

2020/21  
Ob 88 Portfolio

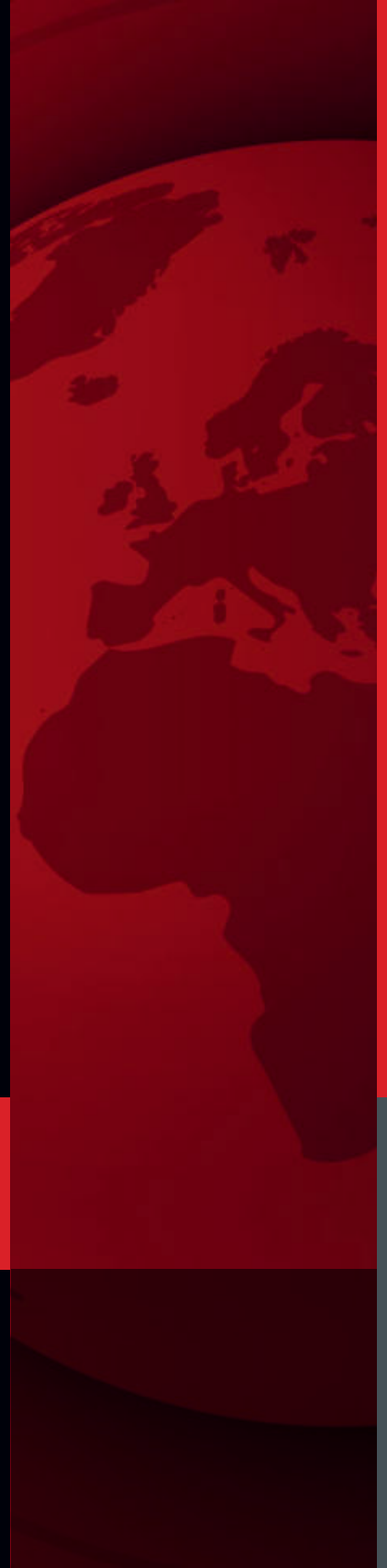


**AT YOUR SERVICE WITH  
SAFETY AS OUR  
PRIORITY**

INTEGRATED SECURITY SYSTEMS

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**AT YOUR SERVICE WITH SAFETY AS OUR PRIORITY**



Dear friends,

According to the established criteria, this Portfolio presents Watchout Security d.o.o. based on the attached documents and written materials.

Let us give you the answers to what Watchout Security can accomplish in the field of private security, what our business policy is and what security standards we offer to the domestic market. We would also like to present our plans for continuous improvement of our services, organizational efficiency, constant raising of standards, and all of that with the intention of maintaining the highest level of customer satisfaction with our services.

Our organization is open to constant positive change and improvements.

Watchout Security, with eyes wide open, sees the need to constantly raise the level of its services to boldly adopt the standards set by the constantly developing information society and the new century, the second decade of which has already ended.

Therefore, we gratefully accept not only your esteemed observations, opinions and assessments, but your criticism as well.

Only in this way, with your help and support, will our organization keep up with constant changes and reach the goal it aspires to.

That goal is to achieve the highest level of service quality, in order to complete our primary task: the satisfaction of our customers.

We deeply believe that, thanks to you, we will be even better in the period ahead.

Best regards,

*Managing Director*  
Vladimir Jačimović



WATCHOUT SECURITY Ltd has adopted and maintained the management system of the organization, in accordance with ISO 9001 standards and ISO 27001 and committed to operate to the highest standards in order to achieve the ultimate goal of satisfying our customers.

## VISION

WATCHOUT SECURITY Ltd is the regional leader in providing physical and technical protection services, applying the latest technology and hiring the most professional staff, in order to reduce unwanted consequences for property, persons and business.

## MISSION

Providing users with the expected quality of services in the field of prevention, safety and accuracy, according to the highest standards, and in accordance with the law and by-laws, is the mission of WATCHOUT SECURITY Ltd.

## POLICY

Our organization management system enables:

- increased ability to anticipate and respond to internal and external risks and opportunities;
- system integration in the development of new or modified products, services and processes;
- providing conditions for data and information to be accurate, reliable and secure;
- making decisions and taking measures based on evidence, in accordance with experience and intuition;
- shared understanding of goals and values with interested parties;
- quality risk management;
- risk analysis related to information system assets and measuring the impact on information security, in terms of confidentiality, integrity and availability;
- to continuously provide products and services that are in line with customer requirements and increase their satisfaction.

The obligation of employees is to, with quality work, contribute to our business goal:

**'THE STABILITY OF OUR ORGANIZATION IS IN ACTIVE ADAPTATION TO CONSTANT CHANGES.'**

The responsibility of employees for the implementation of this policy is given in the documents of the organization's management system.

## STRUCTURE OF ACTIVITIES



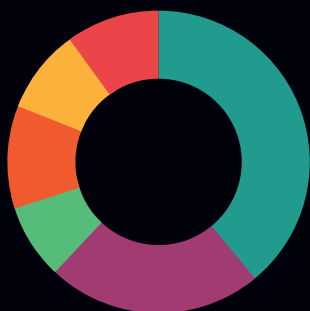
- 28%** Monitoring of technical protection systems
- 24%** Intervention patrol engagement
- 21%** Installation and commissioning of technical protection systems
- 17%** Maintenance of technical protection system
- 10%** Physical protection

## INVESTMENT STRUCTURE



- 52%** Human resources
- 29%** Marketing and promotional activities
- 19%** Process optimization through information technology

## GEOGRAPHICAL STRUCTURE

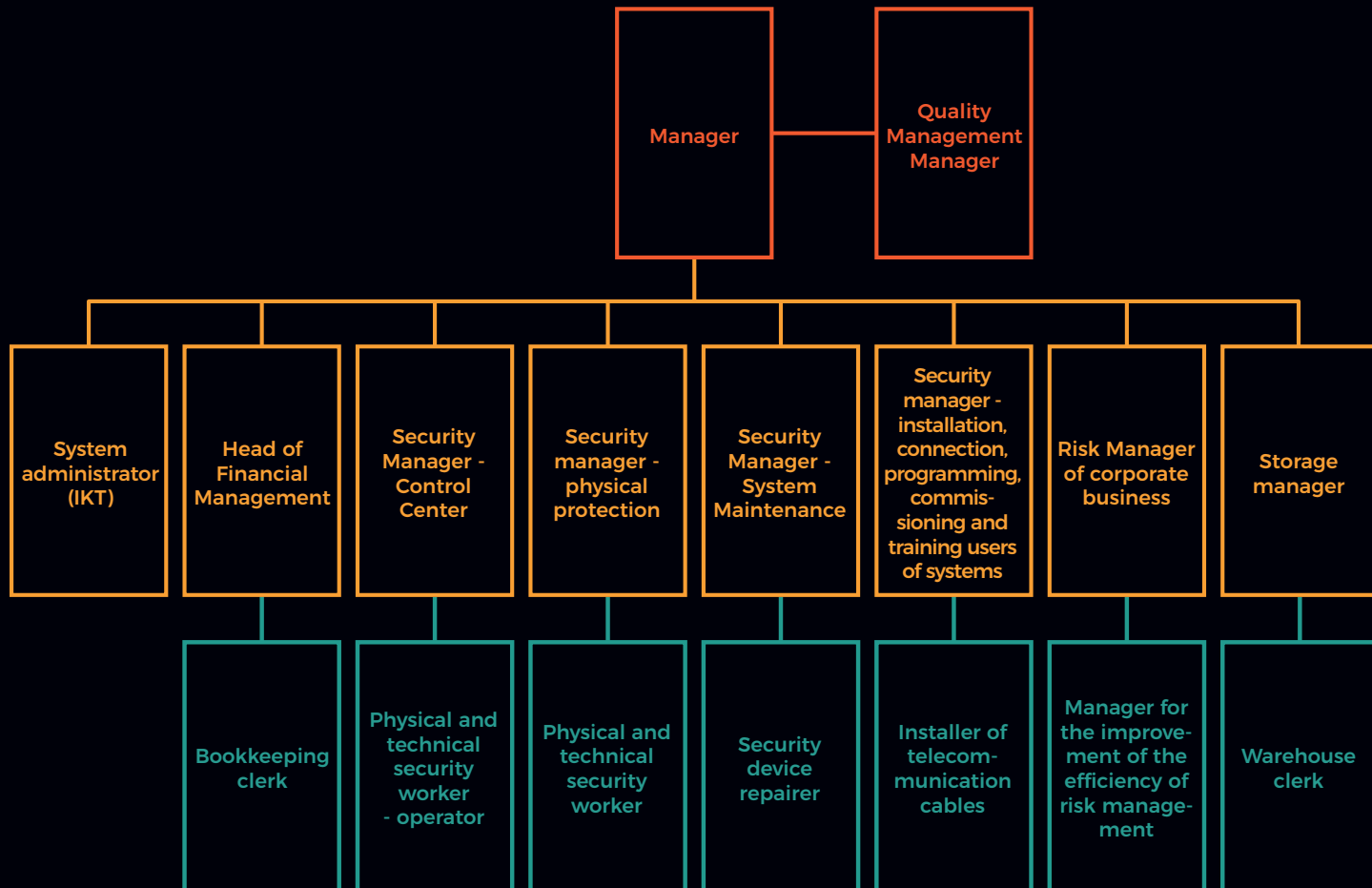


- 39%** Central region
- 23%** Belgrade region
- 8%** Vojvodina
- 11%** Eastern region
- 9%** Western region
- 10%** Southern region

## SERVICE USER STRUCTURE



- 47%** Legal entities
- 24%** Small businesses
- 7%** Medium businesses
- 12%** Large businesses
- 10%** Individuals
- 10%** Work abroad
- 10%** Work in Serbia



## SECURITY SOLUTIONS

We achieve high quality of our services by specialization, in order to meet the needs of our customers.

To achieve this, in staff training and the organization of the company, we firmly adhere to three basic concepts:

- Securing large business systems (LARGE BUSINESS & INDUSTRIAL).
- Securing retail and catering facilities, craft workshops and facilities intended for various service activities (SMALL BUSINESS & RETAIL).
- HOME SECURITY (HOME SECURITY).





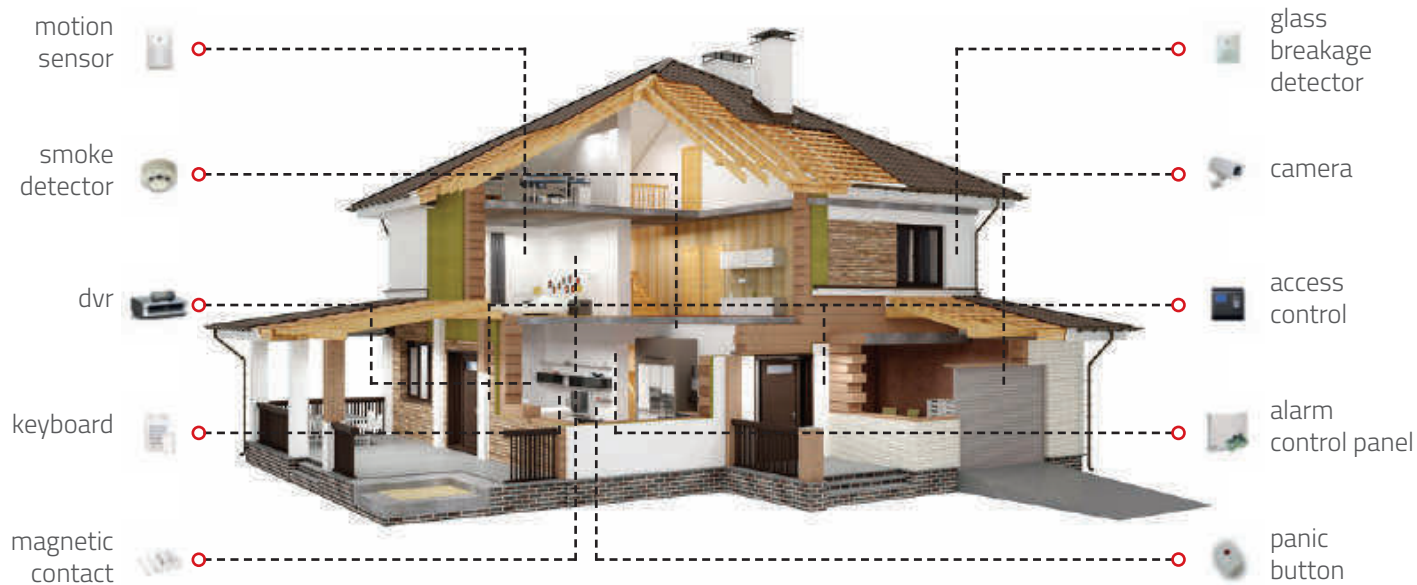


## INTEGRATED SECURITY SOLUTIONS

Integrated security solutions are a multiple combination of security procedures, services and technologies, with different purposes, but with a single goal - to provide maximum security to users.

The monitoring center, class A1, provides complete support and provides the highest quality data storage service, with weather reports and responses to all types of security threats. Automatic monitoring solutions have been developed by our IT experts and are integrated into the largest and most advanced monitoring program.





**1. BASIC SERVICES PROVIDED BY WATCHOUT SECURITY ARE:**

- 1.1. Carrying out a risk assessment in the protection of persons, assets and business operation
- 1.2. Planning and designing of technical protection systems
- 1.3. Installation, connection, programming and training for technical protection systems
- 1.4. Maintenance of security system
- 1.5. Alarm monitoring system
- 1.6. Video monitoring system
- 1.7. Emergency response team
- 1.8. Preventive patrol team tours
- 1.9. Physical protection
- 1.10. Breath Alcohol testing of employees
- 1.11. Security reporting





## **2. THE TECHNICAL PROTECTION SYSTEMS PROVIDED BY WATCHOUT SECURITY ARE:**

- 2.1. Video surveillance systems
- 2.2. Alarm Systems
- 2.3. Fire alarm systems
- 2.4. Access control systems
- 2.5. Time and attendance systems
- 2.6. Motors for gates, parking barriers, pedestrian barriers
- 2.7. Guard tour control systems
- 2.8. GPS vehicle tracking systems
- 2.9. Vehicle alarm systems
- 2.10. Medical care systems
- 2.11. M. I. S. S. Mobile Integrated Security System

As one of the leaders of private security in the region, Watchout Security, in accordance with legal regulations, has the necessary licenses and certificates, which proves not only professional competence and fulfillment of conditions for performing activities, but also the highest level of commitment to business and implementation of established business policy.

Regarding this, Watchout Security has the following licenses:

- License 20433** for physical and technical protection of persons and property and maintenance of order at sports events, public meetings and other places of citizen gathering;
- License 20181** for the planning of the technical protection system;
- License 20182** for risk assessment in the protection of persons, property and business;
- License 20183** for installation, commissioning and maintenance of the system of technical protection and training of users;
- License 30161** for carrying out design and supervision tasks for the implementation of the technical protection system.

By standardizing the business according to the requirements of the ISO 9001: 2008 standard, the work processes in Watchout Security are determined by strict procedures that are constantly monitored and improved, which is a guarantee that users can receive top quality services at any time.

Watchout Security's commitment to providing the highest level of service has resulted in us now having an integrated quality management policy, that is, in accordance with ISO 9001 standards.

Compliance of business processes with the requirements of the standard SRPS ISO / IEC 9001: 2015 relating to the quality management system and the standard SRPS ISO / IEC 27001: 2014 relating to the protection and security of information, is a guarantee that customers are provided with high quality service at all times

The organization has a well-established orientation towards continuous improvement of the quality of all services as a consequence of the established management system.

We especially emphasize that Watchout Security has a Professional and Legal Liability Insurance Policy, in the amount of **EUR 200.000**, which refers to the territory of the Republic of Serbia.

The policy currently ranks us among the top 3 organizations in Serbia for the provision of private security services that have provided a guarantee to their customers in case of failure in the process of providing the service.

The business policy and standards with which Watchout Security services are harmonized, primarily start from the needs and requirements of our users, whose satisfaction we put in the first place of our projected business goals.

Meeting the needs and requirements of our customers, our business principles are:

- quality service within the agreed deadlines;
- timely response of the technical protection system;
- reduction of the risk of possible occurrence of material and other consequences from illegal actions;
- reducing the risk of anti-aggression, anti-diversion and anti-sabotage act;
- addressing the future needs of users;
- conducting a dialogue with users, based on reasoned facts;
- harmonization of business policy with customer requirements;
- commitment to implementing the quality policy of the organization's management system;
- improving process and system performance;
- harmonization of fulfillment of obligations with laws and bylaws;
- achieving the goals of the organization's management system;
- satisfaction in performing regular activities;
- good interpersonal relationships;
- achieving the strategic goals of the organization;
- measuring customer satisfaction as a regular activity of our company;
- care for the needs of our customers;
- constant improvement of the quality of our services, in accordance with the needs of users;
- constantly raising the level of security of our users;
- we respond to customers as soon as possible;
- Our Call Center is available to customers 24 hours a day, 7 days a week, 365 days a year.



















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**PREVENTION - QUALITY - SAFETY**

