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METRO ONE LOSS PREVENTION SERVICES GROUP INC.

ARIZONA LICENSING PROCEDURES



EMPLOYEES MAY NOT ACT IN THE CAPACITY OF AN UNARMED SECURITY PROFESSIONAL WITHOUT A VALID SECURITY LICENSE ISSUED BY THE STATE OF ARIZONA DEPARTMENT OF PUBLIC SAFETY (AZDPS)



- Guards must be at least 18 years old and have earned their high school diploma, GED, or College Degree.
- All guards must complete an online Unarmed Security Guard Employee Registration Application and submit to a fingerprint-based background check.
- Guards must complete an Arizona Department of Public Safety (AZDPS) approved 8-hour basic training course **before** submitting their online security officer application.
- All guards must apply for a Fingerprint Clearance Card.
- Submit the required application and fingerprint fees.
- The state of Arizona does **not** issue temporary licenses.
- Licenses expire every 2 years.
- Validate that guards must meet state moral fitness standards for licensing and not have any disqualifying conduct in their background. To view the requirements, visit the following website:
<http://az.elaws.us/ars/32-2622> (CTRL + Left Click to Open)
- Guards must possess a valid and current security guard card with a valid picture ID while on duty.
- Every guard must be issued a Metro One ID and wear a Metro One uniform to company standards.



- **Do not allow guards to be scheduled if they have failed to complete and submit any portion of the required state licensing requirements.** This includes required forms, fingerprints, and fees. It is illegal to allow non-licensed guards to work per Arizona State Law. Metro One incurs individual fines for each guard that is found to be working without a valid license. Intentional negligence or any failure to follow state licensing requirements can result in disciplinary action up to and including termination of employment.
- **Do not allow a guard to work if they have failed the company or state background check.**
- **Do not allow a guard to continue working if their regular state license has expired.**



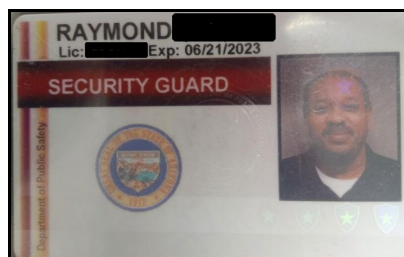
Step 1. Process for new applicant **WITHOUT a valid security license**

All applicants must complete the following security guard license application using the following procedures:

(NOTE: This process is to be completed by applying online only)

1. The mandatory 8-hour pre-assignment training requirement must be completed prior to submitting a security guard license application. The Onboarding manager will provide a Certified trainer to conduct training.
2. Apply using online application: <https://www.azdps.gov/services/public/licensing> (CTRL + Left Click to Open). Submit applicable fees for application. Check current pricing via website: https://www.azdps.gov/licensing/sg?qt-security_guards=3#qt-security_guards (CTRL + Left Click to Open)
3. Fingerprints are required for a background check through the State of Arizona and the FBI. Guards **must** complete step 1. and have an application on file along with the required application fee before completing step 3. Apply for the Fingerprint Clearance Card through the following online website: <https://psp.azdps.gov/> (CTRL + Left Click to Open)
4. Guards must obtain two passport style photos and upload them to their application.
5. Onboarding managers are expected to upload a copy of their valid license into Kronos with applicable ID numbers and expiration dates.
6. All certifications/licenses are valid for two years from date of issuance. See example below:

Copy of Security Guard License



Step 2. Process for new Applicant hired WITH a valid security license

Each applicant hired with a valid Security License is required to furnish proof of their licensing status.

1. The Onboarding manager must verify licensure by going to the state of Arizona Department of Public Safety (DPS) License Status: https://webapps.azdps.gov/public_inq/sgrd/ShowLicenseStatus.action (**CTRL + Left Click to Open**)
2. Onboarding managers are required to upload a copy of the guard's valid license into Kronos with applicable ID numbers and expiration dates.

Step 3. Onboarding Manager Final Verification Responsibilities - Unarmed

All applicants must follow the normal new hire procedure in Kronos. All communication from (AZDPS) to guards will be through regular mail and email. Once all the normal employee new hire checklists have been completed, the Onboarding manager is required to validate that the employee has completed the following state requirements PRIOR to scheduling the guard for duty:

- The applicant has completed the 8-hour basic training course.
- Fingerprint background check submitted.
- Application Fee submitted.
- Unarmed Private Security Officer License issued and uploaded into Kronos.

If you have additional questions or concerns, please do not contact a state representative directly.

Contact the Compliance department via email compliance@metroonelpsg.com or visit the state website only. <https://www.azdps.gov/services/public/licensing> (CTRL + Left Click to Open)

AFTER LICENSING IS COMPLETED

The following sections are rules and processes to be followed following successful licensure after receipt of a permanent Arizona guard card.

License Renewals

Managers are required to inform all new security guards that they are responsible for **maintaining a valid (non-expired) license** to continue working for the company. Managers should go over the following renewal rules with all guards once during onboarding and again 90 days prior to license expiration so they have the information needed to start the process:

- Guard Registration Cards expire every **2 years** as stated on the card.
- **Any guard with an expired license will be taken off the schedule after expiration. Guards cannot work without a valid (non-expired) license.**
- Complete the 8-hour basic training course every two years and within 60-days before submitting an Unarmed Security Guard Registration Certificate Renewal Application. The Performance manager must verify and sign the Unarmed and Armed Training Verification Form for renewal. Please see following state website for online renewal and fees: <https://www.azdps.gov/services/public/licensing> (**CTRL + Left Click to Open**)



Guard Uniform Standards

- Uniforms, badges, patches, name tags, may not display a title of **Officer, Police, Patrolman, Agent, Sheriff, Deputy, or Marshall.**
- Guards shall wear a distinctive uniform displaying a patch on each shoulder that reads **SECURITY** and the company name along with a breast patch that reads **SECURITY** in letters that are at least one-half inch or taller along with the company name on the left breast side. The word **SECURITY** must be across the back with letters that are at least three inches tall.
- Uniform patches must be approved by the Arizona Department of Public Safety Licensing Unit.



Patrol Vehicle Standards

- Guard vehicles may only prominently display the word **SECURITY** on the rear and both sides of the vehicle in a color contrasting with the color of the vehicle.
- Guard vehicles may not display the words **“Police”** or **“Law Enforcement Officer”** or other markings that may cause a reasonable person to confuse the security guard vehicle with vehicles used by law enforcement.
- The vehicle will only be equipped with **amber** and **white** roof mounted light bars.
- All security vehicles, markings and equipment must be approved by the Arizona Department of Public Safety- Licensing Unit.
- Rental vehicles require vehicle magnets on **each side** and the **rear of the vehicle** to meet licensing requirements. These requests must be approved by Ben Phillips, Kristina Vitale, and the compliance department prior to rental.



State Recordkeeping Responsibilities

- It is the responsibility of the guard to log into their account and update their address, email or name change, as soon as possible to (AZDPS) using the following website: <https://psp.azdps.gov/account/login> (**CTRL + Left Click to Open**)
- **Document retention guidelines. – All uploaded to Kronos no paper folder needed on file.**



Armed Security Guard Requirements - Arizona

**ONLY ACTIVE OR RETIRED POLICE OFFICERS TO BE ONBOARDED FOR ARMED POSITIONS
ALL APPLICANTS MUST BE APPROVED BY THE CHIEF COMPLIANCE OFFICER NICK SACCO PRIOR
TO BEING PUT ON THE SCHEDULE.**

Armed guards must first complete all unarmed guard security requirements per pages 1-3.

1. Armed Guards must be at least 21 and have earned their high school diploma, GED, or College Degree.
2. Armed guards will need to complete an additional 16 hours of firearms training in addition to completing the initial 8-hours required for an unarmed security guard license **before** submitting the application. The Onboarding manager will provide additional information for an approved Certified training facility and instructor to conduct training. All armed classes are in person.
3. Complete the 8-hour armed guard refresher course every calendar year.
4. Complete the 16-hour armed guard course within 60-days before submitting an Armed Security Guard Registration Certificate Renewal Application. Please see following state website for online renewal application and fees: <https://www.azdps.gov/services/public/licensing> (**CTRL + Left Click to Open**)
5. Armed Guards must provide documentation to the Onboarding manager validating that they are an active or retired police officer.