



## FOCUS ON SHOPPING CENTERS

Shopping centers have become major marketing and merchandising centers drawing millions of people to them daily. The combination of today's costly property developments, expensive merchandise, and large crowds of shoppers, has exposed centers to a broad range of potential security vulnerabilities.

Shopping centers of all types have become major targets of theft, vandalism, property damage, product tampering, shoplifting, altercations, and litigation. An extremely professional level of security planning, prevention, and protection is required to meet the broad range of issues facing the owners and management of these centers.

Andrews International brings to its diverse range of retail center clients an integrated approach to security. The company provides a range of services and a proven level of reliability to meet both the conventional and extended security needs of the field, including a customer-specific hospitality program.

Professionals from Andrews International provide its clients with comprehensive guidelines for security, focusing on threat assessments, situation analysis, and meticulous planning to identify problems and issues before they arise. That approach is particularly important in these days of terrorist threats and concerns.

Facilities protection requires the highest level of security services related to access control, ingress and egress monitoring, after-hours protection, patrols, and alarm monitoring.

### Among the key services provided by the firm are:

- Facilities, materials, and merchandise protection
- Customer-specific hospitality training
- Security operations management
- Crisis management
- Parking lot and vehicle security
- Emergency event response
- Access control and electronic security design
- Alarm monitoring and integrated security system management

Andrews International is a management-and systems -driven company whose professionals have created and constantly refine an approach that evolves to meet the needs of its shopping center clients.

Company management works closely with clients to create customized security programs that focus on advance planning and preparation for all contingencies.

The company's web-based workforce management system allows management to integrate personnel scheduling, accounting, and account performance analysis. Its human resources tool tracks each employee's performance and other information.

Andrews International also excels in account transition, rapidly becoming familiar with the client's needs, processes, policies and systems, in a seamless and transparent manner. The company's performance score card identifies key drivers that serve as a baseline for performance measurement.

The selection and training of Andrews International personnel are critical to the company's successful track record with a broad range of shopping center clients. The company's rigorous selection process includes thorough testing, background checks, past performance analysis, personality/integrity profiles, and other standards.

A comprehensive training program assures that Andrews International security personnel meet the highest standards of the industry, while personnel retention is much higher than the industry norm due to superior compensation packages and benefits.

### Among industry organizations in which the company is active are:

- International Council of Shopping Centers (ICSC)
- American Society of Industrial Security (ASIS)
- International Association of Chiefs of Police (IACP)
- International Association of Bomb Technicians and Investigators (IABTI)
- Overseas Security Advisory Council (OSAC)