Securitas

A Security Program Solution for Montgomery County

Kris Schwartz, Business Development Manager

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January 28, 2025

Jeffery Smith, Sheriff
Montgomery County
200 Clark Drive
Fultonville, NY 12072

Re: Security Service Proposal for Montgomery County

Dear Sheriff Smith:

Thank you for providing Securitas USA the opportunity to present our proposal for security services to the Montgomery County property in Fultonville, NY We understand the importance of selecting a dynamic solution-based security provider. Securitas USA's operating efficiencies and technological advancements afford us the opportunity to provide best in class service and reliability. We are proud of our long-standing presence in the Fultonville area and feel confident that the enclosed proposal will demonstrate our value approach and capabilities.

We will work with Montgomery County to develop a program that has your long-term security goals in mind. Our dedication to recruiting the highest caliber people, providing a first-class training experience and finding creative ways to retain officers and supervisors is unparalleled in the security industry. We hope to demonstrate our capabilities, along with our dedication for positioning ourselves as a true partner that can grow and evolve with Montgomery County.

These Securitas USA's strengths will help us provide you with the best service possible and the knowledge and commitment to maintain its quality level:

– **Flat Organization business model**
– **Officer recruitment, training, benefits, and recognition**
– **Reporting, quality control and invoicing**
– **The Innovation of our technological offerings such as** SecuritasVision**, proprietary On-Site Guard Management System and** MySecuritas**, our client portal, that helps us bridge our Innovation with your need for accountability and efficiency.**
– **Our ability to leverage partnerships result in unique value-added offerings.**

Securitas believes that our value-added services, combined with our personalized customer service approach, focus on recruitment and retention of higher caliber officers, customized training programs and the dedication of our specialized management and support team, are evidence of our commitment to a long-term and mutually beneficial relationship between our companies.

We respectfully reserve our right to negotiate terms and conditions if we are selected as the winning bidder, and we look forward to working with you towards a mutually acceptable contract.

I want to thank you personally for the opportunity to provide you with this proposal and chance to expand our relationship throughout Fultonville. It is partnerships like this that help us play a key role in keeping this great city safe.

Sincerely,

Kris Schwartz
Business Development Manager
Securitas Security Services, USA

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Confidentiality Statement

This entire proposal is considered confidential information by Securitas Security Services USA, Inc. and may not be distributed, in whole or in part, to any person, firm or corporation outside of Montgomery County. In addition, this proposal may be distributed only to those employees or affiliates within Montgomery County who have direct responsibility for the proposal/decision-making process.
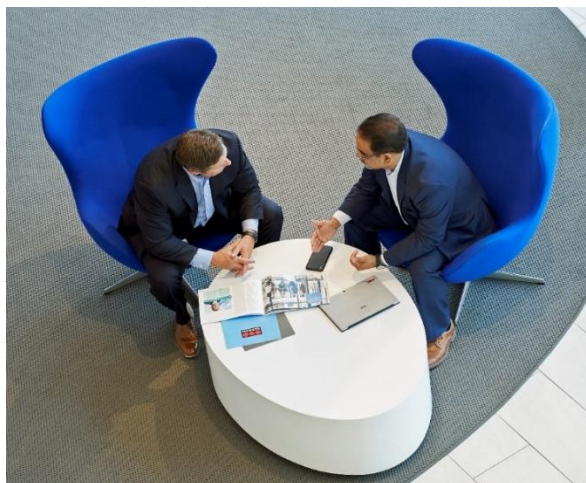
Company
Background

Introduction

The security profession continues to expand, evolve, and diversify. At Securitas, we listen carefully to our clients to explore, discover and offer alternative methods for providing services and resources that enhance security, increase safety, improve efficiencies and result in cost savings. The Montgomery County mission can be accomplished by leveraging the multiple services of Securitas Security Services USA, Inc. (Securitas).

As part of the leading international organization specializing in protective services based on people, technology and knowledge, Securitas offers a full spectrum of security services under the banner of **Securitas Protective Services**.

We are committed to providing security services for Montgomery County, and to helping keep your people and property safe with a variety of tools. We feature The New Guarding with true solutions that create efficiency while saving both time and money.

Securitas understands the need to manage costs without compromising security. That's why we've developed The New Guarding, a three-dimensional approach to security. This innovative solution or any combination of On-site Guarding, Remote Guarding and Mobile Guarding provides the most efficient, cost-effective solution for your security requirements.
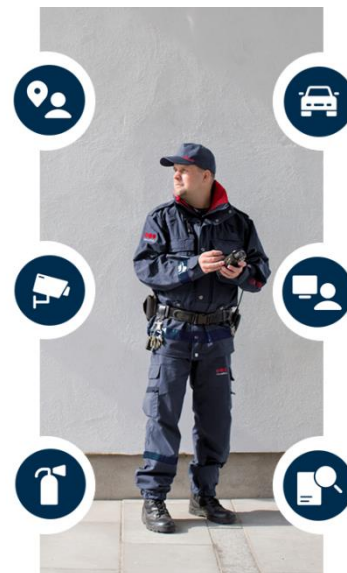
Global Leader

We recognize that the primary objective of Montgomery County is the selection of a security officer services provider. While Securitas' core competency is providing these services, we believe it also important to highlight our total solutions capabilities in order to demonstrate the value that Securitas will bring to Montgomery County.

To make it as easy as possible for our clients, Securitas is now a single point of contact for their entire security solution. This includes On-site Guarding, Mobile Guarding, Remote Guarding, Electronic Security, Fire & Safety, and Corporate Risk Management – all offered by one company, a global leader in protective services, Securitas.

Securitas Protective Services offers:

– Security officers screened and trained to your requirements.
– The depth of knowledge and breadth of expertise you expect from your Protective Services partner.

Local Focus

These services are managed by our geographic regions that guide and support our nearly 550 district managers and 90,000 security officers (123,000+ total employees). With district locations in every state, Securitas is by far the most locally-focused security company in the U.S.

Securitas is the only organization that offers this spectrum of guarding services and technology resources while providing a single point of contact for the client.

World Class

It is Securitas' ongoing goal to set the industry standard and continually raise the bar so that every employee, service and product surpass that standard for quality. To this end, we have implemented a comprehensive Total Quality Management approach. Measuring and improving client satisfaction is emphasized throughout our organization. To help ensure promised quality, annual quality assurance surveys, part of our Excellence in Service program are distributed from division level management.

We not only strive to solve your initial security issues, but also to leverage our knowledge to allow us to anticipate and prevent future exposures to your business risks. Pointing out issues is easy; preventing them, working with you proactively, will be our mission at Montgomery County.

Protective Service Offerings

Our goal is to drive efficiencies within a client's security program and offer solutions. Protective Services includes On-site Guarding, Mobile Guarding, Remote Guarding, Electronic Security, Fire & Safety, and Corporate Risk Management. All are offered by one company, Securitas, with a single point of contact.

On-site Guarding

We know that every business environment has different security needs, which is why we have leveraged our knowledge and expertise to develop a variety of guarding functions to meet your requirements. After performing a Risk Assessment, we recommend services that best fit your situation. These include:

- Reception/concierge services
- Console operations
- Special event guarding
- Fire patrol and equipment checks
- Alarm and emergency response
- Facilities badging and identification services
- Transportation and parking coordination services
- Customized and site-specific security functions

Through **SecuritasConnect**, you can have full visibility and control over your security program. This is your window to view your site's security, at any time of the day or night. **SecuritasVision** saves time and confirms compliance of your security operations, policies and best practices, as well as improving communication and officer accountability.

Mobile Guarding

Mobile Guarding allows sites of all sizes to have access to the world-class protection, high-caliber officers and advanced technologies that make Securitas the knowledge leader in security.

Mobile Guarding Officers - Specially-trained, vigilant and helpful officers check in at random but regimented times to fulfill post orders, inspect the property and assist staff as necessary.

Alarm Response - Mobile Guarding officers can respond to alarms and react with the appropriate response required by the situation.

Remote Guarding

When you have Remote Guarding managed by Securitas, we act on incidents in real-time and can deter trouble before it happens. The combination of smart technology and our security expertise creates unprecedented efficiency to help protect your facility 24/7.

Real-time security programs are achieved when video cameras, video analytics, monitoring centers and security officers work together as one integrated force. Potential threats are spotted by cameras and automatically analyzed based on predefined criteria. When necessary, an operator is alerted who then takes immediate action to prevent or minimize damage. We continually identify areas for creating efficiencies both in preventing incidents and lowering resource demand.

Alarm Verification - Gives you the shortest possible response time when an incident occurs. Cameras will scan your premises and parking lots for unauthorized activity and potential threats, advise status and deliver an audible message that security is monitoring in real-time.

Remote Employee Escort - Utilizes live video surveillance with audio notification to provide a safe environment as employees arrive and depart the area. In other situations, we can monitor visitors who have access to a building and follow their progress throughout the building.

Remote Entry/Exit Management - Provides on-demand processing of employees and contract workers who require access to your facility. We can verify their identity, confirm authorization for entry/exit, track and record activity and report any exceptions.

Remote Perimeter Protection – Leverages customized intelligent video analytics for each unique location to recognize potential threats and alert operators the moment there is suspicious activity.

Electronic Security

The advantage of working with Securitas is that you will have one point of contact for the design, installation and service of your equipment. Securitas gives you state-of-the-art security in innovative and cost-effective packages. Securitas Electronic Security Solutions provides a simple approach to your security system needs. We can:

– Help you understand how to best utilize your current system
– Update outdated or broken parts of the system
– Replace the system with a more efficient and effective design

Our engineers can provide expertise on Access Control, Video Security Solutions, Design and Installation, and Maintenance.

Our Technology Service Centers (TSCs) are the hub of our technology activity. While technicians and service managers are deployed and ready to work across the country, the TSCs coordinate the activity to help provide quick action.

Fire & Safety

We will work with you to develop a fire service plan to meet the specific needs of your facility. Certain industries that Securitas protects, such as the petrochemical, aerospace/defense, and energy industries, are more prone to fire hazards at their facilities. To strengthen our supportive relationship with these industries, we developed a specialized group to expertly fight fires, handle hazardous materials scenarios, and mitigate fire hazards that may threaten business operations.

Through Securitas Critical Infrastructure Services (SCIS), we bring you experience in assessing your facility and possible scenarios to find cost-effective ways to enhance the overall fire service program.

Incident Response:

– Fire suppression
– Emergency medical response
– Rescue operations

– Arson investigation
– Confined space operations

Fire Prevention:

– Pre-development/fire pre-plans
– Uniform fire code enforcement

– Life safety code enforcement
– Public education programs

Corporate Risk Management

Over 150 years, the Pinkerton name has evoked memories of America's first detective agency and the man who founded it - Allan Pinkerton. His legacy continues to this day with a force of Pinkerton investigators and security specialists who maintain the same reputable dedication and commitment to helping protect clients and their assets worldwide.

Pinkerton's tradition of excellence continues with the experience you can trust, and the integrity you can rely on which as a respected leader in the security consulting and investigation practice. Pinkerton offers organizations comprehensive security services, a consultative approach to identifying risks and the professional expertise to partner in effective solutions. With offices located in North America, Latin America, Europe and Asia, you can depend on an organization with a rich history and a dynamic future. Services include:

- – Security consulting
- – Corporate investigations
- – Computer forensics

- – Electronic discovery
- – Executive protection
- – Crisis management

Integrated Guarding

We continually seek methods to meet each client's unique security requirements while keeping the client's business goals and budget in mind. We are dedicated to using our resources and experience to create security solutions that address the rising costs of the security profession.

Securitas Integrated Guarding balances the expertise and innovation of two or more core security services — On-site Guarding, Remote Guarding, Mobile Guarding and Electronic Security— to cater optimal protection to your organization and unique security needs.

Securitas' strong focus and commitment to Integrated Guarding solutions is demonstrated by our on-going investment in the growth and capabilities of our technology services and solutions support team. Through our coast-to-coast footprint, Securitas and its affiliates can offer an all-inclusive approach, and provide not just the officers and the technology, but a flexible security plan to handle all aspects of your organization's security objectives.

The benefits of Integrated Guarding include:

- – Cost efficiencies without compromising your security program
- – Flexibility with customized security solutions
- – A single provider for all your security services

Company History

Securitas Security Services USA, Inc. (Securitas) is the leading international company specialized in protective services based on people, technology, and knowledge. Securitas has over 500 district managers and employs approximately 96,000 people in North America. Securitas' revenues in 2024 were $6.1 billion.

Overview

The parent company of Securitas USA is Securitas AB, the world's largest provider of security services. Securitas AB has three business segments: Security Services North America, Security Services Europe and Security Services Ibero-America. The publicly owned company is headquartered in Stockholm, Sweden has approximately 336,000 employees worldwide, with established operations in 44 markets with the ability to provide services in approximately 90 countries worldwide (https://www.securitas.com/en/about-us/our-organization/). Securitas AB has subsidiaries with business operations in North America, Europe, Latin America, the Middle East, Asia and Africa with 2024 revenues were $15.3 billion.

About Securitas AB

Securitas AB had a visionary approach to security. The company had high ideals and set the standards for quality, service and professionalism that revolutionized the field. In 1934, when Securitas AB's founder, Erik Philip-Sörensen, established the forerunner of Securitas AB, a private security firm in Helsingborg, Sweden, he created a model for Western Europe of how a guarding company should operate. He pioneered training and developed a cooperative effort with the fire department to ensure that his guards possessed firefighting skills. In the late 1940s, after the two world wars, the demand for more advanced security services increased. Securitas Alarm was formed to offer technology as a complement to the guarding services. In 1972, all of Philip-Sörensen's companies were combined under the collective name of Securitas AB, the Latin word for security. Securitas AB's high ethical nature is another distinguishing characteristic of the company.

The firm's core values are summarized in three words – Integrity, Vigilance and Helpfulness. These are the guiding principles for Securitas AB and subsidiary employees. A logo with three red dots, representing each of the values, was created. It became the recognized symbol for Securitas AB in Sweden, and later throughout the world.

About Securitas Security Services USA, Inc.

In 1999, when Securitas AB entered the U.S. market by acquiring Pinkerton, the company became the largest security firm in the world. At the time, Securitas AB was already the leading protective services company in Europe, but few in America were aware of the firm's stature in the industry or the respect associated with its name.

Like Securitas AB, Pinkerton had a rich history dating back to 1850 in Chicago, when Allan Pinkerton, the "**original private eye**," founded the Pinkerton National Detective Agency. Pinkerton was employed to protect railroad property and first gained fame for exposing the activities of a band of counterfeiters. In 1861, he achieved national recognition when he uncovered and foiled a plot to assassinate Abraham Lincoln. Soon after the outbreak of the Civil War, Pinkerton helped organize a federal secret service, of which he became chief. His pursuits of notorious outlaws such as Jesse James, the Reno brothers and the Wild Bunch (a group of bandits led by Butch Cassidy and the Sundance Kid) brought extraordinary visibility to his agency.

In 2000, Securitas AB acquired the American private security firm, Burns International. Founded in 1909, the William J. Burns Detective Agency was also headquartered in Chicago. Burns was a man of integrity who had served as a national crime watchdog. During his career, he was known as "the greatest detective the U.S. had ever produced." In 1921, he was appointed director of the newly formed Bureau of Investigation that later became the FBI. Burns' drive, determination and commitment to service helped his company grow from a small detective agency to the second largest security provider in the U.S. That

same year, Securitas AB made a number of other U.S. acquisitions. First Security, American Protective Services, Doyle Protective Service, Smith Security, and APG Security were all purchased, giving the company a strong American foundation. The acquisitions also positioned Securitas USA as the market leader in the United States.

In July 2003, all the U.S. guarding operations of Securitas AB united under the single name of Securitas Security Services USA, Inc.

Acquisition Timeline

Stanley Security and Healthcare 2022

Securitas acquires Stanley Security and Healthcare, a highly recognized provider of tech-enabled security services worldwide, becoming the second largest security technology integrator globally. The acquisition supports Securitas' strategy, adds resilience, and creates a significant platform for innovation as the company has the ambition to drive and redefine the future of the security industry. The company is trusted by customers across the globe for its innovative SaaS technology, seamless installation and integration, reliable maintenance, 24/7 monitoring and insightful analytics.

FE Moran Security Solution 2020

Securitas acquires FE Moran Security Solutions, a top 30 alarm monitoring and electronic security systems integration. The company will strengthen and complement Securitas' current alarm monitoring and electronic security.

Global Elite Group 2019

Securitas acquires Global Elite Group, a leading security services provider to the aviation industry in the US. The company will strengthen and complement Securitas' current aviation organization in North America, and our combined network, footprint, licenses, and know-how will increase the value we bring to existing and new customers.

Kratos' Public Safety & Security Division 2018

Securitas acquires Kratos which is to be combined with Securitas Electronic Security, Inc., aligns well with Securitas Electronic Security's current operations and strategic focus. The acquisition will expand Securitas' electronic security platform in the United States by strengthening field operation capabilities and adding local district infrastructure with highly skilled employees. It supports Securitas' strategy of providing protective services across the entire Securitas North American customer base and brings increased value to our customers.

Electronic Security 2015

Securitas AB acquires the electronic assets of Diebold, a leader in electronic security. Its roots trace back to its founding in 1859 as a manufacturer of safes and vaults for banks. Diebold´s North American Electronic Security business, based in Uniontown, OH, is the third largest commercial electronic security provider in North America. For more than 70 years, Diebold´s North American Electronic Security business has brought together technology innovations, security expertise and quality services to become a leading provider of comprehensive electronic security solutions and services to business customers.

Remote Guarding by Securitas 2014

Securitas purchases a quarter of Iverify, one of the leading remote video services organizations in the United States and operator of a state-of-the-art remote video operations monitoring center, the largest of its kind, headquartered in Charlotte, North Carolina.

Guarding by Securitas USA 2003

All the U.S. guarding operations of Securitas AB are united under the single name of Securitas Security Services USA, Inc.
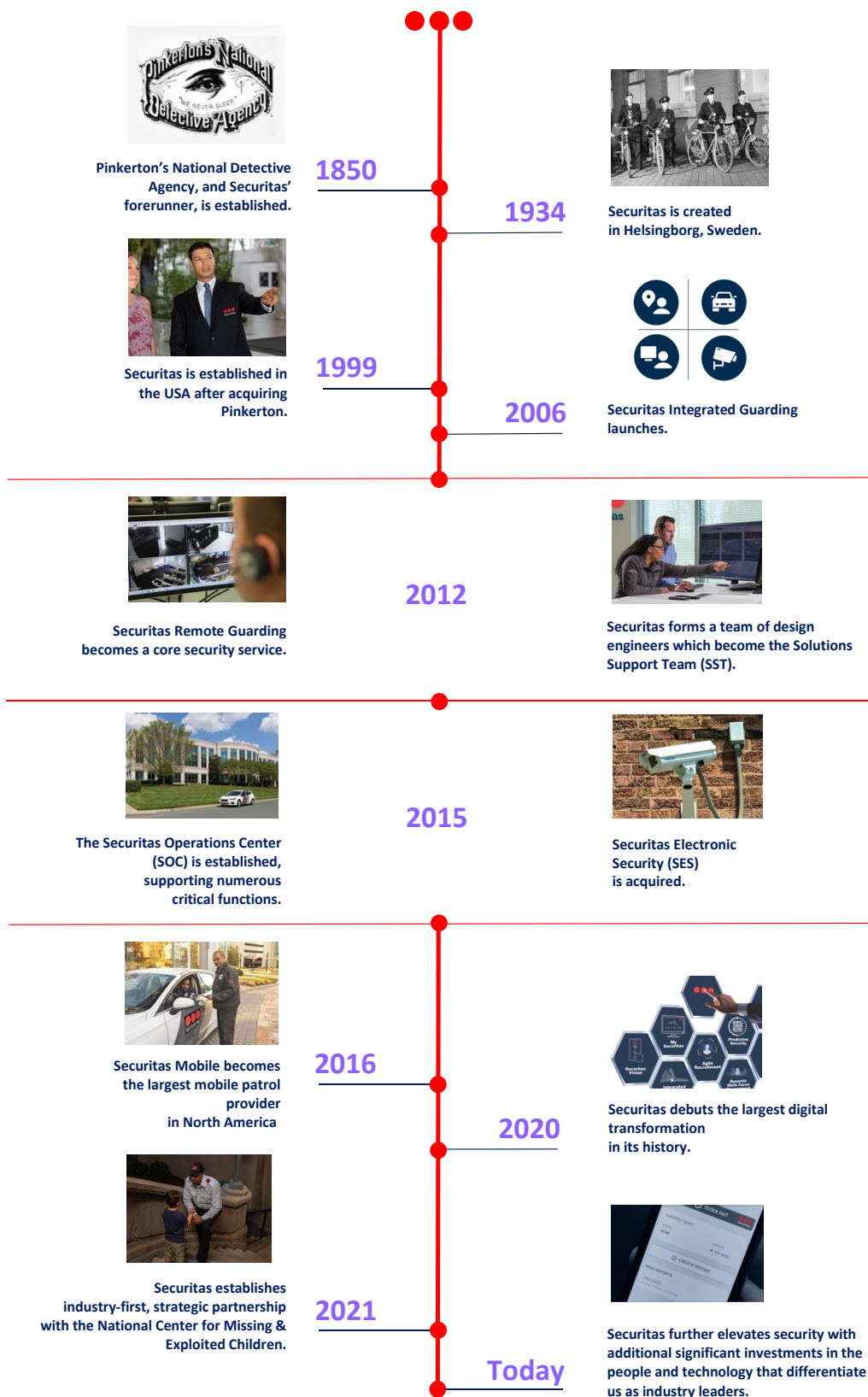
Security Officers 2000

Securitas AB acquired the American private security firm, Burns International. Founded in 1909, the William J. Burns Detective Agency was also headquartered in Chicago. During his career, Burns was known as "the greatest detective the U.S. had ever produced." In 1921, he was appointed director of the newly formed Bureau of Investigation (FBI). Burns' drive, determination and commitment to service helped his company grow from a small detective agency to the second largest security provider in the U.S.

Risk Management 1999

Securitas Acquires Pinkerton. Like Securitas AB, Pinkerton had a rich history dating back to 1850 in Chicago, when Allan Pinkerton, the "original private eye," founded Pinkerton's National Detective Agency. In 1861, he achieved national recognition when he uncovered and foiled a plot to assassinate Abraham Lincoln. Pinkerton helped organize a federal secret service, of which he became chief. Today, Pinkerton is the industry's leading provider of risk m of risk management services.

A History of Continuous Innovation

1850
Pinkerton's National Detective Agency, and Securitas' forerunner, is established.

1934
Securitas is created in Helsingborg, Sweden.

1999
Securitas is established in the USA after acquiring Pinkerton.

2006
Securitas Integrated Guarding launches.

2012
Securitas Remote Guarding becomes a core security service.

Securitas forms a team of design engineers which become the Solutions Support Team (SST).

2015
The Securitas Operations Center (SOC) is established, supporting numerous critical functions.

Securitas Electronic Security (SES) is acquired.

2016
Securitas Mobile becomes the largest mobile patrol provider in North America

2020
Securitas debuts the largest digital transformation in its history.

2021
Securitas establishes industry-first, strategic partnership with the National Center for Missing & Exploited Children.

Today
Securitas further elevates security with additional significant investments in the people and technology that differentiate us as industry leaders.

Department of Homeland Security Designation (SAFETY Act)

After an extensive review by the Department of Homeland Security (DHS) of the service standards adopted and followed by Securitas Security Services USA, the DHS awarded Securitas and certain of its affiliates, Designation from the DHS on September 29, 2020, with an expiration date of September 30, 2025.

Congress passed the Support Anti-terrorism by Fostering Effective Technologies Act (SAFETY Act) as part of the Homeland Security Act of 2002 to encourage the developments of anti-terrorism products and services by limiting liability from claims brought as a result of a DHS-designated terrorist attack where approved anti-terror technology or services are deployed.

Briefly, here is what this protection means to our valued customers:

– When applicable, the SAFETY Act should extend the protection to all parties in the supply chain, including all of Securitas USA's government and private sector customers and subcontractors.

* For more information about the Department of Homeland Security and the SAFETY Act, visit https://www.safetyact.gov/

Service Excellence Through Specialization

We have identified five security performance categories that are addressed in developing a specialized service solution for each client – People, Procedures, Tools, Training, and Feedback. The following sections of this proposal describe each part of this solution in detail.

The client-centered model below depicts how Securitas achieves specialized service solutions while using one common set of security service delivery management and measurement tools.

The Client Service Plan Goals and associated Key Performance Indicators (KPIs) are the tools we use to assess the level of delivered service. We will regularly review service results and delivery methods with Montgomery County to assess how well the service solution meets your unique requirements.

The Client Service Plan Goals and KPIs that we jointly establish for each category guide our security service teams. They are the tools we use to assess the level of delivered service.

When developing the specialized solution for Montgomery County, we will identify the service team behaviors and desired results for each of the five security performance categories that will result in specialized service. For Montgomery County, we will demonstrate our commitment to Service Excellence by preparing our service teams to be successful in meeting your specific physical security needs by establishing:

- Clear performance expectations
- Client-specific job descriptions
- Clear procedures and job aids
- Tools to equip and enhance the performance of our officers
- Job-specific training and practice
- Regular performance feedback

This approach to managing performance utilizes our standard Service Excellence methods and tools for gathering data and assessing performance. The Securitas Service Excellence program is our national service platform that provides the framework for delivering world-class service. It tangibly demonstrates our commitment to service, service level management and performance management.
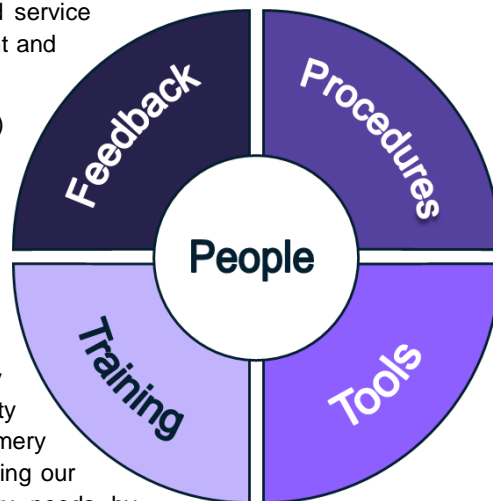
People

People

At Securitas, the foundation of our business is people. We have developed a detailed manual to support our local management teams in recruiting and hiring employees. Our recruiting guidelines include strategies, programs, and processes to effectively attract qualified people to our organization. Recruiting functions are handled by the human resources team of each local office servicing Montgomery County.

Equal Opportunity Employer

Securitas is committed to hiring and retaining a diverse workforce. Our goal is to increase diverse representation throughout our company. We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race/ethnicity, color, national origin, ancestry, sex/gender, gender identity/expression, sexual orientation, marital/parental status, pregnancy/childbirth or related conditions, religion, creed, age, disability, genetic information, veteran status or any other status protected by local, state or federal law.

Women in the Security Industry

Securitas Security Services is honored to contribute to the accomplishments of women: past, present, and future! In addition to our 28,000 women security officers and managers, Securitas was the first in the industry to hire women as investigators. We our proud to continue our commitment to forge women's equality in the workplace.

Employing and Honoring Veterans

At Securitas, we proudly welcome our military heroes back to the workforce. Since 2012, Securitas has hired more than 50,000 veterans. Securitas USA seeks new ways to strengthen our support of veterans and honor their commitment to our country. Veterans are motivated by the same set of values that lead our company and can bring a unique and valuable skill set to Securitas USA.

Securitas is a proud member of the Veteran Jobs Mission. We have been a member of this private-sector coalition since 2012, formally known as 100,000 Jobs Mission. Because the coalition has far surpassed that goal, they have changed their name and set their goal to collectively hire a total of one million military veterans – with a strong focus on retention and career development of veterans.

Recruiting

Securitas utilizes a wide range of recruiting sources. Aside from the Talent Network, our recruiting resources include our recruiting web page, www.securitasjobs.com; local news media; college campus placement centers; state employment agencies; veterans' groups; senior organizations; local social service agencies; private industry councils, vocational centers; military organizations; law enforcement agencies; job fairs; employee referrals (which provide referral bonuses); and many other qualified employment sources listed in our best practices. In low unemployment areas, we may offer sign-on bonuses (based on length of employment).

To complete our mission of attracting a talented workforce, Securitas developed the position of recruiter/retention specialist that is utilized at selected district offices. Once we have hired the best individuals, we must work to retain them. To help ensure that competitive wages are paid, Securitas uses wage survey data from the Economic Research Institute to validate officers' wages vs. those paid in each U.S. metropolitan area.

In cases where we assume responsibilities from incumbent providers or in-house personnel, our goal is to recruit and retain as many of these individuals as possible who are qualified for employment with Securitas. We take seriously our responsibility to select only those security officers who possess the appropriate skills, qualifications, and aptitudes for each client location. Every officer we hire has undergone personal interviews, reliability testing and reference checks to assist in evaluating the individual's ability to represent Securitas and our clients in a professional manner. In addition, all employees are subject to a criminal background screen and drug test. We then screen officers to help provide a good match between the officers' aptitudes and our client's site requirements.

Securitas takes a focused and consistent approach to increasing retention and making Securitas the employer of choice. Our commitment to retention begins as an applicant completes our hiring process. We strive to make every person who walks through our doors feel special. Retention efforts continue with individual visits (or calls) to newly hired security officers to discuss any concerns. Securitas also uses a series of district and region awards that recognize excellent performance and consistently promote on-going education and development.

The Securitas Talent Network

The Talent Network is an optimized career site to allow for easy job seeker interaction on any device. Once the job seeker submits a resume or subscribes our talent network, he or she is automatically enrolled to receive new, open positions as they become available. With some of the highest email open and click-through rates in the industry. The Securitas Talent Network has over 500,000 members and is one of the largest in the country.

With **The Talent Network** we are able to:

- Easily gain access to new candidate pools
- Capture vital contact information on interested candidates
- Automatically engage with top talent
- Create custom recruitment strategies geared toward individual client requirements

Selection and Hiring of Personnel

The process begins with utilizing Oracle Recruiting Cloud (ORC)™ to hire and develop the best workforce in the industry. With ORC, Securitas can source and prescreen candidates, administer online assessments, and conduct background and drug screening before assignment. Moreover, the ORC application provides rich analytics and reporting capabilities that provide insight into critical talent acquisition.

The ORC tool is a web-based product that includes an on-line employment application and an applicant tracking tool to assist our HR staff in managing the hiring process. It is fully integrated with our third-party vendors for background checks, drug screening, and WOTC tax credit screening.

The implementation of ORC in Securitas' local offices has a very positive impact on operations, including:

- Increased applicant flow.
- Reduced time to hire.
- Better utilization of district office staff.
- Improved screening and hiring tools.
- Better hiring statistics to focus on process improvements.
- Compliance with company policies/procedures and federal/state/local regulations.

ORC allows Securitas applicants to complete their applications on-line at any time Securitas recruiters can then evaluate fully screened and tested applicants prior to interviewing them. The resulting increase in the number of qualified applicants has allowed Securitas to be more selective in our hiring process.

Selection Process Overview

Our step-by-step process goes well beyond the industry norm to focus on selecting world-class employees. Moreover, our process identifies candidates who possess the traits we believe are critical to our organization; such as honesty, integrity, and a strong customer service orientation suited to the culture and operating environment of Montgomery County.

Our security personnel must meet the following minimum hiring standards:

- At least age 18.
- A reliable means of communication.
- A reliable means of transportation.
- The legal right to work in the United States.
- The ability to effectively speak, read, and write English (each tested to do so).
- A high school diploma or GED.
- Willingness to participate in the company's pre-employment screening process, including a background investigation and drug screen.

Our screening process provides us the reasonable assurance that our prospective security officers:

- Have a stable work history.
- Have well-developed interpersonal communications skills and professional composure to fit the client culture.
- Can withstand the scrutiny of a thorough interview and background investigation.
- Are drug free.
- Able to qualify for and obtain a state security officer license, where applicable.

Required security officer competencies include:

- Ability to provide high quality customer service.
- Ability to exercise good judgment and discretion in all business interactions with others.
- Ability to be an effective team member.
- Neatness in dress and grooming.
- Ability to deal courteously, tactfully, and effectively with others, both in person and on the telephone.
- Initiative, integrity, and high ethical standards.
- Ability to maintain professional composure when dealing with unusual circumstances.

Step 1: Job Application

This step provides information that will assist in:

- Pre-screening of applicants.
- In-depth interviews and background screening with emphasis on employment stability, work experience, and personal background. During this step, each candidate is required to complete the online application and an Evaluation of Report Writing Skills.

During the employment application process, the applicant is required to complete a pre-employment assessment to evaluate situational judgment traits. Candidates being considered for armed positions are subject to a second profile, the Securitas 16pf Protective Services Report (Securitas 16pf), which is designed to test for emotional adjustment, integrity/control, intellectual efficiency, and interpersonal relations and is widely used by military, law enforcement, and private security companies.

Step 2: Initial Interview

The first pre-employment interview is conducted to identify each applicant's skills, work style, personality, career interests, and suitability for the position.

Step 3: Background Verification

Securitas utilizes an accredited background screening company to conduct pre-employment background verifications that meet or exceed state security officer licensing requirements.

Our required background verification includes the following:

- Military service - (DD 214) - nature of separation.
- County criminal records search for misdemeanors and felonies. Search all counties of residence and work history for 7 years.
- National Criminal and Records Locator (National Sex Offender Registry, Sanctions, OIG/GSA/OFAC).
- Credit check where permitted by state law (when required for legitimate business reasons by our clients).
- Social Security Number trace to include address history and alias report
- Department of Motor Vehicles driver's license search for all driving positions.
- Employment verification (7-year work history).
- Personal reference checks.
- Education verification.

Step 4: Drug Screening

Securitas USA prohibits the use, possession, consumption, manufacture, sale, purchase, transfer, dispensation, distribution and/or transportation of alcohol, illegal drugs and/or controlled substances while on duty, on Company and/or client premises, or in Company or client vehicles.

Drug and alcohol testing may be conducted in the local Securitas office using an oral drug screening device or oral alcohol screening device where state laws permit. If the result is inconclusive, the donor will be directed to a lab-based collection facility to submit a urine specimen or a breath alcohol confirmatory test.

Where state law or client contract require lab-based testing, donors will be directed to a local collection facility to provide a 5-panel urine or hair follicle drug specimen and/or breath alcohol test.

Any employee or candidate who refuses to take an alcohol and/or drug test will be disqualified from the hiring process or separated from employment.

Our oral screening device is a six-panel screen that is designed to detect the presence of the most commonly used drugs:

– Marijuana (THC)
– Cocaine
– Opiates

– Methamphetamine
– Amphetamine
– Phencyclidine

It provides results in 15 minutes, with no chance of sample adulteration or cross - contamination. Should a confirmation test be required, Securitas utilizes Substance Abuse and Mental Health Services Administration (SAMHSA) certified laboratories to perform gas chromatography and mass spectrometry (GC/MS) tests.

Securitas uses an accredited third-party agency to assist district offices through:

– Collection/test site identification, legal compliance, and management services.
– Random drug testing management and selection; data management, records retention, and education and training services.
– Quality control services and performance monitoring.
– After hours and post-injury/accident drug and alcohol testing services.
– An automated system to receive confidential test results quickly to help expedite the hiring process.

Securitas USA can utilize other drug testing panels to screen for specific types of drugs beyond our standard screen when required by our clients. Securitas USA's Drug-Free Workplace Program also conducts post-injury/accident and reasonable-cause drug and alcohol testing as a matter of company policy. In addition, we can conduct DOT-regulated and random drug screening in accordance with client requirements and statutory regulations.

Step 5: Assignment/Scheduling Meeting

Final administrative processing and documentation is accomplished during this step, as well as the fitting and issuance of uniforms and equipment. The contingent employee meets with the scheduler to discuss specific issues and performance expectations of Montgomery County.

Step 6: Site Interview

Tentative assignment is made, and our client representative is notified. When requested by our clients, contingent employees are sent to the client site for a final review. We understand the importance that our clients desire us to place on the careful selection of security personnel.

Step 7: Security Officer Introduction/Examination

Contingent employees are required to complete an introduction session to review security-related video presentations. This program establishes a core base of security knowledge that enables our security officers to properly perform their duties from the first day at a client site.

An exam is given covering the following areas:

- Basic Security Officer Responsibilities
- Public Relations
- Communication and Reporting
- Safety Techniques of Patrol
- Emergency and Fire Prevention
- Basic First Aid; Safe Driving
- Client Relations
- Hazardous Material Communications

Step 8: E-Verify™ Work Confirmation

Securitas participates in E-Verify™. This program effectively allows Securitas to electronically compare information from an employee's Form I-9, Employment Eligibility Verification to data from the U.S. Department of Homeland Security and Social Security Administration records to confirm employment eligibility.

Benefits and Incentive Programs

Securitas offers its security officers benefits/incentive programs that are unmatched in the security services industry. The benefits/incentives offered by Securitas to all eligible employees include the following:

Medical Plans

Securitas offers a medical plan to all full-time security officers that is compliant with the minimum value and affordability provisions of the Affordable Care Act (ACA) and applicable state/local laws. Our self-insured plans are administered by Anthem™. We also provide access to many regional HMOs where required. Detailed comparative information regarding coverage and premium costs for all plans is available.

Health Information and Assistance

Active participants in our self-insured health plans have 24-hour online and telephone access to a variety of information resources to help them manage their health care, including:

- Anthem Member Website *www.anthem.com/ca*
- Find a Doctor
- 24/7 NurseLine™
- Estimate your Cost
- Anthem ConditionCare™ disease management program

Dental Plans

Securitas offers a choice of two dental plans through Aetna™. Both the Dental PPO and the DMO provide excellent coverage and are available to Securitas employees through payroll deduction. The DMO is not available in all areas.

Vision Care

All of our officers and their families are eligible for a full-service vision program offering flat co-pays for eye exams, frames, lenses and contact lenses, as well as a variety of other vision related services. Plan participants have access to over 22,000 providers nationwide. This program is available to employees through payroll deduction.

401(k) Savings Plan

All officers may enroll in our 401(k) retirement savings plan. The plan is designed to permit savings on a tax-deferred basis. Security officers may defer 1% to 25% of eligible earnings, up to IRS limits, through convenient payroll deduction. Securitas provides a ten percent (10%) matching contribution on the first three percent (3%) of plan compensation to all officers enrolled in the 401(k) plan (except those governed by special plan provisions).

Life and Accident Insurance

The cost of this insurance is fully paid by Securitas and is provided to all full-time (working over 30 hours a week) security officers, effective on the 90th day of employment. Securitas knows their employee's wellbeing is important — now and in the

event of their death. Securitas wants to help provide some peace of mind to our employee's loved ones, therefore the Company-paid life insurance benefit is increasing to $10,000. Additional amounts may be provided through client contract.

Voluntary Supplemental Life Insurance

All full-time security officers are eligible to purchase up to an additional $25,000 in life insurance coverage for themselves and their families through payroll deduction. Spouses may purchase up to 50% of the face amount of the coverage elected by the security officer.

Employee Assistance Program

The Employee Assistance Program (EAP) has been instrumental in providing guidance, direction and support services to those employees who seek help. EAP programs assist in early identification of problems and in preventing minor problems from escalating to major issues.

The program is offered at no cost to all Securitas employees, full- and part-time, after 90 days of employment. The service is administered by MHN, and can be accessed 24 hours a day, seven days a week by going online or calling a toll-free telephone number. Members are entitled to up to three counseling sessions per incident, per benefit period, and have unlimited online access to EAP information and tools for a wide range of issues, including:

- Marital, relationship and family problems
- Alcohol and drug dependency
- Stress and anxiety
- Depression

- Grief and loss
- Child and elder care assistance
- Financial issues
- Legal services

Holiday Pay

Our officers receive premium wages for all work performed on specified holidays.

Paid Time Off / Vacations

Our most prevalent time off policy for full-time officers provides one week (40 hours) after one year, two weeks (80 hours) after five years, and three weeks (120 hours) after ten years of service. This policy may be amended to comply with the time off and/or vacation policy of the client, or with applicable state or local laws.

Uniforms

As standard company policy, all uniforms and equipment are furnished without charge or deposit to our security officers. Our uniforms are issued to employees at the local district office designated to provide services to our clients. Each district office maintains an appropriate supply of uniforms to satisfy the needs of security officers and clients. Employees do not pay for the cost of uniforms, but are responsible for the care and cleaning of the uniforms they receive. Any portion of the uniform that needs to be replaced is available at the local district.

Payroll Choices

The Securitas Payroll Choices Program gives employees the option to receive their pay either by Direct Deposit or on a personalized Visa® Payroll Card, provided by Citi® Prepaid Services.

The benefits of the EPAY Card include:

- A better payroll payment alternative to employees over paper checks.
- Faster, safer and more flexible access to funds.

- Tools to manage their funds.
- Accommodating employees who may not have a bank account.
- Supporting the organization's green initiatives with a more eco-friendly payment method.

Sons and Daughters Scholarship Program

Securitas' scholarship program helps to finance higher education for the children of its security officers. Children of Securitas security officers can receive a $1,500 award to be used for undergraduate study. Awards are given without regard to race, color, creed, religion, sex, disability or national origin. Up to ten awards are given annually.

Employee Purchase / Discount Program

Securitas partners with a number of companies that allow our employees to participate in their Employee Purchase Programs (EPP) by offering discounts on goods and services. Security officers are eligible to participate in these programs and can obtain more information from their human resource manager.

My Rewards

Securitas introduced a new program designed to incentivize and recognize employees for continued employment, safety practices and participation in ongoing training initiatives. Qualifying officers collect points based on performance, tenure and other key metrics. These points can be used to earn attractive rewards.

The My Rewards program serves to achieve the following goals:

- Focus on the critical first year to improve officer retention
- Welcome new security officers into the Securitas culture from start of employment
- Create an expectation that great work will be recognized
- Reinforce that Securitas is an organization that provides opportunity and is focused on the well-being of its employees
- Foster understanding and adoption of core values of Integrity, Vigilance and Helpfulness

There are many ways officers can earn points by taking part in a qualifying activity, including client or peer recognition, recruitment referrals, safety meeting attendance, accident-free site recognition, on-the-spot awards, sales referrals, and many more activities. The number of My Rewards points earned increases as an officer reaches defined tenure milestones (> 6 months, > 1 year, 2 years +).

The My Rewards Program has proven to be quite successful. Feedback from our officers has been overwhelmingly positive. Should we be awarded the contract, we will work with each of your sites to define specific reward metrics, or qualifying activities, to drive site specific performance.

Incentive Programs

Awards of Merit

Recognizing individual officers for above average performance is critical in maintaining the morale and dedication of any security force. Securitas' recognition program includes:

- Certificate of Merit
- Security Officer of the Month
    - Officers receive a $25 bonus check, a distinctive plaque, and an Officer of the Month pin.
- Security Officer of the Year
    - Officer receives a $100 award, a distinctive plaque, and an Officer of the Year certificate. This officer is usually selected from the twelve Officers of the Month.
- Region Officers of the Year
    - We select two officers from all the offices in a geographical region. One officer is recognized for overall performance and the second is recognized for heroism.
- Region Supervisor and Employee of the Month
    - $50 bonus and an Award of Merit Certificate presented by a region president for the commendable performance of a supervisor and a security officer. A commendation letter and distinctive plaque are also presented to the recipients of these awards.
- Region Supervisor of the Year
    - The supervisor receives a $250 bonus, Award of Merit Certificate, and a distinctive plaque. Supervisor of the Year is chosen from the twelve Supervisors of the Month.
- National Officers of the Year
    - Two security officers are selected from among the five Region Officers of the Year. They are honored as Securitas' Security Officers of the Year in one of two categories - performance and heroism.

Corporate Recognition

Special awards are given in two categories by executive management to security officers and supervisors:

- Medal for Meritorious Service
    - Presented for courage and service above and beyond assigned duties in an emergency or disaster
- Medal of Valor
    - Presented for risking one's life in the preservation of another's.

Service Awards

- One year of service: Officers earn a certificate and special Securitas silver pin.
- Three, five, ten, fifteen, twenty and more years of service: Officers earn special Securitas silver pins with jeweled enhancements.

Additional Incentives

Securitas maintains a toll-free Service Heroes Line, which provides our officers an opportunity to recommend ways to improve our service, programs and processes; share best practices; and recommend cost savings ideas.

Securitas has a program in place to motivate our employees by providing an avenue of communication from the district office to the top of our executive management team. We use our awareness program, Securitas Hotline, to allow all of our employees

a means to anonymously express their concerns without any fear of reproach. All of our officers receive a wallet card with the toll-free Securitas Hotline number and are urged to call if their concerns cannot be properly handled at the local or region level. The hotline is open 24 hours a day, seven days a week.

We survey our officers periodically to determine how we can continue to improve our work environment. This survey provides information to assist in developing new programs that will improve officer morale and ultimately the officers' effectiveness on the job. After we identify general areas of concern, we solicit responses from district office personnel on methods for improvement. These suggestions are reviewed and implemented whenever possible. In addition, we will not make suggestions based upon motivational effectiveness until we have surveyed our officers for their potential effectiveness.

Our employees' achievements are also highlighted in the many publications we produce and distribute, such as local newsletters and our corporate management newsletter. In addition, we produce many other publications to provide a means of informing our employees and clients about company and security industry-related trends, news, events, services and new technologies.

We offer opportunities to apply for scholarships with partnering institutions.

Enhanced Benefits

Anthem Engage Elite

Securitas is offering Anthem Engage Elite, an online resource that can help employees manage health care expenses and make healthy choices, to all employees eligible for an Anthem plan. Engage Elite allows employees to search for medical, dental and vision care network providers based on cost, service ratings and other important information they can then use to make better health care decisions. Employees will also have access to online health coaches, discounts and perks, as well as wellness opportunities that support increased activity, better sleep and nutrition.

Livongo

Livongo will help employees who are currently living with diabetes to better manage and improve their condition all while saving money. Registered participants of Livongo will receive a complimentary cellular glucometer and unlimited lancets and test strips delivered right to their door. Livongo also provides employees' access to online tools and reports that can facilitate conversations with their doctors, coaching and live support, and nutrition and health tips.

Omada

Omada is a science-backed health and weight management program that motivates employees to take charge of their weight and reduce their risk for diabetes and other health conditions. Securitas employees can find personalized support and easy-to-access online tools and resources to help them build healthy habits that last. A welcome packet that includes a cellular scale, pedometer and exercise bands are delivered to every participant – at no cost to them.

EAP

It is important that Securitas employees and their families have the support they need, whether that's helping them deal with marital and family issues, relationship difficulties, death or loss, personal crises, health concerns or even choosing a college for their child. Securitas' new EAP, does all of that. Employees will now have up to five in-person counseling sessions and a network of support options, from over-the-phone counseling to resources like legal referrals, daycare and elder care, identity theft consultations, adoption assistance, education support for tutoring and college/university searches and financial counseling.

Smart Dollar

SmartDollar is a proven financial wellness program. Using motivational content, interactive tools and expert advice, SmartDollar will help them get out of debt (if needed), save for retirement and reach future money goals.

Program Management

Securitas USA in Albany, NY

Securitas has been in continuous operations for over 170 years in the US. The major companies that makeup Securitas Security Services USA, Inc. were founded as Pinkerton's (1850) and Burns International Security Services (1909). Securitas USA maintains a current license to conduct Security Guard services and offer protective solutions in the state of New York. Due to our organizational structure and our local presence in New York State, our employees are aware of and adhere to all local security-licensing regulations in your area. They are specifically trained to deal with any issues in any setting where there is a high degree of interaction with the public.

Staffing and Management Capabilities

- Location: 80 Wolf Road, Suite 502 Albany, NY 12205
- Total Albany Clients: 45
- Total Employees: 216
    - 184 Full-Time
    - 32 Part-Time
- Average Tenure of Officers: 4.9 years

New York State Coverage

Our New York State offices are located in Manhattan, Albany, Farmingdale, Johnson City, Rochester, Syracuse, Tonawanda, Utica, and White Plains. Each local New York office is led by our Area Vice President. Each district office consists of a District Manager and their respective support teams which include Operations support staff, Human Resources staff, and Training Specialists.

Albany Area Coverage

Our local Albany office currently staffs 216 employees, of which 184 are full-time and 32 are part-time. The area annualized retention rate is 77.1%. The Albany area has a Mobile Patrol Division that currently operates Monday through Friday with 24 hours coverage on the weekends. They are responsible for alarm response and site inspection for various clients. The Albany area's current portfolio of 42 clients consists of Transportation, Healthcare, Education, Hotel/Hospitality, Pharmaceutical, High-Rise, Commercial Residential, Retail, Construction, Financial, and Strike Details. Additionally, the Albany team specializes in Special Events such as corporate meetings and seminars, conventions, sporting events, and commencements.

New York Hiring Centers

Below is a sample list of our hiring center capabilities:

- Recruitment: 8 Step Selection Process
- Drug Screening
- Background Verification
- Fingerprinting Services
- E-Verify Work Authorization
- Uniform Services

An Average week consists of:

– Applicant interviews
– Applicants requiring fingerprinting services
– Officer uniform fittings
– Officer certification trainings

New York Training Centers

– NYS Department of Criminal Justice Services licensed training school
– New York School Staff:
    – Region Director of Training and Development
    – Security Guard General Topics Instructors provide Initial and Refresher Training
    – Co-Directors facilitate Administrative Function

Account Management

Account Manager

The account manager interfaces with the security manager at Montgomery County on security services delivery, and is responsible for all Securitas personnel and services at Montgomery County. The account manager promotes teamwork, cooperation and consistency among shifts, and is fully trained and thoroughly knowledgeable of all post orders, operating logs, procedures, practices and site interior/exterior layout.

Account Supervisors

Account supervisors are responsible for the supervision of officers on their respective shifts. They build teamwork, cooperation and consistency on their shifts, and are fully trained and thoroughly knowledgeable of all post orders, operating logs, procedures, practices and site interior/exterior layout. They work under the direct supervision of a site manager, while working closely with Montgomery County security management personnel.

Area Vice President (AVP)

The AVP helps to ensure the delivery of high-quality client service through regular contact with clients, evaluates service quality, supports area and district offices in maintaining a consistent focus on high quality client service, and provides guidance in the retention of business. The AVP also assists in the orientation of area and district managers, helps to see that area offices and districts have well qualified individuals who are properly trained to carry out Securitas' mission, coaches area and district managers in strengthening their competencies and developing and retaining business, and facilitates teamwork and the implementation of progressive change.

District Manager

The district manager actively manages all client sites in his/her area. The district manager facilitates decisions to meet the needs of Montgomery County. The district manager meets regularly with the client contact at Montgomery County to evaluate service levels, and implement and refine our ongoing service plan.

Some of the responsibilities of our district managers include:

Client visits: A Securitas district manager schedules regular visits with Montgomery County to ensure contract compliance and satisfaction with our service.

On-site training: The district manager conducts both on-site and follow-up training in all basic and advanced security subjects as necessary.

Maintaining contact: District managers meet as necessary with client representatives to assist in performing the duties of our regular and special post orders.

Site development: District managers supervise, monitor and respond to security officers' requests for assistance, support and development. It is the responsibility of every district manager to strive to see that the security officers working at Montgomery County have the skill sets, training, equipment, supplies and support necessary to fulfill their security responsibilities.

Field Supervisors

Spearheading field supervision and training for each district office are the field supervisors, who function as non-resident supervisors. Field supervisors administer continuing training of the officers assigned to each facility. Since they are an

important extension of the management team, proper selection and training are important. We have developed formal programs that include seminars, classroom training, video instruction and manuals designed specifically for field supervisors. Some of the responsibilities of our field supervisors include:

Field supervisor visits: A Securitas supervisor schedules visits with each post, and monitors the quality of the security officers' performance and appearance.

Field supervisor on-site training: Field supervisors are available to conduct on-site and follow-up training in all security matters.

Field supervisor contact: Field supervisors meet frequently with a client representative to assist reviewing service levels.

Inspection reports: Field supervisors, when requested, inspect and leave reports on-site for the client's designated representative.

Incident reports: Field supervisors must respond to security officer requests for assistance and review each Incident Report. An "Action Taken Report" on the incident is left on-site for review by your management representative.

Human Resources Manager

The human resources manager leads the hiring and selection process for all employees; personally interviews each candidate for selection to work at Montgomery County; and manages benefits, employee relations and recruiting.

Recruiter

The recruiter actively promotes the employment opportunities at Securitas through numerous sources and works with state and local placement agencies to offer employment opportunities to qualified individuals. These sources include college and university groups, placement services and government agencies.

Training Manager

The training manager guides the introduction process, site-specific training and continuous training program development; is responsible for the preparation of training materials, classroom presentation and site-specific training; reviews all operations at Montgomery County to determine the best methods of delivering the training; identifies the appropriate training materials; schedules and conducts the training; and is responsible for supervisory and refresher training.

Scheduling Manager

The scheduling manager ensures that all hours paid to the security officers balance with the invoice amounts billed to the client, tracks the hours billed to client specifications, and maintains client/employee data to ensure proper payroll and billing.

Accounts Payable/Accounts Receivable

This individual works with the client representative when a billing discrepancy arises, researches any billing issues, and tracks timely payment of all outstanding invoices. District office payables and invoices are also processed for approval and payment.

Flex Force

Securitas typically uses the flex force system to fill unscheduled vacancies (e.g., illness, vacation) at your facility. Additional officers are trained at each of our clients' sites to become fully knowledgeable of the required duties. They are on call 24 hours

a day to be ready to respond to vacancies that may occur at your facility. Should the need arise for a large number of additional officers at a particular site, Securitas offices assist with a reserve force.

Region Support Teams

Securitas consists of five geographic regions. The purpose of the region office is to guide and support the local district offices that, in turn, support our officers at client sites. Placing resources at the local level, where they can be used most effectively, is part of our mission as the industry leader to add value by being closer to our clients and to our security officers.

While supervisors are the first point of contact for the security officer, they will, on rare occasions, have questions that need to be escalated to the region level by their supervisors.

Securitas Northeast region support includes:

Region President (RP)

The Region President is essentially the chief executive officer for the region, providing the leadership and vision that drives the quality of our service and promotes the success of the region. The RP directly oversees each of the area vice presidents in their support of the local district offices. The RP develops client relationships, grows Securitas' business, and studies the industry. RPs work to improve both the financial performance of the region, as well as the level of service the region provides to its clients and officers.

Region Vice President (RVP)

The RVP is responsible for initiating and maintaining professional-level contacts with prospective clients. The RVP carries the Securitas message to promote Securitas' reputation in the security industry and engage prospective clients, as well as looking for best operating practices and networking to identify prospective clients.

Vice President of Human Resources (VPHR)

This team member oversees all aspects of human resources for the region. The VPHR is the first point of contact for all benefits, compensation and general employee welfare questions that cannot be resolved by the district office. The VPHR works closely with corporate employee relations staff and is a key point of contact for government agencies. Compliance, standards and auditing of personnel records are additional areas of responsibility.

Regional Director of Training and Development (RDTD)

The RDTD not only delivers training, but also trains the trainers. The RDTD meets with clients to help identify training needs, listens to suggestions and oversees all employee development programs in the region. In addition, RDTDs promote career development, administer the sweepstakes coupon program, and support all aspects of the "Excellence in Service" program.

Region Controller (RC)

This individual reviews the financial status of every Securitas client, and prescribes corrective measures, when necessary, based on the findings. However, far more often the RC acts proactively to build and maintain a quality business portfolio, robust offices, and strong regions. Many of the questions asked are directly related to compensation. By working to improve Securitas' financial management, the region controller helps to support everyone at Securitas.

Transition and Implementation

Transition Plan

Transitions, regardless of scope, pose a variety of challenges. Identifying these challenges makes overcoming them a matter of process. Securitas has successfully executed transitions throughout the world at levels that are truly remarkable. To continuously improve our transition process, "best practices" and "lessons learned" are communicated to all levels of management to provide timely implementation.

Most new Securitas clients already have incumbent security personnel with whom the account transition team works with to ensure a successful change in service providers. We understand it is the face to face interactions, the relationships that are so very important during transitions. We work to provide confidence and assurance to all those involved.

In 2023, Securitas managers transitioned over $550 million in security services.

Securitas Managers are experts in transitions. In 2023, they transitioned over $550 million in services from in-house private security and other contract security providers using our **Excellence in Service** process (Transition references are available upon request). This was accomplished without any major issues or disruption to our client's operations.

Securitas is well aware of the negative impact an inadequately designed and implemented transition can have on the continuity of operations of a client. Our team and our proven processes will help to provide a seamless transition at each facility.

Transition, then transformation

Transformation, not transitioning, is our ultimate goal. To transition your current security staff to our practices and then transform them to our comprehensive security solution, a number of items are scheduled. We introduce our experienced transition team, consisting of the Area Vice President of Operations, District manager, Human Resources Manager, Recruiting Manager and Training Manager. These members oversee every area of the operation, helping to ensure all posts are understood, evaluated, and enhanced to our standards of protection. This team then works to develop a comprehensive transition and implementation plan for Montgomery County.

The transition plan is formalized approximately 30 days prior to the "start of service" date. The implementation plan typically takes an additional 60 days from the start of service, depending on the scope of the project. In addition to security officers, value added programs are identified and introduced where applicable.

The current security industry categorizes Officers (Guards), actual boots-on-the-ground, and Systems, various technologies, into two separate categories, Securitas does not. We see both of these as different tools utilized for the same purpose; to provide Montgomery County with the most secure and cost-efficient security program. A complete security plan is designed using both people and technology to create comprehensive security for your organization; thus, transforming your security program into a modern, cost effective solution.

During the numerous transitions completed over many years, we have learned:

- To ask detailed questions in order to understand our clients' expectations.
- Communication with officers and key stakeholders regarding transition information is critical and must be timely. We create employee communications regarding transition activities to keep everyone informed.
- It is necessary to maintain flexibility regarding transition and implementation schedules. Clients' requirements and their environments are dynamic and periodic adjustments may need to be made.
- To fully document and disseminate internal transition reports in order to evaluate progress and make necessary improvements in our methodology.
- Performance measurement begins with transition; our clients expect to be kept fully informed regarding completion of critical transition milestones. At a minimum, weekly progress reviews are conducted with our clients.

Our transition plans have taken these "lessons learned" and incorporated them into a detailed schedule that becomes a living document. This framework represents our commitment to Montgomery County and provides a measurable tool by which all parties can follow Securitas' progress.

Our transition objectives are the following:

– Enter into contract negotiations with Montgomery County in good faith to efficiently and quickly finalize an executed service agreement.
– Establish communications with corporate and local Montgomery County security representatives to receive early guidance during transition and contract operations.
– Conduct a Risk Assessment to determine the quality and effectiveness of security policies and procedures at each site covered by our service agreement.
– Customize our transition plan and develop milestones for activities and responsibilities.
– Implement an ongoing communications plan with all team members.
– Implement our recruitment, screening, and selection programs for both new and
– incumbent employees.
– Conduct an assessment of job tasks, training needs and requirements and finalize our training program for Montgomery County review/approval.
– Establish property control records and conduct an orderly transfer of any
– client-furnished equipment.
– Establish administrative, logistic, and financial controls.
– Finalize our management and staffing plan with Montgomery County management input.
– Review and revise general and post orders and other directives as needed.
– Develop and/or revise detailed job descriptions.

Service Initiation – Implementation

Securitas helps to remove transition concerns through process and planning accountability. This proven, formal process is documented in our 72-page Securitas Service Excellence - Service Initiation Workbook. The workbook, along with its companion guidebook, helps to ensure service starts smoothly and provides a foundation for ongoing success.

Topics include:

– Transition Plan (from contract signing to service start)
– Implementation Plan (first 60 days after service start)
– Periodic Hazard Assessment Checklist
– Post Order Requirements Survey
– Client Service Plan

Post Orders Distribution System (PODS)

As a result of the information captured by our Service Initiation Workbook, job descriptions, specific shift functions and an in-depth review of your facility, post orders for your facility are developed by our management staff. Once Montgomery County approves the content of this information, your district manager will prepare the final document utilizing our Post Orders Distribution System (PODS). PODS is a proprietary software program that helps to ensure that all of the client's expectations are being met in the post orders. This template ensures consistency and provides our officers with the detailed information needed to perform their jobs to your expectations. The template is stored electronically so maintenance and updates can be performed easily and communicated to the security staff efficiently.

Securitas will maintain and update post orders with the client having final approval on an annual basis to ensure compliance. Additionally, on-site officers will be retrained on any procedural changes in the post orders as they occur.

Account Management Team

Organization charts will be opened and filled with incumbent, Securitas personnel and any new-hires necessary to fulfill the contract commitment. Organization charts will help easily frame management and reporting structure.

Retaining Incumbent Personnel

We recognize the value of incumbents' knowledge, skills and abilities and will seek to retain those personnel you request. Incumbents who are retained must successfully pass Securitas interviews, reliability testing, drug screening and reference checks to determine their eligibility for employment with Securitas.

Proactive Communication with Incumbent Personnel

Incumbent concerns regarding the transition to Securitas are mitigated through proactive, personal communications. After contract award, and with your prior notification and approval, we will implement the following activities:

1. **Team Meeting (town hall style)**

   – Brief introductory meeting to all available incumbents
   – Announce Securitas contract award and transition timetable
   – Introduction to Securitas and benefits of continuing employment
   – Answer questions; e.g., benefits, grandfathering vacations, etc.
   – Avenues of communication regarding transition concerns

2. **Individual Meetings (one-on-one)**

   – Meet with incumbent personnel and walk them through the application process
   – Introduce Securitas hiring process, timelines and hiring packet
   – Answer questions and introduce possible retention offers

3. **Follow-up Individual Meetings (one-on-one)**

   – Answer follow-up questions and discuss any concerns
   – Face-to-face, email or phone-based meeting, incumbent preference

Transition Newsletter

Communication, shared regularly and clearly helps smooth many activities that can be otherwise stressful to a changing workforce. In addition to other communication tools, our newsletter provides for specific information to be shared for specific circumstances at any given site, post or unique location. Topics may include:

- – Invitation to Apply
- – Securitas Transition Team & Contact information
- – Town Hall Meeting
- – www.securitasjobs.com

- – Transition Timeline
- – Welcome to the Team
- – Securitas Security Services USA, Inc.
- – Rumor and Stress Control

Transition Process

The following activities help to deliver a contractually compliant, seamless transition:

- Ask critical questions to understand expectations, both corporate and local
- Communicate transition information in a timely manner (employee packets, newsletters)
- Maintain flexibility in transition timelines and implementation to changing needs
- Fully document and disseminate transition reports for evaluation and improvement
- Measure performance and provide you weekly progress reviews
- Solicit post-transition feedback for improvement opportunities
- Have a district team member present for the start of each shift including weekends
- Daily visits, including the first-time employees and visitors are on the site
- Review site specific training that has been performed
- Review personnel assigned to the site to ensure they meet standards
- Confirm all contract requirements met
- Meet weekly with Montgomery County representatives for the entire implementation period
- Area Vice President will contact Montgomery County representative twice during first two weeks
- Review first invoice with Montgomery County representative (face-to-face)
- Cross-train personnel and backup personnel
- Document transition milestones

The following major milestones highlight our transition process. A detailed listing is included in the Securitas Service Initiation Workbook.

- Enter contract negotiations to efficiently and quickly execute a contract
- Establish contact with your representatives for transition guidance
- Establish immediate contact with incumbent officers and distribute a custom Transition Newsletter to minimize uncertainty
- Finalize the transition and implementation plans
- Assess quality and effectiveness of all security operations as requested
- Conduct operational needs assessment of each site and post as requested
- Initiate recruitment, screening, and selection programs
- Assess job tasks, training needs and requirements, present final programs for your review/approval
- Setup property control records and transfer client-furnished equipment and material
- Initiate administrative, logistic, and financial controls
- Finalize supervision and staffing plan with your input
- Finalize directives, general and post orders as needed

Transition & Implementation [Client]

#	Activity	Start	Finish	Responsibility
	Transition			
1	Award scenario finalized; contract awarded; transition account to Securitas on agreed date	1	1	Client, AVP & DM
2	AVP and district manager have been identified and contacted and informed of the site.	1	1	AVP & district manager
3	Activate Securitas Transition Management Team Teleconferences discussing the details of the transition plan action items will be conducted with all members of the transition team.	1	3	AVP
4	Develop transition plan. Meet with Security team to discuss transition and finalize transition plan.	1	1	DM & AVP
5	Conduct weekly Transition Team conference calls with all team members and client representatives to discuss progress on each action item outlined in transition plan. Outline any concerns or obstacles to success.	1	6	DM & AVP
6	Meet with the client to present the Securitas USA Service Initiation Kit.	1	1	DM & HR Mgr.
7	Conduct Operational Analysis	1	6	DM & HR Mgr.
8	Conduct Risk Management Safety Inspection.	1	2	DM & HR Mgr.
9	Complete Post Order Requirements Survey.	1	2	DM & HR Mgr.
10	Work with client to prepare Post Orders.	1	4	DM & HR Mgr.
11	Prepare Hiring Profile.	1	1	DM & HR Mgr.
12	Order supplies and equipment.	1	4	Admin. Coordinator
13	Order uniforms.	1	3	Admin. Corrdinator & HR Mgr
14	Review and prepare wage and benefit package.	2	3	DM HR Mgr.
15	Prepare site specific training materials.	1	4	DM & Trainer
16	Prepare master schedule.	3	3	DM & Acct Mgr.
17	Select Account Manager	3	3	DM & AVP-[Client]
18	Recruit and select officers based on client requirements, recruiting internally/externally.	1	4	Admin. Corrdinator & HR Mgr
19	Meet with client to review Post Orders.	1	4	DM
20	Issue and fit uniforms.	3	4	Admin. Coordinator & HR Mgr
21	Meet with client to confirm Post Orders, brief on Transition Plan progress and discuss invoice procedures.	1	5	DM
22	Conduct Security Officer Introduction Program to all new and incumbent security officers.	3	4	HR Mgr., DM
23	Confirm all personnel files for full pre-screening documentation.	3	4	ALL HR Staff
24	Conduct on-site specific training of security officers.	3	5	DM & Acct Mgr.
25	Establish specific service start procedures:	3	5	DM
26	Arrival of supervision.	4	5	DM
27	Arrival of security officers.	4	5	DM
28	Placement of equipment and supplies.	4	5	All Support Staff
29	Actual take-over of facility responsibilities.	5	6	DM, Acct Mgr
30	Working schedule that matches master schedule.	5	5	DM
31	A branch team member must be present for the start of each new shift	5	5	DM & Acct Mgr., FSM & Sales
	Implementation			
32	Visit the account daily so that all service is properly initiated.	5	5	DM & Acct Mgr. & Field Supervisor
33	Schedule to be on-site the first time the client is back on-site after start-up.	5	5	DM & Acct Mgr.
34	Review site specific training that has been performed.	5	6	Acct Mgr. & DM
35	Review personnel assigned to site so they meet all standards.	5	7	DM, HR Mgr., Acct Mgr.
36	Confirm that all contract requirements are being met.	5	7	DM & AVP
37	Weekly meetings with the client during the implementation period.	5	12	DM
38	Area vice president contacts the client (phone or face-to-face).	5	8	AVP
39	Review first invoice with client (face-to-face).	9	10	DM
40	Cross-train personnel and "back-up" personnel.	6	12	DM & Acct Mgr.-Trainer
41	Introduce the Excellence in Service and other Securitas USA programs.	5	12	DM
42	Provide Operational Analysis Recommendations	12	16	DM
43	Review of Post Orders	11	16	DM
44	Audit of Training all officers	10	17	Trainer, Acct Mgr. & DM
45	Implementation of Vision Tour System/Client Connect Dashboard	10	11	DM & Technology Director
46	Contract Compliance (Complete Review of all contract requirements)	8	14	AVP & DM
47	License Compliance NC (PPSB)	5	12	Compliance Mgr. & HR Mgr.
48	Off Hours Officer Inspections	6	18	Securitas Managers & Field Supervisor
49	Uniform Audit	5	8	Securitas Managers & Field Supervisor
50	Vehicle Audit & Maintenance	5	16	DM & Acct Mgr.
51	Officer Performance Reviews & Evaluation for Post Assignment	9	16	DM & Acct Mgr.

Security Transition Plan

Security Transition Plan

Transition Team Expectations	
Team Area	**Roles and Expectations**
Securitas Area Vice President	The AVP will oversee the local management of the client's account from transition through day-to-day success.
Human Resources Manager	Recruit qualified candidates and process them through the system and prepare them for orientation
Technology Director	Technology Design, Implementation, Coordination and Training
Regional Director Training & Develop.	Train all employees from orientation through CPR, First Aid and AED.
District Manager	Operational analysis, review post orders, establish working schedules, create training program
Compliance & License	Insure that all employees are properly licensed with the State prior to beginning work at the client's site

Security Transition Plan

Training

Securitas Center for Professional Development

Our commitment to provide our clients with properly trained security officers was the driving force behind the creation of the Securitas Center for Professional Development (SCPD). This professional training management organization brings together dedicated trainers, cutting-edge courses, strategic business partnerships, and security industry experts to deliver world-class programs, products, and services. The value of SCPD to Montgomery County will be evidenced by a professional training capability that presents innovative and state-of-the-art training programs to our security personnel assigned to protect our clients' employees, visitors, and critical assets.

Securitas has made a substantial investment in SCPD and the related local and region training and development functions. An important service provided by Securitas is a dedicated training officer or selected supervisors to provide training at each Montgomery County location. Montgomery County trainers are supported by training staff and SCPD to help ensure the proper dissemination of new training programs, materials, and methods, and to keep trainers current regarding available resources. Each of Securitas' five regions is staffed with region, area and/or local trainers, whose role is to:

– Manage efforts in training, organizational improvement, and performance enhancement.
– Conduct training in a variety of settings and develop curricula that combine multiple existing and acquired resources.
– Analyze performance of individuals, programs, and organizational units; develop performance and competency models.
– Develop partnerships with clients by learning the clients' business and collaborating to identify learning opportunities that will enhance the delivery of security services.

Key competencies possessed by members of the training and development group are:

– Understanding of client business processes and success factors.
– The ability to conduct job task analyses in complex environments and develop corresponding curricula and performance and/or knowledge-based training modules based on varying needs.
– Planning, organizing and leadership skills; particularly as they relate to the development of annual training plans for a district office or a specific client.
– Presentation and group facilitation skills.

Area trainers are individuals who deliver training programs as requested by clients or required by Securitas. Our flat organization keeps training specialists close to the field to meet client-specific needs. With years of experience, many of these professionals hold security industry certifications as well as training credentials. This team is also responsible for updating the officers' training records and awarding corresponding recognition such as certificates and pins. These local professionals are responsible for delivering the local training curricula.

This team of trainers is supported by SCPD. In addition to being the primary driver of company-wide performance improvement initiatives, these professionals are dedicated to the development of field-requested curricula. Our training managers and curricula developers have backgrounds in training, education, instructional design, computer

"We invest in what matters most - our people."

Jose Castejon
COO
Securitas North America

programming, graphic design, cognitive psychology, and communications, as well as security, law enforcement and military experience. They are guided by principles of human performance improvement and adult learning theory, and maintain membership in the Association for Talent Development (ATD) and ASIS International.

Through custom development and strategic partnership with industry content developers, SCPD provides curricula and lesson plans in multiple formats to meet the specific needs of our clients. Delivery platforms include online and instructor-led classroom courses with presentations, workbooks, and lecture notes, as well as video programs and self-study courses. We have built the leading e-learning program in the security industry. Proprietary interactive courses are available at anytime and anywhere there's a computer. Our LMS, the Securitas Online Academy, was designed in partnership with the same organization that provides services to government and global corporations and supports online training, testing, tracking, and reporting.

Securitas will bring Montgomery County the security industry's most innovative and professional capability with qualified local training professionals supported by world-class resources to implement the appropriate training at your facilities.

Security Officer Training and Certification

Professional Security Officer Training Development Path

Securitas provides each security officer with a clear training path. Our approach is based on three key elements:

– Certain principles and techniques, such as those dealing with observation, safety, reporting, interpersonal relations, and Securitas policies, are consistent regardless of an officer's assignment.

– Clients have unique situations that may require additional specialized training; therefore, we provide both general and client-specific training.

– We meet the need for meaningful ongoing professional development to keep skills sharp through a number of innovative programs.

The initial training requirements of Montgomery County will be completed within a mutually agreeable timeframe for all officers prior to permanent placement at Montgomery County sites. Retained incumbent officers, as applicable, will also receive Securitas-specific elements of this training in manageable groups after transition so as not to interfere with security operations.

We maintain training certifications that list all completed training modules in each officer's file. Upon completion of a training module, the instructor administering the training certifies that this training was satisfactorily completed. For courses delivered through the Securitas Online Academy, testing and record-keeping is instant and automatic.

Level One Training		
Level One focuses on basic security officer skills and exceeds many state-mandated minimum requirements for entry-level security officers. The following general subjects are covered:		
Hazard Communications & Globally Harmonized System	State Licensing & Additional Regulatory Requirements	Security Officer Handbook
Bloodborne Pathogens	Harassment Awareness	Acts of Terrorism
Client Service Skills	Active Shooter	Loss Prevention Techniques

Level Two Training	
Level Two focuses on career development and includes site-specific training as well as Securitas' premier Advanced Certification Training (ACT) Program and specialized industry-specific programs. A site-specific training program focusing directly on your requirements will be developed for Montgomery County upon our selection as your security partner. On-the-job training, conducted mostly on-site, is designed to instruct the officer on the specific requirements of the job. Level Two training programs include:	
Site Orientation	AED/CPR/First Aid
Post Orders	Vertical Market Certification
Safe Driving Program	Metal Detectors/Wanding

Advanced Certification Training (ACT) 1	Firearms Instruction (if applicable)
Advanced Certification Training (ACT) 2	Work Stoppage Security
Advanced Certification Training (ACT) 3	In-Service Training
Customer Service	

Level Three Training	
Level Three offers rigorous, specialized training for officers who seek professional development beyond Level Two. Officer will work with their managers to select appropriate courses. Level Three training programs include:	
Workplace Violence	Professional Ethics
Loss Prevention	Harassment and Discrimination
Security Surveys and Risk Assessments	Teamwork and Leadership
Advanced Customer Service	Hazmat Awareness Level
Homeland Security Issues	Advanced Guarding Technology
Emergency Response	

E-Learning and the Securitas Online Academy

Securitas meets training needs with advanced technology and sophisticated courseware design. The Securitas Online Academy leverages our industry-leading proprietary online security training courseware with a comprehensive, state-of-the-art Learning Management System (LMS) to create the finest e-learning program in the security profession.

E-courses offer security topics that deliver the highest-quality online learning experience and feature highly interactive simulations, engaging and informative graphics, self-paced learning, instant feedback, coaching, and real-time performance assessment. Our full-time professional e-learning developers apply principles of human performance improvement and adult learning theory to create our industry-leading courseware. This equates to improved performance and consistent training across the organization.

Our LMS facilitates course assignments, tracking and monitoring student progress, standard and custom training reports, testing and scoring, and career development, as well as course feedback that allow us to continually improve course material to make it even more effective.

Securitas' e-learning program delivers training when and where it's needed, with 24/7 learning access to both custom and off-the-shelf courseware, and standardized training across the organization. It is the perfect solution for just-in-time training for compliance issues, industry standards, homeland security, and more. All of this results in lower training costs, more training opportunities, and a dedicated workforce of security professionals.

The Securitas Online Academy benefits clients with consistent training and performance across locations and dedicated officers with career paths in security. This effective and efficient training is available when and where you need it.

Securitas' commitment to excellence in training and development provides you with the knowledge and assurance that you have the best-trained and most highly motivated security team working for you.

Advanced Certification Training (ACT)

Securitas has developed a three-part course of study known as our Advanced Certification Training Program (ACT 1, 2 and 3), which is designed to provide advanced training for each security officer. The ACT certification program is designed as three distinct curriculums, each with six to seven focused micro-learns. We will make these curricula available to all security officers at Montgomery County. We encourage our security officers to participate as an opportunity to further their security knowledge and to prepare them for advancement, both at Montgomery County and within Securitas.

Each ACT curriculum provides details of the security profession. Using the latest technology and solid learning theory, ACT e-Learning courses can be delivered anytime and anywhere a computer is available. It allows officers to progress at their own pace to learn the materials while receiving immediate feedback on their understanding and application of the lessons. The state-of-the-art ACT e-Learning courses are fully interactive and based on the "tell, show, do" approach to learning that lets officers apply the principles they are learning in computer-simulated situations. Lessons are reinforced with online quizzes and a final exam that gives instant feedback.

Upon receiving a satisfactory passing grade on each micro-learn in for the ACT 1 curriculum, the security officer is awarded a certificate. Upon completing the ACT 2 curriculum, a certificate and engraved "ACT Certified" nameplate is awarded. Successful completion of the ACT 3 curriculum earns the officer a certificate and uniform pin with the designation of "Professional Security Officer."

Our ACT Program includes the following micro-learns in each curriculum:		
ACT 1	**ACT 2**	**ACT 3**
About Securitas	Report writing	Workplace violence
The professional security officer	Access control	Traffic Control & Parking Lot Security
Professional image & teamwork	Telephone & radio communications	Crowd control
Customer Service *(includes three micro-learns)*	Patrol techniques	Bomb threats
Post orders	Perimeter control	Law & Order
Limits to authority	Vehicle access control	Fire safety
SecuritasVision *(Proprietary Guard Management Tool)*	Introduction to Remote Guarding *(Security Technology)*	Information & Data Security *(Security Technology)*
Emergency Response		

Ongoing Professional Development

Ongoing professional development is a key element in maintaining security officer knowledge, skills and professional dedication.

Ongoing development plans designed to meet the specific requirements of Montgomery County may include drills, exercises, audits and refresher training. In addition, Securitas provides continuing training and development opportunities through dynamic, proactive communication programs such as our monthly Security Spotlight and our flagship Excellence in ServiceSM program.

Security Spotlight

Distributed on a monthly basis, Security Spotlight examines issues and procedures surrounding current security concerns. Written for security staff as well as clients and their employees, Security Spotlight proactively examines security issues relative to current events and risks, such as terrorism awareness and response, seasonal safety and security, and more. Past issues have focused on issues such as bio-chemical terrorism hazards, counterterrorism awareness, bombs and bomb threats, hazardous weather, identity theft, and travel security. Security Spotlight topics can also be produced in response to client requirements.

Excellence in ServiceSM

In order to provide our clients with the finest security services available, we have developed an extensive program designed to train, motivate, and empower every security officer. Our quarterly Excellence in *ServiceSM* magazine anchors the program with valuable information about officers' experiences and accomplishments, and concrete training topics that supervisors and officers discuss on a regular basis. Securitas officers and events are featured to highlight the training and/or client service topic being emphasized. To help reinforce knowledge and proper procedures, officers who correctly answer questions about the quarterly topics are eligible to participate in monthly, quarterly, and annual drawings for cash and prizes. Each year, our security officer who wins the national drawing receives a check for $2,500 at a special ceremony.

Annual Refresher Training

Securitas recognizes that a core base of security officer knowledge and critical skills is established as the foundation for success through basic, on-the-job and advanced training. Further, we recognize that certain critical skills require periodic re-certification to help ensure our security officers maintain consistently high levels of proficiency.

We are committed to working closely with Montgomery County to determine specific critical skills and knowledge that should be periodically reinforced and re-tested through annual training. In addition to standard refresher training (e.g. "Anti-Terrorism Awareness"), through the professional judgment of both of our organizations, we will determine those critical skills and tasks our personnel must be able to perform.

This will, in turn, suggest the subject matter appropriate to reinforce, such as first aid, CPR, legal restrictions, and responsibility and authority of security officers. Of course, emergency procedures and plans, as well as any new or changing information, laws, client relations, corporate policies, and case law applicable to the performance or duties of our security officers are also appropriate and should be included.

The value to Montgomery County is that each officer will possess the necessary tools to provide excellent service at your facilities immediately upon assignment and as part of an on-going program.

Additional Value-Added Training Solutions

In addition to our ACT and e-learning programs, Securitas has a wealth of training resources, from industry-specific specialized programs to our Professional Development Series – almost fifty courses designed to enhance general business skills. Hundreds of courses, videos and resource materials addressing terrorism awareness and homeland security are available from Securitas and America's front-line agencies, including guidelines and courses from ASIS International, FEMA, American Red Cross, Department of Homeland Security, FBI, Department of Justice and CiNet (Critical Information Network, formerly PSTN). We have access to additional innovative training materials to further enhance the skills and knowledge of our security officers, supervisors, and managers. We can work closely with you to implement these additional, exciting, high-quality training resources at each Montgomery County site.

Security Training Succession Plans

Securitas can implement a training succession plan for our security officers and supervisors. Successful completion of each proprietary training course will make our officers eligible for an optional promotion and put the officer on track for the next phase of training.

We believe knowledge must also be linked to successful application of that knowledge and job performance. Consequently, as openings or promotion opportunities occur, officers on the training succession path will be eligible for consideration based on their level of completed training in conjunction with their performance evaluations.

The benefits of such a program include the following:

– Qualified individuals are identified as they proceed along the training succession path and their skills are identified.
– Participating in training provides the officer with a sense of value to Securitas and Montgomery County. This sense of value provides non-monetary reinforcement and contributes to good morale.
– Good morale through the investment of training leads to increased retention.

Security Supervisor Training and Certification

Each of the below courses are taught as a seminar or mentored tutorial and is available online. In addition, supervisors receive four policy-oriented courses in human resources and risk management. The Certified Security Supervisor training program is designed to support lead officers and supervisors by providing the necessary skills and knowledge to lead and coach a team of security officers. Successful completion of this series is also linked to our succession planning for Securitas supervisors and officers. Additional training in the Supervisor Development Path can be tailored to fit the individual requirements of Montgomery County.

Our Certified Security Supervisor training program focuses on the following:			
Service Excellence	**Role of the Supervisor**	**Counseling and Coaching**	**Managing Performance**
Quality Customer Service is the Key	The Challenge Ahead	Counseling & Coaching	Why Manage Performance?
Identifying the Needs of Your Customers	Transition to Supervisor	When Should You Counsel or Coach?	Developing Performance Goals
Provide for the Needs of Your Customers	Delegation: A Critical Skill	Giving and Receiving Feedback	Building Commitment
Project a Positive Attitude	Building a Winning Team	Plan & Conduct Counseling & Coaching Sessions	Preparing for the Performance Review
Working with Clients	Making Better & Faster Decisions	Pulling It All Together	Effective Performance Reviews
Take the H.E.A.T. - Put Out the F.I.R.E.	Staying Upbeat		
Proactive Problem Solving			

Additional Training Programs

Access Control Fundamentals

Access Control Fundamentals focuses on the core concepts of access control: monitoring and controlling the movement of people and property entering or exiting a specified area. Topics include providing excellent client service while controlling access; procedures for allowing access by authorized people and products; identifying and dealing with intruders; monitoring visitors; and denying access to prohibited materials.

Access Control Equipment

This course covers the functions, benefits and limitations of access control technology. Topics include lock and key security; the understanding and use of electronic access control devices; CCTV functions and monitoring techniques; and alarm technology and response. This course stresses that successful access control programs rely on both technology and vigilant security officers.

Bomb Threats

This course provides specialized training to security officers as first responders to bomb threats. Topics include being prepared, remaining observant, fielding calls, and responding to and reporting bomb threat incidents. The Securitas Bomb Threat Checklist can be printed from the course. A realistic simulation exercise gives security officers the chance to practice their skills.

Crowd Control

This course focuses on how to help protect clients' employees, guests and property in situations that draw crowds, such as planned events and demonstrations, work stoppages, and fire and accident scenes. Topics include knowing the difference between a crowd and a mob; preparing for crowd control duty; managing aggressive individuals; and maintaining a professional demeanor.

Customer Service Essentials

Customer service is a fundamental duty of security officers. In this interactive e-Learning course, students learn and practice the Securitas formula for excellent client service. Additional topics include the Securitas core values of Integrity, Vigilance and Helpfulness; the five fundamental customer needs; actions and attitudes for outstanding customer service; and active listening skills.

Customer Service Excellence

This course focuses on improving client satisfaction and fostering a team approach to client service. Course highlights include understanding clients and what they expect; creating a positive total experience; dealing with challenging clients; and becoming a service star. This course is part of the Securitas Professional Development Series.

Dealing with Difficult People

This course outlines the skills and practices needed by client service professionals to defuse, calm and positively resolve a negative encounter with a difficult person. The course focuses on active listening skills—listen, clarify, confirm, think before responding, acknowledge, explain, offer a solution—and how to act professionally and remain under control in difficult situations.

Documenting Discipline

This course helps supervisors and managers with the human resource management issue of documenting discipline. It offers strategies to approach discipline in an effective and supportive manner while maintaining critical records of disciplinary incidents. Topics include the FOSA+ system; discipline and termination issues; and disciplinary meetings. This course is part of the Securitas Professional Development Series.

Emergency Response

This course covers critical areas of understanding and following emergency response plans and the importance of personal safety. Dynamic interactive exercises reinforce learners' understanding of how to respond to emergencies such as accidents and illnesses; leaks and spills; power outages; and natural disasters, including earthquakes, tornados, hurricanes, floods and winter storms.

Fire Safety

Fire Safety teaches the fundamentals of fire prevention, detection and response. Topics include fire hazards; the importance of vigilance and reporting in fire prevention; what to do in case of fire; safety-first guidelines for extinguishing a fire; the four classes of fire extinguishers and their specific uses; and the P.A.S.S. method for operating a fire extinguisher correctly.

How to Get Everything Done

This time management course aimed at managers and supervisors focuses on the "how-to" of prioritizing tasks, overcoming procrastination, organizing paperwork, conducting more productive meetings, and delegating tasks. Topics include time-saving techniques, strategies for developing better work habits, and managing multiple priorities. This course is part of the Securitas Professional Development Series.

Law and Order

This course deals with crime and its aftermath—a criminal or civil trial. It covers security officers' responsibilities when encountering a crime scene and what they can expect if called to testify. Topics include protecting evidence, securing a crime scene, reporting a crime, subpoenas, the different types of hearings, and useful tips on giving testimony.

Limits to Authority

Limits to Authority emphasizes and demonstrates how the role, responsibilities and authority of security officers differ from those of law-enforcement personnel, especially in instances involving criminal or threatening behavior. Topics include the importance of following post orders; guidelines for conducting inspections and searches; detention; and use of force.

Listen Up: Hear What's Really Being Said

This course teaches the fundamentals of active listening in order to help learners become better managers, supervisors and team players, and provide excellent service to clients. Topics include becoming an active listener; techniques to improve listening and responding skills; and potential negative outcomes of poor listening. This course is part of the Securitas Professional Development Series.

Maritime Transportation Security Act – MTSA

This program was produced by the Pinkerton risk management division of Securitas for security officer training at port facilities. It is a comprehensive review of the Maritime Transportation Security Act.

Motivation in the Workplace

This course provides managers and supervisors with insight and techniques on how to acknowledge, motivate and reward their team members. Topics include work-based needs; money and motivation; managing for continuous improvement; positive and negative feedback; and practical solutions to increase workers' motivation. This course is part of the Securitas Professional Development Series.

Patrolling Tips & Techniques

Patrolling is a fundamental duty of security officers. In this course, participants learn about the function and purposes of patrol; patrol methods and types of patrol; and how to prepare for and conduct safe and effective patrols. Interactive exercises challenge learners to spot potential hazards and risks they might encounter while on patrol.

Perimeter and Vehicle Access Control

This course addresses a primary duty of security officers: to keep intruders from breaching the perimeter of client sites—whether they are on foot or in vehicles. Topics include types and functions of perimeter barriers; the importance of maintaining clear zones; detecting and reporting perimeter breaches; conducting simple and visual searches of vehicles; and vehicle access control procedures.

Radio Communications

This course focuses on how to use and care for a fundamental tool of the trade—the two-way radio. Topics include the function and common features of radios; range and limitations of radio transmissions; battery charging and maintenance tips; radio etiquette and communication protocol; and use of 10-codes.

Report Writing

This course instructs learners in how to produce complete and accurate reports. Topics include Do's and Don'ts of reporting writing; Daily Activity Reports and Incident Reports; and five rules of effective report writing—answer the 4Ws, state facts clearly, be concise, be accurate and report in chronological order. Interactive exercises also test learners' quick observation skills.

Substance Abuse

This course addresses the safety and security issues that can result when substance abuse affects the workplace. Topics include the role of security officers to observe and report; signs of potential substance abuse; and how to respond properly to individuals who may be drug-impaired. Securitas' policy and commitment to a drug-free work environment are also discussed.

Telephone Excellence

This course demonstrates how to excel at client service on the phone. It focuses on fundamental skills such as identifying oneself and addressing callers in a professional, courteous manner; speaking clearly using a pleasant tone of voice; using active listening skills to confirm callers' needs; and procedures for providing assistance, taking messages, placing callers on hold and transferring calls.

Traffic Control and Parking Lot Security

This course addresses specific post duties that call for monitoring and directing traffic, and maintaining parking lot security. Interactive graphics and exercises help security officers learn and practice significant points of traffic control and parking lot security. Topics include controlling traffic flow, directing traffic using hand signals, safety awareness, parking garage patrols and access control.

Workplace Violence

This course aims to help security officers prevent violent incidents by detecting, deterring and reporting aggressive individuals and their actions. Topics include recognizing potentially violent individuals and situations; preventing incidents from escalating; and properly responding to and following up on incidents. Real-life scenarios test learners' ability to spot "red flags" and potential triggers.

Writing for Business Results

Writing for Business Results focuses on how to produce business correspondence—letters, emails and memos—that moves readers to take action. Course highlights include creating effective business letters using email and memos successfully; the five C's of good writing; and choosing the right words. This course is part of the Professional Development Series

Tools

Guard Management Tools

Securitas is committed to empowering our clients with the knowledge they need to be secure. Securitas managers will work with you to help customize a security solution by utilizing a combination of technology tools to give your facility a modern security program.

MySecuritas (Client Portal)

Through MySecuritas, you can have full visibility and control over your security program. MySecuritas is your window to view your site's security, at any time of the day or night.

- **People:** Access schedule visibility, letting you see at a glance the officers who are scheduled to be on duty.
- **Procedures:** Gain real-time access to post orders, incident tracking, tour information and more.
- **Tools:** Unlock remote access to the technology utilized at your site.
- **Training:** Monitor officer training details and progress.
- **Feedback:** Monitor ongoing performance against Service Plan goals and defined KPIs.

Organization

Organize and centralize post orders, schedules, time logs, all types of incident reports, tours with near field communication (NFC) technology and more. Because all reports are paperless, MySecuritas allows you to quickly retrieve information to help you make effective decisions.

Efficiency

Reduce your administrative tasks by eliminating manual procedures. MySecuritas provides real-time online accessibility to schedules and reports, as well as providing alert notification via text and email.

Accountability and Performance

Increase officer performance and sense of accountability. The constant monitoring has a direct positive impact on liability and motivation, translating into an increase in professionalism and efficiency.

Key Benefits of MySecuritas

- Easily customizable and scalable features
- Real-time data collection, analysis, trends and metrics capabilities allow for continuous performance improvement
- An eco-friendly solution that eliminates the need for paper
- Customized smart-tours with reliable NFC token technology
- Detailed reports and statistics to help mitigate risk through incident and trend analysis
- Alert notifications when tours are late and smart monitoring around the clock
- Officer training details: monitor officers' progress through the curriculum, including training program status
- Information is encrypted and secure

SecuritasVision (Officer Software)

SecuritasVision is a secure and scalable web-based application that helps us bring innovation, accountability, and efficiency to your facility. It can be deployed at a single property or across your entire organization.

Incident reports, daily activity reports and maintenance order requests can be immediately directed to appropriate departments. Pass-down information, changes to post orders and daily duties can be tracked easily to document security. Additionally, a security officer can easily take images to include with the Incident Report. With the smartphone, the officer can quickly make emergency phone calls to contact the police or fire department for emergency assistance.

SecuritasVision saves time and confirms compliance of your security operations, policies, and best practices, as well as improving communication and information sharing.

Smart Tours

Smart tours allow officers to gather information about your facility and record relevant information on items important to you, such as room temperature, unlocked doors, and slip and fall hazards. Officers have instant access to their post orders. In the event they discover an unexpected issue, our officers are able to provide you with any requested data at multiple points across your facility, e.g., burned out light, required doors secured, etc.

The smartphone connects via wireless service to send text messages or email to all interested parties when an event is recorded. This means instant communication is provided to supervisors, managers, maintenance, or others who need to be informed about a particular event. If more detail is needed, a full report can be viewed on MySecuritas.
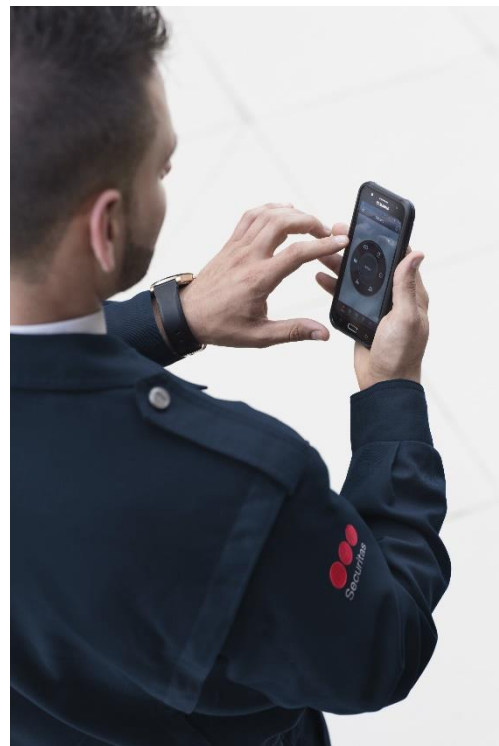
GPS and Asset Tracking

GPS tracking for officer location, device tracking, GEO-fencing and incident location reporting verifies officer location and tour completion. Using the Asset Tracking feature within the Vision system, your assets such as fire extinguishers are easily tracked, and safety compliance is made easier.

Post Orders

Paper post orders are often difficult to update and manage. A dynamic security environment requires procedure updates and changes that are clear and immediate. By deploying SecuritasVision, updates to post orders are fast and easy. Most importantly, the post orders are readily available on the tablet.

Daily Activity Reports

Often times Daily or Shift Activity Reports go unnoticed. Since officers can document their daily and shift activities electronically, scheduled task/tour completion and incident reports are automatically entered as a line item when there is an active DAR. By using SecuritasVision, we can automatically gather important information from the DAR/SAR.

Key Benefits of SecuritasVision

- Incident and exception alerts via mobile text messages and/or email
- A metric building engine that allows you and your district manager to analyze trends and develop proactive procedures based on real data
- Electronic incident and daily activity reporting in real-time
- Customized smart-tours
- Multi-site deployment
- Consistent performance of security officers using uniform procedures
- An efficient, user-friendly interface
- Step-by-step guidance resulting in fewer mistakes, therefore reducing liability
- GPS – officer location, device tracking, geo-fencing and incident location reporting
- Encrypted and secure information
- 24/7 client access to reports, images, Key Performance Indicators (KPIs) and critical information via MySecuritas
- Asset Tracking – for inventory and safety compliance

SecuritasVision will provide your organization with cutting-edge technology and industry leading 24/7 support to enhance your existing security program. With its dynamic and immediate reporting, you can always stay up to date with the security of your operations.

Workforce Management (WFM)

It is critical in today's world for continuous refinement of crucial workstream functions to better satisfy our clients' needs. Securitas has worked diligently to provide virtual platforms and modern approaches for the recruitment and onboarding processes which allow for flexibility and standardization across our organization.

WFM gathers data from all district locations, uploads weekly and generates all payroll, billing, accounts receivable, accounts payable and financial records.

The benefits to our clients and employees are:

– Accurate paychecks.
– Correct, easy-to-read client invoices.
– Flexible billing options to meet client-specific requirements.
– Employee Direct Access that provides our officers with self-service tools and information
– Value-added service features include the following:
  o Electronic timekeeping and scheduling automation which ensures accuracy and confidence. Scheduling data includes post names, employee information and client information. Scheduling data automatically drives both payroll and billing transactions.
  o Client/contract billing and service information are stored and maintained. This includes the selection of invoice formats, billing cycles and billing methods such as consolidated and contract flat invoicing.
  o Supplemental charges and payments include automated recurring and one-time supplemental charges (e.g., auto lease). This allows both reimbursement of employee-incurred expenses such as mileage and billing of non-hourly charges to clients.
  o Corrections to payroll and billing for prior period activity are maintained.

Feedback

Performance Management

Service Excellence

To assure consistency in the level of delivered service, Securitas builds the service requirements of Montgomery County into its local Client Service Plan and uses performance management and measurement tools to ensure quality control within our service offering.

Quality service delivery is driven primarily at the local office level-close to our clients, but is additionally measured at the national level, ensuring promised delivery. As a service company, we know that quality must be built into our service offering. This means that everything we do must help to deliver the service outcomes that our client's value.

Delivering world-class service relies on three key components:

– Service Commitment – our organizational approach for assuring client satisfaction. *"Are we meeting expectations and creating value?"*

– Service Level Management – our account management approach for using tools and measures to assess and report the level of service we deliver to each client. *"Are we delivering consistent service across the client locations we serve?"*

– Performance Management – our operational approach to service level and cost. *"Are we gathering data at the local level that allows us to determine the service behaviors and methods that yield the best results for the security services team?"*

Service is primarily local because it is assessed at the point of delivery. We have focused on building effective working relationships with our clients - relationships that are based on strong local offices with responsive management and competent technical staff who are committed to service.

To help ensure promised quality, annual quality assurance surveys, a part of our Excellence in Service program are distributed by division level management. It is our goal to make sure that we are maintaining our high level of service standards that was discussed when initially taking the step to have Securitas as your security provider.

Service Commitment

Competing on "service level" is the key element for advancing many service organizations. Within the security profession, Securitas stands alone for putting processes in place that drive behavior and results:

– The core values of our organization-Integrity, Vigilance and Helpfulness-are intrinsic motivators that empower our employees to do the right thing for our clients.

– Our five service value drivers:

– Responsiveness of Management.

– Individualized Attention to Client Needs.

– Consistent and Reliable Service.

– Security Officer Appearance and Demeanor.

– Trust and Confidence in Security Officers.

Our core values, service drivers and processes position us to meet client needs through the participation of our people, local market focus, and service level management.

Service Level Management

Securitas' goal is to manage and deliver locally focused protective services that we jointly implement with Montgomery County. Specifically, we will develop a Client Service Plan that meets and exceeds your expectations for security officer duties, safe

practices, staffing, training, account management and communication. This Service Plan includes the development of service measures so that the daily activities and tasks performed will meet the expectations of Montgomery County for behaviors and results.

Commitment to Service Excellence through Performance Management and Measurement

Securitas employs one common set of service delivery tools as part of our Service Excellence program. This program is the primary quality assurance program for the organization. It promotes world-class service delivery by linking one standard service delivery method and tools to the service cycle for our clients, namely:

- **Service Initiation** (Transition and Implementation Plans)
- **Service Delivery** (Client Service Plan)
- **Client Relationships** (Service Delivery History and Service Enhancement Plan)
- **Client Development** (Annual Service Review Meeting)

Client Service Plan

In collaboration with Montgomery County local management representative, Securitas establishes a Client Service Plan that outlines specific service goals and defines supporting Key Performance Indicators (KPIs). This plan serves as a road map for managing and monitoring service performance. The Service Plan is updated annually following a joint management review meeting, or more often when mutually deemed appropriate.

The Client Service Plan is the primary tool used to measure and monitor the local delivery of security services. After defining specific Service Goals, KPIs are established to measure the attainment of the goal. KPIs are quantifiable measurements that help us monitor the results of our actions.

	Security Performance	Business Performance
Goals	Deploy Service Excellence	Premier provider, market by market
	Local offices, close to clients	Focus on security
	Client retention	Refine and specialize security services
	Security officer retention	Add value
	Service value drivers	Increase efficiency
Key Performance Indicators	Client-specific indicators	Sales of new contracts
	People	Development of contract portfolio
	Procedures	Total sales growth
	Training	Effective planning
	Technology	Control of expenses
	Feedback	Control of accounts receivable

We regularly track the KPIs to assess how we are performing against an agreed upon Service Goal. They become the measuring stick by which all service performance, across all service locations, is measured. Operating definitions for the KPIs

are mutually determined with client stakeholder management input prior to implementation.

We use KPIs to track client service expectations and client requirements. They make the service delivery process effective for all of our clients:

– Client Service Plan Goals target specialization as a security services provider.
– One common set of measures gauges effectiveness and efficiency in business performance.

Service Enhancement Plan

Securitas uses a Service Enhancement Plan that is mutually developed with Montgomery County stakeholder management team.

Discussion in the regular service review meeting may sometimes identify areas requiring attention and follow up. Our local manager leads a discussion with Montgomery County management representative to mutually develop the Service Enhancement Plan. Progress is then reviewed and discussed in subsequent meetings.

Continuous communication with the local client management representative to share progress against goals, to seek input or advice, and to review results is the primary service quality assurance monitoring activity. Service Enhancement Plans are tracked by local, area and region management teams.

Service Enhancement Plans are typically developed as a result of the service review process. This performance-based approach to controlling and reporting on service levels is built upon the premise that "it's what you do with what you learn" that is most important for developing a strong client partnership for security service delivery.

Securitas applies these tools to foster frequent, open communication (internally as well as externally), to maintain a client-focused approach to service delivery management and to advance the service relationship through mutual goal-setting and responsive action.

These tools help to ensure a consistent, common service level management approach across all client locations served. In this way, service quality methods and client-focused leadership are built into the service offering.

Service Review Meetings

Service delivery management methods are continually assessed by comparing the daily delivery of service against expectations and by conducting face-to-face client service review meetings. We regularly report KPI results for meeting client service expectations and contract requirements.

In this setting, the Securitas service delivery manager and the Montgomery County representative mutually discusses the following:

– *"What is going well?"*
– *"What do we need to do differently here?"*
– *"What are our next steps?"*

Examples of topics addressed in these service review meetings can include:

– Service team performance reviews (financial results, KPIs, goals and objectives, issues and concerns, lessons learned, security awareness, training client interaction).
– Service level assessment (performance against expectations and contract criteria, progress against annual Client Service Plan goals, trending and tracking of individual client KPIs across all Montgomery County locations served).

– Security officer assessment (appearance, client relations, quality of reports, tour compliance, training certifications).

– Service audit and risk assessment survey results.

– Service Enhancement Plans and related improvements.

– Sharing of best practices drawn from Securitas' client service experiences.

– Sharing of best-known methods drawn from all Montgomery County service locations (a best practice at one client site becomes common practice across all sites served)

Client References:

Customer/Client: Equans Services Inc.

- Duration: 6 years
- 224 hours per week
- Scope of Work: Security services, access control, property protection, foot patrols, asset protection.
- Location: 71 Wall Street Plattsburgh NY
- Sarah RAMIREZ
- Equans Services Inc.
- Facility Manager
- Facilities Management
- Tel: +1(518) 565 - 8827
- sarah.ramirez@equans.com

Customer/Client: CSX

- Duration: 8 years
- 168 hours per week
- Scope of Work: access control, CCTV surveillance
- Location: Glenmont, NY
- Michael Pascuzzi
- CSX Transportation
- Regional Operations Manager
- Automotive Service Group
- 518-588-7151©
- 518-767-6638 O

Customer/Client: Monroe County

- Duration: 8 years
- 2,400 hours per week
- Scope of Work: access control, CCTV surveillance, foot patrols
- Location: Rochester, NY
- Peter Z. Mikiciuk
- Monroe County – Department of Public Safety
- 50 W. Main St. Suite 4122
- Rochester NY 14614
- Office – 585-753-3012

Cost Proposal

Investment Summary

MONTGOMERY COUNTY 128 HPW	Hourly Pay Rate	Hourly Bill Rate	Hourly Holiday / Overtime Rate
Security Officer	$23.73/HR	$34.80/HR	$52.20/HR

The hourly pay rate includes the $2.44/HR health and welfare supplemental per NYS prevailing wage schedule 7.1.2024.

All conditions contained within these pricing details assume the start date in 2025. Pricing is valid for 60 days after submission, with the exceptions listed below. Any adjustments to rates must be approved in advance by MONTGOMERY COUNTY. Pricing is based on Net - 30 Payment Terms and Full Award.

Wages:

Securitas is confident that the wages provided above will allow us to recruit and retain quality personnel to fulfill the Scope of Work as discussed and agreed upon with MONTGOMERY COUNTY.

In the event that MONTGOMERY COUNTY. has incumbent personnel that they wish to retain with higher wages than what is provided above, Securitas looks forward to future discussions during the transition phase of the program.

Overtime:

Securitas will charge 1.5 times the straight time bill rate for each position providing requested overtime coverage with prior approval by MONTGOMERY COUNTY. No overtime will be charged for the performance of standard duty hours, this is only for short term and short notice requests of additional coverage by MONTGOMERY COUNTY.

Holiday Pay:

The following nine (9) days are observed as holidays by Securitas and any officers working those dates will be paid at a Premium/Overtime rate. Any holidays worked will be directly billed and are not part of the bill rate.

– New Year's Day	– Memorial Day	– Thanksgiving
– Martin Luther King Jr. Day	– Independence Day	– Friday after Thanksgiving
– President's Day	– Labor Day	– Christmas Day

Background Screening:

Securitas has included annual background searches and drug screening costs in the bill rates. Any other non-standard background screening costs such as physical fitness tests, urine drug testing, etc., would require updating of the bill rates. Below are the background requirements for all officers to pass:

– Oral Kit - iScreen - Plan A/B	– Misdemeanor Level	– Federal Criminal
– National Criminal (Nationscan)	– Felony Level	– State Repository
– SSN Trace	– Employment Verification (3)	– Reference Check (3)

Uniforms:

Securitas will provide the necessary uniforms and identification badges as requested. There are several varieties of style, colors, and sizes that we offer, from corporate uniforms to high level manufacturing and fire safety.

The local Securitas district office will maintain an appropriate supply of uniforms to adequately satisfy the needs of the security officers at MONTGOMERY COUNTY.

Additionally, employees do not pay for the cost of uniforms but are responsible for the care and cleaning of the uniforms they are assigned. Any portion of the uniform that needs to be replaced is readily available at the local district. Oversight and supervision are provided by assigned field service managers and district manager who will conduct ongoing and periodic spot checks of officer uniforms.

All uniform costs have been captured and included within the bill rates; the uniform consists of the following but can be customized for each specific post:

– Long sleeve shirt	– Blazer	– Leather Belt
– Trousers	– Knit Cap	– Parka
– Tie	– Nameplate Logo	

Training:

All the training necessary for the security officer to obtain their State Security License is included in the bill rate, along with the following training as well:

- – Pre-assignment/Post Specific Training – 8 hours
- – On the Job Training – 16 hours
- – Annual Required Training – 8 hours

Specialized training such as disaster recovery, active shooter, workplace safety, etc. is available through Securitas but is not included in the pricing and will be billed directly, as requested.

Medical Benefits:

Securitas is in compliance with the regulations contained within the Affordable Care Act (ACA) and only offers ACA compliant medical plans. Securitas agrees that such costs associated with the healthcare benefits including administration have been included within the bill rates.

In the event there are changes in the law, we will make the appropriate pricing adjustments upon prior notice to MONTGOMERY COUNTY. Such changes will be accompanied by appropriate documentation.

Vacation:

Securitas believes in rewarding our officers with Paid Time Off (PTO). 56 hours of vacation have been built into the bill rates for every officer.

If MONTGOMERY COUNTY. requests a more robust vacation schedule, Securitas is open to discussing and will adjust the bill rates to include the additional costs or may direct billed as incurred.

Invoicing Fees:

Securitas pricing does not include any fees associated with invoicing systems such as Ariba or alternate invoice payment methods such as a P-Card. Should MONTGOMERY COUNTY. choose to use one of these types of systems, Securitas reserves the right to update pricing to capture those costs only if incurred in the course of billing.

Guard Management Technology:

Securitas' proprietary SecuritasVision software is included within your program via a provided smartphone device with built in custom post orders, contact numbers, distress signals, and real-time incident reporting. SecuritasVision will also provide reports on officer tours and time and attendance for your records.

Service Cost Increases:

Upon discussion with MONTGOMERY COUNTY., Securitas may make bill rate adjustments for any increases in costs for health care benefits, labor costs, costs arising from changes to laws, collective bargaining agreements (where applicable), regulations, SUI or similar government taxes. Our intent is only to have the ability to discuss unforeseeable and legally mandated cost changes.

Taxes:

Pricing excludes any state or city Sales Tax, Gross Revenue Tax, Use Tax, or country Value Added Tax (VAT).

Emergency/Disaster Coverage:

In the event of flood, hurricane or other region-wide emergencies, Securitas shall supply additional resources, if required, to satisfy MONTGOMERY COUNTY. security requirements. Rates for such additional services, which shall be determined in advance upon mutual written consent of the parties, may include premium wage rates, travel, lodging, and meal allowances.

The pricing for security officer and related services as quoted above are valid for a period of 60 days from the date of this proposal.

For Your Consideration: With today's economic environment and unforeseen safety threats, we understand the need to manage cost without compromising security. Securitas USA's approach to creating a total security solution combines traditional security officers with innovative guarding alternatives. These alternatives may include mobile patrols and remote monitoring which offer significant cost savings compared to a typical program.

We can provide additional information on our integrated guarding solutions and conduct a comprehensive no-cost, no-obligation security risk assessment of your property at any time.

See a Different World

At Securitas, we see evolving threats affecting your organization.
The urgency of your priorities. And how they all may change tomorrow.

With over 150 years of keeping people safe, we see the power of blending
technology and human talent. That's why our Integrated Guarding solutions
deliver an unmatched blend of On-site, Remote
and Mobile Guarding and/or Electronic Security expertise.