



**SUMMIT**  
OFF DUTY SERVICES

## **Improving Onsite Safety and Security for Businesses with Off-Duty Officers**

Off-duty officers are helping businesses overcome tough safety and security challenges

The past few years have come with a marked increase in criminal activity and staffing challenges. More businesses are enlisting the help of off-duty officers for onsite security than ever before.

While any business can hire officers for off-duty work on their own, the process is nuanced, potentially lengthy and often different from department-to-department. For one security detail, it's not a big deal. For multiple posts, recurring posts, or for staffing multiple locations, it can become difficult from the scheduling to invoicing and officer payment. That's why there are providers who specialize in this space.

**Here, we highlight the why and how of engaging off-duty officers to improve safety and security and why hiring a managed services company puts your business in a better position for bringing officers onsite.**



## Why Off-Duty Officers

There are a number of reasons [why companies choose off-duty officers over security guards](#).

Chief among them is, officers have a presence and authority to stop a bad actor in his or her tracks. In addition, police officers are:

- Highly trained and well-versed in local, county and state laws.
- Aware of the threats and bad actors within their community.
- Well-equipped not only to recognize a threat, but also know the legal parameters of response.
- Trained to diffuse and de-escalate a situation to prevent harm to property, passersby, employees or customers.
- Trained to document incidence in the event of legal actions.

### Investing in off-duty officers pays off

Working with Summit, a major international telecom company placed officers at 30 sites with high incidences of crime and theft.

[The presence of officers effectively deterred the criminals.](#)

Before engaging Summit, the 30 stores forecasted losses of \$750,000 annually. That figure is now \$180,000 per year.

**Forecasted Losses**

**\$750,000**

**Actual Losses**

**\$180,000**

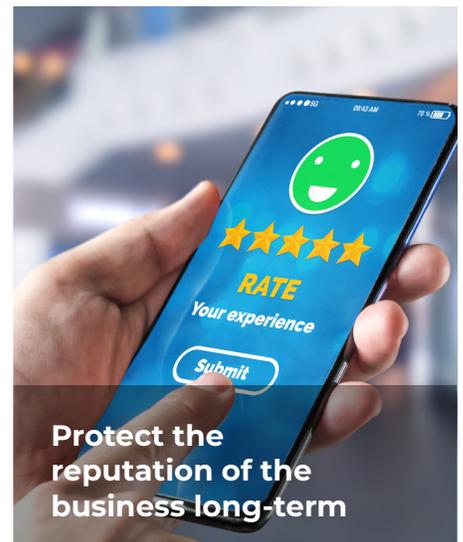
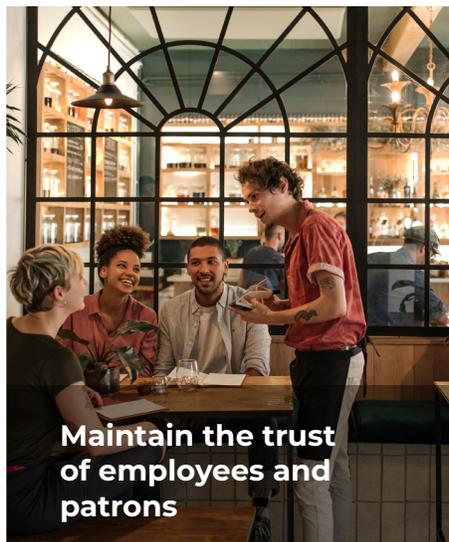
**ROI**

**376%**

**The value of using off-duty officers for onsite security goes beyond safety.** It's also about brand reputation. In today's always-on world, one seemingly small spark of an incident has the potential to become network news in minutes. That's why some of the biggest brands invest in local officers for security.

# Have a Plan Before You Have a Problem: Taking a Proactive Approach to Safety

As companies turn to off-duty officers to manage more complex security all too often, businesses call in security after an incident, only to discover the damage is done. [Being proactive, instead of reactive, with onsite security helps businesses:](#)



Beyond the business impacts, having a plan in place alleviates logistical challenges, such as:

1. Navigating any red tape in your organization in working with new vendors
2. Getting officers onsite in a timely manner
3. Building familiarity with the specific security challenges of the community and the business.

**It is crucial to take a proactive approach to safety and stay ahead of issues before they become costly and create a long-term threat to the business.**

# Reducing the Guesswork Associated with the Off-Duty Hiring Process

Whether a business needs an officer once or twice a year in one location, or year round across the country, hiring an off-duty officer requires paperwork and coordination. There are many considerations when hiring an off-duty officer that may not immediately be known.

- How many officers are required for a specific job?
- What resources or equipment will they need?
- How are the officers paid? Is it city-mandated?
- Can I use a credit card or do I have to pay by check?
- What happens if an incident occurs?
- Will my business be responsible?
- My event is pretty large. Are there special requirements based on crowd sizes?
- I just have one location but need someone regularly. How is that set up?
- I have locations nationwide. How do I coordinate with different jurisdictions?

As companies turn to off-duty officers to manage safety and security threats and improve security outcomes they generally access those services in two ways: directly with a law enforcement agency or through a managed services provider.

Those who are strapped for time and bandwidth find that [the managed services route takes the hassle out of off-duty coordination](#). With focus solely on providing officers for off-duty, managed service providers have the tools, relationships with law enforcement and other resources to ensure all of the details are covered from start to finish so that it's easy for the business.

**There are generally four parts to engaging off-duty officers for onsite security: Scheduling, Employment Paperwork, Invoicing/Payments and Insurance.**

# 1. The Administrative Minutiae of Scheduling

There are quite a few moving parts to scheduling law enforcement officers for extra duty jobs. Companies who opt to coordinate off-duty needs in-house will need to contact their law enforcement agency directly, working with the off-duty coordinator at that agency to schedule officers.

This may entail a series of phone calls and emails, as the coordinator works behind the scenes to find and schedule the officers interested in and available to work the detail. This may seem like a relatively simple task, but it has the potential to be cumbersome depending on how many officers are available and the complexity of the detail. Adding multiple locations in multiple jurisdictions can further complicate the process.

## Outsourcing the Hiring Process

When the process is outsourced through a managed services company, security directors (or their appointees) typically place one call to relay security needs to a dedicated client relationship manager who will identify the right officers available to work the job.

The best service providers will:

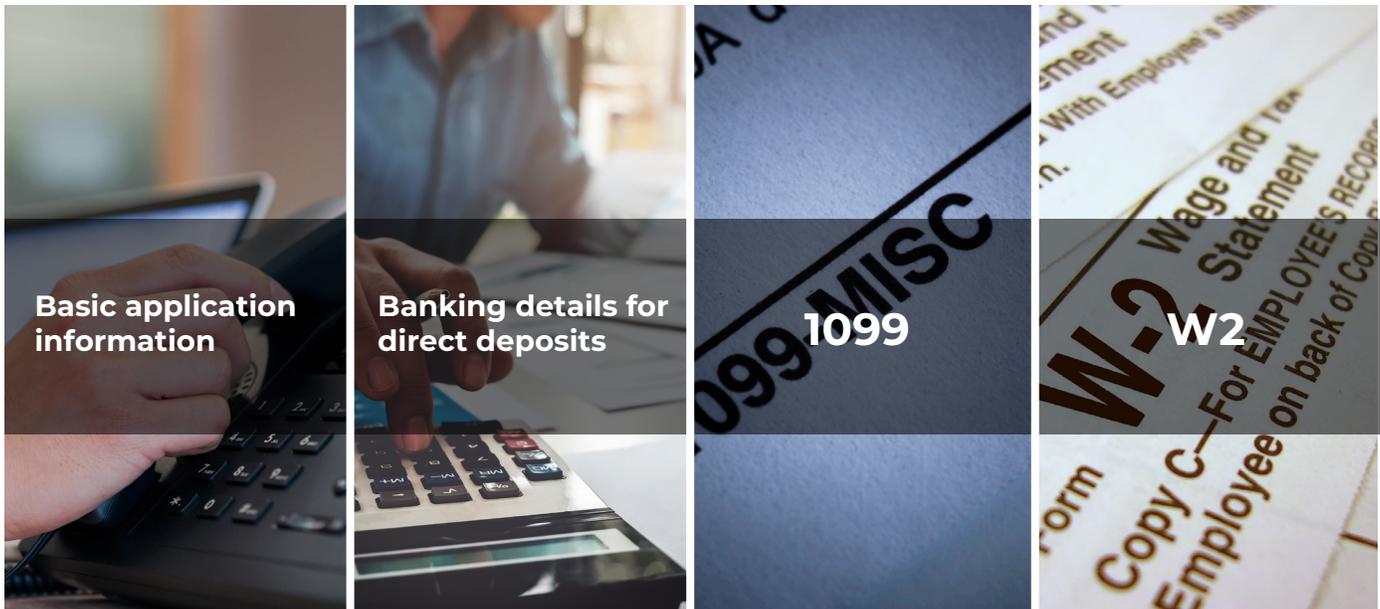
- Invest time to know their customers well
- Have deep-seated knowledge of your industry issues
- Anticipate needs
- Collaborate on solutions
- Deliver the best security plan and team
- Treat officers well and have great relationships with law enforcement in general

A managed services company with a strong internal culture and support for law enforcement is crucial to doing the job well.



## 2. Required Paperwork and Taxes

Managed services providers maintain employment and tax documentation for each police officer in their network. This includes:



For companies looking to staff large events or recurring posts, collecting application and payment information can be a time consuming task, not to mention providing officers with the required paperwork come tax season.

The ongoing nature of a managed service providers' engagement with officers means the business is completely relieved of administrative burdens associated with establishing each officer as an employee or contractor of the company, a manual process that must be repeated for each officer at each site.

### 3. Managing Invoicing and Payments

To pay officers, businesses typically coordinate with the officer to fill out a timesheet or create an invoice to pay them. The security director (or appointee) submits time sheets on the officer's behalf to accounts payable. Officers are usually paid for an off-duty job in a matter of weeks, but it can take up to a month. The person coordinating off duty for the business will inevitably field questions about timing and payment from the police department, coordinator or officers. This process repeats for each job and every officer.

Or, if using a managed services provider with technology for time management, officers can clock-in and - out automatically rather than filling in a timesheet. Businesses and officers find it helpful to have that clear picture of when a job was worked based on when they arrive and leave the site. A single, electronic invoice can be automatically generated at regular intervals, predetermined by the service provider and business. Officers are then paid in a more timely and automated way and the business is free from the hassles.



## 4. Keep the Business and Officer Protected with Insurance

During off-duty details there typically aren't many issues officers address that have damages or cause injuries, however, they do occur. In those instances where there is property damage or personal injury, a business owner can be held liable. Even though a police officer works for the city, they are more than likely working the off-duty detail as a private contractor, thus city or agency policies may not extend to off-duty work.

That's why it's beneficial to [work with an off-duty service provider that carries an insurance policy on each detail](#) - so the business doesn't have to tap into their insurance, which could cause a rise in premiums down the line. A managed service provider will have a general liability policy to cover security details so the business never has to guess who is responsible for what in the event of an incident.

General liability protects the business owner from any legal action against the business as well as covers medical costs and any onsite damages. When choosing an off-duty service provider, it's important to make sure their general liability goes beyond "security-based" coverage, which could provide serious limitations to coverage depending on the situation.



# Three Tips to Make Sure the Job Runs Smoothly

The following tips will help you work effectively with your provider to connect with officers and be sure your business, employees and customers are well-supported and safe.

## Provide notice as soon as possible

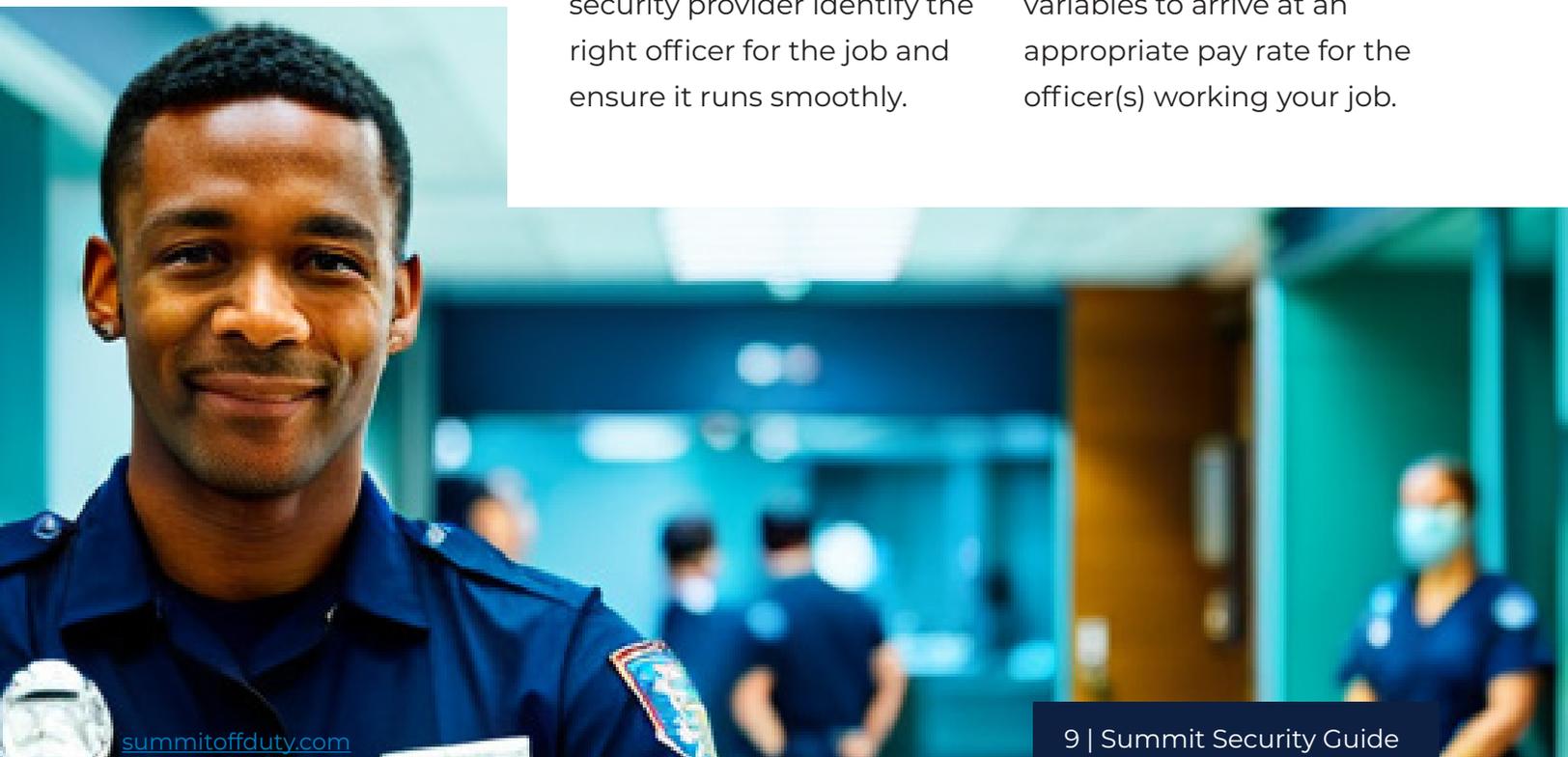
Everyone is busy, officers are no exception. Oftentimes, providers will work within a 48-hour window but more notice ensures the provider can staff the detail with the right person for the job.

## Have a clear and complete scope of work

Ideally, a complete security assessment will be completed in conjunction with your services provider to help define the scope of work but there are also those one-off, last-minute needs. Details on the setting, needs and expectations helps your security provider identify the right officer for the job and ensure it runs smoothly.

## Understanding Associated Costs

Offering a pay rate commensurate with the work scenario will help ensure you get the best qualified officer for the job. Jobs come with varying degrees of risk, effort and comfort. Your customer service representative can help you navigate these variables to arrive at an appropriate pay rate for the officer(s) working your job.



# Evaluating Managed Service Providers

**Consider the following questions when evaluating managed service providers. Ask, does this provider have:**

- ✓ Good relationships with law enforcement?
- ✓ Staff with experience in law enforcement?
- ✓ A strong bench, with plenty of agencies and officers to draw upon?
- ✓ A nationwide network (vs. regional concentration) to support multiple sites?
- ✓ A proven track record and a strong job fulfillment rate?
- ✓ Customized solutions with the flexibility to work with and enhance existing security measures?
- ✓ Positive customer references or testimonials that demonstrate success?
- ✓ Experience working in your industry?
- ✓ A strong customer support function with people you'd like to work with?
- ✓ Will they be there when you call?
- ✓ Robust liability insurance, as well as worker's compensation and occupational accident insurance for officers?

## Find a Trusted Provider in Summit Off Duty Services

Summit Off Duty Services has helped businesses improve onsite safety and security for over 15 years. We fulfill our customers' needs for expert security services through our nationwide network of more than 60,000 law enforcement officers from 1400+ agencies nationwide. Our long-standing relationship with law enforcement enables us to better understand the security risks our customers face, as well as how the off-duty process works agency-to-agency.

We maintain a 98% successful staffing rate in an industry that averages a 60-65% staffing completion. Through our experience across industries and with a dedicated team, we know each client's business so we can anticipate what they need to deliver on-point onsite security at any level.

**To learn more about how we can help keep your business, employees and patrons safe, don't hesitate to reach out to us at 866-960-0159.**



**98% staffing**  
fulfillment for  
off-duty job  
requests



Requests filled  
in as few as  
**4 hours**



**60,000 officers**  
across the U.S.



Founded  
in **2006**



Staff **>50k**  
**jobs/year**

# Industries We Serve

Summit works with customers across a host of industries, providing them off-duty officers with the experience, training and authority that goes well above and beyond traditional security.

Our client relationship managers work hard to understand each client's industry, business and individual needs to deliver superior security solutions nationwide. We understand the nuances and unique challenges of:



## **Banking and Finance**

Ease heightened tensions at your bank's office or branch location amidst economic, social and political uncertainty.



## **Healthcare**

Protect patients and staff using law enforcement officers to complement or supplement existing security programs.



## **Restaurant**

From directing traffic to addressing a disorderly patron, officers are uniquely trained to de-escalate and keep the peace.



## **Retail**

Keep employees and customers safe while protecting assets and mitigating theft challenges.



## **Energy and Utilities**

Secure facilities and pipeline projects from worksite theft to activist aggressions.



## **Infrastructure**

Support construction and infrastructure projects with deep knowledge and experience on the rules and requirements that regulate traffic control and safety in each state while protecting project assets from theft.



## **Additional Industries**

Provide a safe environment for patrons, employees and protect assets with trained and vetted law enforcement officers able to handle a multitude of security threats and situations.



# SUMMIT

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## OFF DUTY SERVICES

### **About Summit**

With security and law enforcement industry expertise, a nationwide network of police officers, and an end-to-end technology platform, Summit Off Duty Services delivers reliable security solutions and peace of mind for our customers. For over 15 years, customers have relied on us to tend to every detail of their off-duty officer security detail.

**Talk with a Representative to learn more**

Call 866-208-1413

[inquiries@summitoffduty.com](mailto:inquiries@summitoffduty.com)

[summitoffduty.com](https://summitoffduty.com)