

ResQ Service Level Agreement

ResQ is a private security company, which provides the Technology, Monitoring and Dispatch Response Services.

“We are nothing without our customers.”

What is a private security service level agreement?

A security service level agreement is a statement of service expectations between a security provider and its client/ customer. It helps a service provider to set these expectations to/for the customer.

A security service level agreement is a contract between a security provider and its customer. The agreement helps a service provider set expectations of the service as provided to customers, including the scope, nature, and quality of the service.

Setting and meeting customer expectations are equally crucial to the duration of the customer's will to use the service.

ResQ Private Security Services provides technology which enhances control centre operations, and enhanced manned response services.

With this customer SLA, you can measure ResQ business and its service level performance which are measured against key performance indicators (KPI), such as:

- Geographic coverage area
- Quantity Mobile Resource Capacity
- Escalations
- Costs
- Responsiveness
- Managed Response progress: from Alert to Resolution
- Consideration of the security team's capacity to deliver services
- Establishing an escalation procedure

- Measuring, analysing, and refining the SLA as needed
- Client / Customer responsibilities

This SLA also sets the standard for the minimum level of service your clients can expect and to a degree the operating procedures that Client / Customers should expect.

Geographic Area of Coverage

The ResQ technology will operate effectively in 99 percent of Trinidad and Tobago.

The ResQ Response Services will also effectively cover all of Trinidad and Tobago.

There is a dependency on the telecommunications network.

Extreme remote areas will be difficult to respond to in a timely manner, however the event will be managed from start to safety irrespective of location using whatever resources necessary.

Quantity Mobile Resource Capacity

The system is setup to establish a network for professional private first responders to criminal activity, fire, accidents and emergency health care.

The Public Services will be included where relevant, more so with response to fires.

The Private Security Services are geographically zoned and can provide response to all major urban areas.

Non-urban and remote locations response will be assisted by the Public Services based closest to the given remote area.

Escalation

Escalation is a known consideration where events are handed over to Fire Services and HealthCare Professionals.

It is, however, expected that the Secure Operations Centre will follow up with each event escalated to the Public Services to capture and note the resolution in the ResQ Platform.

Cost

The costs for the various tiers of services is listed in the <https://resq.today/> website and can change over time and special offers.

Responsiveness

The Response Time targeted is ten minutes which is effective due to the geographic zoning of Private Security Companies and Private Hospitals. Time of day and location will affect the response time.

Every event will be handled efficiently and managed thoroughly until safety is returned to the client.

Managed Response from Alert to Resolution of Safety

The ResQ Service is designed to provide a fully managed service, with escalation and handover to relevant First Responders.

- (i) Crime events are expected to be managed from alarm to resolution of safety.
- (ii) Health events are expected to be escalated to the relevant ambulance services in the respective area. ResQ platform will provide the listings for each geographic area for the Dispatcher or First Responders to contact.
- (iii) Events of Fire are expected to be escalated to the relevant fire services in the geographic area. The ResQ platform will provide a listing of these respective services for the Dispatcher to contact.

Consideration of the security team's capacity to deliver services

Well trained in Client/Customer services.

Precepted.

Regular fire arms training.

Effective professional standard operating procedures.

Client / Customer have responsibilities also:

- Ensure that false alarms are minimized, a false alarm charge will be in effect where there is repeated offence.
- Ensure that call-outs are not abused and are used for serious incidents.
 - Manned response to false alarms will be charged at \$1,200 TTD.
 - Manned response to false alarms is very rare under normal conditions.

- Ensure that the ResQ mobile application and any involved hardware in their possession remains fully functional.
 - Using the test mode when wanting to test the ResQ Mobile System integrity.
- Ensure that any batteries are always sufficiently or fully charged.
- Ensure to communicate with ResQ Support staff where they experience problems.
 - Whether through telephone, email, or web messenger services.