategic sites improved 26 percent. Overall workplace quality and engagement for Strategic Accounts is now better than 80 percent of all workplaces in Gallup's database. Our retention of business is at an all-time high. Strategic Site Supervisors are engaged better than 86 percent of other organizations.

2. Field Supervisors had engagement scores lower than five other staff positions at Weiser, which related to higher turnover rates. In response to these findings, we improved the screening process by creating a profile of best and bottom performers, to target and interview candidates more effectively. Our goal was to form the right match between candidate and the Field Supervisor position.

This survey revealed that our efforts were worthwhile. Field Supervisors have now risen from the sixth most engaged staff position at Weiser Security to the third most engaged. And, more engaged than 91% of all positions in Gallup's database.

"The opportunity to work with Gallup has helped Weiser grow in many ways. What we learn from the Survey and Improvement Process reinforces our 5 R's of Employee Engagement – Relationship, Recognition, The Right Match, The Right Expectations and Respect."
Leonard Kline
 Chief Operating Officer



What We've Heard About Impact Sessions

"My employees were so appreciative that I listened to what they had to say, they sent a plant to me to express their gratitude. I was blown away!"

Weiser Account Manager
Linda Shely
 Houston, Texas

"I attended the Weiser Impact Session for my site and was impressed by the level of participation. I feel strongly that Weiser's employees are fortunate to work for an employer who uses resources to ensure the workplace is a place to be proud of."

Taylor Kaplan, Client
 Manufacturer in Charlotte,
 North Carolina

"Although I work alone during the night shift, it was easy to talk about my job with my fellow officers and my Supervisor. I feel like they know I'm here alone and that makes a difference."

Officer Perez
 West Palm Beach, Florida



According to the world-famous Gallup Organization, Weiser Security Services has demonstrated excellent performance in creating a work environment in which:

- Employees are 2.4 times more engaged than the U.S. working population.**
- Employees talents are used on a consistent basis.**
- Employees know what's expected.**
- Employees believe they contribute meaningfully to Weiser's mission and purpose.**
- Employees have the resources they need to serve Weiser's customers.**
- Half of Weiser's managers meet Gallup's Best Practice performance criteria. Their quality and engagement is better than 75% of all managers worldwide.**
- Workplace quality and engagement scores of our Branch Managers and Account Managers are better than 98% of all positions in Gallup's worldwide database. Field Supervisors scored better than 91% of other positions.**

Only Weiser combines highly engaged officers with industry fundamentals of selection, placement and training to assemble an unrivaled security force.

Weiser Security Services serves the Southern United States. To learn more about how Weiser connects with our employees and achieves results, or to join our team, contact us at thebestofficers@weisersecurity.com

