CITY OF WEST DES MOINES
CITY COUNCIL MEETING COMMUNICATION

DATE: March 21, 2022

ITEM: Motion – Approval of Contract Agreement Renewal – Park Security Services

FINANCIAL IMPACT: Approximate expense of $89,000 annually based on services identified in the Request for Proposal dated January 2019. This is a contract renewal with hourly rates being increased by approximately 30%. This rate increase is at the request of the contractor due to the current shortage of qualified workers. To mitigate some of this increase, scheduled hours are being adjusted resulting in a total increase of approximately $10,000 annually. The contract includes a contractor-supplied vehicle. The vehicle-related costs are not being increased with this renewal. There is $84,000 budgeted in the FY 22-23 operating budget for this purpose. Any amount over the budget will be covered with cost savings in other areas.

BACKGROUND: The Council is asked to approve the renewal of a contract agreement with American Security for Park Security Services. American Security has provided park security services for several years. They were originally selected in 2013 and again in 2019 using a detailed Request for Proposal (RFP) process. The RFP was sent to all area security providers, and a notice of the RFP was published. Through an evaluation of written proposals and interviews, American Security was chosen. The current agreement with them expired on December 31, 2021, but the terms of the agreement allow for renewal on an annual basis for an additional two years.

This agreement covers on-site security from May 1 through October 31 and mobile patrol from November 1 through April 30. The amount of coverage varies depending on the time of the year. Security officers are responsible for patrolling parks, locking and unlocking parks and facilities, checking permits at the dog park and archery facility, responding to alarms at the nature lodge and softball complex, and enforcing park rules.

OUTSTANDING ISSUES: None

RECOMMENDATION: That the Council approve the contract agreement renewal.

Lead Staff Member: David Sadler, Superintendent of Parks

STAFF REVIEWS

Department Director	Sally Ortgies, Director of Parks and Recreation
Appropriations/Finance	Tim Stiles, Finance Director CL for TS
Legal	Richard Scieszinski, City Attorney
Agenda Acceptance	

PUBLICATION(S) (if applicable)

Published In	
Dates(s) Published	

SUBCOMMITTEE REVIEW (if applicable)

Committee			
Date Reviewed	3/14/22		
Recommendation	Yes	No	Split

CITY OF WEST DES MOINES
4200 Mills Civic Parkway
PO Box 65320
West Des Moines, Iowa 50265-0320

CONTRACT NO. - **DATE:** 3/21/22
BUDGET CODE 100.400.405.5250.450 (Security Services)

CONTRACT RENEWAL AGREEMENT

Contractor American Security & Investigations	Department Department of Parks & Recreation P.O. Box 65320 West Des Moines, Iowa 50265
Contract Period – Effective: March 21, 2022 Annual Cost: $89,000 (estimated)	Terminates: December 31, 2022 Payable: 30 Days

DESCRIPTION OF ITEMS CONTRACTED

See Attached Proposal for terms and conditions with rates in 2022 as follows:

On-Site Security Officer = $23.50/hour
Mobile Patrol = $16.20/stop
Vehicle = $367.71 bi-weekly

Contractor	_____ Approved _____ Not Approved
Authorized Signature	
Company Name (Print) American Security & Investigations	City Manager
Address 2801 Bell Avenue, Des Moines, IA 50321	Department Director

WHITE – Department PINK – Finance YELLOW – Vendor

EXHIBIT A

From: Timothy M. Bloemker <TBloemker@americansecurityllc.com>
Sent: Monday, November 29, 2021 5:31 PM
To: Sadler, David <David.Sadler@wdm.iowa.gov>
Subject: [EXT] Proposed Budget 2022

David,

I hope you had a great Thanksgiving! This year COVID continues to be a driving force in how business is conducted. This has resulted in rising costs for all businesses and increased wage expectations in all labor markets. As we look to our budgets for 2022 we must focus on maintaining a strong retention of our staff, which will also assist us to be able to recruit quality officers when necessary allowing us to provide reliable continuous service to you. This will also help with keeping up with increasing health insurance and other costs associated with doing business. We are asking for an increase to your billing. Please see attached.

We know this also impacts you as a business partner, so I want to remind you that we also have technology that can be used in conjunction with your current program, or in some cases used from a cost savings option. These are programs we can tailor to fit your needs. American Security has assisted in designing hybrid services where it is practical and makes sense. Please let me know if you would like to discuss this option further. We appreciate your business partnership and we look forward to hearing from you and working together in 2022.

Timothy M. Bloemker
Regional Director of Operations

AMERICAN SECURITY & INVESTIGATIONS
A MARSOE COMPANY

Office: 402-551=1111
Mobile: 402-312-6143
Email: tbloemker@americansecurityllc.com
Website: www.americansecurity.com
Address: 2801 Bell Ave Des Moines, IA 50321
7101 Mercy Road, Suite 201 Omaha, NE 68106

JANITORIAL | SECURITY | HVAC | CALIBRATION | EMERGENCY RESPONSE | FACILITY MANAGEMENT

EXHIBIT I - BUDGET ESTIMATE
ESTIMATED SECURITY COSTS
West Des Moines Parks

BUDGET PROJECTIONS: 2022

West Des Moines Parks	Pay	Weekly	Bill	*Estimated	*Estimated	*Period
Security Officer	$15.00	73.00	$23.50	$1,715.50	$7,428.12	
Estimated Cost			$0.00	$1,715.50	$7,428.12	$89,206.00

Bill rate covers the following:

Bill rate covers the following:
-Base wage paid to the officer.
- Mandated overhead costs (FICA, FUI, SUI, Workers Compensation, and General Liability Insurance)
- Training
- Officer Benefits – including Hospitalization, Paid Vacation, & Paid Holidays
- Uniforms
- Flex Force/Replacement Officer Cost
- Field Support Allocation-Area Managers, Ops. Director
- General & Administrative Expense and Profit
- Lighthouse Real-time Reporting and Incident Management System (Includes cost of one Smart phone)

Request for Proposal
Park Security Services

Prepared For:

Mr. David Sadler
Superintendent of Parks
West Des Moines Park & Recreation
4200 Mills Civic Parkway, West Des Moines, IA 50265

Prepared By:

American Security & Investigations
Ray Monson, Regional Director of Operations

2801 Bell Avenue, Des Moines, IA 50321
515-362-3834 (24 hours) **515-245-4380** (Office)

Table of Contents

Cover Page 1

Cover Letter 4

Executive Summary 5

Important Considerations 8

General Scope & Performance Requirements 9

Firm Information 11

American Security Organizational Chart 12

Understanding of Scope 13

Prior Experience 17

Supervision 19

Training 24

Fee 27

Technology

ASI TRAC Guard Tour System 29

Scheduling and Compliance Tracker 35

Cultural Automation and Creative Alternatives 40

AMERICAN SECURITY & Investigations

January 7, 2019

Mr. David Sadler
Superintendent of Parks
West Des Moines Park & Recreation
4200 Mills Civic Parkway
West Des Moines, IA 50265

RE: The City of West Des Moines RFP for Park Security Services

Dear Mr. Sadler,

Thank you for inviting American Security to bid for the Park Security Services Program for The City of West Des Moines. As we approach the conclusion of our current contract term, we appreciate the relationships developed amongst The City of West Des Moines stakeholders and are proud of the service record we have established. We understand the importance of a best in class safety and security program and look forward to continuing to tailor a custom program that reflects the constantly developing needs of The City of West Des Moines Parks and Recreation system and surrounding community.

You will leverage and enjoy American Security's decades of local security experience. We understand the importance of keeping your parks and greenways, community, residents and visitors safe and secure. With our dedicated officers and exceptional local management and leadership, we will provide you with pleasant and approachable officers who are dedicated and well-trained for safety, security and emergency procedures. It is our objective to exceed your expectations by delivering quality security services with exceptional officers who are motivated to make every interaction with your team and your community a positive experience.

We appreciate the opportunity to continue our renewed partnership with The City of West Des Moines. You can count on our commitment to excellence and our ability to adapt to your changing environment, as you have seen from our previous years of service. We look forward to discussing our proposal at more length and answer any questions that you may have. Thank you and feel free to contact us for any additional information.

Sincerely,

Ray Monson
Regional Director of Operations
American Security & Investigations

ASIS INTERNATIONAL
Advancing Security Worldwide™

2801 Bell Avenue, Des Moines, IA 50321
515-362-3834 (24 hours) 515-245-4380 (Office)

Talent Acquisition and Hiring 42

Employee Benefits 45

Employee Development and Retention 48

Employee Recognition Programs 50

Security Training and Additional Training Curriculum 51

Officer Uniforms and Appearance Standards 58

Emergency Response 59

Alcohol and Drug Use Policy 62

EVIDENCE OF INSURANCE 63

AMERICAN SECURITY & Investigations

Executive Summary

For nearly 60 years, American Security has provided our customers with peace of mind knowing that their public safety and security program partner is their hometown team. We have local resources, local management and supervision, local training and instructors, local patrol fleet and a Command Center that operates 24/7, 365 days per year. We take great pride and honor in protecting our client's people, properties and assets.

American Security serves a diverse set of clients that include city parks, county services, corporate campuses, high rise office buildings, multi-tenant and single tenant office buildings, manufacturing facilities, distributions centers, colleges and universities, construction, critical infrastructure facilities, hospitals and clinics, residential housing associations, sports, leisure, entertainment and specialty events.

Our decades of experience provide our customers with security solutions designed to meet their specific facility needs based on a comprehensive understanding of their total environment. American Security has been operating successfully since 1959 and we have a strong operational and supervisory infrastructure to support your Park Security Services at The City of West Des Moines. We are security professionals who are firmly committed to providing our clients with the best security services and customer service available in the industry.

Providing Professional Security Officers

American Security has the local resources to provide you with experienced and professional public safety and security services. With nearly six decades of experience, we have leveraged experiences and lessons learned to implement and execute world class recruiting, hiring, recognition and retention programs. In addition, our approachable and courteous security officers are provided with comprehensive training to ensure they have the skills and knowledge, as well as operational support, to meet your public safety and security program needs.

Front Line Customer Service

Security Officers are an important part of the first impression for your community and its visitors. That first impression coupled with a safe, secure and stable environment will have a positive and lasting impact for you, your community and your stakeholders. American Security prides itself on employing quality security officers who are approachable and well trained to handle unexpected and emergency situations. We train our officers to ensure proper communications, etiquette and professionalism. It is imperative that every interaction with your team, community and park visitors is a positive one.

Emergency Preparedness/Initial Response/Crisis Response

Whether the emergency is created by man or nature, our officers become an important link in the response and recovery process. Our Emergency Preparedness training helps our clients and security team with identifying roles, planning emergency responses and executing calmly and professionally. Our team designs emergency plans in the elements that are common in emergency situations, as well as the very unique factors that can be encountered in differing types of emergencies. After the preservation of life and assets, business continuity is the ultimate goal in preparedness planning.

AMERICAN SECURITY & Investigations

Value Added Services

Real time information gathering and reporting: ASI TRAC©

Our real-time, web based information gathering and incident reporting system provides clients with the ability to monitor and respond to real-time issues, tasks, and events. The system provides secure access to a web-based application that provides real-time incident reporting. The system can be configured to address other online issues, to include dispatch center monitoring, facility maintenance tracking and risk management assessment. Once logged on to the system, clients are able to view and address any open issues that were created in the system, whether they are maintenance, security or public safety issues, and easily access previously addressed open or closed issues.

Mobile Patrol Services

Our mobile patrol services are available seven days a week throughout the year. Whether random checks are needed to ensure that facility access points are secure, or to ensure that no unauthorized persons are on site, or to check that life/safety equipment is regularly monitored, or to respond to alarms, you can count on American Security to design a program to meet your requirements. Site visits are guaranteed through use of our audited guard tour system.

Specialty and Event Services

American Security regularly assigns uniformed, unarmed officers for short-term security needs. Whether you need an officer for as little as eight hours or you need around the clock services for an extended period, American Security has the resources to provide you with the best workforce in the security industry. Our officers are available to provide public safety and security services for a wide range of needs including: special events, construction, fire watch services, equipment/machinery security, emergency/disaster response or other events that require the presence of uniformed security officers.

Consulting Services

- Business Continuity Consulting and Planning
- Security Consulting
- Safety and Security Training Seminars
- Threat Indicators and Assessment (TIA) Training
- Safety and Security Audits and Assessments
- Emergency Preparedness and Response Training (CERT)

Summary

American Security is well managed and financially stable. We are a proud and good standing member of the Des Moines business community for 27 years. We continue to grow and strengthen our ties to the community through prudent and well-established management practices. They include: (a) excellent service, (b) support of the field officer staff by experienced, trained, highly motivated management staff, and (c) sound fiscal practices.

AMERICAN SECURITY & Investigations

We firmly believe in the importance of effective communications. It is a key element in any long-term relationship. There is an absolute and positive correlation between effective communications and our ability to meet your expectations. A combination of formal and informal meetings with you will assure that your objectives are met, and more importantly, any areas needing improvement are identified.

Our management group will work with you to develop and implement specific plans to respond to and resolve any concerns. Responsiveness and effective follow-up are imperative to any quality control system. Corporate commitment to complete client satisfaction, based on a solid understanding of your needs, is the foundation for continued improvement of your security program.

We look forward to continued success by providing you with high quality security officer services and industry leading, professional and local management. We believe with our recruiting, hiring, recognition, retention and training programs, along with our current local management structure, that American Security is a compelling choice to provide security officer services at The City of West Des Moines. We are committed to continuing our partnership with you and your team by providing an exceptional level of safety, security and customer service.

Important Considerations

Long Term Partnership

We understand that a trusted, valued and long term partnership with vendors and suppliers will provide the best culture fit for The City of West Des Moines. As you may already know, American Security is part of the Marsden family. It is important that we make you aware of the depth and breadth of services that our entire organization offers. Vendor management efficiencies and simplified communication with a single vendor can simplify your operations so that you can focus on your most important priorities.

Here is an overview that summarizes how we can expand our existing partnership together.

Clean
We offer Innovative and "green" cleaning programs that keep your properties healthy. Marsden has been serving communities for over 65 years.

Manage
Marsden also offers professional facilities management services that keep your facility fully optimized.

Climatize
We offer custom tailored comfort systems and processes that keeps everyone cool in the summer and warm in the winter.

Calibrate
We offer expert calibration of your systems to keep them running smoothly.

Protect
We offer state-of-the-art safety and security strategies and best practices that will assist you in providing a safe and secure experience for your community and visitors while keeping your people, property and assets safe and secure.

Partnership, Culture Fit and Responsiveness

American Security has a unique position in the marketplace. We are not a large, international conglomerate serving the entire United States or International clientele. Further, we are not a small "mom and pop" company serving only a handful of clients with limited resources. American Security is uniquely positioned as your hometown team. We have the local resources and management infrastructure to provide quality officers and the management supervision to provide our clients with the responsiveness and peace of mind that they desire.

Additionally, American Security offers Technology & Consulting services, Loss Prevention and Undercover Officers, Mobile Patrol and Fleet/Alarm Response services, Executive Protection and Special Event Safety and Security Officer Solutions.

AMERICAN SECURITY & Investigations

General Scope & Performance Requirements

Holidays

American Security will provide all services 365 days a year, as agreed in this proposal and according to all schedules within, including all holidays. In addition, we will provide an extra on-site officer at the Raccoon River Park on Memorial Day from 10am to 8pm. We will also provide two additional officers on the Fourth of July from 10am to 10pm.

Special Events

We understand that additional officers may be required for special events run by the City. We also understand that we may need to coordinate additional security coverage with a non-city organizer.

Enforcement

We shall enforce park rules and regulations as listed in (attachment A) of the RFP. Security officers will be expected to be knowledgeable on all park rules and regulations and educate park users in a professional manner. We shall notify the West Des Moines Police for law enforcement assistance when necessary.

Public Interaction

American Security will provide security personnel who positively interact with park visitors and will conduct themselves in a highly professional manner. We will offer assistance and distribute information to the public upon request. Our security team will walk in and around the park facilities to demonstrate a security presence and will be utilizing a bike patrol when appropriate. We understand that Security Vehicles will not be driven off hard surfaces except in the case of an emergency.

Uniform

We will provide our officers American Security uniforms that will provide a clear visual identification to park visitors. We understand that the City will need to approve these uniforms. Our basic uniform is a black shirt with black pants. The shirt has an American Security patch on both shoulder sleeves and one on the front left chest. Depending on weather conditions, in the summer, officers can be provided black shorts, per the City's approval.

Training

All on-site security officers will have current certification in First Aid and adult/infant CPR. Documentation of certification shall be made available to the City upon request. Officers will also be trained on dog behavior as it relates to the dog park, along with bike patrol training focused around officer safety. Officer's will also receive training on park regulations and work through scenarios to ensure they know how to properly educate and enforce these regulations with a customer service approach.

Communication

We shall provide our on-site officer with a cell phone which will allow them to communicate to our 24/7 dispatch. They will also be able to contact the West Des Moines Police and City contact person. A current phone number list shall be provided to the City. All reporting will be completed via our real-time electronic reporting and incident management system, ASITRAC. This system provides the ability for the city to view the reporting at any time.

Vehicles

American Security will provide patrol vehicles as requested. We will also include the cost for all fuel, insurance, maintenance and other incidentals. The vehicle will be in good working condition and the appearance will be to the satisfaction of the City and be clearly identified as a security vehicle. Our current vehicles are Toyota Tacoma or Ford F150. These patrol vehicles are clearly marked with our logo and have a light bar.

Contacts

We shall provide the City with the name, address, e-mail and phone numbers for at least two American Security contacts the will be responsible for insuring response to the City's requests.

Authority/Direction

We understand that all our security personnel will be expected to be positive, courteous and on time. We also understand that the City reserves the right to reject any security personnel from continued or further service for any reason.

Damages

We understand that we will be responsible for any and all damage to public property (including vehicles), private property, or personal injury due to our employee's negligence or intentional or reckless conduct in the performance of the security service.

Contract Terms

It is our understanding that the contract shall start on March 1. 2019 and extend through December 31, 2021. We also understand that following this initial period, the contract may be renewed at the City's sole discretion on an annual basis for an additional two years. At the end of the initial or renewal period (whichever is applicable), the contract will be re-bid.

AMERICAN SECURITY & Investigations

Firm Information

American Security is a privately held specialty security and investigative services company that customizes security officer services to meet the unique needs of our valued clients. We began business in May, 1959 with our corporate headquarters in St. Paul, Minnesota. We have been proudly serving you from our local Regional Office in Des Moines, located at 2801 Bell Avenue, Des Moines, IA 50321.

American Security is locally managed. All decisions are made in a timely manner by management staff thoroughly familiar with your facilities and familiar with other information and/or external influences that may impact decisions regarding facility security.

Corporate structure

American Security is a wholly owned subsidiary of, and an independent operating company within Marsden Holding, L.L.C., which is a privately owned company operating in 47 States within the United States. American Security is a Limited Liability Corporation.

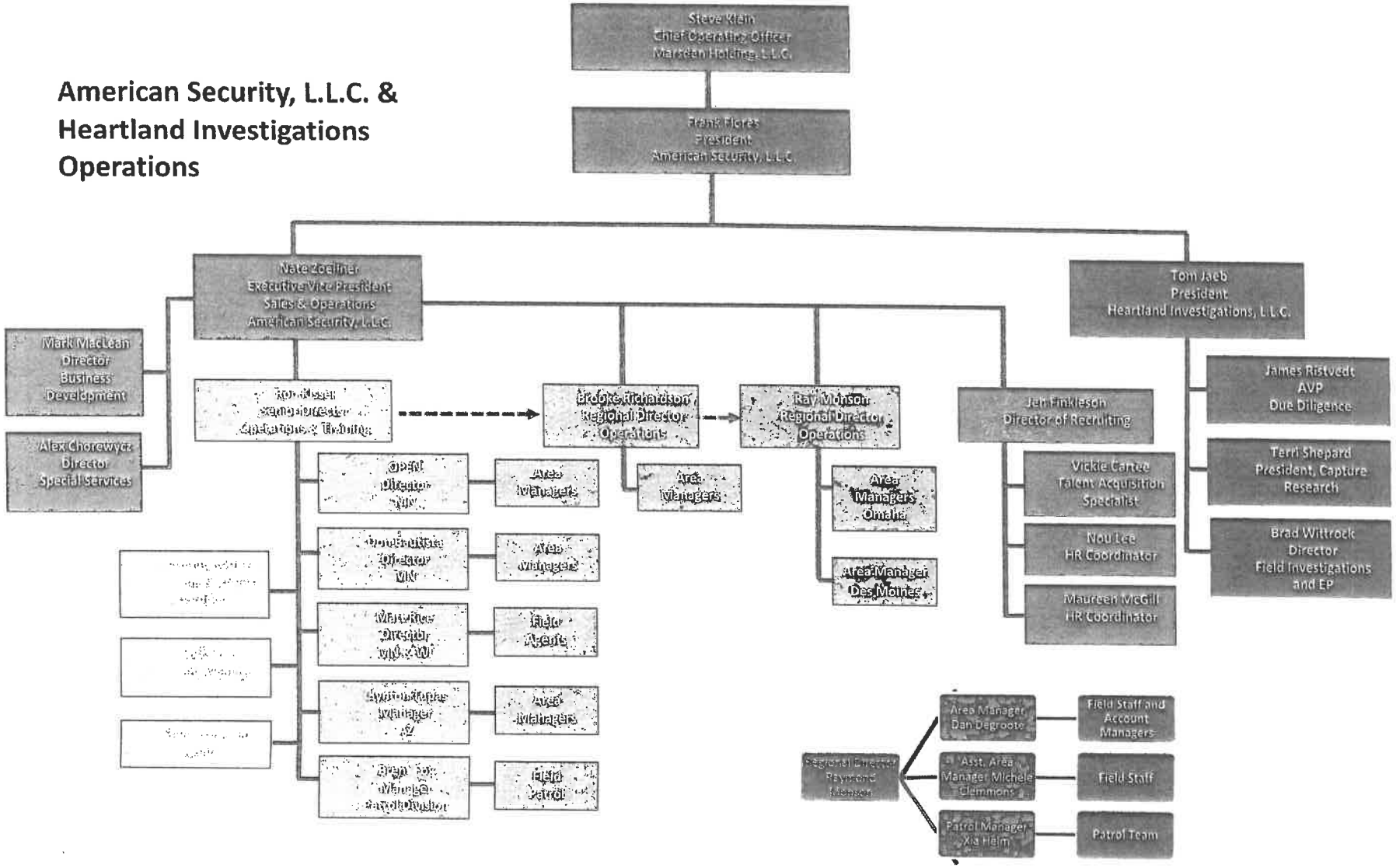
Marsden Holding's operating companies include: American Security, L.L.C., Marsden Bldg. Maintenance Company L.L.C., Palen-Kimball Company, L.L.C. and Final Touch, L.L.C. Each of the operating companies provides a wide variety of building services and facilities management service offerings. Each of the companies' Presidents and Chief Operating Officers are also employees of Marsden Holding, and report directly to the Marsden Holding Chief Executive Officer, Mr. Guy Mingo. Marsden Holding, L.L.C. is wholly owned by Encore One, L.L.C., the investment company owned by the Rauenhorst Family Trust.

Every day we honor and proudly execute our corporate commitment to the growth and development of our most important resource – our people. Our regional focus coupled with the depth of our management support staff and training resources available to our security officers helps us deliver quality security services to clients. As a specialty security services provider, we customize our talent acquisition and training to meet the unique and special needs of our clients. We pride ourselves on providing world class, customized security services with a local support team to ensure quality service.

For questions or additional information regarding the content of this proposal please feel free to call, e-mail, or send inquiries to:

Raymond Monson
Regional Director of Operations
American Security L.L.C.
Phone: (515) 362-3815
Fax: (515) 245-4380
E-mail: rmonson@americansecurityllc.com

American Security, L.L.C. & Heartland Investigations Operations



Understanding of Scope

American Security L.L.C. testifies that we will be able to provide all services outlined in the "Scope of Services" section as outlined in the Request for Proposal. American Security will complete all services as follows:

Raccoon River Park

1. We shall provide full, continuous and consistent security coverage with one security officer on-site during these dates and scheduled times.

    - April 1 through May 15th and September 15- October 31 (approx. dates) 5:00pm to 1:00am Monday-Friday and 10:00am-1:00am Saturday and Sundays.
    - May15th to September 15th 10:00am to 1:00am 7 days a week (approx. dates)

2. We shall provide a second full, continuous and consistent security officer on-site during this dates and scheduled times.

    - May 15th through August 15th (approx. dates) (everyday) 12 noon to 7:00pm.

It is understood that the city reserves the right to adjust the schedule to meet changing security needs. It is also understood if a portion of time is not fully covered; the City's representative is to be immediately notified.

Dog Park Patrol

1. We shall ensure the onsite security officer will be at the dog park a minimum of 2 hours per day. Completing regular Permit audit checks and educating park users on rules and violations. Staff will carry brochures and applications and make them available to park users.

- On site security-April 1 through October 31 (two hours per day)
- Mobile Patrol-November 1 through December 15th (3 stops/day), December 16 through February 28th (1 stop/day), March 1 through March 31st (3 stops/day).

We understand that the schedule may vary depending on use levels at the dog park and we will be flexible to those changing needs.

Duties of the officer will include, but not limited to:

1. Checking for permit tags and requesting users, without permit tags, to leave the dog park.
2. Will provide information to citizens on obtaining permits and enforcing all dog park rules as listed in the West Des Moines Dog Park rules document referenced in attachment C.
3. The on-site officer will complete a report on the dog park activity and submit them to the City daily. Our mobile patrol officer will also complete daily reports to verity that permit tags are being checked with reports submitted regularly via our reporting system ASITRAC. We understand that other

special events may be scheduled, at the dog park, and we will supply additional security at the request of the City.

Archery Facility

We understand that our on-site officer and mobile patrol officers will randomly check the archery facility. The days and times that will be generally followed are listed below, but we understand that a detailed schedule will be determined upon award of the contract.

- On-Site security-April 1 through October 31st (Randomly each day)
- Mobile Patrol-November 1 through December 15th (3 stops/day), December 16 through February 28th (1 stop/day), March 1 through March 31st (3 stops/day).

We understand that the on-site officer and mobile patrol will perform random checks for permits and request users without permits to leave the archery facility. They will also enforce all archery facility rules. The officers will also provide information to them and park visitors on how to obtain a permit. The on-site officers will complete reports and submit them to the City daily via ASITRAC. The mobile patrol officers will also fill out reports to be submitted via ASITRAC

Gates

1. The security officers will lock and unlock park gates located at both Grand Avenue and 11th street.

- Gates will be locked at 12:00am (midnight) and unlocked and opened at 5am daily. Gates will be securely fastened in the open position and inspected during patrols. Prior to locking gates, security officers shall cover the entire park and give advance notice to park closing to any remaining visitors.
- On-site Security-April 1 through October 31 (Close Gates)
- Mobile Patrol-January 1 through March 31 (2 stops/day, open/close gates), April 1 through October 31st (1stop/day, open gates), November 1 through December 31st (2 stops/day, open/close gates)

Facility Lockup

1. Our security officer shall be responsible for locking the following facilities and will be checked by our mobile patrol to verify that the facilities are locked.

- Soccer Complex Restrooms (10:00pm)
- Playground Restrooms (10:00pm)

Alarm Response

1. American Security will provide first response to alarm calls at the Raccoon River Park Nature Lodge and Softball Complex. We shall respond during our on-site security hours at no charge. Responses to alarms, outside of the on-site security hours, shall be billed separately (See fees schedule).

Focus Areas

1. During patrol of the Raccoon River Park, our security officer will give specific attention to the following areas:

    - **Softball Complex**: We will escort concession stand workers and other staff, to their cars, at their request. We will enforce park rule prohibiting the consumption of alcohol in parking areas.
    - **Nature:** We will escort staff to their cars at their requests.
    - **Beach**: We will enforce park rules that include the prohibition of consumption of alcohol, the use of glass containers and pets in the beach area. The area will be patrolled by foot or bike patrol.
    - **Dog Park**: Our on-site security officer and mobile patrol will do random checks for permits and provide information to park visitors on how to obtain a pet permit. Users without permits will be asked to leave the park. They will also enforce all dog park rules.
    - **Playground**: We will patrol the playground, on foot, and look for any obvious safety issues, such as broken equipment or trash/glass in playground area.
    - **Lake**: We will make an attempt to enforce the lake's "No-Wake" rule by communicating, from the shore, the rule to the boater once they have remove their boat from the lake.
    - **Trail**: We will provide patrol of the 3.2-mile trail around Blue Heron Lake. We will drive the trail route and will have a bicycle available for use by our security officers.
    - **Archery Facility**: Our officers will patrol the Archery facility regularly, checking to ensure all users have a valid permit. Those without will be asked to leave and will be provided "Archery Facility Rules (Attachment D) and an application for permit. All other rules will be enforced.
    - **Boathouse Facility**: Officers will provide concession and other staff escorts to their vehicles if requested. Security will provide presence in the area regularly.
    - **Miscellaneous**: Officer will pay special attention to rules that are often violated at the park (Dogs not on leash while outside fenced dog park, glass containers in park, and other alcohol beverages. Beer, in cans (not to exceed 16 ounces), is allowed. No tobacco of any kind can be used in the park which includes cigarettes, electronic smoking devices or smokeless tobacco. Staff will also patrol shelters to help provide a presence during large rentals and to look for and help educate users on rental rules.

Other Parks – Park Patrol

- We shall patrol all parks identified in (table 2), in the RFP, a minimum of once per shift per night. This will be done during the times listed below.

    1. April 1 through October 31 (approximated days) no earlier than 10:30pm and no later than 12:30am. Every night.

Park Lockup

- We shall verify that all facilities with an "Auto Lock" system are secured and will secure with keys, if needed. These parks identified in (table 2), in the RFP. The parks will be locked no earlier than 10:30pm and no later than 12:30am
- We have a method utilizing our reporting system (ASITRAC) to verify that all restrooms were checked, and reports are available to the City. Staff can take pictures showing doors are secured and this can be audited by ASI Leadership staff prior to the Parks Officer ending their shift at night.
- Park Patrol: It is our understanding that the City may occasionally request security services in other parks or at times separate from park lockup. These maybe handled by the on duty patrol officer, or at the request of the City, an additional officer.

Prior Experience

American Security L.L.C. has been providing professional security services to clients since 1959. Currently our company provides more than 128,000 hours of coverage each month to our clients.

As a result of our years of experience and the number of hours that we provide, you can be assured that American Security will be able to handle any situation that may come up at West Des Moines Park & Recreation.

The local management staff of American Security L.L.C., that is assigned to handle all occurrences at West Des Moines Parks and Recreation, has well over 50 years of combined experience in the security field. Those management members are as follows:

- Dan DeGroote, Area Manager (8 years security experience)
- Michele Clemmons, Asst. Area Manager (10 years security experience)
- Xia Helm Patrol Supervisor (5 years Security Experience.)
- Raymond Monson, Regional Director of Operations (14 years security experience)
- Cory Krug, Vice President QA & Process Improvement (23 years of security experience)

American Security L.L.C. had provided quality security services to West Des Moines Parks & Recreation, in the past for over 14 years and again for the last 5 years. We feel confident that we can continue to provide great service and respond to the needs of the city, by providing a continued great partnership and quick response. We are very qualified and trained on dealing with the specific needs that come from securing a public area.

In addition to having provided security to West Des Moines Parks & Recreation in the past, the following companies also experience quality service from American Security L.L.C.

- DART Central Station
  Keith Welch-Facility Manger
  620 Cherry, DM, Iowa 50309
  515-802-2087
  *Provide security for the central bus station. Enforce policies with customers waiting and riding the city's buses. Provide physical security for the facility.

- Denny Elwell Companies
  Steven Nuzum Facilities Manager
  100 E. Euclid Ave Des Moines Iowa 50313
  515-208-1594
  *Provide security officer and patrol services for Park Fair Mall working with retail tenants to help educate and enforce rules with visitors. Our staff has a lot of interaction with local youth that come from nearby school.

- Methodist Plaza

AMERICAN SECURITY & Investigations

Toby George-Property Manager
1212 Pleasant St. suite 100, DM, Iowa 50309
515-241-5778
*Provide physical security for the facility, along with enforcing policy and procedures with visitors and clients.

Supervision

Management and Staffing Position Descriptions

Within the last 12 months, American Security has been afforded the opportunity at bringing in new executive leadership tasked with building upon what has been a great legacy name and brand (American Security & Investigations), focusing on reshaping the organization into the next-gen ASI.

Due to an organizational Strategic Vision 2020 plan, the new leaders with American Security wanted to identify ways to help flatten (East to West) a traditionally top-heavy (North to South) management philosophy that's found in many similar service line industries, and certainly apparent within our competitors structure in all traditional and sub-markets where we operate.

The advantage to changing the way we structure our operations for our clients. Additional value with deeper and wider resources with multiple leaders taking ownership of the client experience, putting an exclamation point on being a true differentiator in our market and industry in how we do business.

Executive Leadership

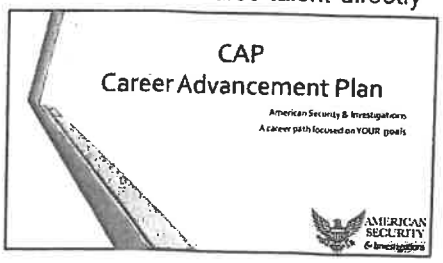
ASI's operating President is Frank Flores, an industry veteran who's held every position throughout his career within the manned guarding ranks. Most recent as the COO of Vitals Security in Orlando, Florida, Frank leads the 'four pillar' approach to American Security & Investigations' strategic vision. Focusing on Manned Guarding, Investigations, Consulting & Technology markets, Frank helps drive acquisition and emerging market opportunities for ASI while supporting our day to day leaders and partners. His passion is for employee recognition and development, both at the Officer ranks and within the management team.

Our day to day team is led by Nate Zoellner, Executive Vice President Sales & Operations. Nate brings extensive business & financial acumen with service industry-related management experience, having worked with clients in all vertical markets throughout his career. Nate's day to day role is to provide high-level support to all clients, specifically our partners whom we've identified as sharing a vision of operational forward thinking, technological strategy and any specialty needs that may arise. Additionally, Nate directs our sales and operational leaders who support, interact with and impact all of our business partners and prospects, in all markets where American Security & Investigations does business.

Similar to our organizational chart that's been provided, you'll notice that we've enhanced the operational experience with two additional Operational Leaders (Senior Director Operations & Director of Talent Acquisition) that lead and support all of our day to day needs.

Human Capital Management

Jennifer Finkelson, Director of Talent Acquisition supports three professionals whom source talent directly for ASI. Jennifer supports our recruiting team and their efforts, helping drive our local market-leading turnover and retention rates. Our internal, cultural message states that "Retention > Recruiting." ***Jennifer will partner with our Operations Management Team and she will interact directly with the City of West Des Moines stakeholders to help create and drive a specific recruiting plan and program, focused on a 'best fit' recruiting strategy.***



Jennifer leads efforts on all things employee retention, developing our internal STEPS program which details all of the unique career paths that all of our employees can take in their time with ASI.

Senior Director Operations

Ron Kissel, Senior Director Operations supports our field Directors and their subsequent Area Managers. With a background in the security services industry that's a mile long, Ron helps lead a team of nine on a daily basis, directing and creating a company culture built around safety and security. As a Senior Director, Ron is responsible for driving continuous improvement in key metrics of cost, efficiency and quality through an all-in, team approach. Additionally, Ron has been instrumental in developing our online training catalog while working with the local BCA, providing outside the box training initiatives and programs that are helping push the envelope in our industry.

Ron will work with Ray Monson and your local operations management team to help create and drive a 'best-in-class' operational support model, created specifically for the City of West Des Moines.

Regional Director of Operations

As part of our operational support model, the City of West Des Moines already has a direct point of contact to interact with on a regular basis, Ray Monson. We employ three of these professionals, all of which bring a strategic approach with creative thinking to their client relationships. Our model is setup to divert 75% of their time to direct-client facing activities, and 25% to efforts of employee development, retention, training and other consistent measurable items. Each Director has direct financial oversight to their clients, helping to drive discussion and strategy and forward thinking mannerisms to each relationship.

Additionally, the Regional Director of Operations has one direct-support Area Managers, whom help with additional oversight for their portfolio of clients.

Area Manager

American Security has the distinct advantage of supporting our clients (and our internal Directors of Operations) with Area Managers. Each Area Manager focuses 75% of their time on the field officer staffs, assisting with training, uniforming, employee development, scheduling, payroll and additional employee-centric initiatives. 25% of their time they'll devote to the greater client relationship, assisting in Quarterly Business Reviews, participating within higher level strategy discussions while constantly having their eye on developing our employees.

The Area Manager will ensure that officers are following policy and procedure by making random stops at the account during their shift. During the quality control checks with the officer, a "checkpoint" is completed to check the officer's appearance and to evaluate their performance. All officers are monitored by our 24/7 dispatch with a post watch to ensure they are at the location at the designated times. The Area Manager will be trained, at your account, and will provide the follow up training to all new officers. Our Area Manager reports to the Regional Director of Operations with updated information after each contact with the client and officer.

This is a distinct advantage that American Security carries over many of our competitors, where our clients are supported by multiple operational leaders, from variable levels (North to South) within the client ecosystem.

This management structure is designed to support both our client partners and our security officers. This support and development is imperative to ensure that our clients enjoy peace of mind knowing that their security program provides a safe and secure environment for people, property and assets.

Quality Control and Management Supervision

American Security will implement an effective Quality Control Program. Our Quality Control Plan is specifically designed to ensure and confirm compliance and quality performance. The program will be based on meeting mutually agreed upon performance thresholds, published key performance indicators (KPIs) that will be site and client specific. The purpose is to obtain the highest levels of customer satisfaction while meeting and exceeding all compliance and regulatory requirements outlined in the service contract. The basic principles of American Security's Quality Control Program are:

- All activities are inspected, and all deficiencies are discovered and documented.
- Corrections are made immediately, on-the-spot, or planned and executed promptly.
- Corrections and improvements are confirmed and reported to the client.

The foundation of the program is daily inspections with periodic and unannounced inspections to review all aspects of American Security's contract performance and include:

- Performance of "typical duties" by security guards
- Compliance with all certification, licensing, and other contract qualification requirements
- Compliance with all training requirements and quality of training delivery
- Response to client/customer requests, directives and/or complaints
- Personnel filing, and documentation of training and timekeeping records
- Personnel management and enforcement of codes of conduct and disciplinary actions
- Levels and methods of supervision and achievement of supervisory control
- Compliance with local labor laws
- Customer satisfaction with American Security's services

American Security's Quality Control Program methodology achieves systematic collection of measurable performance data for gap analysis and prompt corrective action. These actions form the basis for continuous quality improvement, which is a fundamental aspect of program management.

Four Levels of Inspection and Auditing Ensure Strict Oversight
Inspections and Audits enable American Security and The City of West Des Moines to quantify and verify that quality is maintained at all levels of operation. Measurement of program performance is dependent on responsible collection and examination of activities specified in the contract and the Quality Control Program. This assures you that every aspect of American Security's work is being examined and all deficiencies are found and corrected to ensure quality service and customer satisfaction.

Level 1: Site Supervisor/Field Manager Inspections
American Security Supervisors utilize American Security's Personnel & Post Inspection form to evaluate guard readiness, appearance, work performance and qualifications/certification status. On a daily basis, and in every geographic area, supervisors inspect guards and generate inspection reports.

These reports help initiate immediate and daily corrections and improvements of guard performance and of American Security's contract compliance. Corporate management staff reviews the supervisor's Inspection Reports and Incident Reports. As needed, corrective plans and action steps are implemented to remedy any issues in order to optimize American Security's service.

Level 2: Quality Assurance Manager and Area Manager Inspections
No less than once per month, the QA Manager or Area Manager will inspect posts and conduct audits of American Security's compliance with contract requirements. These inspections and audits will focus on the following areas:

- Statement of Work and/or Post Orders/Standard Operating Procedures
- Training program requirements
- Guard licensing and certification
- Supervisor's job performance

The Area Manager will fix problems on the spot when appropriate and direct supervisors to make corrections and improvements. Inspection and audit reports will be generated and shared with the City of West Des Moines and American Security's management team for review and feedback.

Level 3: Corporate Level Audits
American Security's Corporate Operations staff will conduct audits of contract performance at least annually. This may occur more frequently as deemed appropriate. These audits will be more comprehensive than the daily and monthly inspections. They will inspect:

- Documentation of timekeeping, personnel, and training recordkeeping, and personnel files
- Quality of training instruction and materials
- Guard licensing and certifications
- Supervisor control and oversight of activities
- Local Supervisor/Manager job performance and progress toward established goals
- Compliance with all contract requirements for deliverables and reporting
- Customer satisfaction
- Compliance with all state and federal labor laws and regulations
- American Security's performance in relation to performance thresholds

The results of these audits will be reported to the Senior Director of Operations who will work with the local management to establish any necessary improvement plans. The Regional Director of Operations will also report results and any improvement plans to you and your team.

Level 4: Independent Corporate Audits

Corporate Compliance Auditors are responsible and accountable for an independent inspection and program assessment. Auditors report directly to the corporate Chief Compliance Officer. This is an executive level corporate officer tasked with ensuring an unbiased measurement of contract performance. An overall evaluation of all aspects of contract performance will be conducted. In addition, the Corporate Compliance Auditors will inspect company issued equipment to ensure that all equipment is in good working order and accounted for, review personnel files to ensure it meets contract requirements and observe training classes to evaluate methods of instruction.

Training

American Security has a strong, local reputation as a Midwest leader in training and education in the security industry. This recognition has come about in great measure due to the success of our Training Department and its staff. All of our training programs are instructor-led and interactive. In addition, we have an online course library of over 1000 modules available for our officers to continue their development. American Security has established online training for our officers so that all of the courses that we offer will have expiration dates. We utilize a compliance tracker system to alert us when officers need additional training and this system will not allow officers to be scheduled for your account until they have completed this training.

Our objective is to provide every employee with as much detailed and current information possible to allow him/her to become the most effective, efficient, and professional security officer possible.

Security overview, legal authority and liability issues, communications, ethics, incident/situation assessment and emergency response, legal statutes and administrative rules are all components that are included.

Basic Security Course Outline

American Security Orientation

- Policies/Procedures
- Uniform/ID/Fingerprints
- American Security History and Organization

Communications (General)

- Definition
- Listening Skills
- Barriers
- Nonverbal Communication
- Communicating With Different Cultures

Security Overview/Ethics

- Security Officer Roles and Responsibilities
- Industry Code of Ethics and Rules of Conduct
- Security Definitions

Communications

- Purpose of Reports
- Note taking and six (6) essential ingredients
- Security Reports
- Incident Reports Definition
- ASITRAC Reporting System Training

Sexual Harassment Prevention

- Definitions, Procedures for Prevention

Legal Authority

- Security Officer's Legal Authority
- Criminal and Civil Laws
- Defamation, Assault and False Imprisonment
- Use of Force Continuum

Communications (Cultural Diversity)

- Define Culture
- How To Value Differences
- Increase Respect
- Decrease Judgmental Behavior

Emergency Responses

- Adult/Infant CPR
- First Aid
- AED (Automated External Defibrillator)

Park Specific training

American Security has developed custom training for following items to ensure proper enforcement of all rules and regulations and to provide the necessary skills needed to help our officers identify dog behaviors that could cause problems at the dog park.

This training will be a requirement before assignment to West Des Moines Parks and be provided for the officers to have within at all times for review.

- Park Rules and Regulations
- Park User Interactions (Focused on Customer Service approach)
- Dog behavior training
- Bike Patrol Training

Basic Security Course – Officer Evaluation

Security/Incident Report Writing Exercise

All participants must complete a security/incident report before completion of the course. This portion is Pass/Fail. The grade is based upon the individual's ability to properly fill in the report form's required entries, use of proper English, spelling, sentence structure, report content, and ability of the participant to communicate clearly and effectively. If the Instructor determines that a prospective Officer has failed the class, the Training Department and Human Resources Department staff will assist the individual in finding locations where English language and writing is taught. After successful completion of course work, the individual will have the opportunity to repeat the pre-assignment course.

Participation

During the entire orientation class, an individual's participation in group work will be evaluated by the instructor. This is a subjective evaluation based upon the participant's contribution to the class.

During the training class, the applicant is still evaluated. Any inappropriate behavior could result in the individual not being placed at a client site. If a prospective employee does not meet American Security's standards, the Training Director is empowered to remove the person from the training program. After successfully passing the training exam, the applicant is meets with the Area Manager for an account assignment.

Once on the job, an Area Manager reinforces what the security Officer learned in the training class and then concentrates training the new employee on the site-specific procedural manual. All security Officers, before assuming full responsibility for their posts, will complete a training checklist. The checklist is site specific and will be developed for your location with your approval. Area Managers will be responsible for on-site training of all Security Officers assigned to your account.

AMERICAN SECURITY & Investigations

Fee

Raccoon River Park On-Site Security

Date	Schedule	Day of Week	Billable Rate	Hours/ Week	Cost per Week
Security Officer #1 Apr 1 – Oct 31	10:00a to 1:00a	Everyday	$16.90	105	$1,775.50
Security Officer #2 May15 – Aug 15	12:00p to 7:00p	Everyday	$16.90	49	$828.10

Mobile Patrol of Raccoon River Park

Date	Duties	Per Stop	Stops/ Week	Cost per Week
Nov 1 to Dec 15	Lock/Unlock, patrol Dog Park and Archery Facility	$16.20	35	$567.00
Dec 16 to Feb 28	Lock/Unlock, patrol Dog Park and Archery Facility	$16.20	21	$340.20
Mar 1 to Mar 31	Lock/Unlock, patrol Dog Park and Archery Facility	$16.20	35	$567.00

Vehicle Cost

Due to length of time the vehicle would be needed during the 7 months of service, a separate vehicle with decals and light bar would be purchased for the required patrol service. Vehicle cost would be spread out over the year and billed bi-weekly at the rate of $361.71 per bi-weekly period for a total of 26 billings per year.

Raccoon River Park Softball Complex / Nature Lodge Alarm Response

Per Response rate = $ 27.50

Holiday pay

The normal bill rate x 1.5 will be applied to all hours and patrol stops for the following holidays. New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas.

Special Coverage Requests

If additional hours are requested, outside of the stated the contract hours, an overtime rate of $25.35 per hour per officer would be applied. If American Security is provided with enough advance notice and is able to cover the hours without paying overtime to officers, then the then current normal bill rate would apply.

AMERICAN SECURITY & Investigations

Important Considerations

Please note that American Security has provided a wage increase to $11.50 per hour for officers for the RFP's new contract term. An officer wage increase is warranted in today's competitive labor market to ensure that we are able to maintain the quality of service. We are not increasing our profit or any administrative or operational expenses. Although an inflationary increase is justified as our operating costs have increased, we have made a strategic decision to not increase anything but officer wages. American Security values our long standing partnership with the City of West Des Moines. We are confident that we can continue to deliver quality security services without any additional increases, other than officer wages.

AMERICAN SECURITY & Investigations

Guard Tour System: ASI TRAC©

Real Time Incident Management and Reporting System ASI TRAC©

Our real-time, web based information gathering and incident reporting system provides clients with the ability to monitor and respond to real-time issues, tasks, and events. The system provides secure access to a web-based application that provides real-time incident reporting. The system can be configured to address other online issues, to include dispatch center monitoring, facility maintenance tracking and risk management assessment. Once logged on to the system, clients are able to view and address any open issues that were created in the system, whether they are maintenance or security issues, and easily access previously addressed open or closed issues. **Please note that our proposal includes wifi enabled smartphone device and necessary license to leverage the ASI TRAC reporting system.**

ASI TRAC© Overview

- Quick and simple setup
- Uses android device with internet access or Wi-Fi connection
- Officers report on incidents based on mutually agreed client criteria
- Incidents can include pictures, audio files and note files
- Officers use QR codes placed around facilities to log patrols and receive instructions
- Automated alerts as incidents occur based on predefined client preferences
- Importance of incidents displayed in Daily Activity report by color coding
- Tasking ensures that officers complete required procedures when needed
- Customer portal allows client to view incidents, run reports and respond as needed in real-time
- Leveraging ASI TRAC© technology saves time and money and enhances reporting

ASI TRAC© Customized

- Type of incidents and how they are handled is built to meet your needs
- Client and dispatch can assign incident remotely
- Monitor if officer has completed the incident
- Client can monitor reports in real-time or request reports as desired
- Run predefined reports and/or create custom reports
- Excel export of data to create custom reports and email reports to others

QR Code Tours

- QR codes are used at defined locations to ensure points are checked
- Provides instructions to officer when scanned which ensures quality and speeds up training
- Leverages GPS technology for tracking

Notifications

- Get notified about certain events based on your preferences
- Follow link to log in and view details of events as they occur
- Communicate with officer regarding the event

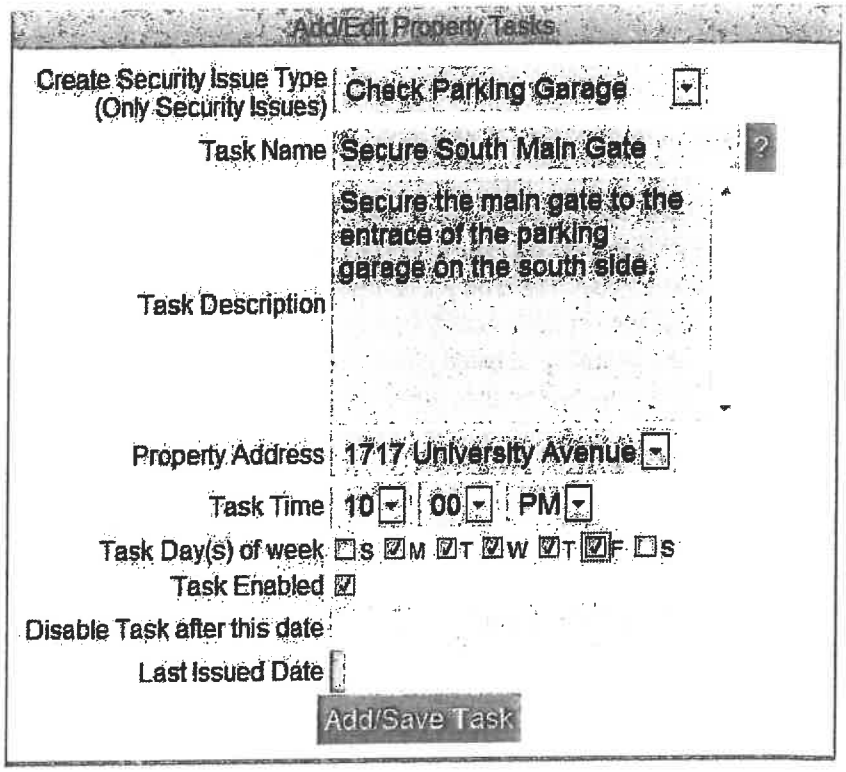
AMERICAN SECURITY & Investigations

Shift Activity Reporting

- Paperless reporting of Daily Activity Reports
- Paperless reporting of Incident Report Details

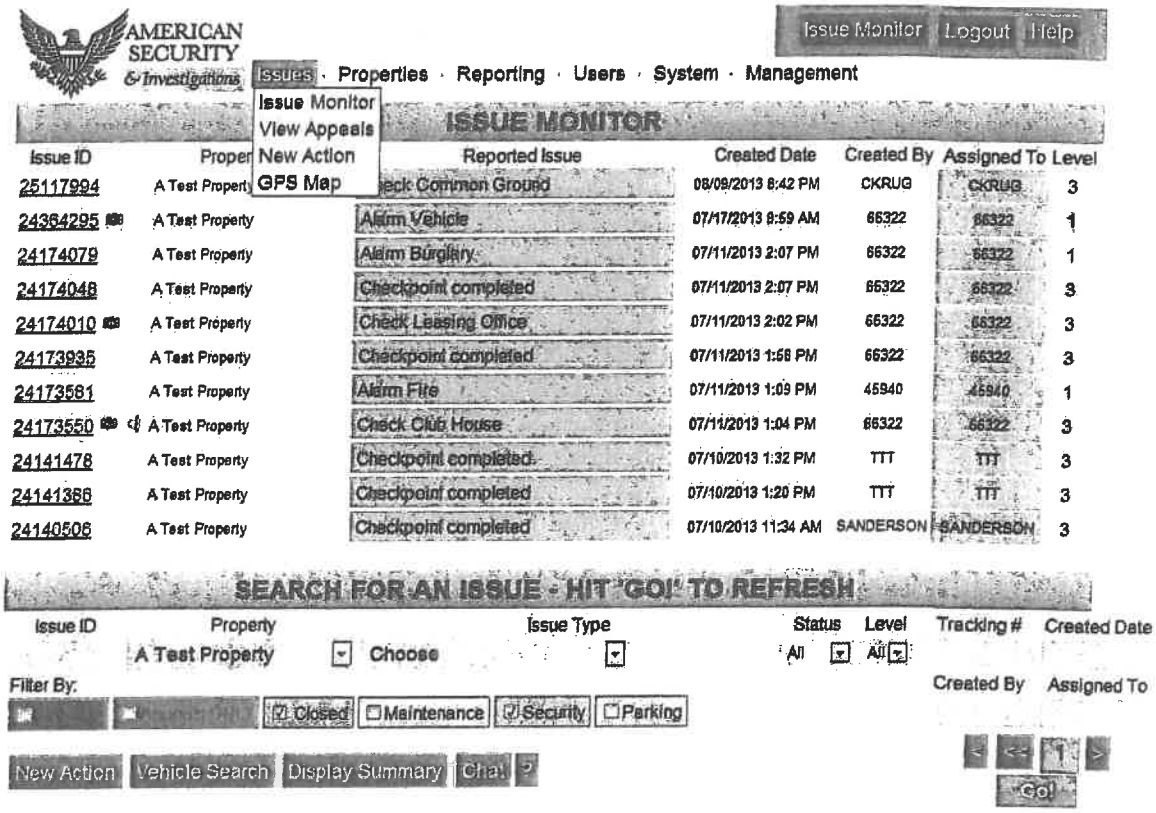
Create Custom Tasks

- Can be reoccurring
- Automatically sent to officer's device
- Requires officer to arrive at location and complete task
- Audio tone sounds to alert that task has not been completed



Issue Monitoring

- Allows you to sort incidents by building or location
- Drill down in to the details of the incidents
- View pictures, listen to audio files and communicate with officer regarding event



Daily Activity Reports, Maintenance Requests and Incident Reports

American Security officers provide daily activity reports, incident reports and submit maintenance requests on a daily basis. Please find a sample of a daily activity report, a maintenance request to remedy a safety concern and an incident report on the following pages.

AMERICAN SECURITY & Investigations

OFFICER REPORT - Shows Level Response

[redacted]	9085990	[redacted]
Level 1	Level 2	Level 3

■		9/24/2011 4:43:30 PM	MCCARTHY - Secured Trash Area REPORTED: LOCATION:Office Dumpster RESPONSE:PLACED GARBAGE BAGS INTO TRASH CAN THAT WERE SITTING NEXT TO WALL AREA. DUMPSTER DOORS WERE SECURED AND TRASH AREA WAS PICKED UP AS WELL.	Sec 00	9086835
		9/24/2011 4:23:37 PM	MCCARTHY - Officer On Location REPORTED: LOCATION:Office Adminstration RESPONSE:OFFICER MARTINEZ AND MCCARTHY REPORTING ON DUTY AT MANAGEMENT OFFICE TO CONDUCT ADMIN FOLLOW UP DETAILS FROM COMMUNITY MANAGER	Sec 00	[redacted]
		9/24/2011 3:39:30 PM	MCCARTHY - Check Barbeque Area REPORTED: LOCATION:Office Barbeque Area RESPONSE:CHECKED BARBECUE AREA AND MADE SURE ALL THE BARBECUES WERE TURNED OFF AND GRILLS WERE IN GOOD CONDITION.	Sec 00	9085990
		9/24/2011 3:17:47 PM	MCCARTHY - Check Volleyball Court REPORTED: LOCATION:Office Common Ground Area RESPONSE:VOLLEYBALL COURT IN GOOD CONDITION NO DAMAGE TO ANY LIGHTS OR VOLLEY NET OBSERVED. COURT IS FREE FROM ANY TRASH OR SAFETY CONCERNS.	Sec 00	9085847
		9/24/2011 11:07:29 AM	MCCARTHY - Vandalism Soda Machine REPORTED: LOCATION:Office Vendor Machines RESPONSE:SODA MACHINE COIN SLOT HAS PAPER STUCK INSIDE COIN AREA. NEEDS MAINTENANCE TO REMOVE.	Sec 00	[redacted]
■		9/24/2011 10:55:43 AM	MCCARTHY - Violation Stolen Permit REPORTED: LOCATION:Parking Carport RESPONSE:VEHICLE PARKED IN THIS LOCATION HAS A STOLEN PARKING PERMIT. MANAGEMENT HAS BEEN LOOKING FOR THIS VEHICLE FOR MONTHS.	Sec 00	[redacted]
		9/24/2011 10:51:11 AM	MCCARTHY - Violation Loading Zone REPORTED: LOCATION:Parking Carport RESPONSE:RESIDENT VEHICLE FOUND PARKED IN LOADING ZONE AREA. THIS IS THE SAME VEHICLE RED HONDA ACCORD LICENSE 6ED6300 PARKED 3 CONSECUTIVE DAYS IN THE SAME AREA VEHICLE WAS ISSUED A WARNING NOTICE	Sec 00	[redacted]
		9/24/2011 10:46:59 AM	MCCARTHY - Disturbance Skateboarders REPORTED: LOCATION:Office Common Ground Area RESPONSE:SEVERAL JUVENILLES AGE 15 WERE RIDING AND GRIDING ON THE FRONT CURB FIRELANE AREA. SUBJECTS WERE ASKED TO LEAVE PROPERTY AND COOPERATIVE.	Sec 00	[redacted]
		9/24/2011 9:51:48 AM	MCCARTHY - Violation Wrong Stall REPORTED: LOCATION:Parking Carport RESPONSE:RESIDENT HENRY LENGEEK STATES A UNAUTHORIZED VEHICLE IS PARKED IN HIS ASSIGNED CAR PORT AREA WHEN I ARRIVED THE VEHICLE WAS NO LONGER PARKED IN HIS ASSIGNED CARPORT.	Sec 00	[redacted]
■	◀	9/22/2011 8:48:32 PM	MCCARTHY - Officer On Location REPORTED: LOCATION:Office Common Ground Area RESPONSE:OFFICER MARTINEZ RESPONDED BACK TO COMMUNITY TO DROP OFF COMMUNITY KEYS TO GUARD SHACK	Sec 00	[redacted]
		9/21/2011 5:35:51 PM	MCCARTHY - Officer Off Location REPORTED: LOCATION:Office Common Ground Area RESPONSE:ARRIVED ON LOCATION TO MEET WITH PROPERTY MANAGER.	Sec 00	[redacted]
		9/21/2011 7:44:14 AM	MCCARTHY - Violation Future Resident Only REPORTED: LOCATION:Office Leasing RESPONSE:WARNED AND ADVISED SEVERAL RESIDENTS FOR REMAINING IN FUTURE RESIDENTV PROSPECTIVE PARKING AREA AFTER 8AM EACH DAY.	Sec 00	[redacted]
		9/21/2011 7:40:06 AM	MCCARTHY - Violation Non Operational Vehicle REPORTED: LOCATION:Parking Carport RESPONSE:1977 RED CAMARO HAS BEEN PARKED ON PROPERTY WITH EXPIRED REGISTRATION 2005. VEHICLE IS DIRTY AND POOR CONDITION A 96 HOUR WARNING TO TOW HAS BEEN POSTED ON THIS VEHICLE.	Sec 00	[redacted]
		9/21/2011 7:31:31 AM	MCCARTHY - Alarm Response REPORTED: LOCATION:Office Adminstration RESPONSE:ALARM COMPANY RESPONDED TO PROPERTY AD ALARMS AND RESET THE DOOR MAGNETS AND THE SENSIVITY LEVELS	Sec 00	[redacted]
		9/21/2011 7:28:29 AM	MCCARTHY - Check Pool and Spa REPORTED: LOCATION:House Spa Pool RESPONSE:POOL AND SPA AREA CHECKED OKAY. NO SIGNS OF PERSONAL PROPERTY OR TOWELS NOTED SODA MACHINE IS IN GOOD WORKING CONDITION.	Sec 00	[redacted]
		9/20/2011 10:16:40 PM	MCCARTHY - Officer On Location REPORTED: LOCATION:Office Common Ground Area RESPONSE:OFFICER SCOTT ARRIVED TO ASSIST WITH PLAYGROUND CHECK AND NARCOTIC ACTIVITY.	Sec 00	[redacted]
		9/20/2011 10:13:40 PM	MCCARTHY - Disturbance Narcotics REPORTED: LOCATION:Office Common Ground Area RESPONSE:RESIDENT BOB WALKER REPORTS HE SAW SEVERAL JUVENILES LOITERING IN THE PLAY GROUND AREA WITH MARKERS AND SMOKING MARIJUANA CIGARETTES. HE SAID IT WAS 3 OR 4 MALES AGE 15-16 WEARING DARK COLORED CLOTHING.	Sec 00	[redacted]
		9/20/2011 6:03:05 PM	MCCARTHY - Alarm Vehicle REPORTED: LOCATION:Parking Carport RESPONSE:VEHICLE ALARM IN THE GARAGE AREA VEHICLE ALARM CONTINUES TO GO OFF EVERY 5 MINUTES. I WILL SEARCH DATA BASE AND CONTACT OWNER TO RESET OR MOVE VEHICLE OFF PROPERTY.	Sec 00	[redacted]

AMERICAN SECURITY & Investigations

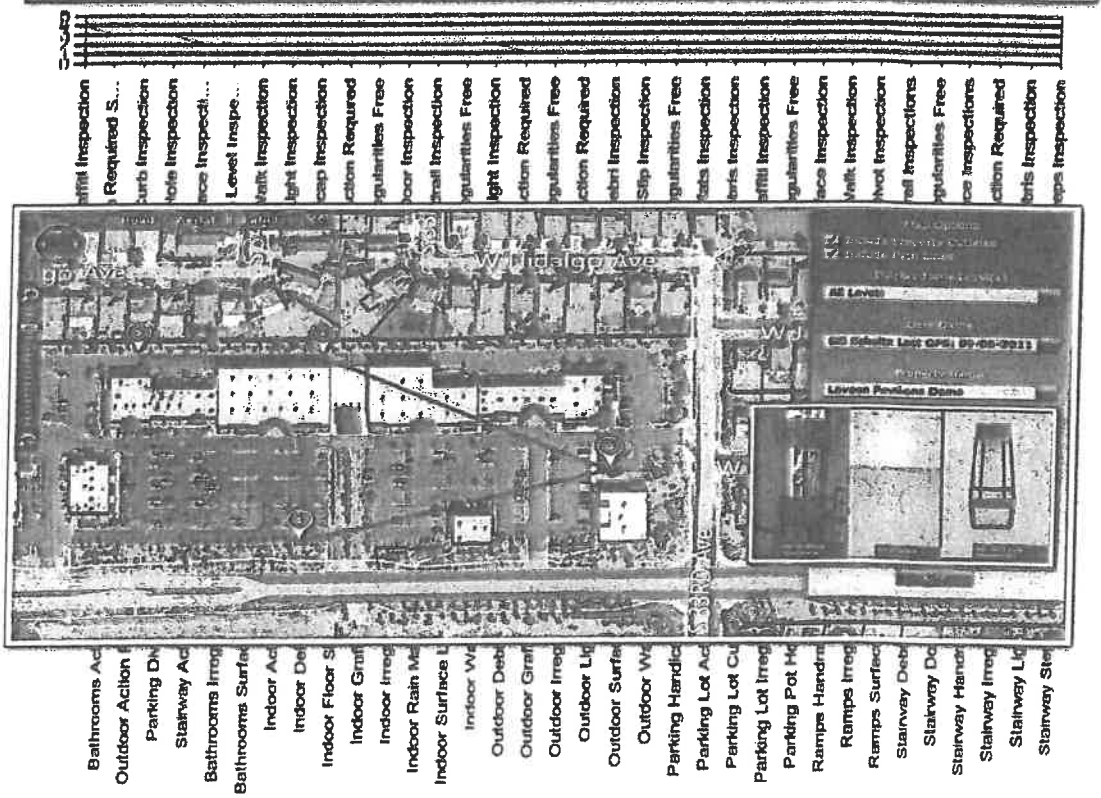
Commercial Liability - Safety Concerns - Fix Repair Orders+-Noted

Issue Type	Total	Comp	Pend
Bathrooms Action Required	2	1	1
Bathrooms Irregularities Free	1	1	0
Bathrooms Surface Inspection	2	2	0
Indoor Action Required	1	1	0
Indoor Debri Inspection	1	1	0
Indoor Floor Slip Inspection	1	1	0
Indoor Graffiti Inspection	4	4	0
Indoor Irregularities Free	1	1	0
Indoor Rain Mats Inspection	1	1	0
Indoor Surface Level Inspection	2	2	0
Indoor Walk Inspection	2	2	0

Issue Type	Total	Comp	Pend
Outdoor Action Required Safety	4	3	1
Outdoor Debris Inspection	1	1	0
Outdoor Graffiti Inspection	1	1	0
Outdoor Irregularities Free	1	1	0
Outdoor Light Inspection	2	2	0
Outdoor Surface Inspection	1	1	0
Outdoor Walk Inspection	1	1	0
Parking Divot Inspection	2	1	1
Parking Handicap Inspection	2	2	0
Parking Lot Action Required	2	2	0
Parking Lot Curb Inspection	3	3	0
Parking Lot Irregularities Free	2	2	0

Issue Type	Total	Comp	Pend
Parking Pot Hole Inspection	3	3	0
Ramps Handrail Inspections	1	1	0
Ramps Irregularities Free	1	1	0
Ramps Surface Inspections	1	1	0
Stairway Action Required	2	1	1
Stairway Debris Inspection	1	1	0
Stairway Door Inspection	2	2	0
Stairway Handrail Inspection	2	2	0
Stairway Irregularities Free	2	2	0
Stairway Light Inspection	2	2	0
Stairway Steps Inspection	1	1	0

SECURITY COMMON GROUND INSPECTION - MAINTENANCE ASSIST REPORTING PROGRAM



AMERICAN SECURITY & Investigations

AMERICAN SECURITY, L.L.C. INCIDENT REPORT
(Please Print Legibly)

Date of Report	Time of Report	Person Making Report
Account Name:	Account Address:	
Specific location of Incident Address: Suite #: Area/Floor:	☐ inside ☐ outside	
Type of Incident:	☐ Assault ☐ Bomb Threat ☐ Burglary / Robbery ☐ Damage to Property ☐ Elevator Entrapment	☐ Fire Alarm ☐ Hazardous Condition ☐ Intrusion Alarm ☐ Lost / Found Property
	☐ Maintenance / Cleaning ☐ Mechanical ☐ Medical ☐ MV Accident	☐ Personal Injury ☐ Suspicious Activity ☐ Trespassing ☐ Other:_____
Date of Incident: _____ Month / day / year	Day of Week:	Time of Incident:
Fire Called ☐ Police Called ☐ Ambulance Called ☐	Arrival Time:	Departure Time:
Fire/Police Officer's Name:	Badge Numbers:	Case Numbers:
Check Who You Notified and When: ☐ ASLLC _____ / Name / Time	☐ Other _____ / Name / Time	
Details of Incident: Who you talked to, What was said, Action taken, What you observed, When events took place, How events occurred and (if cause is known) Why the incident happened.		
Signature		Page of
Reviewed by: (for office use only)	Date of Review:	

AMERICAN SECURITY & Investigations

Scheduling and Compliance Tracker

Addressing Open Shifts: Policies, Procedures and Resources

American Security utilizes WinTeam™ Scheduling and Compliance Tracker to track all officer shifts from beginning to end. WinTeam™ is an integrated scheduling, timekeeping and personnel database that has been customized by American Security to support our client's contract activities weekly work schedules. All contractual hours are tracked via Win Team's™ call-on/call-off component. The system minimizes absenteeism by immediately notifying American Security when an officer is not on post as scheduled.

WinTeam™ gives American Security managers and supervisors total control of their personnel resources, as well as providing an instant review of staffing, compliance and hours worked. WinTeam™ is a valuable tool that facilitates good workload management, efficient scheduling and accurate documentation at all times.

In the American Security Staffing plan, we will hire and train contingency staff for special needs that includes PTO, emergencies and vacations. Contingency staff allows American Security to maintain an immediate response staff that is deployed in times of need.

WinTeam™ is a value added component which is included in American Security's service. The following illustrates an overview of the system's capabilities and how it enhances the overall safety/security program at client facilities.

Win Team™ Guard Management: Scheduling/Tracking System

WinTeam™ provides a seamlessly integrated suite of accounting, operations management, human resources and administration programs. Information is only entered once and is available across the entire suite of programs. This saves valuable time and resources and reduces data entry errors. WinTeam™ contains the following modules:

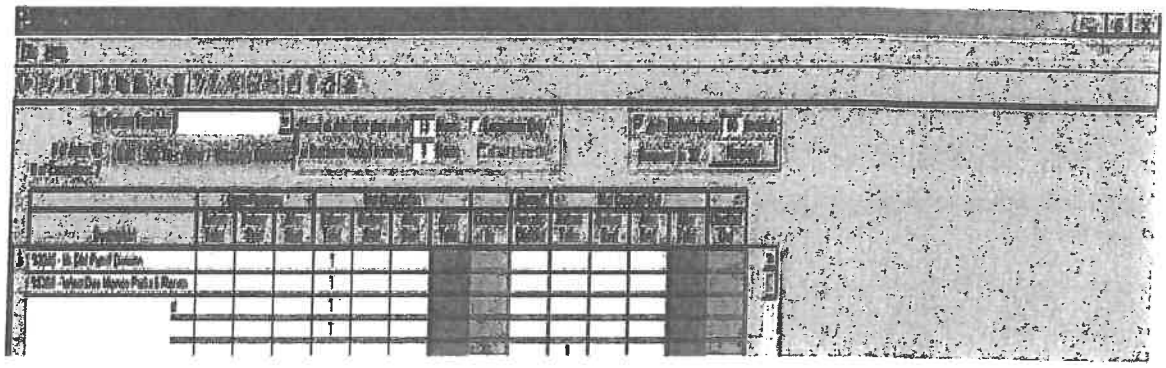
- Scheduling
- Multiple scheduling warning
- Open position warning
- Compliance tracker
- Team time
- Post watch
- Accounts Payable
- Accounts Receivable
- Fixed Assets
- General Ledger
- Human Resources
- Payroll
- Job Costing
- E-Hub

American Security has invested in WinTeam™ guard management program and utilizes it at all client sites. WinTeam™ provides capabilities and functionality to ensure that all contracted hours are completed and documented. American Security requires that all officers must successfully complete all required WinTeam™ training prior to beginning on-site duties.

This technology is fully integrated with American Security's billing and invoicing system. This integration allows us to review and audit the data to ensure accuracy prior to providing our client with full documentation and detail for each hour of service (both billable and non-billable hours) that we provide at each client location.

Our Compliance Officer is responsible for tracking all training to ensure that the training, certifications, and any re-training or re-certifications are current. Other valuable components of the WinTeam™ system include:

- **Schedules -** The schedule system allows us to put in place the "Master" schedule for each job site as well as schedule ahead for any special events that may be known.
- **Multiple Schedule Warning -** If a manager attempts to schedule an officer that is scheduled somewhere else in the system, WinTeam™ will prevent them from doing so and advise the manager that the officer must be removed from the previous shift first, before they can be entered into desired shift.
- **Open Position Warning -** While managers review the schedules, any open position will appear highlighted in Red. Managers and Directors run regular open position warning reports to ensure that all shifts are covered and services are delivered.
- **Compliance Tracker** Specific training requirements at client site/building are tracked to ensure that the assigned officer has successfully completed all company and client required training before an officer is allowed to work at the site/building. If all training and certifications are not current, the manager will receive a warning that the officer cannot be scheduled because he/she does not have the proper training. Compliance Tracker also checks renewal dates and sends an e-mail warning in an escalation format to let Managers, Directors and others know that training is needed for that officer. Additionally, the American Security Compliance Officer can leverage the Compliance Tracker to ensure that all training and certifications are current.
- **Team Time** Team Time is a component of WinTeam™ where the officers call into an automated system to record that they are "on duty" or "off duty". The time, date and phone number is automatically logged and saved for review if/when needed. If the officer has not called on duty within 5 minutes of their start time, a page is sent to their manager and other management personnel as outlined by the specific procedures that have been defined in the standard operating procedures for that location. Additionally, based on the location phone set up, the system can be set up to only accept calls from the phone at the security location and based on the caller ID.
- **Post Watch** We ensure all posts are covered with the right person for the job and keep operations running smoothly by monitoring attendance and managing expectations. This final fail safe in the scheduling process is monitored by our 24 hour Corporate Communications Command and Dispatch Center. Dispatchers are able to observe as shifts get closer to an officers start time and then contact the account supervisor and/or to the officer and other management team members if the call moves to the "After Tolerance" column. If the officer is not reached the manager is then notified to use the schedule query to search for and schedule another trained officer to cover the shift.



Implementation of the WinTeam™ system has all but eliminated the need for payroll adjustments due to incorrect calculations of an officer's pay, deductions and subsequent paycheck. American Security's policy pertaining to payroll adjustments is to adjust the officer's paycheck as soon as practical after notice is received of a potential mistake. Please note that American Security will only bill the client for the service hours requested by the client. If service hours are worked but not requested by the client, American Security will pay the officer for service provided, but will not bill the client for any non-contracted, non-requested service hours.

Win Team™ Benefits

- Ensure complete coverage at your facility location
- Send the right people for the job at the right time with the right training
- Ensure American Security satisfies our contractual obligations to you
- Create transparency in our information and drive accountability in our practices
- Increase communication with timely, complete and accurate information
- Reduce overhead and increase operational efficiency
- Harness the latest technology to deliver service, security, quality and convenience
- Empower, engage and manage our employees so they can serve you better

AMERICAN SECURITY & Investigations

Officer Schedule, Time On/Off and Time Cards

Schedule for Officer

[redacted]

Job Number | 10099 | Tier | Show Splitting Shifts ☑ | View | Times | Last Rollover Week: 9/30/2018 | Working | Master | Find | 06/10/201 | 06/16/2018 | Legend | Menu

Post Description	Shift	Type	Time	Sun 6/10	Mon 6/11	Tue 6/12	Wed 6/13	Thu 6/14	Fri 6/15	Sat 6/16
Front Desk	A		08:00 - 17:00		[redacted], Travis 08:00 - 17:00	[redacted], Travis 08:00 - 17:00	[redacted], Travis 08:00 - 17:00	[redacted], Travis J 08:00 - 17:00	[redacted], Travis 08:00 - 17:00	
Payable Hours: 40.00	Carry Over: 0.00			0.00	8.00	8.00	8.00	8.00	8.00	0.00
Billable Hours: 40.00	Carry Over: 0.00			0.00	8.00	8.00	8.00	8.00	8.00	0.00

Recorded Time On / Off Duty

American Security & Investigations

TeamTime Hours Vs Scheduling Hours
Exceptions
Dates: 06/10/18 To 06/16/18

Supervisors: All
Job Types Listed: All

06/20/18 1:42:57 PM **Page 1 of 1**

Job # / Date	Job Name / Emp #	Employee Name	Team Time Hours In	Out	Lunch	Hours	Scheduling Hours In	Out	Lunch	Hours	Variance In	Out	Lunch	Hours
10099	[redacted]													
06/11/18	105226	Travis [redacted]	07:57	16:55		8.97	08:00	17:00	1.00	8.00	00:03	00:05	1.00	-0.97
06/12/18	105226	Travis [redacted]	08:00	16:57		8.95	08:00	17:00	1.00	8.00	00:00	00:03	1.00	-0.95
06/13/18	105226	Travis [redacted]	07:55	16:56		9.02	08:00	17:00	1.00	8.00	00:05	00:04	1.00	-1.02
06/14/18	105226	Travis [redacted]	07:56	16:55		8.98	08:00	17:00	1.00	8.00	00:04	00:05	1.00	-0.98
06/15/18	105226	Travis [redacted]	07:55	16:56		9.05	08:00	17:00	1.00	8.00	00:05	00:02	1.00	-1.05
			Job Totals			44.97				40.00				-4.97
			Grand Totals			44.97				40.00				-4.97

Time Card / Hours Worked

[redacted], Travis Jon

Employee Number | 105226 | ☐ Show Splitting Shifts | Working | Master | 06/10/201 | 06/16/2018

Job Number	Job Name	Sun 6/10	Mon 6/11	Tue 6/12	Wed 6/13	Thu 6/14	Fri 6/15	Sat 6/16
10099	[redacted]		8.00	8.00	8.00	8.00	8.00	
	Payable Total Hours: 40.00	0.00	8.00	8.00	8.00	8.00	8.00	0.00
	Billable Total Hours: 40.00	0.00	8.00	8.00	8.00	8.00	8.00	0.00

AMERICAN SECURITY & Investigations

Schedule for Officer

[redacted]

Job Number | 10099 | Tier | Show Splitting Shifts | View | Times | Last Rollover Week: 9/30/2018 | Working | Master | Find | 06/17/201 | 06/23/2018 | Legend | Menu

Post Description	Shift	Type	Time	Sun 6/17	Mon 6/18	Tue 6/19	Wed 6/20	Thu 6/21	Fri 6/22	Sat 6/23
Front Desk	A	[redacted]	08:00 - 17:00		[redacted] Travis 08:00 - 17:00	[redacted] Travis 08:00 - 17:00	[redacted] Travis 08:00 - 17:00	[redacted] Travis 08:00 - 17:00	[redacted] Travis 08:00 - 17:00	
Payable Hours: 40.00		Carry Over: 0.00		0.00	8.00	8.00	8.00	8.00	8.00	0.00
Billable Hours: 40.00		Carry Over: 0.00		0.00	8.00	8.00	8.00	8.00	8.00	0.00

Recorded Time On / Off Duty

American Security & Investigations

AMERICAN SECURITY & Investigations

TeamTime Hours Vs Scheduling Hours
Exceptions
Dates: 06/17/18 To 06/23/18

Supervisors: All
Job Types Listed: All

08/20/18 1:44:17 PM

Page 1 of 1

Job # / Date	Job Name / Emp #	Employee Name	Team Time Hours In	Team Time Hours Out	Team Time Hours Lunch	Team Time Hours Hours	Scheduling Hours In	Scheduling Hours Out	Scheduling Hours Lunch	Scheduling Hours Hours	Variance In	Variance Out	Variance Lunch	Variance Hours
10099	[redacted]													
06/18/18	105226	Travis [redacted]	07:55	16:57		9.03	08:00	17:00	1.00	8.00	00:05	00:03	1.00	-1.03
06/19/18	105226	Travis [redacted]	07:56	17:00		9.07	08:00	17:00	1.00	8.00	00:04	00:00	1.00	-1.07
06/20/18	105226	Travis [redacted]	07:59	16:56		8.95	08:00	17:00	1.00	8.00	00:01	00:04	1.00	-0.95
06/21/18	105226	Travis [redacted]	07:56	16:55		8.98	08:00	17:00	1.00	8.00	00:04	00:05	1.00	-0.98
06/22/18	105226	Travis [redacted]	08:00	16:58		8.97	08:00	17:00	1.00	8.00	00:00	00:02	1.00	-0.97
			Job Totals			45.00				40.00				-5.00
			Grand Totals			45.00				40.00				-5.00

Time Card / Hours Worked

[redacted] Travis Jon

Employee Number | 105226 |

Show Splitting Shifts | Working | Master | 06/17/201 | 06/23/2018

Job Number	Job Name	Sun 6/17	Mon 6/18	Tue 6/19	Wed 6/20	Thu 6/21	Fri 6/22	Sat 6/23
10099	[redacted]		8.00	8.00	8.00	8.00	8.00	
	Payable Total Hours: 40.00	0.00	8.00	8.00	8.00	8.00	8.00	0.00
	Billable Total Hours: 40.00	0.00	8.00	8.00	8.00	8.00	8.00	0.00

Cultural Automation and Creative Alternatives

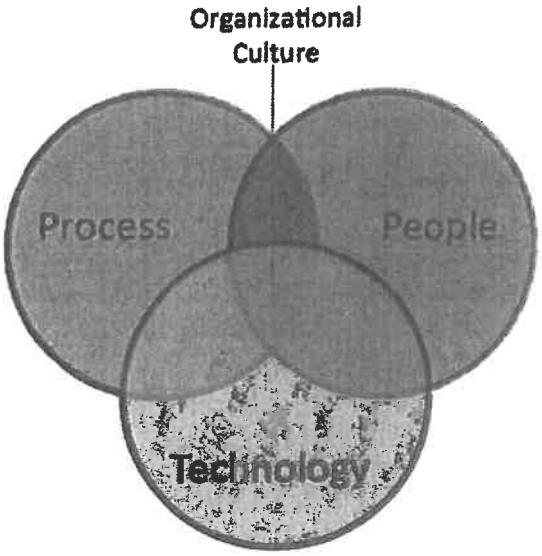
American Security & Investigations is entering an exciting time of regrowth and transformation! With those adjustments come next-in-line opportunities in the way that we consult, recommend and ultimately build out security plans and programming for our clients.

Beginning in First Quarter 2019, American Security & Investigations will launch our M-SOC, designed to act as our central monitoring station for our entire enterprise.

With the creation of this Security Operations Center ASI will gain the ability to provide to our clients:

- Remote Video Monitoring Solutions
- Social Media & Keyword Information Monitoring
- Integrated Mobile Patrol & Dispatch Services
- 3rd Party Application Configuration & Integration
- Drone, Body-Camera, Mobile Units and Tools Monitoring
- Future Cyber Security capabilities... and more!

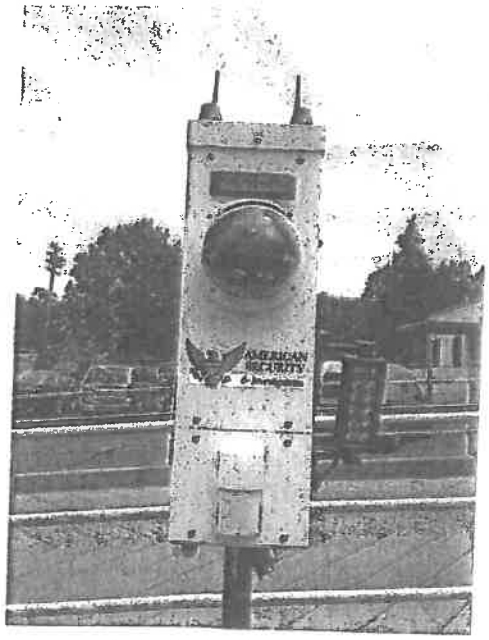
With M-SOC, our customers will begin to take full advantage of the cultural automation that goes hand-in-hand with developing a security program built around People, Process and Technology.



Creative Alternatives

Our market position within the State of Iowa will continue to evolve as we start to deploy our Mobile Video Units.

In partnership with a local manufacturer, American Security & Investigations will be the first security staffing solutions company within the Upper Midwest to provide mobile monitoring units. This technology is designed to deter unwelcomed visitors and survey parks, greenways, parking lots, garages and facilities for client sites, as well as mass crowds/special event monitoring solutions at costs up to 50% less than supplying a traditional Security Officer.



With our M-SOC capabilities, we'll be able to monitor activity and dispatch further resources at a moments' notice for our clients that utilize these units.

None of these units require vacation time, health benefits or sleep! There could be many locations within The City of West Des Moines parks and greenways where we could place a small pole unit (or multiple units) strategically on the property, helping monitor high traffic and problem areas. The small unit draws its resources from the existing power supplied to the light pole, thus allowing network capabilities for our Security Analysts to access the feed in our M-SOC, all while being integrated into your safety and security program. Alternatively, we could leverage mobile trailer units at varying locations around your property. These creative solutions could supplement our security officers to secure your property and deter unwanted visitors and vandalism.

For pricing considerations, please reach out to us for further dialog and creative alternative conversations.

AMERICAN SECURITY & Investigations

Talent Acquisition and Hiring

The dedicated Talent Acquisition and Human Resource Services staff at American Security is responsible for hiring, screening and training a workforce that is ready to execute their assignments. American Security prides itself in having the most professional and progressive Talent Acquisition and Human Resources Department in the industry. We have taken the time and energy to make sure our team is trained and compliant with the most current employment law and Human Resources best practices.

The Human Resources Department has developed comprehensive employment practices and procedures throughout the Company, especially in the area of talent acquisition. American Security's hiring practices continue to improve by leveraging technology and decades of real world experience. They are comprehensive and continually evolving to accommodate changing labor, political and economic environments. Our customers recognize and value this as a competitive advantage and acknowledge American Security's leadership in this area.

American Security will adhere to the following requirements/qualifications a Security Officer must possess include the following:

- Must be a citizen of the United States
- Must be a minimum of 21 years of age (depending on facility and job requirements
- Must have a minimum of one year of experience as a contract security officer or equivalent
- High School Diploma or its equivalent
- No criminal history
- Good background references
- Meet our physical requirements analysis which includes: Ability to walk, stand, sit, stoop/bend, kneel, climb stairs and lift up to 50 pounds
- Clearly speak, write, read and understand English
- Conform to Company dress code
- Remain calm and self-controlled in a variety of situations which includes those which may be stressful or emergencies
- Pass a pre-employment drug screen and probable cause drug screen
- Meet all client and site security standards and requirements
- Meet all state law requirements for security officers
- Depending upon specific on-site or job requirements, applicant may need:
    - Valid driver's license and meet our driving record requirements covered in our Vehicle Driving Policy
    - Department of Defense security clearance
    - Meet qualifications to carry a firearm
- Prior military or law enforcement experience is preferred, although it is not required

Centralized Hiring Process

American Security Services has a centralized hiring process. Each candidate receives a thorough application screening and background check, E-verify, an initial interview, and a placement interview before a job offer can be made. Our properly trained HR staff will verify each new officer's authorization to work documents.

Recruiting

A well-defined job description and an employee profile are the first step in recruiting the right people who meet our stringent requirements. American Security looks for people who want to improve their present skills, learn new ones, who will take personal responsibility for their work, and serve our customers well.

We want to choose from as many applicants as possible, so we advertise in newspaper classified ads, job fairs, college employment offices, the internet, and community bulletin boards. Above all that, we have found that offering cash rewards to existing staff encourages staff members to refer to us some of our best workers.

Selection Process

We take time to make sure we hire the best and most reliable officers. Security work isn't for everyone. We choose people who show an aptitude and who want to do their best. American Security provides the opportunity – the individual brings their dedication. When selecting officers, our goal is to find the right people for the right work.

Interviews

After reviewing all the employment information, our local Human Resources staff interviews the candidate. During this interview, we look at the applicant's general suitability, as well as his or her job experience and work ethic. If the candidate matches our employee profile, and can be matched up with an available guard assignment, then we continue the selection process.

Background Checks

At American Security, we take time to make sure we hire the best and most reliable security officers. Each employee undergoes references checks and extensive background screening before being placed at a customer's site. The following are completed for each employee:

- **Reference checks** paying close attention to previous experience and gaps in employment history.
- **Criminal background screens** -- our online connection with law enforcement organizations provides us with instant results.
- **Instant drug and alcohol test results** for employees who require testing. Strength testing is also done as required.
- **State and County background checks**, and Driver's License checks as needed.
- **E-Verify**, in conjunction with normal I-9 processes to ensure all employees are legally authorized to work in the United States.

Once new associates are on-board, we manage the retention process aggressively. The quality of supervision is a major factor here, and we will assign a management team of the highest caliber. Other factors include competitive wages and reasonable workloads. Most of the wages included in the program are above scale, and our workloads are carefully determined to combine a manageable workload with optimal efficiency.

Turnover in the security industry can run as high as 300 percent annually. Our innovative Human Resource Services Department has significantly reduced turnover in our employee base, through dedication to our associates and their training.

What does it all mean to you? Better-trained, more productive associates serve you better and reduce costs.

- **Higher Quality Security Services**
- **Increased Productivity & Reliability**
- **Reduced Turnover**
- **Trustworthy Officers**
- **E-Verified employees**

AMERICAN SECURITY & Investigations

Employee Benefits

The following benefits are available and/or provided to employees of American Security L.L.C. Please note that benefits may vary by geographic location.

Vacation

Full-time employees receive: One week paid vacation after one year of service; two weeks paid vacation after three years of service; and three weeks paid vacation after ten years of service.

Health Insurance

Medical insurance benefit is available to full-time employees the first of the month after 90 days of employment with American Security.

Employee Assistance Program

All employees of American Security are eligible for this program offered through Medica. This plan is available at no cost to the employee. The EAP is a confidential service for those who may need support when dealing with marriage and relationship concerns; legal concerns; financial matters; work related issues; mental health and stress issues; family problems; substance abuse, and other areas. Professional counselors are available anytime, day or night, 365 days a year and will help you understand your options.

Dental Coverage

Dental coverage is offered through American Security L.L.C. The dental insurance benefit is available to full-time employees after 90 days of employment at American Security. Each Health Plan and Dental Plan is a select account, and a pre-tax option.

Company-Paid Life Insurance

Employees receive, at no additional cost, $10,000.00 company paid life insurance/accidental death and dismemberment policy through Principal after 90 days of employment with American Security. Additional coverage for Life and Accidental Death and Dismemberment is also available for purchase by the employee for amounts up to $100,000 (for the employee), $50,000 (for the spouse) and $10,000 (for children).

Retirement Program (401K)

All employees who are at least 21 years of age, and have been with American Security for 90 days or longer, are eligible to participate in our (401k) Retirement Savings Plan with Wells Fargo. The employee may become a participant on the first day of the quarter following 90 days of employment, and anytime thereafter. Calendar quarters begin on January 1, April 1, July 1, and October 1. American Security matches 20% of the first $500.00 invested.

Corporate Wellness Program

As a part of the company health benefit plan, all enrolled associates may access on Online Wellness Center to participate in and obtain assistance in all areas of wellness. Employees can access the wellness center, health channels, an online health coach, research diseases and conditions, review healthy lifestyles, create a health dashboard, access personal health records, and use health tools to make

informed decisions. In addition we offer the following additional health opportunities to enrollees through our insurance carrier:

- Healthy Start Prenatal Support
- Stop-Smoking Support
- Gym Membership Discounts
- Medical Equipment Discounts
- Lasik Surgery Discounts
- Weight Watchers Discounts
- Acupuncture, Massage
- Dedicated Nurse and
- Health Product Discounts

Overtime

Employee is paid time and one-half for all hours worked over 40 hours in a standard pay week. This benefit is in effect once an employee works their first day with the company.

Uniforms

Uniforms and equipment are provided to the employee. The selection of the type of uniforms, their costs, and amount included within client bill rate is determined by mutual agreement between the customer and American Security.

Holidays

All employees are paid one and one-half times their regular wage rate if they work during holidays. If an employee is scheduled to work on a holiday, but the client chooses not to have security service during that holiday, the employee will receive straight time pay for the scheduled shift. The six recognized Holidays are:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Paid Funeral Leave

American Security provides its employees with a period of up to three days off, with pay, to make arrangements for and attend the funeral of a mother, father, spouse, or child; two days for brother, sister, mother in-law, father in-law; and one day for grandparents, grandchildren, great-grandchildren, brother in-law or sister in-law. This benefit begins at start date of employment at American Security.

Disability Pay

Employees are eligible to receive disability pay, at no additional cost and after one year of full time employment at American Security. Disability pay covers time away from work because of non-work related medical issues. Disability pay begins on the first day of hospitalization or on the eighth day of disability and ends at a maximum of 12 weeks. Benefits are $150.00 per week, up to 12 weeks pay in any 12 month period.

Paid Training

American Security L.L.C. employees receive pay while attending our in-house training courses.

Education Partner Opportunities

- American Security has partnered with Rasmussen College to offer all employees a 10% discount on all college tuition. This discount is for all Rasmussen Colleges in Minnesota, Wisconsin, North Dakota, Illinois, Florida as well as online courses. Rasmussen College also partners with other universities to offer online Master's Degrees.
- University of Phoenix will provide higher education to all American Security and Marsden employees at a 6% tuition savings on any degree program. This also includes certificates, professional development and individual courses at University of Phoenix. Visit **phoenix.edu/marsden** to learn more.
- St. Mary's University will convert training received by American Security Officers to college credits.

Employee Development and Retention

Employee Retention is crucial in today's competitive labor environment. American Security has been an industry leader in providing educational and developmental tools for our employees. These tools are meant to foster a career-developing employment environment. We help our people by providing a career track and the educational tools to achieve their goals.

Marsden University - Skillsoft

Business Courseware Library

Almost 1000 online business courses covering topics such as:

- Strategic Planning
- Marketing Essentials
- Finance and Accounting
- Human Resources
- Management/Leadership
- Communication
- Personal Development
- Project Effectiveness
- Sales & Customer Service

These business courses include one-hour courses to help you learn critical skills in a short time and Business Exploration Series courses.

Business Exploration Series includes Business Impacts and Challenge Series:

- Visually rich and engaging, **SkillSoft Business Impacts** analyze frequently encountered business problems and deliver practical solutions. Taking just five 5 to 10 minutes to complete, each Business Impact focuses on a key scenario, uses innovative video and animation techniques to dramatize its core elements, and recommends a specific course of action.
- **SkillSoft's Challenge Series** are a practical solution that briefly immerse learners in a business situation, and get them back to the job with tools to apply the concepts in their place of work.

Skillsoft Leadership Development (SLA)

SkillSoft Leadership Advantage is a targeted leadership development program focusing on key leadership and management competencies. Multiple modes of instruction, including text, video, and interactive activities, keep the learning quick, easy, and engaging. Each concise, targeted learning track includes content thoughtfully selected and organized by leadership experts. While each track is designed to take no more than two hours to complete, you can complete as much or as little of any track in one sitting as you wish. The learning assets (resources) included in the Leadership Advantage include:

- Leadership Development Channel QuickTalk Videos (avg. duration 5-7 minutes each)
- ExecSummaries
- ExecBlueprints
- Business Impacts
- Challenges
- Case Studies (Learning Sparks)
- Key Concepts
- Self-Assessments
- Fast Track
- Post Test
- Leader Led Activities
- Live Events

Additional Employee Retention Methods

Here is a summary of additional employee retention methods (in addition to wages) that are implemented at American Security.

- Company Culture (Current CEO, Guy Mingo, began his career with our parent company as a janitor)
- Vacation, holiday, PTO and other employee benefits
- Training and continuing education
- Uniforms, technology, equipment and supplies
- Performance based recognition, promotions and/or wage increases
- Career path options and opportunity for advancement to supervisory/management positions
- Specialty security training and opportunities are available for officers who consistently demonstrate excellence (Executive Protection, Loss Prevention, Surveillance and Investigations)
- Employee referral program
- Letters of recognition and commendation from our clients
- Letters of recognition and commendation from American Security leadership
- Company newsletter recognition
- Annual Awards Banquet
    - Distinguished Service Award
    - Safety Leadership Award
    - Outstanding Service Award
    - Teamwork Award
    - Leadership Award
    - Officer of the Year Award

AMERICAN SECURITY

Employee Recognition Program

American Security understands that our security officers are the foundation of our company. Our "Home Town Team" reputation is a direct result to the "Employee First" culture here at American Security. We empower our security staff with additional education available through Marsden University. In addition, we promote recognition to staff members that go above and beyond and hire from within to further empower staff members that want to grow in our organization. Each Operations Director and Area Manager uses different custom programs for their site to recognize key staff members. Here are some recognition programs that can be implemented at your facility.

Employee of the Month: Each month we will recognize an employee on each shift who has exceeded customer expectations. These individuals will receive financial recognition, as well as recognition in our internal company newsletters and at our annual awards banquet.

Good Attendance Award: American Security will recognize employees with perfect attendance records both monthly and annually. These individuals will receive financial recognition.

MARS Awards This program is run by our managers and supervisors. It rewards employees daily for good acts, safe practices and customer service.

Additional Employee Recognition Methods

Here is a summary of additional employee recognition methods (in addition to wages) that are implemented at American Security.

- Performance based recognition, promotions and/or wage increases
- Safety awards for officers who help our clients identify potential safety hazards
- Career path options and opportunity for advancement to supervisory/management positions
- Specialty security training and opportunities are available for officers who consistently demonstrate excellence (Executive Protection, Loss Prevention, Surveillance and Investigations)
- Employee referral program and Employee recognition program
- Letters of recognition/commendation from our clients and American Security Leadership
- Company newsletter and social media recognition
- Annual Awards Banquet
    - Distinguished Service Award
    - Safety Leadership Award
    - Outstanding Service Award
    - Teamwork Award
    - Leadership Award
    - Officer of the Year Award

AMERICAN SECURITY & Investigations

Training and Additional Training Courses

Security Overview and Job Description

The purpose of this module is to provide an understanding of the daily functions of a security officer, to provide a clear understanding of the unique terms within the security industry, and the basic functions of the security officer's daily duties necessary to maintain a safe, secure and protected environment.

New Officer Essentials

Covering the Statutes and Administrative Rules, the officers are instructed on the definitions of the law, how security officers/protective agents are affected by the laws and rules, consequences for non-compliance with the laws, and the specifics of the training requirements for security officers.

Work Place Ethics

This module provides an understanding of the importance of ethics and core values in the workplace and in life, the ability to identify ethical principles, American Security's seven core values, the importance of values necessary for success, and the three steps to service.

Communications

This required training module is imperative to build the skills, verbal and non-verbal, to achieve an understanding of any situation, to build the knowledge and understanding of the barriers in communication, to understand the functions of electronic communication, and the fundamentals of the 10-code radio communication.

Customer Service and Professionalism

The purpose of this module is to understand what customer service means to our clients and their customers by gaining an understanding of the key elements of customer service and professionalism, knowing the importance of customer service, and identification of the seven steps of service.

Building a Respectful Workplace

Another integral training component is to understand the components of a respectful workplace, sexual harassment prevention, and the effect of stereotypes. The new associate will become familiar with company policy on harassment, discrimination, retaliation and the required course of action if one sees or is subjected to harassment.

Legal Issues

This training helps officers understand the functional and statuary definition of a security officer, the legal limits for private security officers, personal, civil and criminal liability as a security officer, company policy and procedure regarding authority, search and seizure laws, powers of arrest and detention, invasion of privacy rights, elements of defamation, assault, false imprisonment and negligence, accurate fact representation, threat identification, and situation control.

Security Overview/Industry Vocabulary and Systems/Procedures Manual

The purpose of this module is to provide an understanding of the daily functions of a security officer, to provide a clear understanding of the unique terms within the security industry, and the basic functions of the security officer's daily duties necessary to maintain a safe, secure and protected environment.

Documentation and Report Writing

Another key training component is to develop the knowledge, skills, and accuracy required for daily logs and reports. This module will also discuss writing skills, military time, grammar, and the who, what, where, when, why and how required for detailed, accurate reports.

Problem Solving Methods/Dealing with Difficult People

Our experienced and local trainers help the new associate develop the knowledge, skills, and understanding required when faced with a difficult situation. These skills will allow the new associate to turn negative experiences into more positive experiences for all parties. During the module, the new associate will learn the four stages involved in dealing with difficult people, how to give feedback with a positive approach, and the requirements to reach resolution.

Blood borne Pathogen Training

The purpose of this module is to teach the skills necessary to limit occupational exposure to blood and other potentially infectious materials that would otherwise result in transmission of blood borne pathogens. The new associate is given the voluntary option of receiving the Hepatitis B vaccine and must sign a declination form if they choose to not be vaccinated.

Tracking All Training

American Security utilizes ***WinTeam*** an effective resource that includes, as part of the system, ***compliance tracker*** to ensure that all initial training and any required continuing education training is complete in accordance with pre-determined guidelines. This system locks out the officer from being scheduled to work at any location or post for which he/she has not completed the required training.

Additional/Tactical Officer Training

Beyond our initial Pre-assignment Training, our officers have access to available training to meet the needs of our clients while equipping our officers for safety and professionalism.

Whether through First Aid/CPR, Verbal Judo, PPCT, Firearms Training, or Vehicle Patrol Tactics, our officers are well equipped for individual, team, and client safety.

American Red Cross First Aid/CPR/AED, CPA220-221

American Security instructors are required to provide new associates with the knowledge and skills necessary to prevent, recognize, and provide basic care for injuries and sudden illnesses until advanced medical personnel arrive and take over.

Firearms Safety, IA 02 (if a part of job requirements)

When required, security officers gain an understanding of firearms utilization, safety, regulations, and company policy. During the module, the new associate will receive the firearms policy, state statute pertaining to safe use of firearms, identify the components of firearms, and understand all procedures for the safe care, cleaning, and use of firearms.

Verbal Judo, CPA 224 (if a part of job requirements)

Verbal Judo is an eight-hour tactical communication training course that represents the first step in the force continuum. The principles and tactics taught enable officers to verbally calm difficult people who may be under severe emotional or other influences, redirect the behavior of hostile people, defuse potentially dangerous situations, perform professionally under all conditions and achieve the desired outcome in the encounter through voluntary compliance.

Pressure Point Control Tactics (PPCT), CA 63 (if a part of job requirements)

PPCT is a twenty-four hour Defensive Tactics course and is the first subject control system developed through tactical, legal, and medical research. Tactically, the system addresses the most common types of resistance officers encounter, allowing the instructor to maximize training on job related techniques. Legally, the PPCT System teaches a simple use of force continuum, which clarifies the appropriate force level for every level of resistance. Medical research was conducted on every PPCT technique to refine technique efficiency and to ensure the medical implications were proportional to the level of resistance.

Vehicle Patrol Tactics, CPA 394 (if a part of job requirements)

Vehicle Patrol Tactics is a six-hour course designed to enhance officer safety and performance when assigned duties of a vehicle patrol officer. Officers will learn applicable state statutes, recognition of hazardous situations, approach and contact of unknown individuals, and emergency responses, plus the concepts of attitude and behavior and how they affect an officer's ability to operate a patrol vehicle properly under all conditions.

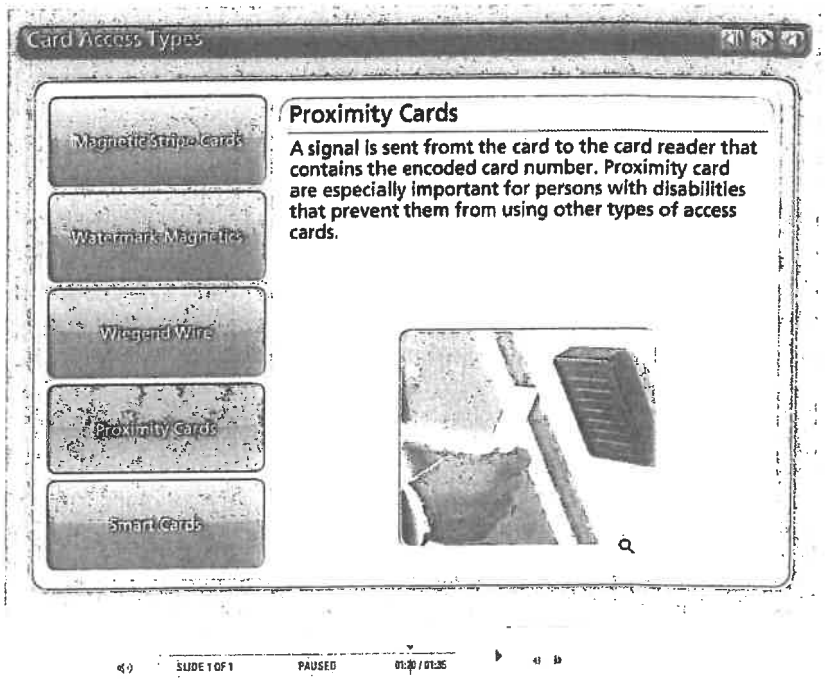
Online Training Development

All American Security Officers are enrolled in our Online Development Program. This Program not only serves as a refresher for officers to review their initial training, but includes continuing education for officers

to expand they knowledge of security techniques in addition to completing audits and other courses that are custom designed based on client requests.

Course categories

- **American Security**
  - Using eHub for Officers
  - **Level 1 Security Officer Training**
    - Intro & Safety
    - Blood Borne Pathogens
    - Customer Service & Professionalism
    - Security Overview Part I
    - Security Overview Part II
    - Legal Issues
    - Respectful Workplace
    - Dealing with Difficult People
    - Communications
    - Report Writing
  - **Level 2 Security Officer Training**
    - Drug & Alcohol Awarness
    - Sexual Harassment Prevention Training
    - Understanding Diversity



AMERICAN SECURITY & Investigations

Management Development Training

Certified Protection Professional (CPP) Program

The purpose of this course is to provide professional development and industry expertise to qualified American Security managers. During the course the manager will study the modules listed below in preparation for a board certified exam. Upon satisfactory completion of the exam, the manager will have the knowledge to effectively manage security issues for our customers and to provide a competitive edge for American Security. Also, successful completion of the exam gives the manager the designation of Certified Protection Professional (CPP) through ASIS International (ASIS), the preeminent organization for security professionals.

Operations Overview

This training is designed to familiarize the new management associate with the organizational structure, processes, scope of services offered, support services, account manuals, inspection process, customer service, and cost management information. Upon completion of the course the new management associate will be able to deliver excellent customer service and a quality product.

American Security Division Operations Overview

This course begins building the real-life foundations of uniform security operations for the new management associate. The topics covered include a historical review, general information, scheduling, post orders, security reports, administering services, communicating, improving job performance, special situations and cost management. This module will provide the cornerstones from which the associate will be able to develop and improve their own management skills as well as have a direct positive impact on the client relationship and the associates they supervise.

American Security Management Operations Overview

This curriculum familiarizes the new management associates with the structures and operations in the Guard Division. The module covers each major area in the division and its processes. This will also illustrate how all the different areas are connected and work together. After completing the course the new management associate will be able to provide excellent service to our employees within different departments and to our customers.

Payroll

Payroll is an essential component to our business and this module educates the new management associate of the policies and procedures set up to process payroll. During the module the new management associate will become familiar with the payroll systems, payroll timeline, check request procedure for manual checks, bus pass system, and direct deposit. New management associates will learn company policy regarding verification of wages, holiday pay, vacation pay, birthday pay, funeral pay, wage garnishments, W2 reprint requests, and the stop payment process. Upon completion of the course, the new management associate will have the skills necessary to effectively answer payroll related questions, provide wage data for the payroll department, and direct associates to the payroll department for further assistance.

Benefits

This module helps the new management associate with general information on the different benefit programs offered by the company. During the module the new management associate will become familiar with medical, dental and 401(k) plans, eligibility qualifications, and timeframe for enrollments. New management associates will learn the definitions of the FMLA Policy (Family Medical Leave Act) and the LOA Policy (Leave of Absence), eligibility requirements, timeframe of FMLA or LOA and the correct procedure to follow when an associate has requested a FMLA or LOA. Upon completion of this module, new management associates will be able to answer basic questions on benefit programs, process leave of absence requests, and direct their associates to the correct department for further assistance.

Human Resource – Forms

The purpose of this module is to familiarize the new management associate with the forms they are required to use in documenting an associates work history events. During the module the new management associate will become familiar with the following forms: personnel action form, requisition for staff, notice of problem performance form, verbal warnings, written warnings, suspensions, and the performance appraisal. In addition, the associate will learn when to use a specific form, how to fill the form out, and who is required to sign each form. Upon completion of the module the new management associate will be able to document all associate work history in a complete and accurate manner.

Discipline

An important part of our training program is to provide the new management associate with the skills necessary for correcting problem performance issues. During this module the participant will become familiar with the different levels of corrective action and will practice delivering discipline. The participant will also learn how to identify problem behavior types, and how to handle them. In addition the new management associate will become familiar with the Weingarten Principle and the process for unemployment claims and hearings. Upon completion of this module the new management associate will provide positive corrective action, recognize possible emotional responses and handle them appropriately.

Coaching/Performance Appraisals

Another key component of our training program is to provide the new management associate, with the skills necessary to discuss performance expectations with their associates and gain their cooperation. During the module, the student will explore the following topics: opportunities for coaching, consequences of not clarifying expectations, defining the problem/assessing performance, writing goals, practice coaching the associate, writing and giving the performance appraisals. Upon completion of the module, the new management associate will be able to identify performance issues, respond in a manner that encourages and motivates associates, and properly conduct a productive performance appraisal.

Safety Overview

"Safety first" is a common theme at American Security. The purpose of this module is to familiarize the new management associate with the safety policies and procedures of the organization and to know what their responsibility is in proactively maintaining a safe work environment. During this module, the participant will explore the following: cost of not maintaining a safe work environment, the responsibilities of the supervisor in training, communicating, and enforcing safety policies and procedures, how to focus on safety behaviors, not attitudes, and the steps in correcting habits. The participant will also review OSHA requirements to include a section on train the trainer for Hazard Communication and Right to Know that

builds the necessary skills required to train associates on chemical safety. Upon completion of this course the participant will proactively maintain a safe working environment.

First Report of Injury

The purpose of this module is to provide the new management associate with the skills necessary to appropriately handle a work place injury or fatality. During the module, a new management associate will receive a brief description of worker's compensation and its impact on our company. They will also learn how to complete a first report of injury. They will obtain a step-by-step reference sheet that will aid them in this process, along with a phone number to call should they have questions when they get back to their buildings and need future assistance. Upon completion of this module, the new management associate will be able to complete a first report of injury report accurately and will know how to handle all the appropriate paperwork relating to a work place injury or fatality.

Business Etiquette

A cornerstone requirement of our training is to provide the new management associate with a basic understanding of business etiquette, including greetings, introductions, and the art of conversation. Upon completion of this module, the participant will know the appropriate behaviors of interacting in a business environment.

Respectful Workplace

The objective of this module is to provide the participant with the knowledge necessary to recognize the differences between a respectful workplace and a disrespectful workplace and to understand the behaviors of a professional. During this module the participant will explore the following: what a respectful workplace looks like and its importance in a successful organization, understand how a *dis*respectful workplace hurts an organization, different attributes that make a person a professional, be familiar with behavior choices that can either be helpful or detrimental to a work team's ability to function effectively. Upon completion of this module, the new management associate will make individual behavior choices to promote a respectful work environment and will recognize unprofessional conduct among their work team and take necessary corrective action.

Sexual Harassment Prevention

The course provides the new management associates with the skills necessary to prevent harassment and the necessary steps to take if it does occur. During the course, the student will explore the following topics: how to define sexual and hostile harassment, different perceptions of harassment, the company policy on harassment, company expectations if you have been harassed, and what action management takes in the face of harassment. Upon completion of the module, the new management associate will be better able to identify behaviors that may indicate harassment, be able to respond appropriately, ensure the safety of all associates, and promote a harassment free work environment.

Marsden University

Managers with American Security are enrolled in Marsden University (MU). This allows the manager to access thousands of course materials and complete training classes to improve their leadership skills and find new ways to develop their associates.

AMERICAN SECURITY & Investigations

Officer Uniforms and Appearance Standards

American Security offers a wide variety of uniforms to meet the needs of our valued clients. We will collaborate with you to provide a professional uniform that is customized to meet the desired appearance and needs of your security program. Uniforms are provided at no cost to the officer. American Security issues uniforms in quantities that ensure officer and uniform appearance is consistent with both American Security and The City of West Des Moines requirements. Typical uniform quantities are three pairs of slacks per officer and four (short and long sleeve) shirts per officer. We are happy to accommodate our clients that prefer to have their own company logo in addition to the American Security logo on the uniforms. We also provide officers with seasonal and inclement weather gear.

Appearance Standards

Male officers: Short hair, clean cut. No earrings or visible tattoos.
Female officers: Hair pulled back. One stud earring in each ear is allowed. No visible tattoos.

Please find a couple of photos below to illustrate some samples of a standard uniform.

Emergency Response

American Security regularly maintains a significant number of qualified and trained flex-force officers. This pool is available in the event of an emergency or other short notice circumstances. Service is sustained for as little as four hours and, depending on the nature of the emergency or special circumstance, service is sustained for the duration of the event.

American Security emergency response planning is part of everyday activities. Our Corporate Communications Center is staffed 24 hours per day, seven days per week. Additionally, our management team is on call and available electronically 24 hours per day, seven days per week. Should a client require an emergency response, the Communications Center policy is to escalate the event to the following individuals until the response is addressed:

- On-Site Account Manager
- Field/Area Manager (designated for client's area)
- Director of Operations
- Executive Vice President
- President

Special Services officers: American Security has a local talent pool of over 700 security officers to call upon to help fill emergency needs at client facilities.

Operations Coordinators track uniformed security officer availability on a daily basis. In the event of an emergency, the Operations Coordinator contacts the Account Manager on site for estimated needs. The Operations Coordinator is then responsible for contacting and scheduling security officers from a pool of regularly scheduled on-site officers, float pool officers and Special Services officers.

American Security has excellent security officer back-up capabilities and the management and supervision to respond to client emergency needs or security service needs with little or no notice. Our Special Services Division provides just this sort of short term or emergency service. American Security has been called upon to provide up to 1,000 hours per week of short-term service emergency service with little or no notice. We have provided this service with no disruption to the client's normal operations.

American Security is an active member of various Safe Zone Collaborative agencies and coordinates activities with the FBI, and local Fire and Police Departments.

American Security is a part of and uses the City Worksite, a web based information sharing mechanism that is extremely useful in daily security activities. American Security has a number of Community Emergency Response Team (CERT) members and is certified to train officers to become CERT members.

AMERICAN SECURITY & Investigations

24/7/365 Command Center

In crisis situations, a call to American Security's Command Center can be the first step in turning a bad day around. We take pride in our ability to respond to emergency situations at a moment's notice. Faced with a multitude of safety and security issues, our customers rely on American Security to get the job done. In an emergency, we take actions necessary to solve problems immediately and then complete all administrative duties to ensure each service request is documented properly. Fast, efficient, and cost effective. That's the way American Security works for you.

The Command Center also serves as a link to our senior managers in the field. If we cannot answer your question immediately, we can alert your team immediately and escalate as needed to quickly find the resources you need to address your needs. Your call will be returned within minutes.

Part of our business requires anticipating and meeting unforeseen needs of our clients by understanding their operations and being prepared to respond. Your American Security staff will be well-trained, capable, experienced to handle the toughest jobs, and enthusiastic to respond to any situation.

American Security 24/7 Command Center: 800.403.1155

For support and emergency response any time, every day.

Emergency Response Procedures

American Security augments many national companies' impact and recovery operations.

Level 1: A minor incident or special event at the facility or building that can be resolved or serviced by the facility's operations team, and is often facilitated by scheduled security officer. When possible, this service will be performed by the regular account staff. All efforts are made to provide service at the regular billing rate.

Level 2: A facility or building incident that can be resolved with existing resources or limited outside help. A level 2 incident is usually a one-dimensional event that has a limited duration, and little impact to the community beyond those using the facility/building in which the incident occurred. (Example: Minor chemical or fuel oil spills, building loss of heat or electricity for several hours, or a minor fire confined to a room and not involving hazardous chemicals.)

Level 3 & 4: A major emergency occurs that impacts a significant portion of the facility and/or outside community. Level 3 and Level 4 emergencies may be single or multi-hazard situations, and require considerable coordination, both within and outside the client community. Level 3 and 4 emergencies include imminent events that may/will impact client operations, and possibly the general community. These events may also develop into a major crisis or a full disaster. (Example: Heating failure, extended power outage(s), severe storms, major fire, contagious disease outbreak, or domestic water contamination).

Level 4: If the event described above, requires the mobilization of resources from outside of the local community, the services fees will be billed at a flat hourly rate plus expenses. The expenses will be determined by the following: One time charge for transportation (both ways), per diem, lodging, applicable health and welfare resource needs, communications equipment, required site transportation needs (lease costs, fuel, insurance, maintenance etc.), and/or other specialized equipment as may be required.

Level 5: A catastrophic emergency event that involves the entire surrounding community. Immediate resolution of the disaster, which is typically a multi-hazard event, is beyond the resources and capabilities of the client and the local emergency response teams. (Example: Earthquake, hurricane, interstate bridge collapse or other events that require State and/or Federal response/assistance).

Level 6: Fully contained and mission ready reaction team. Deployed in the event of a significant regional or national catastrophe, and where local and regional resources and capabilities are not available, to include unavailability of lodging, and health/welfare resources. Service fees include flat hourly rate plus expenses as identified in level 4 and level 5 emergency/catastrophe responses.

AMERICAN SECURITY & Investigations

Alcohol and Drug Use Policy

Corporate Policy

1. The use, possession, or transfer to others of alcohol or drugs while on duty or on American Security or client's premises (including American Security or client's parking facilities) is prohibited.

2. Reporting for duty or remaining on duty at American Security or client's premises (including American Security or client's parking facilities) while under the influence of or impaired by alcohol or drugs is prohibited. This includes having alcohol on the breath. If American Security representatives suspect drug or alcohol usage by one of our associates, we have the right to have the suspected person tested.

3. Drug and alcohol-related requirements and/or testing will be imposed on American Security associates who perform services for customers who insist on those requirements and/or testing. Any associate assigned to such a customer's facilities will be notified of any additional restrictions or testing requirements.

4. American Security's complete policy regarding alcohol/drug use and testing protocol is listed in the Employee Handbook, which is issued to and signed off by each American Security employee during Orientation Training.

Testing Procedures

American Security utilizes the services of Concentra Medical Centers for all drug-testing procedures. This comprehensive testing procedure includes collection, five-panel test at Concentra, and sign off by Medical Records Officer.

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 12/22/2017

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER 1-612-333-3323 Hays Companies 80 South 8th Street Suite 700 Minneapolis, MN 55402	CONTACT NAME: Dawn Heinemann PHONE (A/C, No, Ext): 612-333-3323 FAX (A/C, No): 612-373-7270 E-MAIL ADDRESS: dheinemann@hayscompanies.com
INSURED American Security, L.L.C. 1717 University Avenue West St. Paul, MN 55104	INSURER(S) AFFORDING COVERAGE / NAIC # INSURER A: GREENWICH INS CO — 22322 INSURER B: NATIONAL FIRE & MARINE INS CO — 20079 INSURER C: XL SPECIALTY INS CO — 37885 INSURER D: INSURER E: INSURER F:

COVERAGES **CERTIFICATE NUMBER:** 51685343 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE / X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY / PRO-JECT / LOC OTHER:			RGD943761805	01/01/18	01/01/19	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 2,000,000 $ 1,000,000 $ 5,000 $ 2,000,000 $ 4,000,000 $ 5,000,000 $
A	AUTOMOBILE LIABILITY X ANY AUTO OWNED AUTOS ONLY / SCHEDULED AUTOS HIRED AUTOS ONLY / NON-OWNED AUTOS ONLY			RAD943762005	01/01/18	01/01/19	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ 2,000,000 $ $ $ $
B	X UMBRELLA LIAB / X OCCUR EXCESS LIAB / CLAIMS-MADE DED / X RETENTION $ 10,000			42UMO30102603	01/01/18	01/01/19	EACH OCCURRENCE AGGREGATE	$ 5,000,000 $ 5,000,000 $
C C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANYPROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y/N N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A		RWR943539005 (WI) RWD943538905 (AOS)	01/01/18 01/01/18	01/01/19 01/01/19	X PER STATUTE / OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	 $ 1,000,000 $ 1,000,000 $ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

EVIDENCE OF INSURANCE.

CERTIFICATE HOLDER

Evidence of Insurance

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

© 1988-2015 ACORD CORPORATION. All rights reserved.

The ACORD name and logo are registered marks of ACORD

dd 63 hr
51685343

PROPOSAL DOWNLOAD RECEIPT

DOWNLOADED: 01-06-2019
PROPOSAL ID: 277491