

# Fort Knox Protection, Inc.

## FAQ

### Client FAQ

- ***I know I need to have security, but I don't know where to start.*** Just give us a call and one of our Account Representatives will come to you and complete a Site Survey to determine your needs, free of charge!
- ***How long have you been in business?*** Fort Knox Protection was founded in 1980 by a former police officer. Today our owners and managers have over 175 years of combined Law Enforcement, Military and Security experience!
- ***Where does Fort Knox Protection provide security?*** We cover the entire D/FW Metroplex and surrounding areas, as well as the Lower Rio Grande Valley. We are prepared to cover any place in Texas, at any time!
- ***Do you provide a patrol service?*** No, we specialize in “On Premise” security guards. We stay on site until relieved by the property owner or representative. Patrol services are limited in the coverage they provide, because they are only on your property for 30-60 seconds and then on to another account.
- ***What if I have a problem with my account, who is going to help me?*** Fort Knox Protection, Inc's. top management responds to every call from our clients within 20 minutes of being notified, anytime of the day or night. We will work with you to solve any issue or problem until it is resolved to your ultimate satisfaction.
- ***Do you inspect your officers?*** Yes! Our supervisors in the field are consistently making unannounced inspections on our officers to ensure they are in proper uniform and performing their duties as instructed.
- ***Are you insured?*** Yes we are. We are fully licensed, bonded and insured, by the State of Texas / Private Security Bureau.

### Employee / Applicant FAQ

- ***How can I apply for employment?*** You can apply in person at our office. We are located at 111 Executive Way, Ste 102 DeSoto, TX. 75115. Remember to “Dress Like You Want The Job”! Please call 972-298-6991 to set an appointment.

- ***Do you accept resumes by fax or email?*** No, we want our applicants to show up ready to interview. Please bring it with you though.
- ***Do you provide training?*** Yes, we will get you registered with the Department of Public Safety / Private Security Bureau. You will have to pass the level 1 and level 2 tests. We also provide specific site training once you have completed all the required State and company training.
- ***Do you provide firearms training?*** No, you will have to go to a school that is certified to teach Level 3 (Commissioned) Officers.
- ***Do you provide uniforms or do I have to pay for them?*** Yes, we provide you with uniforms, hats, jackets etc. You will be required to turn in those uniforms dry cleaned within 7 days, or before receiving your final check, upon separation from the company.