

rethinQ

SOLUTIONS

Physical Security Services Division

Securing People & Spaces.

Client Onboarding & Consulting Framework

Question. Qualify. Quantify.

Building smarter, more resilient systems by aligning technology, people and strategy. Unleashing potential at every level.

info@rethinq.ca | 1-855-rethinQ (738-4467) | rethinq.ca

CONFIDENTIAL

1. Who We Are

rethinQ Solutions is not a firm. We are not an agency. We are a curated collective of elite, independent contractors who assemble under the rethinQ banner when the problem demands it — and dissolve when the work is done. No permanent payroll. No overhead-driven recommendations. No standing army waiting for a war.

We serve clients facing challenges that don't fit neatly into the service catalogues of established vendors. Our value isn't just what we deliver — it's the vantage point we bring. A different perspective on complex problems. Creative, tailored, unconventional.

We aim to build with AI, democratize knowledge, and provide value-based solutions and services for our clients.

Vision: *Building smarter, more resilient systems by aligning technology, people and strategy. Unleashing potential at every level.*

Our Four Service Pillars

GROWTH	TECHNOLOGY	SECURITY	PEOPLE
Revenue acceleration, pipeline generation, digital presence, vendor coordination	AI integration, cloud strategy, digital transformation, systems architecture	Cyber and physical risk, compliance, incident response, property profiling	Psychometric-informed talent, corporate therapy, leadership, culture design

We assess before we advise. We measure before we build.

A strategic alternative. An agile perspective. A precise instrument.

2. Your rethinQ Associate

A Trusted Advisor Who Works For You — Not The Vendors

Every rethinQ Associate is a hands-on strategist with real-world execution experience. They embed with your team, learn your business inside and out, and take full ownership of sourcing, negotiating, and overseeing every vendor relationship on your behalf — across physical security and beyond. One advisor. Full oversight. No competing agendas.

The Challenge

Guard service vendors, access control integrators, surveillance installers, and emergency consultants are all pitching their piece of the puzzle. Nobody is assessing your full physical exposure across facilities, perimeter, people, and operations — and nobody is coordinating the response.

The rethinQ Approach

Your rethinQ Associate evaluates your complete physical risk posture across facilities, access, surveillance, emergency preparedness, and personnel protection — then sources and manages the right partners across every dimension. One advisor for your entire physical security strategy.

How It Works

- 1. Diagnose.** Your Associate runs a comprehensive physical security assessment to establish a clear baseline using rethinQ's proprietary intake questionnaires and maturity scorecards.
- 2. Source & Align.** Instead of disconnected vendors, your Associate builds a unified physical security strategy, sources the right specialists, and coordinates delivery across the full stack.
- 3. Measure & Sustain.** Ongoing oversight with clear KPIs, sprint reviews, and quarterly reassessments. Your Associate holds every vendor accountable to measurable outcomes.

Built-in Accountability

One advisor. One physical security strategy. One point of trust. Full vendor accountability. No more siloed agencies working at cross-purposes.

3. Physical Security Services Division — Overview

The Physical Security Services Division helps clients identify, assess, and mitigate risks to their physical environments, people, and operations. We take a consultative, vendor-neutral approach grounded in ASIS and ESRM frameworks — our recommendations are based on evidence and best practices, not tied to any specific product, integrator, or guard service.

From access control systems to surveillance architecture, from threat assessments to emergency preparedness, our Physical Security Division addresses the threats that exist in the real world. Every engagement is anchored by a dedicated rethinQ Associate. For organizations seeking complete coverage, this division is designed to operate alongside our Cyber Security Division as part of a unified security strategy.

Physical Security Services Catalogue

Service Area	What We Deliver	Key Outcomes
Physical Risk Assessment & Strategy	Site vulnerability assessments, threat-environment analysis, risk scoring by location, property profiling, insurance and liability review, executive briefings	Clear understanding of physical risk, prioritized site hardening plan, reduced liability
Access Control & Perimeter Security	Access control audits, key/credential management review, visitor management assessment, perimeter barrier evaluation, entry/exit point analysis	Controlled access, reduced unauthorized entry risk, scalable access architecture
Surveillance & Monitoring	CCTV/IP camera assessment, coverage gap analysis, monitoring workflow review, AI-assisted detection evaluation, retention policy guidance	Optimized camera coverage, improved detection, actionable surveillance intelligence
Workplace Safety & Emergency Preparedness	Emergency response plan development, evacuation procedure review, fire/life safety assessment, active threat preparedness, AED and first aid readiness	Tested procedures, OHS compliance, improved employee safety, reduced liability
Executive & Personnel Protection	Executive threat assessments, travel security planning, personal security protocols, protective intelligence, event security, workplace violence prevention	Reduced personal risk, secure travel protocols, proactive threat awareness
Security Operations & Governance	Guard force assessment, contract security vendor evaluation, SOC design guidance, security policy development, OHS and building code compliance	Optimized operations, right-sized guard force, regulatory compliance, vendor accountability

4. Client Onboarding Framework

Every Physical Security engagement follows a structured five-phase onboarding process. Your rethinQ Associate guides you through each phase, ensuring deep understanding of your facilities, operations, and risk environment before recommending solutions. When clients also engage the Cyber Security Division, the two onboarding tracks run in parallel with unified executive reporting.

Phase 1: Discovery & Intake (Week 1)

Objective: Understand the client's facilities, operations, current physical security posture, and threat environment.

Key Activities:

- Conduct a 90-minute Executive Discovery Session with senior leadership, facilities management, security/operations, and HR stakeholders
- Distribute and collect the rethinQ Physical Security Intake Questionnaire including the property profiling module — covering facilities, structural inventory, perimeter, access, surveillance, and emergency readiness
- Gather access to floor plans, access control logs, surveillance layouts, insurance policies, OHS documentation, and incident logs
- Conduct preliminary site walkthrough(s) at primary facilities to validate documentation and identify obvious gaps
- Map the security decision-making structure across facilities, operations, HR, and finance

Deliverable: Completed Physical Security Profile, Property Profile, and Discovery Summary Report

Phase 2: Current State Assessment (Weeks 2–3)

Objective: Perform a comprehensive audit across all physical security functions to establish a maturity baseline and identify critical gaps.

Assessment Area	What We Evaluate	Scoring
Risk Assessment & Planning	Site-level threat analysis, risk scoring methodology, physical security strategy, insurance adequacy, liability exposure	1–5 Maturity Score (ASIS/ESRM)
Access Control & Perimeter	Access control systems, key/card management, visitor protocols, perimeter barriers, entry/exit security, after-hours access	1–5 Maturity Score
Surveillance & Detection	Camera coverage and quality, monitoring workflows, blind spot analysis, alarm systems, analytics, evidence retention	1–5 Maturity Score
Emergency Preparedness	Emergency response plans, evacuation procedures, fire/life safety, active threat protocols, drill cadence, first aid	1–5 Maturity Score (OHS-aligned)

Assessment Area	What We Evaluate	Scoring
Personnel Protection	Executive security, travel safety, workplace violence prevention, personal threat awareness, event security capability	1–5 Maturity Score
Security Operations & Governance	Guard force effectiveness, vendor management, SOC maturity, policy documentation, regulatory compliance, budget optimization	1–5 Maturity Score

Deliverable: rethinQ Physical Security Maturity Scorecard — scored across all six dimensions with site-level findings, gap analysis, and remediation priorities.

Phase 3: Gap Analysis & Service Matching (Week 4)

Objective: Translate assessment findings into a prioritized action plan, mapping gaps to specific rethinQ Physical Security services and vendor partners.

Key Activities:

- Generate the Physical Security Gap Matrix: current state vs. target state for each assessment dimension and site
- Prioritize gaps using a Risk-Impact framework (critical/immediate, high/short-term, medium/strategic, long-term), factoring threat likelihood, business impact, and regulatory exposure
- Match each gap to one or more rethinQ Physical Security services with timelines, resource requirements, and dependencies
- Identify and shortlist vendor partners (integrators, guard services, surveillance, emergency consultants) — your Associate manages all sourcing, scoping, and oversight
- Develop a phased Physical Security Roadmap with milestones, quick wins, and long-term hardening initiatives
- Define KPIs and prepare preliminary investment estimates including capital and operating expense recommendations

Service Matching Decision Logic

If Assessment Reveals...	Primary Service Match	Supporting Services
No threat assessment, unknown exposure, inadequate insurance, no strategy	Physical Risk Assessment & Strategy	Security Operations, Emergency Prep
Weak entry/exit controls, outdated systems, poor visitor management, unsecured perimeter	Access Control & Perimeter Security	Surveillance, Risk Assessment
Camera blind spots, no monitoring workflow, outdated equipment, poor evidence management	Surveillance & Monitoring	Access Control, Security Operations

If Assessment Reveals...	Primary Service Match	Supporting Services
Untested evacuation, no active threat protocol, outdated fire safety, poor drill cadence	Workplace Safety & Emergency Preparedness	Security Operations, Personnel Protection
No executive protection, unsafe travel protocols, workplace violence risk	Executive & Personnel Protection	Risk Assessment, Emergency Prep
Ineffective guard force, poor vendor oversight, no policies, OHS non-compliance	Security Operations & Governance	Risk Assessment, Access Control

Deliverable: Physical Security Strategy Roadmap with prioritized recommendations, vendor shortlist, capital and operating estimates, and projected outcomes.

Phase 4: Strategy Presentation & Alignment (Week 5)

Objective: Present findings and recommendations to leadership, align on priorities, and finalize engagement scope.

Key Activities:

- Deliver a formal Physical Security Strategy Presentation with visual scorecards, risk heat maps, site walkthroughs, and the recommended roadmap
- Facilitate a collaborative risk prioritization workshop to align leadership on sequencing, acceptable risk thresholds, and budget allocation
- Refine engagement scope based on client feedback, budget constraints, internal capacity, regulatory timelines, and risk appetite
- Define the Statement of Work (SOW) including timelines, milestones, vendor assignments, governance structure, and escalation procedures
- Establish communication cadence (weekly stand-ups, bi-weekly sprint reviews, monthly executive briefings, quarterly reviews)

Deliverable: Signed Statement of Work, finalized project plan, risk mitigation priorities, and assigned rethinQ Associate and security team.

Phase 5: Engagement Kickoff & Execution (Week 6+)

Objective: Transition from assessment into active execution with clear ownership, vendor oversight, sprint cycles, and iterative delivery.

Key Activities:

- Your rethinQ Associate assumes ownership of all vendor relationships and active service engagements
- Launch the first 30-day sprint with defined objectives, controls to implement, and measurable targets
- Deploy security dashboards and KPI tracking tied to the Physical Security Maturity Scorecard baseline
- Execute prioritized remediation: policy development, system installation, training deployment, facility upgrades, drill execution

- Conduct weekly operational stand-ups and bi-weekly sprint reviews with the client's security or facilities lead
- Deliver a 30-day Progress Report with security posture improvements, risk reduction metrics, and recommended adjustments

Deliverables: Active service delivery, security documentation, KPI dashboards, 30/60/90-day progress reports, quarterly security reviews.

5. Onboarding Timeline Summary

Timeline	Phase	Key Output	Client Commitment
Week 1	Discovery & Intake	Physical Security & Property Profile	4–6 hours + site walkthrough
Weeks 2–3	Current State Assessment	Physical Security Maturity Scorecard	Facility access + team availability
Week 4	Gap Analysis & Service Matching	Physical Security Strategy Roadmap	2–3 hours
Week 5	Strategy Presentation & Alignment	Signed SOW & Project Plan	2–4 hours
Week 6+	Engagement Kickoff & Execution	Active Delivery + Dashboards	Ongoing weekly stand-ups

6. What Your rethinQ Associate Manages

From door locks to surveillance to guard services to emergency planning — your rethinQ Associate coordinates your full physical security program. No more gaps between integrators and vendors. One strategy, one advisor, complete physical coverage.

- Access control integrators and credential management vendors
- Surveillance installers, CCTV vendors, and analytics providers
- Guard service providers (in-house and contract)
- Fire/life safety inspectors and emergency consultants
- Executive protection firms and travel security providers
- Insurance brokers, OHS consultants, and compliance auditors

7. Maturity Scorecard — Scoring Guide

Each assessment dimension is scored on a 1–5 maturity scale. This scoring guide ensures consistency across assessments and provides clear benchmarks for client communication.

Score	Maturity Level	Description
1	Ad Hoc	No formal physical security strategy or documented processes. Activities are reactive and inconsistent. Significant unmanaged risk and missed opportunities.
2	Emerging	Basic activities exist but lack structure, consistency, or measurement. Some awareness of gaps but no clear plan to address them.
3	Defined	Formal processes exist and are documented. Core metrics are tracked. Strategy in place but execution is inconsistent or under-resourced.
4	Managed	Strategy is well-executed and data-driven. Processes are optimized with regular iteration. Performance meets or exceeds industry benchmarks.
5	Optimized	Industry-leading performance. Continuous innovation, advanced automation, and predictive capabilities. The function is a competitive differentiator.

8. Engagement Models

rethinQ Physical Security services are available in flexible engagement models designed to fit each client's budget, timeline, and internal capacity. Every model includes an embedded rethinQ Associate as the single point of accountability.

Model	Best For	Structure	Duration
Diagnostic Only	Independent assessment before committing to execution — ideal for board reporting, M&A, or organizational health checks	Phases 1–3: Discovery, Assessment, and Gap Analysis with full Scorecard and Roadmap	4–5 weeks
Project-Based	Targeted engagements with defined scope and deliverables	Full onboarding (Phases 1–5) scoped to specific service areas with fixed deliverables	2–6 months
Retainer / Managed Services	Ongoing program management with continuous oversight, periodic reassessments, and strategic support	Full onboarding followed by recurring monthly services with dedicated rethinQ Associate	6–12 months (renewable)

Model	Best For	Structure	Duration
Fractional CSO	Senior leadership without the full-time commitment	Part-time executive placement (10–20 hrs/week) to own and drive strategy	6+ months

Ready to rethinQ your physical security strategy?

Every great engagement begins with a structured conversation. Reach out to start your Discovery phase.

info@rethinq.ca | 1-855-rethinQ (738-4467) | rethinq.ca

Stay curious & rethinQ your potential.