



City of Clearwater
Procurement

Jay Ravins, Department Director
100 South Myrtle Avenue, Clearwater, FL 33756

[UNIVERSAL PROTECTION SERVICE] RESPONSE DOCUMENT REPORT

RFP No. 01-26

Security Services

RESPONSE DEADLINE: December 30, 2025 at 10:00 am

Report Generated: Tuesday, December 30, 2025

Universal Protection Service Response

CONTACT INFORMATION

Company:

Universal Protection Service

Email:

govservices@aus.com

Contact:

Mallorie Heyl

Address:

161 Washington Street, Suite 600

Suite 600

Conshohocken, PA 19428

Phone:

N/A

Website:

aus.com

Submission Date:

Dec 29, 2025 3:52 PM (Eastern Time)

ADDENDA CONFIRMATION

No addenda issued

QUESTIONNAIRE

1. Exceptions*

Proposers shall indicate any and all exceptions taken to the provisions or specifications in this solicitation document. Exceptions that surface elsewhere and that do not also appear under this section shall be considered invalid and void and of no contractual significance.

Do you have any exceptions to the provisions or specifications?

No

2. Additional Materials*

Have you included any additional materials?

No

3. Certified Business*

Are you a Certified Small Business or a Certified Minority, Woman or Disadvantaged Business Enterprise?

No

4. Vendor Certification*

By submitting this response, the Vendor hereby certifies that:

- A. It is under no legal prohibition on contracting with the City of Clearwater.

- B. It has read, understands, and is in compliance with the specifications, terms and conditions stated herein, as well as its attachments, and any referenced documents.
- C. It has no known, undisclosed conflicts of interest.
- D. The prices offered were independently developed without consultation or collusion with any of the other vendors or potential vendors or any other anti-competitive practices.
- E. No offer of gifts, payments or other consideration were made to any City employee, officer, elected official, or consultant who has or may have had a role in the procurement process for the commodities or services covered by this contract. The Vendor has not influenced or attempted to influence any City employee, officer, elected official, or consultant in connection with the award of this contract.
- F. It understands the City may copy all parts of this response, including without limitation any documents or materials copyrighted by the Vendor, for internal use in evaluating respondent's offer, or in response to a public records request under Florida's public records law (F.S. Chapter 119) or other applicable law, subpoena, or other judicial process; provided that the City agrees not to change or delete any copyright or proprietary notices.
- G. It hereby warrants to the City that the Vendor and its subcontractors will comply with, and are contractually obligated to comply with, all federal, state, and local laws, rules, regulations, and executive orders.
- H. It certifies that Vendor is not presently debarred, suspended, proposed for debarment, declared ineligible, voluntarily excluded, or disqualified from participation in this matter from any federal, state, or local agency.
- I. It will provide the commodities or services specified in compliance with all federal, state, and local laws, rules, regulations, and executive orders if awarded by the City.
- J. It is current in all obligations due to the City.
- K. It will accept all terms and conditions as set forth in this solicitation if awarded by the City.
- L. The signatory is an officer or duly authorized representative of the Vendor with full power and authority to submit binding offers and enter into contracts for the commodities or services as specified herein.

Confirmed

5. E-Verify System Certification*

PER FLORIDA STATUTE 448.095, CONTRACTORS AND SUBCONTRACTORS MUST REGISTER WITH AND USE THE E-VERIFY SYSTEM TO VERIFY THE WORK AUTHORIZATION STATUS OF ALL NEWLY HIRED EMPLOYEES.

The affiant, by virtue of confirming below, certifies that:

- A. The Contractor and its Subcontractors are aware of the requirements of Florida Statute 448.095.
- B. The Contractor and its Subcontractors are registered with and using the E-Verify system to verify the work authorization status of newly hired employees.
- C. The Contractor will not enter into a contract with any Subcontractor unless each party to the contract registers with and uses the E-Verify system.
- D. The Subcontractor will provide the Contractor with an affidavit stating that the Subcontractor does not employ, contract with, or subcontract with unauthorized alien.
- E. The Contractor must maintain a copy of such affidavit.
- F. The City may terminate this Contract on the good faith belief that the Contractor or its Subcontractors knowingly violated Florida Statutes 448.09(1) or 448.095(2)(c).
- G. If this Contract is terminated pursuant to Florida Statute 448.095(2)(c), the Contractor may not be awarded a public contract for at least 1 year after the date on which this Contract was terminated.
- H. The Contractor is liable for any additional cost incurred by the City as a result of the termination of this Contract.

Confirmed

6. Vendor's Proposal*

Upload a copy of your proposal with the information requested as detailed in the solicitation titled 01-26 Security Services.

City_of_Clearwater_RFP_Response_2025Dec30_FINAL.pdf

7. Scrutinized Company Certification*

Please download the below documents, complete, notarize, and upload.

- [SCRUTINIZED COMPANIES AND B...](#)

Scrutinized_Companies.pdf

8. Compliance with Anti-Human Trafficking Laws*

Please download the below documents, complete, and upload.

- [Compliance with 787.06 form...](#)

Compliance_with_787.06_form_AUS_signed.pdf

9. Proposed security personnel uniforms *

Upload a minimum of three [3] photos showing proposed security personnel uniforms.

Allied_Universal_offers_a_range_of_uniform_looks.pdf

10. W-9*

Upload your current W-9 form. (available at <https://www.irs.gov/pub/irs-pdf/fw9.pdf>)

2025-W9_UPS_LLC_-_DBA_AUSS_Conshohocken_PA_-_Signed.pdf



Proposal Response to City of Clearwater

**Project ID: 01-26 SECURITY
SERVICES**

Submitted by

**Allied Universal
Carrie Buck**

Business Development Manager | Tampa
Allied Universal Security Services
4350 W. Cypress Street, Suite 600
Tampa, FL 33607

813-399-3261 cell
carrie.buck@aus.com

TAB 1: Letter of Transmittal

December 11, 2025

Lori Vogel, CPPB
Procurement Analyst
P.O. Box 4748

Clearwater, FL. 33758-4748

Email: lori.vogel@myclearwater.com

Dear Ms. Vogel & Members of the Selection Committee

A brief letter of transmittal should be submitted that includes the following information:

Proposer's Understanding of the Work

The proposer's understanding of the work to be performed.

Allied Universal is honored to present our response to your request for security services to the City of Clearwater. The successful execution of a project of this magnitude requires a security partner with the experience, training and management approach to balance security with a community-first approach. But more than that, we believe that you need a partner who puts people first and who understands that municipal security is about connecting with a community in a way that helps you understand its needs and risks. This is truly what we do best.

While we have significant depth as an organization in the City of Clearwater, City of St. Petersburg, and City of Clearwater. ***Allied Universal Government Services operates as, and focuses on, delivering a boutique experience tailored to the specific needs of our government and municipal clients. We have the depth of subject matter experts, a support team and management, dedicated to delivering security solutions for the most sensitive government entities.*** Our mission is to create sustainable value for our clients and our stakeholders with a focused approach toward excellence in customer service, operations, and financial management.

Our approach to this RFP response is to blend our innate understanding of the risks facing communities today and overlay them with your request for services and areas of focus. Throughout our proposal, we will talk about the key pillars of success in securing community facilities:

- **Investing in City of Clearwater:** As part of our commitment to enhancing security and supporting the growth expected in the City, we are making strategic investments in an Account Manager, and our HELIAUS and Mercury technology—at no cost to you. These advanced security enhancements are designed to drive meaningful improvements in safety, efficiency, and overall service quality.
- **People-first Approach:** Like the City of Clearwater, people are at the heart of our business. It is because of our frontline and support staff that we can secure our communities. We will showcase how we create an environment that will support your facilities and teams with a high degree of service and reliability. Benefits to security officers and account managers are included in our pricing proposal and the optional attachment section of the portal.
- **Tampa Office Support:** Our local Tampa office has been in operation since 1986. We also have offices in St. Petersburg and Lakeland to support our team in the area. We support local

operations throughout the City of Clearwater, and surrounding communities. We assure City of Clearwater that we can meet your current and evolving security needs promptly and efficiently.

- **Subject Matter Expertise:** We have a team that specializes in security for municipal and government agencies. They ensure that we leverage best practices to mitigate risks that are inherent in this industry.
- **Investing in Proprietary Technology:** We invest in technology that not only supports our business, but yours as well. Our technology is customizable and uses AI as a predictive tool to inform security operations, while enabling real-time capture of data for that will help prevent possible costly incidents.
- **Empowering People:** This investment in technology empowers our Security Professionals to manage their schedules and careers. We know that frontline personnel want to work for a company that offers them flexibility while encouraging career growth. We do just that. For example, when unforeseen circumstances arise, our officers can call out or reschedule a shift via text message to ensure we have our sites secured.

Positive Commitment to Perform

A positive commitment to perform the service within the time period specified.

What this Means to You: Allied Universal is not your average security partner. We operate as a local partner with the backing of a large organization and all the resources that come along with a company of our size – even those that you may not require now such as K9 services but may need as risk evolves. When you partner with a company of our scope, you can be confident that we can scale and flex with your changing needs.

We are committed to perform at City and Clearwater and our commitment is most evident by our current security partners with the City of Tampa, Pinellas and Hillsborough Sheriff Offices and other government clients throughout the area. We look forward to extending our partnership to provide services to the City of Clearwater.

Names of Keys Persons

The names of key persons, representatives, and project managers who will be the main contacts for the City regarding this project.

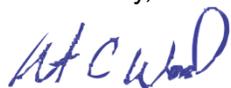
We will have several key persons assigned to your account including the following: Bob Wood (President), Joe LoBianco (Regional VP), Bob Burbank (General Manager), and Angelo Dirosa (Client Manager), all of whom are local in the Tampa and St. Petersburg Offices. We also have a robust support team of recruiters and trainers that will align with the key persons on the account.

Should you have any questions or require further information, please do not hesitate to reach out to us.

Contact: Carrie Buck, Manager Business Development, carrie.buck@aus.com, 813-399-3261

Address: 4350 W. Cypress Street, Suite 600, Tampa, FL 33607

Yours Truly,



Bob Wood

President Florida Region (Signature Authority)

Carrie Buck

Carrie Buck

Manager Business Development

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TAB 2. Demonstrated Experience of the Firm and References

A. Organization and Management

Identify All Office Locations

Identify all office locations, including the primary office that will service the City of Clearwater contract.

Allied Universal provides nearly 300,000 experienced Security Professionals across North America with 4,000+ in the Tampa area.

Allied Universal can provide the City of Clearwater with licensed security guard service including trained, uniformed armed/unarmed security guards/officers throughout all City of facilities.

Allied Universal can fully staff the mandatory number of security guards, security equipment, security supplies as well as management and site supervision at the various sites managed by the City of Clearwater.

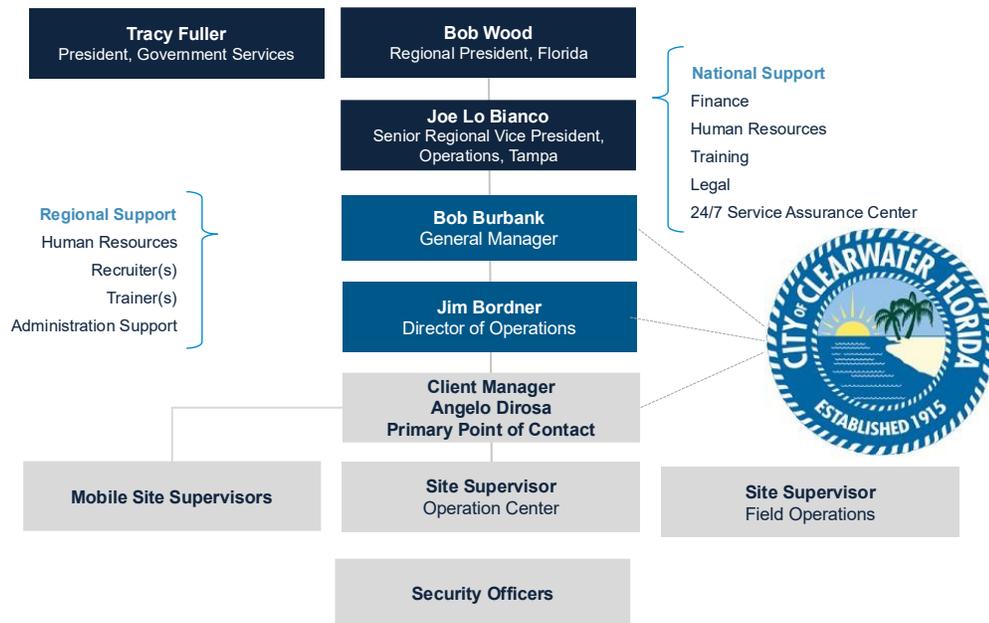
In addition, as part of our commitment to enhancing security and supporting the growth the City, we are making strategic investments with our HELIAUS and Mercury technology—at no cost to you. These advanced security enhancements are designed to drive meaningful improvements in safety, efficiency and overall service quality. HELIAUS provides instant post orders, incident reporting, GPS tracking, visitor logging and more. Every aspect can be tailored to your security program, vertical market, location, business model, or site-specific needs.

Allied Universal Security consists of 3 local offices in the Tampa Bay area including the following:

1. St. Petersburg Office (Primary office for City of Clearwater)
9500 Koger Blvd N, Suite 219
St. Petersburg, FL 33702
2. Tampa Office
4350 W. Cypress St. #600
Tampa, FL. 33607
3. Lakeland Office
1832 N Crystal Lake Dr.
Lakeland, FL 33801

Provide an Organizational Chart

Provide an organizational chart showing key personnel assigned to this contract, including titles, responsibilities, and lines of supervision.



1

Our Proposed Team

As an integrated security provider, we will leverage our extensive local, national, and global resources to bring value to this project. Allied Universal presents a dedicated and highly skilled leadership team that will oversee the security operations as outlined in this RFP. Our team comprises a collective group of subject matter experts who have significantly contributed to the development of this proposal. They will be deeply involved in every phase, from onboarding to the delivery and management of day-to-day operations. This ensures that we provide the most cost-effective and efficient service possible while successfully mitigating evolving risks.

Below is a look at the proposed project team.

Please note that we will work collaboratively with your team to ensure that our roles and responsibilities mirror the risks and needs of the City and that any changes to staff are reviewed during our Operational Business Reviews. We never want to introduce a person into your culture that you are not comfortable with, so we will ensure close contact for any personnel changes.



ROBERT (BOB) WOOD | Regional President, Florida, Allied Universal®

Bob Wood joined Allied Universal in 2012 as Senior Vice President before being promoted to President of the Northeast Region. He now leads the Florida Region.

Previously, Bob was Vice President of the Security Officer Services Division, T&M Protection Resources in New York from 2004 to 2012. Prior to that role, he held key management positions at one of the largest protective services firms in the United States, with responsibility for operations in the Mid-Atlantic, New England and New York regional markets.



Bob earned board certification as a Certified Protection Professional from ASIS International and his Certified Fraud Examiners designation from the Association of the same name. He was selected as “Enlisted Man of the Year” in 1985 while serving in the Army National Guard’s 114th Infantry 50th Armored Division. He also earned the Ernst & Young Entrepreneur of the Year Award in 2009.

JOSEPH (JOE) LO BIANCO | Senior Regional Vice President – Florida, Allied Universal®

As Senior Regional Vice President Florida, Joe oversees the administrative and operational functions within his region. He brings significant corporate, logistics, supply chain, and retail security experience to his role. He has consistently been a top performer in terms of organic growth and client retention.

A seasoned leader with a creative approach to problem solving and team building, Joe is recognized as an accomplished leader. His results-oriented style has routinely earned him top honors in previous roles.

In his work as Group President of another private security company, Joe was responsible for nearly \$1 billion in annual revenue, including managing team development, customer service, and profit/loss. Before that, he successfully reduced a major corporation’s inventory loss by over \$20 million by developing better practices that led to increased customer service.

Joe earned his Bachelor of Science from Temple University. He maintains affiliations with ASIS International and the Building Owners and Managers Association (BOMA).

BOB BURBANK | General Manager, Tampa, FL

Bob Burbank is the General Manager of Allied Universal's Tampa office, a role he was promoted to after joining the company in 2018 as Director of Operations. Under his seasoned leadership, the Tampa branch has grown to serve over 550 clients with a team of 3,500 dedicated security professionals.

Bob brings over two decades of industry experience to Allied Universal. Prior to his current position, he was the Regional Manager at U.S. Security Associates in Tampa, FL from 2012-2018, responsible for overseeing all operations along Florida's west coast. He previously held the Branch Manager role in Syracuse, NY for both Morris Protective Service and U.S. Security Associates from 2005-2012.

Before transitioning to the private security sector, Mr. Burbank served with distinction in the United States Army from 1996-2000 as a ground surveillance system operator for the Military Intelligence

Corps. His military career earned him several meritorious service awards and medals, as well as a Top-Secret security clearance.

With his extensive operational expertise and proven management skills, Mr. Burbank continues to drive growth and uphold the highest standards of professionalism at Allied Universal's Tampa branch.

JAMES (JIM) BORDNER | Director of Operations, Tampa, FL

James Bordner is a seasoned security operations executive and retired law enforcement leader with more than four decades of combined experience across military, policing, and private sector security management. Currently serving as Director of Operations for Allied Universal Security’s Tampa Branch, Jim has led security programs across a diverse range of sectors including government, healthcare, commercial real estate, and hospitality. His leadership has consistently driven operational excellence, employee engagement, and superior client satisfaction.

James' 30-year career with the Pinellas County Sheriff’s Office, where he rose to the rank of Lieutenant – Patrol Shift Commander, reflects his deep-rooted expertise in public safety and operational command. He has led complex emergency situations and served as an agency spokesperson, giving him a well-rounded perspective on crisis management, stakeholder engagement, and community collaboration.

With a military foundation in the U.S. Army's Military Police K-9 program, and post-retirement experience in private security leadership, James brings unparalleled insight, discipline, and credibility to government clients seeking risk-aware, mission-aligned security solutions backed by operational depth and public sector fluency.

ROLE	RESPONSIBILITIES
Executive Team	<ul style="list-style-type: none"> Engage with key City of Clearwater stakeholders and ensure all Service Level Agreements are maintained and delivered at site Ensure full contract compliance Collaborate with business partners and contribute positively to strategic plans, in consideration of how our services can impact client’s strategic plans
Operations Lead	<ul style="list-style-type: none"> Oversee all security operations under our contract and review against our Key Performance Indicators (KPIs) Ensure the implementation and enforcement of all security policies and procedures Coordinate with local and national resources regarding the installation, operation, and maintenance of unified solutions Facilitate communication between security teams and stakeholders Monitor and report on the effectiveness of security measures Provide leadership and support to on-site security personnel.

General Manager	<ul style="list-style-type: none"> • Motivate, support, and inspire direct reports • Driving superior performance and meeting objectives and deadlines • Ensuring quality control • Ensuring security personnel have the training and tools/equipment to perform their duties • Ensuring security personnel have access to management resources to provide guidance, leadership, and mentoring opportunities for continuous learning and development • Operational Business Reviews
Supervisors	<ul style="list-style-type: none"> • Oversight of all sites • Conduct team briefings and ensure any changes to scope or post orders are communicated and adhered to • Site audits to ensure compliance with security protocols and standards • Emergency response as required • Provide after-hours support to onsite teams as required • Work with the operations team to resolve difficulties • Motivate, coach, train, inspire and encourage direct reports • Ensure guard compliance with dress code, training, post order • Identify and address deficiencies in programs or solutions • Liaise with the technology team to escalate any issues • Liaise with City of Clearwater • Participate, as required, in regular status meetings – at minimum work with team to create robust reporting • Risk-based analysis and reporting – focused on areas for improvement • Operational business review documentation & support
Security Professionals	<ul style="list-style-type: none"> • Patrol Directives <ul style="list-style-type: none"> – Parking lot patrol – Collection of parking revenues – Customer service and assistance – Radio traffic – Escalate issues as warranted – Escort cashiers – Event support as required • SOC Operation Center <ul style="list-style-type: none"> – Dispatch as required to assist – Documentation / reporting / incident capture / daily logs

- Waste Management
 - Access control – ingress & egress
 - Patrol
 - Incident management and de-escalation
 - Reporting

B. Firm’s Business Experience and History

Description of the Company

- Provide description of the company, including brief history, and length of time providing security services.

For more than 60 years, Allied Universal has been a foundational pillar in the communities we serve. Never resting on the status quo, we invest in our people, process and technology to re-imagine security solutions that address today’s risks, while meeting the needs of our clients. We know that success takes a team, and not only do we have phenomenal people, but we also proudly engage with community partners including local emergency responders and other local agency representatives to ensure the right response. We have a pulse on the risks in the community and understand how to leverage our relationships to help your team and sites navigate through both peace and chaos.

We will partner with you, leveraging our highly trained Security Professionals, supported by industry-leading technology and systems to provide comprehensive, customized security solutions that not only help protect against threats, but will enable the City of Clearwater stakeholders to make better, more informed decisions about its security operations.

As your trusted security partner, Allied Universal stands ready to secure and care for the people and businesses in our communities through an integrated approach to security.



Security Professionals

Security guards
HELIAUS® AI security
Government security services
Armed security
Custom protection officers
Vehicle and bike patrol
Visitor and concierge management
Weapons and explosive detection

Enhanced Protection Services

Active law enforcement
Canine security
Disaster and emergency response
Executive protection
Intelligence as a service
Investigations
Risk and vulnerability consulting
SmartTech® and CBRNE screening

Integrated Technology Services

Security lifecycle services
Security assessments
Video surveillance
Access control
Intrusion detection
Identity management
GSOC as a service
Hosted and managed services
Monitoring & response
Fire alarm services
Robotic & autonomous technology
Emergency communication
Security program analytics by HELIAUS®

Event Services

Crowd management
Events security staffing
Events special services
Corporate events
Event technology
Red team audits

Professional Services

Janitor services
Facility maintenance services
Insurance claim solutions
Workforce solutions
Cash inventory management solutions
Electronic monitoring

We take pride in being a true service provider, not just a security provider. Our approach goes beyond traditional security—we deliver integrated solutions that enhance service quality, create efficiencies and support seamless operations. Every service we offer is built on a security mindset, ensuring protection remains our priority. You can rely on us for **any** safety and security need.

Summary of Relevant Experience

Summarize the firm's relevant experience with municipal, governmental, or other large institutional clients.

Government Services Division

Our prior and ongoing work ensures that we are positioned and ready to:

- Deliver highly trained, courteous, and responsive personnel with expertise in public-facing roles
- Maintain strict adherence to contract terms, deployment plans, and service level agreements
- Prioritize sensitivity training, especially regarding cultural competency, homelessness engagement, and mental health crises — areas that align directly with the needs of the City of Clearwater
- Provide robust incident documentation, data reporting, and audit-ready compliance systems that meet public transparency standards

To effectively serve the public sector, Allied Universal maintains a dedicated Government Services Division, specializing exclusively in the needs of government clients. This division brings deep knowledge and experience in managing public contracts, understanding regulatory frameworks, and complying with the specific operational and reporting standards required by public entities. Our Government Services Division provides:

Allied Universal Government Services is built on a foundation of expertise, collaboration, continuous improvement and implantation of best practices. We provide more than...

- 85 million service hours of armed and unarmed security services annually to Federal, State, and local governmental facilities nationwide
- 45,000 specially trained Government Services contract security professionals
- 850 Federal, state, and local clients
- Thousands of government facilities; up to 200 locations under a single contract

We understand the complexity of maintaining compliance with rules and regulations while providing the required security services, considering the need for qualified, security professionals. Allied Universal's Government Services provides security services to more than 850 municipal, state, and Federal government clients across thousands of individual sites nationwide, including single contracts covering up to 200 facilities. While each client contract is unique in scope and size, Allied Universal has the capabilities to help secure a variety of government facilities such as City Hall, parking facilities, courthouses, juvenile assessment centers, data centers, motor vehicle and other licensing facilities, city and county agencies, utilities and social security and human services Centers.

Florida-Specific Experience

We proudly deliver contracted security services to a wide array of clients, including county and city government, airports, seaports, convention centers, performing arts venues, and special event locations throughout Tampa, Florida the Southeast United States and globally. Some notable clients in our portfolio include **Tampa International Airport, Port Tampa Bay, Tampa Sports Authority, City of Tampa, Greater Orlando Aviation Authority (GOAA), Miami-Dade County, City of Orlando, City of Lakeland as well as other government facilities and commercial buildings.**



In addition to our experience with large government contracts, Allied Universal has long partnerships with urban city centers and is well-equipped to handle a project of this scope.

Urban Center Expertise

Allied Universal has long partnerships with urban city centers and is well-equipped to handle a project of this scope. We understand the changing risks facing our communities today and have the flexibility and scalability to pivot and support the City as required. Once we are partners, your security is our priority. Here are some examples of similar urban security programs:

	Hours Per Week	Client Since
Local Florida Government Clients		
County of Broward, FL	5,000+	2010
County of Miami-Dade, FL	10,000+	2009
Port Tampa Bay	2,400	2018
Hillsborough County Community College	1,000	2018
Hillsborough County Sheriff's Office	1,500	2009
Pinellas Suncoast Transit Authority	500	2022
Municipal Clients		
City of New York, NY	38,000	1992
City of Dallas, TX	2,800	2015
City of Houston	15,000	2018
City of Las Vegas, NV	1,684	2000
City of Sacramento, CA	4,000	2009
County-wide Clients		

County of San Bernardino, CA	8,000	2008
Los Angeles County (Combined Departments including Sheriff, DPSS, DHS, and Beaches & Harbors)	36,000	2015
Ada County, ID	1,462	2011
County of Allegheny, PA	2,400	2012
Montgomery County MD	3,000	2023
Jefferson County Courthouse	248	2019
County of San Luis Obispo Courts	391	2015
State Clients		
State of New Jersey	16,000	2008
Commonwealth of Massachusetts	5,200	2020
State of Nevada	3,000	2010
State of Florida	4,000	2009
State of Arizona	2,000	2018
State of Georgia	3,215	2021
State of Ohio	2,252	2016
State of Illinois	564	2017
State of Tennessee	3,300	2017
Federal Clients		
US Dept. of Homeland Security/FPS (WV/VA Panhandle)	7,500	2013
US Dept. of Homeland Security/FPS (DC SW Corridor)	11,000	2012

In addition to the government public facilities described above, Allied Universal's experience with public agencies also includes longstanding working relationships with law enforcement and Federal safety organization across all Federal, State and Municipal contracts we hold. We know that these relationships are critical to our ability to secure a client site and its people. You don't want to be handing out business cards in the middle of a crisis.

Through these relationships, our security personnel are trained to effectively coordinate with public safety officials, follow proper escalation protocols, participate in joint incident responses, and support emergency management operations.

In high-profile and sensitive environments, such as public parks, government administrative centers, public health clinics, courthouses, and civic centers, we have consistently demonstrated an ability to integrate seamlessly with sworn law enforcement personnel, de-escalate incidents professionally, and serve as the "eyes and ears" of the public agency.

Disclosure of Lawsuits

Disclose any lawsuits, claims, or legal actions filed against the company within the past five (5) years and indicate the current status or resolution of each matter.

Like any security provider, Universal Protection Service, LLC d/b/ Allied Universal Security Services (“Allied Universal”) is subject to routine claims and litigation in the ordinary course of its business, some of which involve claims resulting from the conduct of its security operations. We maintain general liability, employment practices liability and other insurance coverage which we believe adequately insure us against the risks associated with these claims. There has never been a claim, lawsuit, arbitration or like legal proceeding or judgment that has caused a material, adverse impact on Allied Universal or its operations or financial condition, nor, to our best knowledge, information and belief, is any such claim, lawsuit, arbitration or like legal proceeding or judgment ongoing or pending.

Allied Universal provides security services to thousands of clients throughout the United States. Due to the volume of cases in which Allied Universal is involved in the ordinary course of its business, it is not feasible or practical to list every claim and legal proceeding involving the company.

By way of further explanation of the various claims and legal proceedings:

- Bankruptcy cases typically involve instances in which Allied Universal is listed as an unsecured trade creditor in a proceeding where a customer has filed for bankruptcy protection. In some instances, Allied Universal, like any unsecured creditor, may be subject to routine preference claims relating to amounts paid to it for services rendered prior to the filing of the bankruptcy case.
- Civil cases are chiefly comprised of personal injury cases encompassing incidents involving circumstances ranging from alleged slip and fall injuries to injuries caused by crimes committed by third parties. In these types of cases, Allied Universal is frequently joined as a defendant under the theory that it failed to exercise appropriate diligence in the exercise of its duties or otherwise failed in a duty to provide adequate security to the facility where the incident is alleged to have occurred. We vigorously defend such cases and strive to resolve each case on an expedited basis.
- Other cases in which Allied Universal is named as a defendant include claims by current or former employees related to their employment. Such cases may range from wrongful termination actions to actions alleging discrimination on one or more bases.
- Cases in which Allied Universal is shown as the plaintiff typically involve routine collection matters to retrieve unpaid amounts due to it for services rendered.

We believe the volume of claims and litigation experienced by Allied Universal is more or less typical of companies of its size.

C. References:

Provide a minimum of **three (3) references** for contracts of similar size and scope, preferably from other government agencies, for which similar services have been performed within the past five (5) years. Each reference must include the client name, address, contact person, phone number, email address, description of services provided, and contract duration.

Reference 1: TECO Services Inc. 702 N. Franklin Street, Plaza 2, Tampa, FL 33602-4429		
	Customer Name	<i>Alan Hill, CPP</i>
	Customer Title	<i>Director of Corporate Security</i>
	Customer Email	<i>alhill@tecoenergy.com</i>
	Customer Tel:	<i>W: 813.228.1588 C: 813.460.8827</i>
	Length/Type of Service	<i>Client since 2017- Armed and Unarmed Coverage</i>

Reference 2: Baycare Health Systems 2985 Drew Street, Clearwater, FL 33759		
	Customer Name	<i>David E. Goodman</i>
	Customer Title	<i>Manager of Safety and Security, St. Joseph's Hospitals</i>
	Customer Email	<i>David.goodman@baycare.org</i>
	Customer Tel:	<i>W: 813.554.8464 C: 813.465.0774</i>
	Length/Type of Service	<i>Client since 2018 – Armed and Unarmed Coverage</i>

Reference 3: Port Tampa Bay | 1101 Channelside Drive, Tampa, FL 33602

	Customer Name	<i>Mark Dubina</i>
	Customer Title	<i>Vice President - Security</i>
	Customer Email	<i>mdubina@tampaport.com</i>
	Customer Tel:	<i>C 813.465.0774</i>
	Length/Type of Service	<i>Client since 2018 – Armed and Unarmed Coverage</i>

Reference 5: Pinellas County Sheriff's Office | 10750 Ulmerton Rd., Largo, FL. 33779

	Customer Name	<i>Major Joseph Gerretz</i>
	Customer Title	<i>Major, Pinellas County Sheriff's Office Dept of Detention/Corrections</i>
	Customer Email	<i>jgerretz@pcsonet.com</i>
	Customer Tel:	<i>P 727.464.7495</i>
	Length/Type of Service	<i>Client since 2006- Armed and Unarmed Coverage</i>

Depth of Experience: Law Enforcement and Public Safety Agency Coordination

Allied Universal's experience with public agencies also includes longstanding working relationships with law enforcement and Federal safety organization across all Federal, State and Municipal contracts we hold. We know that these relationships are critical to our ability to secure a client site and its people. You don't want to be handing out business cards in the middle of a crisis.

Through these relationships, our security personnel are trained to effectively coordinate with public safety officials, follow proper escalation protocols, participate in joint incident responses, and support emergency management operations.

In high-profile and sensitive environments, such as public parks, government administrative centers, public health clinics, courthouses, and civic centers, we have consistently demonstrated an ability to integrate seamlessly with sworn law enforcement personnel, de-escalate incidents professionally, and serve as the "eyes and ears" of the public agency.

TAB 3. Qualifications and Availability of Security Personnel and Ability to Meet Scheduling Requirements

Provide information demonstrating that the firm has sufficient qualified staff, equipment, and organizational capacity to meet the City’s daily operational and event-based security requirements.

A. Staffing and Availability

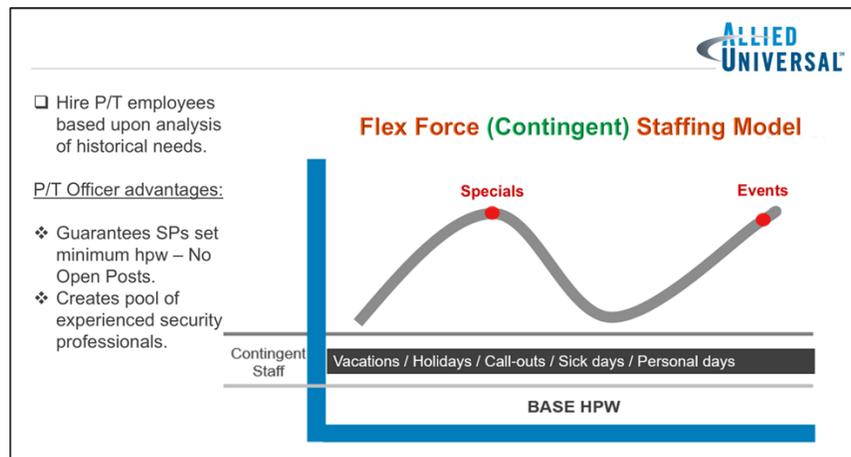
Availability of Qualified Staff and Equipment

Describe the availability of qualified staff and equipment necessary to meet contract requirements.

Ensuring Post Coverage

Allied Universal will continually recruit staff through our AI based Recruitment systems and utilize our Flex Force (Contingent) Staffing Model. This model allows for management of weekly staffing levels in advance by utilizing historical data of the program itself. This allows for continual overstaffing of the security program without costing the client any additional expense over and above what is implemented.

To ensure continuous protection, Allied Universal will implement 24/7 staffing schedules. Rotations and shift changes will be meticulously planned to maintain consistent security coverage, even during holidays, vacations, and unexpected staff illnesses. Allied Universal boasts a deep candidate pool, ensuring that we can always source skilled and



experienced personnel to meet the project's demands. Our advanced AI-powered scheduling system will optimize shifts and allocate resources efficiently, ensuring that all posts are consistently manned.

Attendance is paramount to the successful execution of contract deliverables. We have protocols in place to ensure a healthy bench of security professionals ready to fill a shift should one become open, due to a new request, illness, or any other reason. **Our number one priority is to fill 100% of our shifts 100% of the time.**

If there are any issues, our structure and technology are designed in such a way that those are escalated quickly and addressed. **If by 15 minutes after a scheduled shift start time the officer has not checked in, local branch schedulers receive notification and take steps to verify coverage and/or ensure the post is filled immediately, which could include:**

- Our designated Account Manager will hold over the current security Professional until their replacement has arrived.
- If the post is a cold start (i.e., non 24/7 post coverage), late arrivals or missed check-ins, assigned staff are contacted for an explanation of their missed check-in and, if necessary, steps taken to fill the post until their arrival.
- For a no call, no show on active posts where one guard is relieving another, the present officer continues coverage from the previous shift, or a trained shift supervisor takes over until an additional person arrives.
- For a no call, no show on a cold-start post, our local office will issue an immediate call out and dispatch immediately to the site.
- In addition, we do have the option to send mobile support until we can get someone on site.

It is important to note that no professional will ever fill a shift without the proper training, so we will ensure a strong bench of site-trained security professionals. All attendance will be captured and shared in our regular reporting and meeting cycles.

Total Number of Employees Currently on Staff and May be Assigned

• Indicate the total number of employees currently on staff and identify those who may be assigned to City facilities and events.

Allied Universal Security Services has been safeguarding government facilities and businesses throughout the **Tampa Bay Area** since 1987. We provide more than 21,000 hours of security services weekly in Florida across nine (9) locations, with includes:

- 4,000+ Security Professionals throughout the greater Tampa region
- 21,000 Security Professionals in the State of Florida

We provide uniform security personnel performing access control, foot and vehicle patrolling and reporting responsibilities throughout many facility locations throughout Tampa. Our uniformed contract guards serve at posts that include, but are not limited to, routine fixed assignments at public service buildings, building access and entry control points, controlled parking areas, citywide facilities, election sites, and mixed-use commercial/public buildings.

Our commitment to unparalleled service and security excellence in the Clearwater, Tampa and St. Petersburg area remains unwavering.

Anticipated Lead Time Required To Staff Special Events

Provide the anticipated lead time required to staff special events (e.g., small events requiring 1–24 personnel; large events requiring 25 or more).

Additional coverage requests: Allied Universal understands the importance of maintaining sufficient staffing levels to support not only the base contract hours, but also any supplemental requirements that may arise. To effectively accomplish this multi-pronged approach is employed:

- **Cross Training (Account Specific)** – Staff assigned to the site are cross trained across all positions, wherever feasible, to provide maximum flexibility to cover any open shifts that may arise.
- **Cross Training (Geography Based)** – We identify staff in nearby client sites to train as backfill to the site. Not only does this enable us to fill any possible open shifts but gives us a stronger pool to leverage in any emergency situation.
- **Local Branch Flex Pool** – Suitable staff from the branch’s candidate pool are identified as backups for the site. ***The goal is to have a 25% overall pool of backup staff to support the site upon client request Allied Universal will increase this percentage.***
- **Allied Universal Branch Network** – In circumstances where a large compliment of staff is required on an ad hoc basis, staff from neighboring branches can be drawn upon to assist.

Event and Emergency Staffing

Whether due to emergency, natural disaster, special event, or well-attended function, sometimes the City of Clearwater may require additional coverage to supplement its regular security team. With more than 4,000 experienced Security Professionals in the Tampa Bay area, Allied Universal has the people, resources, and localized expertise to provide the supplemental security support you need at a moment's notice.

We make it easy for you to request supplemental coverage when you need it. Simply contact your Allied Universal Manager directly or use the extra coverage feature in the eHub client portal to submit your request electronically/form to submit your request to the Service Assurance Center. We will work with you to assess the number of staff and the supervision needed and fulfill your requirements with cross-trained flex and part-time Security Professionals and Managers who will be ready when you need them.

City of Clearwater will experience the same consistently high level of service, training, and supervision with your emergency or temporary staff that you receive from your permanent Allied Universal Security Professionals. At each step, we will communicate with you to ensure we fulfill your extra coverage request and deliver services as promised.

We provide extra coverage for:

- Emergencies
- Strike Coverage
- Retail/Mall Events
- VIP Events
- Award Ceremonies

- Corporate Outings
- Power Outages
- Protests
- CEO Speeches
- Exhibits
- Dignitary/Celebrity Events
- Construction

Whether the City of Clearwater extra coverage needs are for a planned long-term project or a small, short notice request, Allied Universal is There for you.®



Mitigating Business Disruption

Allied Universal ensures that your business operations continue uninterrupted in the event of unexpected challenges. We commit to the integrity and operational readiness of our systems and procedures so we can keep the City of Clearwater’s security program up and running. Our core systems are hosted in a secure data center with multiple levels of redundancy. In addition, we optimize our physical security measures, mission-critical system security practices, and resources to ensure maximum responsiveness and efficiency.

We will meet your security service needs quickly and consistently, 24/7, and place qualified Security Professionals at each of your sites. We also provide additional staff and management, as needed. Our local management focus and access to remote communications capabilities enable our security and support staff to operate from anywhere to ensure your business always will continue as usual and without interruption.

Minimizing Disruption from Staffing Issues

Allied Universal's scheduling system records each post's requirements and tracks all changes effectively. It also enables us to respond quickly and appropriately to call-offs due to illness or other events that could potentially disrupt site coverage. In addition, managers responsible for employee scheduling complete our schedule creation and management training program, which helps ensure schedules satisfy contractual requirements.

Our scheduling system helps guarantee schedule quality, including:

- Providing all hours of contracted service
- Scheduling Security Professionals who have received appropriate training specific to your site
- Maintaining scheduling standards, such as a maximum of 12 hours per shift, minimum of eight hours off between shifts and at least 24 consecutive hours off each week

Allied Universal employees are given more than a week's advance notice of their schedules so they can effectively manage their time and personal commitments without compromising their professional lives and service delivery.

Business Resilience Planning

We have the experience necessary to support you through chaos because we have built a robust business continuity plan for our organization and many others. We have also developed a speaking series featuring our Chief Security Officer, General William Walker on *Preparing for the Unthinkable*.

We maintain confidential business continuity plans for all levels of our organization. We review plans annually and update them during the year as needed. Due to their confidential nature, we are unable to share specific plans but have provided a sample overview that suggests the range of our business continuity planning.

Business Continuity Executive Summary

Allied Universal's Business Continuity Plan (the "Plan") is a series of critical incident management and contingency plans developed to meet Allied Universal's needs in confronting a critical incident, whether natural or man-made. Given the decentralized nature of our operations, Plans are developed and maintained at a Regional Level, so as to be tailored and responsive to events or disruptions that may impact our clients and operations.

For the sake of clarity, the Allied Universal Plan defines a Critical Incident ("CI") as any event that directly and severely affects any Allied Universal business location, requiring immediate and continuous attention due to the significant harm or potential for significant harm presented to Allied Universal employees, the potential or actual interruption in operations, or inability to continue services for our clients due to a CI.

Crisis Management Teams are included in each regionalized plan and are tasked with the following:

- Fully assess the situation through information gathering
- Identify the issues relating to the incident (e.g., harm to employees, assets, potential interruption of operations, liability/reputation)
- Assign tasks with an objective of containing, resolving, and recovering from the situation
- Establish and maintain appropriate telephonic and electronic communications
- Develop a safety/security plan
- Report to the Executive Crisis Management Team, which is comprised of Allied Universal® CEO, General Counsel, EVP of HR, Chief Administrative Officer, and members from the Risk Management and Communications staff

Plans undergo annual maintenance and are also adjusted on an as-needed basis throughout the year. Allied Universal's IT Policies and Procedures are Sarbanes-Oxley compliant and audited annually by external auditors. Allied Universal's systems are co-located at Sungard in a secure caged environment. Secured access to our systems is delivered via web access and Citrix services.

An organization with the size and depth of Allied Universal has the plans, resources, expertise and management teams to be able to respond to and react to events that may interrupt operations, whether they be internal or to clients.

Supporting Clients & Employees Through Disaster

We recently had to put our business continuity planning into effect for clients impacted by hurricanes in 2024. Our response efforts combined people, process and technology to save lives, minimize business disruption and support through crisis. Here is an overview of our efforts:



Hurricane Debby Response August 5 to 9	Hurricane Helene Response September 26 to 27	Hurricane Milton Response October 5 to 10
<ul style="list-style-type: none"> • 43 service requests (locations) • 18 distinct clients serviced • 167 officers deployed • 6,013 disaster response hours delivered (first 3 weeks) 	<ul style="list-style-type: none"> • 266 service requests (locations) • 46 distinct clients serviced • 759 officers deployed • 16,987 disaster response hours delivered (first 3 weeks) • 12,000+ employees contacted for health & welfare checks 	<ul style="list-style-type: none"> • 386 service requests (locations) • 74 distinct clients serviced • 1,512 officers deployed • 69,680 disaster response hours delivered (first 3 weeks) • 17,000+ employees contacted for health & welfare checks

We were able to successfully deliver services to these hardest hit locations due to our ongoing investment in technology. We successfully utilized our Live Interactive Scheduling Assistant (LISA) to contact more than 29,000 Security Professionals in a single day, saving more than 1,450 hours of manual phone calls for deployment coordination.

B. Hiring, Background Screening, and Training Programs

Description of Hiring Practices

Describe the firm’s hiring practices, including pre-employment background checks, drug testing, and any ongoing monitoring processes.

Approach to Staffing

We hire, train and retain with your culture, needs and risks in mind.

Our approach to staffing is predicated on the need to provide reliable coverage to deter, detect, observe and report. Simply put, open posts put you at risk, so we do our best to hire, train and retain reliable Security Professionals. Within our approach to staffing we’ll touch upon our recruitment process, our management of contingency staff and our commitment to quality assurance.



Assigned to Site

Full time and part time Security Professional are permanently assigned to site to meet contractual hours.

Contingency Staff

Each office maintains a pool of cross trained security professionals available for temporary assignment for:

- Vacations
- Call outs
- Sick Days
- Personal Days
- Additional Coverage

Business Intelligence Tools

Allied Universal utilizes a powerful suite of workforce management tools to monitor real time data trends for staffing and hiring in order to ensure an immediate response to changing needs and requirements.

Recruitment

Allied Universal's excellent reputation and depth of recruiting resources contribute directly to more than one million candidates in our hiring pipeline. Our strategic partnerships provide substantial networks of high-quality candidates for Allied Universal recruiters and further our ability to attract candidates from multiple and diverse organizational sources. These include:

- Veterans' Organizations including ESGR, Wounded Warrior Project, HireVeterans, H2H, National Guard, and Salute America's Heroes. Through AUS initiatives, recruiting and partnerships, we have hired almost 80,000 veterans in the past five years.
- National Strategic Partnerships: AARP, International Association of Jewish Vocational Services, National Indian Council on the Aging, National Asian Pacific Center on Aging, and many more.
- Civic and community organizations
- Colleges, universities, and trade schools
- Police, fire departments, and rescue squads
- Professional networking with member organizations (ASIS, BOMA, and ICSC)
- Promotion from within, employee referrals, and referral bonuses
- Job fairs and open houses

Background Checks

During the recruiting and hiring process, candidates are required to sign a Records Release Form. Once signed, a background check is initiated to verify candidates do not pose a security risk to the client and/or contract. As part of our commitment to City of Clearwater, we confirm that we will follow all City of Clearwater policies, including fingerprinting of our candidates. Any major violations and security risks are reported to the City and corrective action taken, including removal from contract.

OUR SCREENING PROCESS



Application Review & Assessment
Careful analysis focuses on employment history and stability, and on experience/qualifications specific to the job opening.



Interviews
Initial interview assesses punctuality and appearance and clarifies points of the candidate's application. Multiple interviews may be conducted. Candidate progressing beyond this level attend our orientation program.



Electronic I-9 and E-Verify
Employment verification is completed to present proof of eligibility to work in the U.S. All potential employees are processed through E-Verify, the government's employment eligibility system.



Management Testing
May involve one or more behavioral assessment tools to help assess candidates' management abilities, drive, maturity and people skills, and evaluate whether they are a good fit for the position.



Social Security Trace
Social Security checks run on each candidate to verify identify and history of addresses. The latter is used to assure all associated addresses are considered when determining states and countries to be included in the criminal background check process.



Criminal Background Checks
Prior to being assigned to a post, each employee undergoes a criminal records background check (except where such is conducted as part of the state guard licensing agency). Where required, fingerprints are taken and submitted to the appropriate law enforcement agency for a detailed background investigation. Statewide criminal checks are also conducted when required.



National Sex Offender Registry (except CA and NV where such checks can only be done in accordance with state law)
This step searches the Federal Department of Justice database, which includes real time listings of registered sex offenders. By searching the DOJ, the most complete and current report is available.



Pre-employment Drug Testing
Oral ten-panel drug tests are completed prior to assignment for all applicants. Lab urinalysis testing is available at an additional charge.



Motor Vehicle Report
Security Professionals designated to drive a vehicle are subject to Motor Vehicle Report checks to verify driving eligibility and must complete on-site training before they can operate a vehicle.



Security Professional Integrity/Honesty Assessment
Behavioral Assessments are available on a pre-placement basis to help evaluate attitudes and behaviors linked to integrity, honesty, trustworthiness and customer service aptitude. Assessments are predictive (no guarantee of performance or behaviors); available for an additional charge.



Education & Employment Verification
In the event that the contract requires education and/or employment verifications, these services can be completed for a nominal fee.



Retention & Recognition

Retention is more than a department, it's a discipline. Many of our retention efforts are best illustrated through our incentive and recognition programs.

- Our screening process tests for an applicant's predisposition to remain with an employer.
- All new hires are surveyed via text message at key touchpoints when they are first hired (on days 3, 15, 30 and 60) to measure their satisfaction and identify any issues that need to be resolved. Any issues reported automatically trigger a follow-up text validating the concern as well as an escalation to the hiring manager for follow-up.

- Refresher training enhances and reinforces earlier learning.
- Our computerized scheduling system helps avoid assigning shifts that are too long and/or too close together.
- Personalized recruiting approach and profiling by position.
- Allied Universal Voice is an online feedback tool available 24-hours for Security Professionals and customers to provide real time information with a closed loop follow-up process to ensure any reported issues are identified and addressed promptly.
- Our management teams are trained and coached in human resource tactics that further promote employee retention.

Quality that is rewarded is repeated.

We strive to recognize and motivate Security Professionals for outstanding achievements, exceptional performance of everyday duties and for being true assets to the security team. Some examples could include:

- **Hero Award & Hero of the Year Award** - Recognizes acts of heroism. Recipients receive an "Allied Universal® Hero Award" certificate, a personal letter from the CEO, and a \$100 cash award. The Hero of the Year and one runner-up receive personal recognition by the CEO, an engraved "Allied Universal® Hero" statue and a monetary award.
- **Annual Recognition Awards** - Awards in honor of former Allied Universal® leaders: 1) Paul Bryant "Security Professional of the Year", 2) Frank Rabena "Account Manager of the Year", 3) Lou Ligouri "Good Citizen of the Year", and 4) Harriett Lavender "Support Employee of the Year."
- **"You're Phenomenal" On-the-Spot Reward** - Recognizes employees for actions that go above and beyond our already high standards of quality. Employees recognized receive a gift card.
- **Length of Service/Tenure Awards** - Recognizes and rewards employees for continuous, loyal service at their 1, 3, 5, 10, 15, 20 (and each 5-year increment thereafter) year anniversaries.
- **Community Service Award** - Allied Universal® encourages employees to pursue opportunities in their community to make things better for local citizens. This award recognizes those efforts. Ten recipients are selected annually by the Community Service Award Committee and awarded \$500. All nominees receive a recognition letter from the CEO.
- **Partners in Growth** - Referral bonus program.
- **Personal and Professional Development** - Several development resources including online courses, reading lists, a library of resources at branch/corporate training offices, and coaching from supervisors.
- **Thank you** - The power of a sincere and simple thank you can go a long way. It makes an employee feel seen and valued.

We understand the importance of retaining strong Account Managers and from what we understand, you have some of the best. We are recommending a Performance-based bonus structure for Account Managers whereby working collaboratively with CREC, we would recognize our Account Managers for going above and beyond.

Promote from Within Culture

Allied Universal emphasizes the importance of developing and promoting Security Professionals and other employees into positions of increasing responsibility that provide advanced career opportunities. Many of our mid-level managers and senior executives began their careers as Security Professionals, Supervisors, and Account Managers. Through our formal career development paths, we:

- Attract and retain top talent by offering better career advancement
- Improve morale and motivation
- Improve succession planning
- Reduce employee turnover
- Deploy personnel effectively and achieve greater productivity

Benefits

We offer high-value employee benefits that help us attract and retain high-caliber personnel to serve client needs. We believe that providing comprehensive benefits increases employee satisfaction and enhances security professional effectiveness.

Benefits for Security Professionals include:

- **Medical Insurance:** We offer medical plans to all benefit-eligible employees through payroll deduction and/or client contribution (in accordance with our eligibility requirements and policies). Estimates provided in this proposal represent costs based on proposed and evolving regulations, plan structure, and estimated participation. Detailed additional information regarding coverage and premium costs is available in the optional attachment section of the portal.
- **Dental and Vision Insurance:** Benefit-eligible employees qualify for dental and vision plans.
- **Disability Insurance:** Benefit-eligible employees may purchase both short and long-term disability insurance.
- **Life Insurance:** We provide basic life and accidental death and dismemberment insurance to benefit-eligible employees at no charge. Supplemental life insurance is also available to employees at a competitive rate.
- **Accident Insurance:** Benefit-eligible employees have the option to purchase accident insurance from Aflac.
- **Cash Pay Card:** Employees have the option to receive their pay through direct deposit or as a Cash Pay Card (where permitted). The Cash Pay Card option offers a branded debit card and check option, allowing employee access to wages without having to incur fees.
- **DailyPay:** DailyPay is a voluntary program that allows employees to track their pay after every shift and provides on demand access to their earnings. DailyPay also includes free tools to budget and plan for expenses.
- **Educational Assistance:** We provide educational assistance for eligible applicants selected for the program including up to \$3,000 toward the cost of tuition and qualified related expenses. We partner with over a dozen colleges/universities (DeVry University, The George Washington University, Liberty University, Ashford University, and others) to offer tuition discounts. We also award up to ten annual scholarships of up to \$1,000 to the children of our employees.

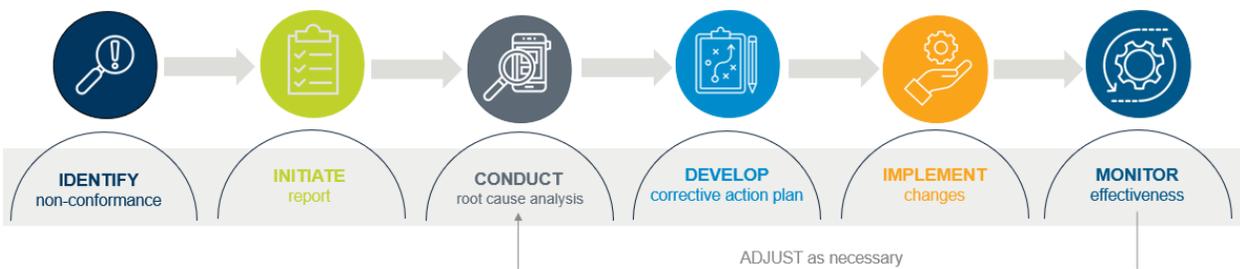
Outline of Disciplinary and Termination Policies

Outline disciplinary and termination policies for employees not meeting performance or conduct standards.

Employee Performance

Allied Universal handles employee performance deficiencies and misconduct in a consistent, timely, and equitable manner. We apply a progressive discipline policy, free from emotional overtones or personality differences.

All staff who are not performing to the expected management standards will be quickly identified and engaged in our standardized non-conformance action plan, which is a methodical process with specific steps and actions for each stage.



Our policy includes four levels of action:

- Verbal Warning
- Written Warning
- Final Written Warning and/or Suspension
- Termination

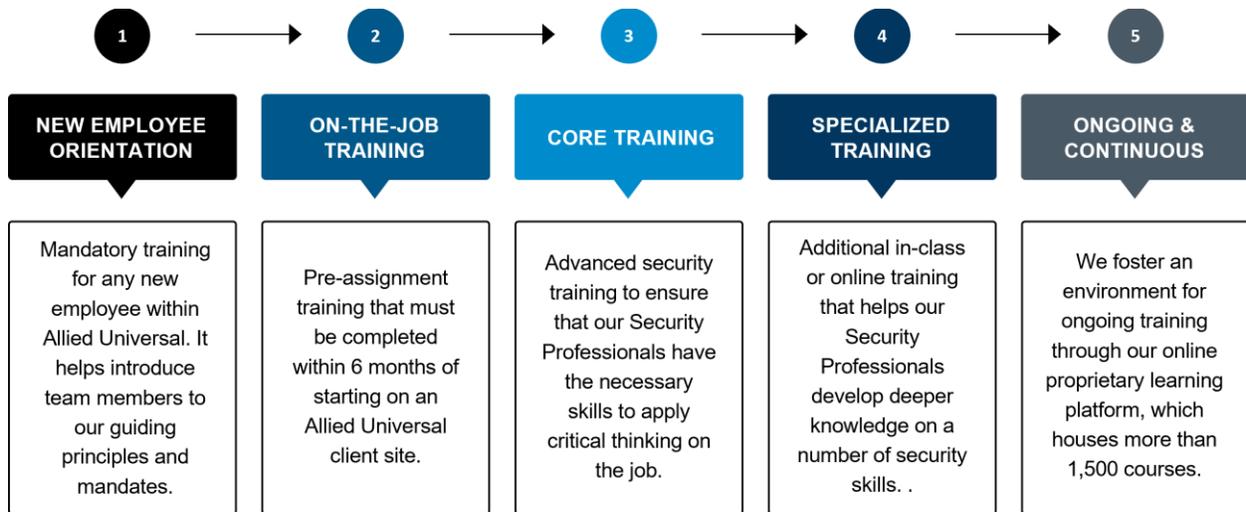
We typically follow these steps in a progressive manner consistent with the severity of an employee's policy violation(s) or performance problem(s). We also consider the amount of time that has passed since any previous disciplinary action that may have been taken for related or unrelated reasons. However, we reserve the right to skip any step in the process, in whole or in part, and move immediately to a subsequent step, including termination, as necessary. Consequently, employees may not rely on these guidelines as promises or agreements. Allied Universal reserves the right to terminate employees, with or without cause, at any time, for any reason.

Overview of Training Programs

Provide an overview of training programs covering customer service, de-escalation, emergency response, and incident reporting.

Allied Universal Security Professional Training

There are five stages of Security Professional onboarding and development. These have specific timeframes for completing each stage, as well as testing guidelines to ensure comprehension. We offer five core stages of training:



The Manager will work with the City of Clearwater to determine the necessary training and timelines for each site. Specialized training such as Mental Health First Aid, and CPR/First Aid/AED will be provided, and others could be deployed depending on agreement. Any training requiring yearly recertification will be tracked and completed as required. Here is a deeper dive into each stage of our training plan:

**Stage 1 |
New
Employee
Orientation**

*Approximately
3 hours of in-
person training
for all new
employees*

Security Professionals assigned to the City of Clearwater account will complete legislative and mandatory induction training program conducted by our local training managers. Our global employee survey clearly demonstrates our ability to provide effective and comprehensive training, with 95% of respondents saying they understand the procedures required to do their job.

During the initial new hire training, an Allied Universal training manager covers the standard security related topics such as:

- | | | |
|--|--|--|
| <ul style="list-style-type: none"> • Introduction to Contract Security • Legal Aspects of Private Security • Note Taking and Report Writing • Importance of Documentation • Patrol and Observation • Liability and Loss Prevention | <ul style="list-style-type: none"> • Appearance and Wellness • Exceptional Customer Care • Difficult People or Situations • Introduction to Safety • Personal Safety • First Aid, CPR, and AED • Harassment | <ul style="list-style-type: none"> • Workplace Violence • Emergency Management • Indicators of Terrorist Surveillance • Video Surveillance • Bomb Threats • Media Management |
|--|--|--|

- Post Orders

Personnel also receive First Aid/CPR/AED certification (e.g., Red Cross or American Heart Association), as a required standard.

To be considered successful, Security Professionals must achieve a grade of 80% or higher. If the security professional does not achieve the 80% minimum grade, they will not be scheduled to your site. Depending on circumstances they can re-take the course to achieve a passing grade.

**Stage 2 |
On-the-Job
Training**

*Approximately
24 hours of
OJT training,
including
quality audits*

Allied Universal recognizes that a work site's policies, procedures and post orders cannot be learned in a classroom but must be learned at the work site. Security professionals will be prepared for your individual needs and know how to effectively manage your security program. OJT is site-specific and customized to your site. This training is guided by a checklist which is entered into our online database providing a checkpoint to track completion.

OJT Post Certification Training - Sample Topics

- Access Control
- Active Shooter
- Bomb Threats
- CPR/First Aid/AED
- Electrical Emergencies
- Equipment Removal Procedures
- Fire Alarm Response
- ID Checks
- Key Control
- Mechanical Emergencies
- Media Relations
- Medical Emergencies
- Opening/Closing Procedures
- Parking & Enforcement
- Parking Lot Security
- Patrol Techniques
- Post Responsibilities
- Report Writing
- Terrorism Awareness
- Use of Telephones
- Vehicle Assistance
- Water Leaks
- Weather Emergencies

**Stage 3 |
CORE
Training**

*Approximately
7 hours of in-*

Allied Universal Security Professionals have many opportunities to further their careers and expand their knowledge through our training opportunities. Core Training, Phase Three of our Security Development process, consists of 20 lessons, each with an exam that must be passed successfully with a score of 80% or higher. To ensure completion of Core Training within six months of hire,

person and online training

we track compliance through our online compliance management system, WinTeam. Topics include:

- Introduction to Contract Security
- Legal Aspects of Private Security
- Note Taking and Report Writing
- Importance of Documentation
- Patrol and Observation
- Liability and Loss Prevention
- Post Orders
- Appearance and Wellness
- Exceptional Customer Care
- Difficult People or Situations
- Introduction to Safety
- Personal Safety
- First Aid, CPR and AED Overview
- Harassment
- Workplace Violence
- Emergency Management
- Indicators of Terrorist Surveillance
- Video Surveillance
- Bomb Threats
- Media Management

Stage 4 | Specialized Training

Dependent upon the courses selected, they range from 1 hour to 24 hours

These courses are optional and can be discussed during post contract strategic discussions

Management of Aggressive Behavior Management (Approximately 24 hours)

MOAB® Training is a de-escalation training program built around the compassionate management of aggressive behavior. We teach participants how to de-escalate potentially harmful situations, protect themselves from injury, and control aggressive individuals without causing them harm. Regardless of their age, size, or strength, MOAB gives employees the power and confidence to decisively create win-win situations in even the most difficult circumstances.

First Aid, CPR and AED (Approximately 6-8 hours)

Allied Universal offers CPR, First Aid, and Automated External Defibrillation (AED) training. We allow this training to be completed in a variety of ways, including pre-assignment at a local office with one of our full-time certified First Aid/CPR/AED instructors, or with an outside certifying agency. We verify that trained employees receive appropriate certificates, and we track certification anniversary dates in our online compliance system to ensure certifications stay current.

Safety Training (ongoing and part of all training)

Allied Universal's comprehensive safety training program prepares Security Professionals to champion the City of Clearwater safety initiatives, helping to ensure a safety conscious environment for your residents, employees and visitors. We commit to being at the forefront of workplace safety by actively monitoring emerging safety trends and developments and incorporating them into our training programs to ensure Security Professionals are prepared to recognize potential safety issues quickly and respond effectively.

<p>Safety Resources</p> <ul style="list-style-type: none"> Corporate Safety Manual Safety Calendar Monthly Tips & Articles Safety Webinars 	<p>Safety Training</p> <ul style="list-style-type: none"> Workplace Violence Awareness & Prevention Driver Safety Bloodborne Pathogens & PPE Hazard Communication Slips/Falls Prevention Injury & Illness Prevention First Aid, Incident Reporting & Investigation Job Safety Analysis Workplace Violence Emergency Action / Fire Prevention Detecting & Preventing Fires Avoiding Injuries Hazardous Materials 	 <p>Slip Resistant Shoes available to employees (highly discounted rate)</p>  <p>Snow & Ice Traction Devices 15% reduction in slips / falls</p>  <p>Vehicle / Driver Safety Thorough screening; vehicles with back-up alarms</p>
<p>Workplace Violence Prevention</p> <ul style="list-style-type: none"> Workplace Violence Webinars Workplace Violence & Active Shooter Awareness Tips Workplace Violence Quick Reference Guide 		

White Glove Customer Service (Approximately 1 hour with ongoing on-the-spot training)

Provides the tools needed for superior customer service by emphasizing the importance of customer service and defining white glove service, outlining how to manage perceptions to create excellent impressions, reviewing effective communications, and providing strategies to handle mistakes and customer complaints and to exceed client expectations consistently.

Stage 5 | Ongoing & Continuous Improvement

Approximately 8 hours of trainer and self-led activities per year

Allied Universal believes in reinforcement of initial training as a key to effective learning and long-term performance excellence. We use a structured process for refresher training on a variety of topics related to your needs and contract requirements. Local and branch management and regional training staff deliver standard, company-wide training modules. We also provide programs focused on advanced topics or customized to meet industry requirements or City of Clearwater needs.

Our managers will work with you to identify training opportunities appropriate for the Security Professionals in your program and they will help ensure that ongoing training remains a top priority. Possible training topics include fire alarms, medical emergencies, safety awareness, and other important topics.

- Fire Alarms
- Broken Windows
- Power Outages
- Access Control
- Patrol

- Bomb Threats
- Medical Emergencies
- Water Leaks
- Suspicious Persons/Disturbances
- Customer Service
- Safety Awareness
- Elevator Entrapments

Supervisory & Managerial Training

Approximately 12 hours of trainer and self-led activities

This training readies supervisors for their roles and helps them engage our Security Professionals to meet your needs effectively. First-time Site/Shift Supervisors are prepared for the challenges of leadership through topics such as:

- Introduction to Allied Universal
- Role of the Supervisor
- Allied Universal Training Process
- Employee Relations for Supervisors
- Report Writing for Supervisors
- Coaching and Counseling
- Progressive and Attendance Discipline

Training Compliance and Records

All security personnel’s training records are maintained and updated by the respective local teams. Training records contain course descriptions, date completed, grades earned and a checklist with completion statuses. Records also contain information on annual refresher training to ensure that all training remains current. In addition, EDGE tracks employees’ value-added advanced training. The City can request to review the security professional’s training record and activity as required.

Safety and Risk Management Program

Describe the firm’s safety and risk management program, including compliance with OSHA and industry best practices.

Allied Universal maintains a comprehensive Safety and Risk Management Program focused on protecting employees, clients, contractors, and the public while ensuring full compliance with all applicable Occupational Safety and Health Administration (OSHA) regulations and relevant federal, state, and local requirements. Safety is treated as a core organizational value, with active involvement and accountability at all levels of management.

The program emphasizes proactive hazard identification and risk mitigation through job hazard analyses, site inspections, and regular safety briefings. Hazards are controlled using the recognized hierarchy of controls, supported by appropriate policies, procedures, and personal protective equipment. All employees receive safety training upon hire and ongoing role-specific training to maintain competency and regulatory compliance.

Incidents, near misses, and unsafe conditions are promptly reported and investigated to identify root causes and implement corrective and preventive actions. The firm conducts routine audits and reviews to evaluate program effectiveness and drive continuous improvement. Through leadership commitment, employee participation, and alignment with OSHA standards and industry best practices, the firm is committed to maintaining a safe and healthy work environment.

As part of our commitment to fostering a culture of safety, Allied Universal® has developed a robust safety program, with executive-level oversight, as well as a dedicated committee of safety experts and other professionals. Our safety program is committed to protecting employees from workplace injuries and elevating the level of service to our clients. Allied Universal's partnership with [Client Name: Template]'s safety programs, together with our comprehensive safety training process and dynamic employee and leadership engagement, will help you achieve your safety goals and avoid preventable accidents.

Local managers actively direct and manage safety programs. Managers support our Security Professionals and also conduct random safety inspections. Using Allied Universal resources to identify potential hazards, management teams highlight potential risks to help security teams exceed City of Clearwater safety expectations and protect your employees.

We enhance our safety program with specific initiatives designed to improve onsite safety for our clients. Some of our programs include:

- **Slip Resistant Shoes** – We make slip resistant shoes available to employees at a highly discounted rate. Sites where we piloted this program saw a 15% reduction in slips and falls.
- **Vehicle and Driver Safety** – All new Allied Universal vehicles include back-up alarms to prevent accidents. We also have specific processes to enhance vehicle and driver safety. Allied Universal carefully screens all drivers and company vehicles, we review motor vehicle records, and we require drivers to pass vehicle training successfully before ever driving a company or client automobile.

B. Personnel Tracking and Documentation

System and Process Used to Schedule, Track and Verify Personnel

Explain the system or process used to schedule, track, and verify personnel hours for both regular operations and event assignments.

Scheduling

Allied Universal's scheduling system records each post's requirements and tracks all changes effectively. It also enables us to respond quickly and appropriately to call-offs due to illness or other events that could potentially disrupt site coverage. In addition, managers responsible for employee scheduling complete our schedule creation and management training program, which helps ensure schedules satisfy contractual requirements.

Our scheduling system helps guarantee schedule quality, including:

- Providing all hours of contracted service
- Scheduling Security Professionals who have received appropriate training specific to your site
- Maintaining scheduling standards, such as a maximum of 12 hours per shift, minimum of eight hours off between shifts and at least 24 consecutive hours off each week

Allied Universal employees are given more than a week's advance notice of their schedules so they can effectively manage their time and personal commitments without compromising their professional lives and service delivery.

Depth of Resources: Technology

Allied Universal's commitment to relentless innovation for continuous improvement and passion for service has driven Allied Universal to become both the leader and largest global security company. With customized security solutions ranging from situational awareness and threat intelligence platforms to remote video and alarm monitoring, to integrated commercial security systems, to web and GPS-based patrol route management, we provide full lifecycle support of leading-edge technology to ensure the safety and security of your personnel and property. Our technology Subject Matter Expert leaders work with strategic partners like the City of Clearwater to collectively position technology and innovations to improve operations, control costs and reduce risk.

It's not what we do, it's how we do it!



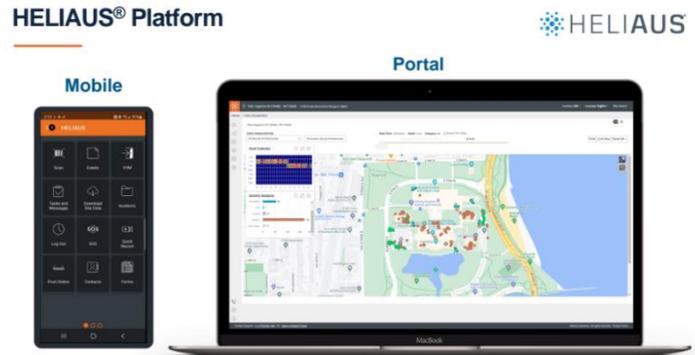
We believe in creating lasting value for our customers by providing a human-centered, technology-forward approach to customer and employee experience. Our commitment to continuous innovation to deliver services can be seen in the following disruptive technologies:

HELIAUS®: Allied Universal's proprietary platform is the smart technology of tomorrow that places insight into the hands of Security Professionals to better protect the City's residents, brand, and assets. Leveraging a sophisticated artificial intelligence (AI) engine that uses powerful algorithms to generate risk-averse recommendations, HELIAUS offers a fundamental shift in integrated security solutions. HELIAUS is not just a tour or incident management system, it is a comprehensive

workforce management solution. With HELIAUS at the center of your security operations, Security Professionals are always connected and situationally informed, and armed with the right recommendations to create safer, more secure environments.

HELIAUS provides instant post orders, incident reporting, GPS tracking, visitor logging and more. Every aspect can be tailored to your security program, vertical market, location, business model, or site-specific needs.

HELIAUS consists of two parts, HELIAUS Mobile and HELIAUS portal. Our HELIAUS mobile device allows Security Professionals to share information and acts as a virtual coach on post. HELIAUS portal provides real-time site and historical information to identify trends and develop future insights. One HELIAUS device per school is included in our pricing proposal and City of Clearwater Management, Account Managers and Branch Management staff will have portal access.



Customizable Dashboards and Reporting: With your configurable and detailed dashboard, your representatives can access data quickly and easily in one place, creating one security ecosystem for your site. Widgets available for your dashboards include:

- Tour results
- Incidents
- Officer tracking
- Activity heat maps
- Training and certification compliance
- Post orders
- Business intelligence

HELIAUS allows scheduled and on-demand reporting via text or email, giving you total control of the information. In addition, we can set up key alerts tied to specific types of reports. For example, if a Security Professional notices an incident while on duty, they can fill out a customized report through our system that will notify key points of contact in real time for resolution.

- **Quickly Identify Safety and Security Trends:** The HELIAUS dashboard will allow City of Clearwater to view historical trends that are customizable by date, category, and location. These insights provide you with a full view of your site, allowing you, in collaboration with your Contract Administrator, to adjust resources and responses as needed through the HELIAUS tour and workflow applications.
- **Configurable Tours and Workflows:** While Security Professionals send data to the online portal, they also receive post order instructions in real time. Through HELIAUS, we can program custom workflows to coach Security Professionals when they scan an NFC tag, approach a beacon, or enter a specified GPS zone. Tasks assigned to areas can include

following checklists, taking videos or photos, sending the client an email or text message, answering follow-up questions and more.

- **Tour Routing:** HELIAUS allows for the programming of tours based on each site location. Tour schedules determine which zones Security Professionals should visit, what activities should be performed in each zone, and when each zone should be visited. The progress of these tours is tracked in real time through the portal along with any data Security Professionals capture along the route. If a tour is missed, our security teams are immediately alerted to correct the issue.

HELIAUS allows for two types of tour routes: pre-programmed static tours defined by the security management team and dynamic tours generated based on AI recommendations.

- **AI-Powered Dynamic Tours:** With dynamic tours, our AI engine collects and analyzes data to find trends and potential deficiencies to correct. These recommendations then become actionable by putting Security Professionals in the right place at the right time to help drive prescriptive post orders and better outcomes for your site. HELIAUS recommendations improve your security team's decision making and create efficiencies that reduce the frequency and impact of incidents, creating savings for your business.

Additional Mobile Capabilities: Outside of the tour and activity tracking functions of HELIAUS, it also aids with:

- **Incident Reporting** – the City of Clearwater's security team can create incident reports on the go, filling out key details by typing or simply speaking into their phone. Incident reports are categorized and can be accompanied by photos, videos, and additional notes.
- **Tasks and Messages** – City of Clearwater's security team can send messages and assign tasks to Security Professionals while on duty. This feature keeps the Security Professional in the HELIAUS app while allowing Supervisors to communicate important information such as emergency notifications or special events.
- **Fire and Safety Inspections** - Equipping our Security Professionals with the Fire and Safety module ensures your fire extinguishers, AEDs, first aid kits, and more are fully functional and compliant with industry regulations. The module provides step-by step instructions, real-time documentation, and instant alerts if malfunctions or irregularities are identified
- **SOS** - This feature puts the security professional in immediate contact with 911 in case of emergencies. At the same time, HELIAUS records an event for upload to the cloud and alerts other Security Professionals in the area of the emergency.

- Custom Forms** - HELIAUS can quickly transform any site-specific forms to be completed and stored inside of HELIAUS. Forms can include a variety of custom fields to ensure critical information is collected and properly stored electronically.

Tasks are sent to a site as one-time or reoccurring events for tailored security program execution.

Messages are sent in real-time to individuals or groups across locations to deliver critical information, including photos or PDFs.



Live Interactive Support AI (LISA)

Making it easier for our Security Professionals to manage their own schedules and connect with Allied Universal management

Our Live Interactive Support AI (LISA) connects our Security Professionals and operations teams with Artificial Intelligence (AI)-powered automated and interactive text messaging. LISA brings a powerful and enriching experience for the Security Professionals and Supervisors serving City of Clearwater. LISA provides automated timekeeping and smart scheduling, and she can address real-time no shows as soon as she detects a missed clock-in. LISA can fill a no call, no show vacancy by texting the assigned Security Professional, alerting the supervisor, reassigning the post, and providing confirmation of the alternate employee's arrival. LISA operates independently, adapts to change, and creates and pursues goals that make your security program nimble. Above all, LISA is conversational, helpful, and fun to text with.

Security professionals can text LISA to call off

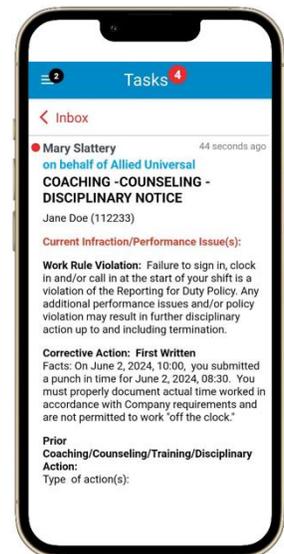
LISA handles everything: collects reasons, updates schedules, notifies managers, and finds replacements—even at 3 a.m.

Automated Missed Punch Follow-up & ETK Policy Enforcement

Identifies missed punches, reminds employees, collects explanations, ensures breaks, and enforces labor policies seamlessly.

Routine Task Automation

LISA streamlines daily operations: real-time schedule updates, day-off requests, motor vehicle records verification, & guard card renewal tracking—all handled automatically.



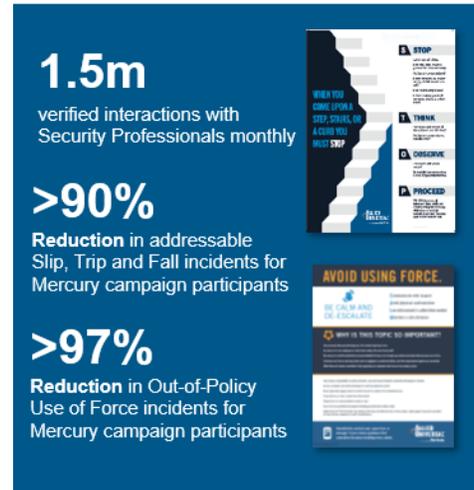
Mercury

Connected engagement improves safety and program stability

Our Mercury communication system goes beyond traditional texting and radio communications, streamlining all directives and messaging, and seamlessly integrating with Security Professionals' HELIAUS® devices to ensure they receive all urgent communications in one place.

This direct line of contact with your security team through our secure online network allows Operation Managers and Shift Leaders to benefit from Mercury's quick and responsive checks-and-balances. Allied Universal Security Professionals receive detailed messages throughout their shift. With a clear system for employee engagement and robust task management capabilities, Mercury enhances our managers, Security Professionals, and operations teams' ability to succeed with elevated situational awareness.

This also benefits City of Clearwater by ensuring clear, timely, and effective communication, leading to better service delivery. Our Mercury communication system goes beyond traditional texting and radio communications, streamlining all directives and messaging, and seamlessly integrating with Security Professionals' HELIAUS® devices to ensure they receive all urgent communications in one place. This direct line of contact with your security team through our secure online network allows Operation Managers and Shift Leaders to benefit from Mercury's quick and responsive checks-and-balances. Allied Universal Security Professionals receive detailed messages throughout their shift. With a clear system for employee engagement and robust task management capabilities, Mercury enhances our managers, Security Professionals, and operations teams' ability to succeed with elevated situational awareness. This also benefits our customers by ensuring clear, timely, and effective communication, leading to better service delivery.



How Attendance, Performance and Timekeeping are Documented

Indicate how attendance, performance, and timekeeping are documented (e.g., electronic timekeeping system, GPS monitoring, supervisor logs).

Allied Universal employs a comprehensive, technology-enabled performance measurement framework designed to deliver transparency, accountability, and continuous improvement. Our approach combines clearly defined service standards, real-time data capture, and AI-powered analytics to consistently measure performance across every site, role, and shift.

At the core of this framework is our **AI-Powered Service Platform**, which integrates workforce management, operational activity, compliance tracking, incident data, and client engagement into a single performance environment. This allows performance to be monitored continuously, issues to be identified early, and improvements to be implemented proactively.

Key Performance Measurements

Performance is tracked across multiple operational dimensions, including:

- **Staffing & Coverage** – schedule adherence, post fulfillment, overtime utilization, and backfill response times

- **Operational Execution** – patrol completion, post order compliance, response times, and incident resolution
- **Compliance & Training** – licensing status, certification tracking, and training completion rates
- **Quality & Service Consistency** – supervisory inspections, audit results, and adherence to service standards
- **Risk & Incident Trends** – incident frequency, escalation patterns, and repeat-event analysis
- **Workforce Stability** – hiring velocity, retention, absenteeism, and engagement indicators

Quality Assurance & Accountability

Allied Universal applies a multi-layered quality assurance and oversight model to validate performance and reinforce accountability:

- **Regular Post Inspections** – Field Supervisors conduct both scheduled and unscheduled site visits to verify compliance with post orders and service standards.
- **Audits & Performance Reviews** – Local operations teams are evaluated against defined Key Performance Indicators, including incident response times, training completion, staffing stability, and turnover rates.
- **Corrective Action Programs** – Identified gaps are addressed promptly through documented corrective action plans with clear ownership, timelines, and follow-up validation.

This systematic approach creates a continuous cycle of measurement, accountability, and improvement.

Reporting & Performance Intelligence

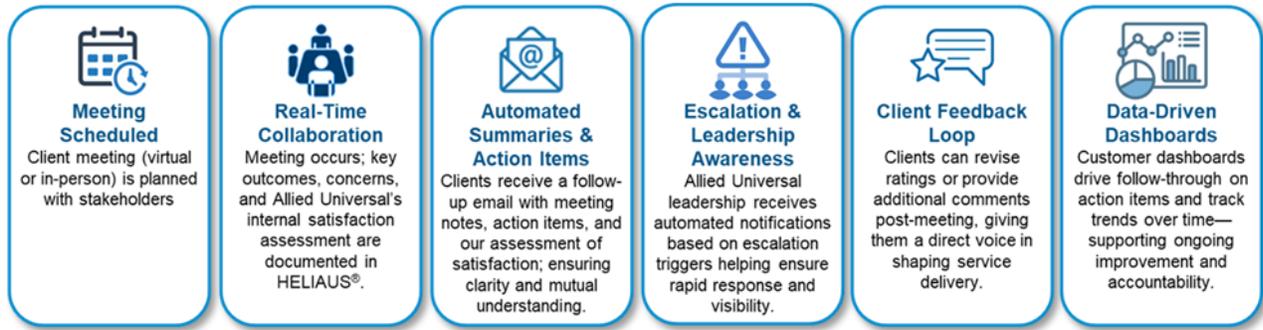
Performance data is captured in real time and analyzed through HELIAUS[®], Allied Universal's AI-powered operational intelligence platform. HELIAUS delivers live dashboards, automated reports, GPS tracking and predictive insights that highlight trends, flag variances, and support proactive intervention. Reports are customized to align with City of Clearwater's requirements and provide ongoing transparency into service delivery and outcomes.

Client Feedback & Satisfaction

Client feedback is captured through Allied Universal Voice, our structured voice-of-the-client program. Surveys are conducted at key milestones—including onboarding, transition, and quarterly reviews—to measure satisfaction, responsiveness, and loyalty. Results are reviewed by leadership and incorporated into performance improvement plans, creating a closed-loop feedback process that drives service excellence.

Client Engagement & Governance

Our proprietary HELIAUS[®] Client Meeting Tool strengthens accountability by capturing, documenting, and tracking all client engagements. The platform records meeting cadence, agreed priorities, action items, and outcomes, providing full transparency to local management and senior leadership. This ensures commitments are monitored, progress is visible, and issues are escalated promptly when necessary.



By combining structured meetings, transparent reporting, and proactive escalation, Allied Universal creates a framework where client concerns are never overlooked, progress is always visible, and success is continuously reinforced.

Benefits to City of Clearwater:

- Clear Communication
- Faster Response Time
- Transparency & Trust
- Continuous Improvement
- Proactive Issue Resolution
- Leadership Visibility

Detail an Time Records, Reconciliation and Billing Accuracy

Detail how time records are reconciled for billing accuracy and contract compliance.

Allied Universal ensures financial transparency and accountability for labor billing at City of Clearwater facilities through a combination of enterprise technology platforms, real-time tracking, and detailed client reporting. Our time and attendance system is fully integrated with WinTeam®, which serves as the system of record for scheduled versus actual hours worked. Security Professionals clock in and out via HELIAUS® or client-approved timekeeping systems, with all exceptions flagged for review.

We generate detailed billing reports that clearly delineate:

- Scheduled Hours (as per the approved post schedule)
- Actual Worked Hours (recorded through timekeeping)
- Billable Overtime (client-authorized)
- Non-billable Overtime (caused by vendor error or scheduling gap, not charged to City of Clearwater)
- Variance Reports highlighting gaps, overlaps, or absences

Each City of Clearwater region will receive customized labor utilization reports as well as HELIAUS® dashboard access for designated KP stakeholders. These reports include hours by post, facility, and shift, as well as variance trends, fill rate metrics, and performance benchmarks. This allows City of Clearwater stakeholders to validate billing accuracy, reconcile staffing fulfillment, and ensure alignment with budget expectations.

Allied Universal's operational leaders and billing specialists work closely with City of Clearwater's designated contacts to address discrepancies promptly, provide transparency on labor allocations, and adjust future schedules as needed to ensure fiscal accountability.

D. Licensing and Compliance:

Confirm that Personnel Assigned to this Contract Meet Florida Law (F.S. Chapter 493)

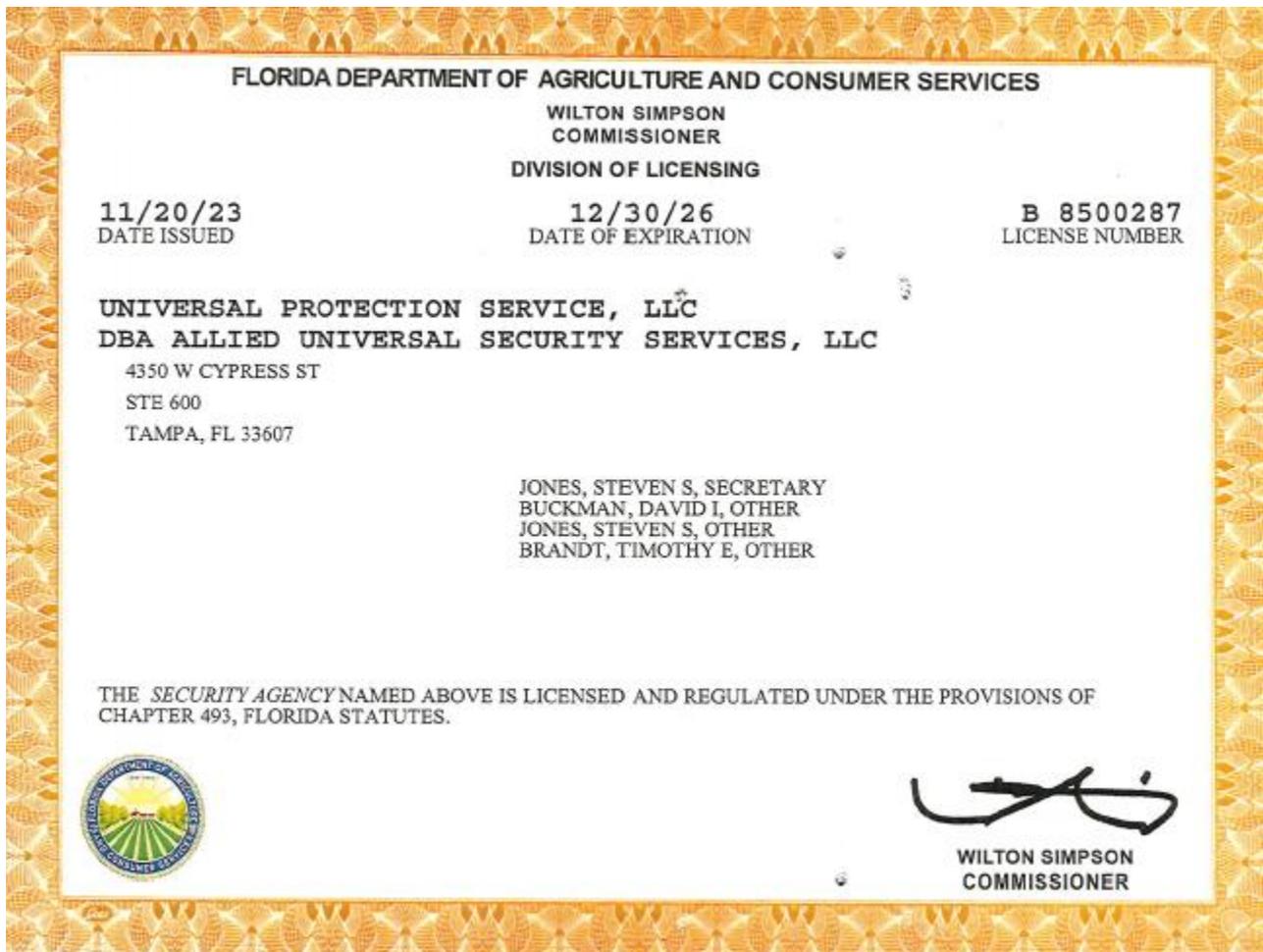
Confirm that all personnel assigned under this contract will hold valid and current security licenses as required by Florida law (F.S. Chapter 493) and any applicable county or city regulations.

All Allied Universal personnel assigned under this contract will hold valid and current security licenses as required by Florida law (F.S. Chapter 493) and any applicable county or city regulations. Allied Universal tracks compliance through WinTeam to verify that all officers are licensed prior to scheduled assignment.

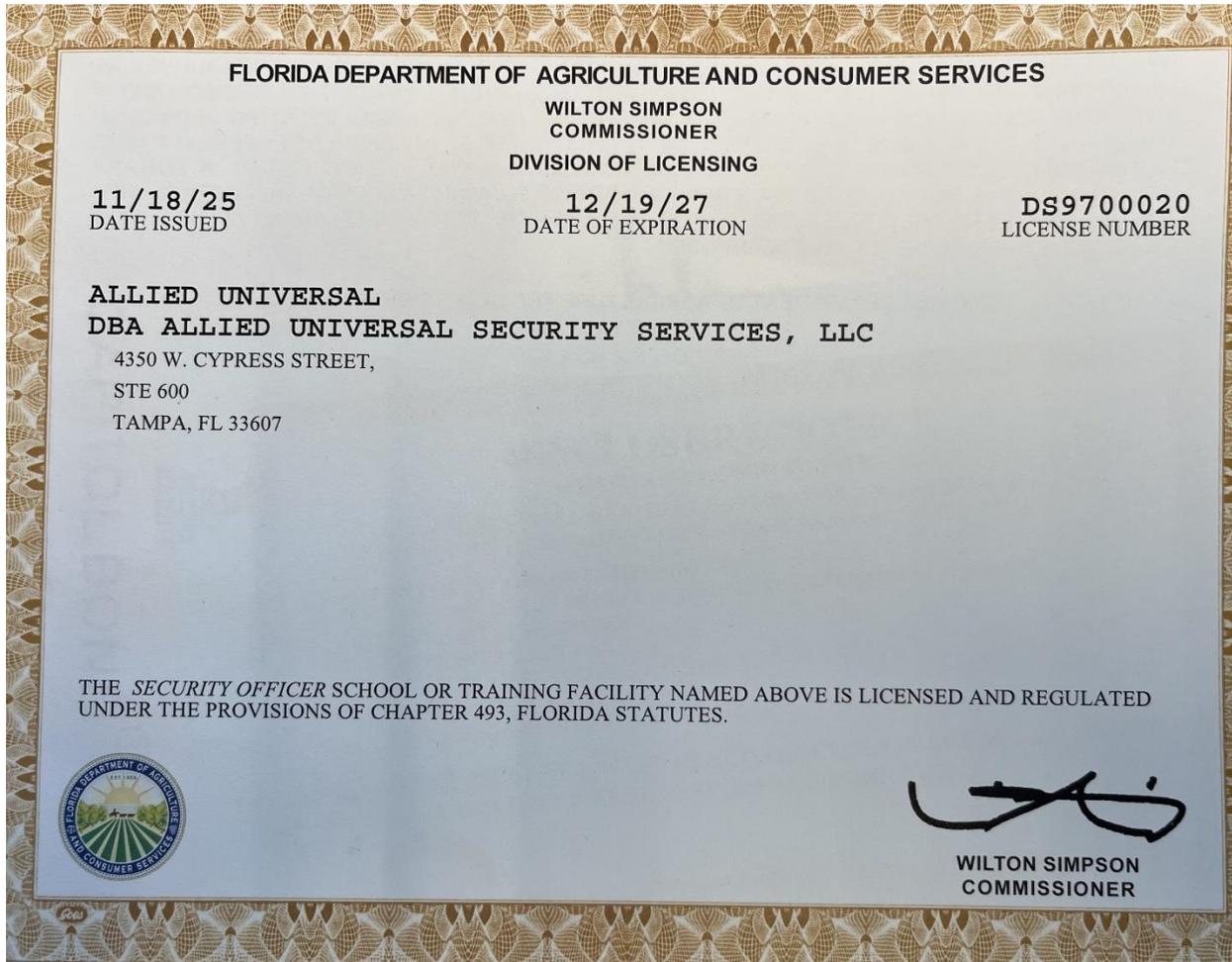
Security Agency License

Provide a copy of the firm's current security agency license and proof of registration with the Florida Department of Agriculture and Consumer Services.

All security officers have their D license per Florida law for unarmed officers. We track the expiration dates through our payroll system called WinTeam and notify the officer in advance of their expiration.



State of Florida D License for School/Training Facility



TAB 4. Services Pricing

Provide a detailed pricing schedule and explanation of the firm's billing and invoicing procedures.

A. Rate Schedule

Rate Schedule

List the hourly billing rates for each staffing position referenced in TAB 2 above (e.g., security officer, supervisor, event lead, etc.) and identify whether rates are for regular or event-based coverage.

City of Clearwater Rate Card and Total Spend - Year 1						
Site	Post	HPW	Bill Rate	Holiday / OT Rate	Monthly Cost	Annual Cost
MSB- Clearwater Municipal Bldg.	Security Professional	45	\$24.50	\$36.75	\$4,777.50	\$57,330.00
City Hall (Fall 2026)	Security Professional	45	\$24.50	\$36.75	\$4,777.50	\$57,330.00
Parking Garage Patrol	Security Professional	35	\$24.50	\$36.75	\$3,715.83	\$44,590.00
City Council (Optional)	Security Professional	0	\$24.50	\$36.75	\$0.00	\$0.00
Event Security Rate	Security Professional	0	\$24.50	\$36.75	\$0.00	\$0.00
Event Staff Rate	Security Professional	0	\$24.50	\$36.75	\$0.00	\$0.00
Event Security Rate (optional)	Security Supervisor	0	\$28.00	\$42.00	\$0.00	\$0.00
Sub-Total		125			\$13,270.83	\$159,250.00
Direct Bills (Estimate)					Annual Cost	
Vacation Labor					\$0.00	\$0.00
Sick Labor					\$0.00	\$0.00
Holiday Premium					\$191.41	\$2,296.88
New-Hire Training					\$0.00	\$0.00
Refresher Training					\$0.00	\$0.00
Medical					\$0.00	\$0.00
Background/Credit Checks					\$0.00	\$0.00
Uniform					\$0.00	\$0.00
Equipment					\$0.00	\$0.00
HELIAUS	1 Device Included				\$0.00	\$0.00
Miscellaneous					\$0.00	\$0.00
Sub-Total					\$191.41	\$2,296.88
Sub-Total					\$13,462.24	\$161,546.88
Sales Tax		0.00%			\$0.00	\$0.00
Grand Total					\$13,462.24	\$161,546.88

* Event or emergency coverage with less than 48 hours' notice will be billed at the overtime rate reflected above.

Regular bill rates listed above will be charged for all coverage unless less than 48 hours' notice is provided. Holiday rates will be charged according to the City holidays as outlined in the RFP as needed. The holiday premium for 7 holidays are outlined in the total annual cost above.

Estimate of Total Hours

Include an estimate of the total hours and associated costs necessary to fulfill the contract requirements outlined in this solicitation.

Please see pricing summary above for associated costs for the contract.

B. Overtime and Special Rates

Overtime and Special Rates

Identify overtime rates for each position and describe the conditions under which overtime may apply (e.g., extended shifts, emergency coverage, overnight event staffing).

Overtime and special rates shall be billed at the standard rate listed above, except when services are requested with less than 48 hours' notice, in which case the applicable overtime rate shall apply.

C. Invoicing and Departmental Billing

Ability To Manage Separate Billings

Describe the firm's ability to manage separate billings by City department or facility.

At Allied Universal®, we offer several billing options to meet client needs. This includes individual invoices with separate bills for each service location, or group invoices that combine multiple service locations on one bill. Invoices can feature other options to include:

Summary Invoice: accumulating all hours by bill rate within the billing period

Detailed Invoice: summarized by employee, shift, pay rate, or a combination of the three on the front page of the invoice

Invoice with Back-up: additional pages with schedule details such as employee, date, shift time, post, or pay rate

Invoicing Process

Explain the firm's invoicing process, including frequency (e.g., biweekly or monthly) and method of submission (e.g., electronic invoice via email or online portal). Note: The City has NET30 terms.

Allied Universal® seals schedules on a weekly basis for all scheduled services for the preceding weekly period (starting on Friday and ending the following Thursday). All invoices are due based on payment terms listed in the contract ranging typically NET 30 days. Different billing frequencies are available according to specific contract requirements and might include weekly, biweekly, monthly, or calendar month.

Sample Invoice

Provide a sample invoice showing a detailed breakdown of hours, rates, and locations served.



Eight Tower Bridge
161 Washington Street, Suite 600
Conshohocken, PA 19428

ABC Properties
100 Main Street
Media, PA 19063

SAMPLE INVOICE

Invoice Date: 08/18/2016
Invoice Number: 1234577

To ensure proper credit, please
reference your invoice number on
your remittance advice.

PLEASE REMIT PAYMENT TO:
Allied Universal
P.O. Box 828854
Philadelphia, PA 19182-8854

Total Amount Due:
SAMPLE INVOICE
DO NOT PAY
Terms:
Net 15 Days

Service Location: 33082 ABC Properties 100 Main Street Media, PA 19063	Customer: 33082	Billing Period: 08/12/2016 – 08/18/2016		
		PO Number: 9853215-01 Contract Number: AB103542-00		
Description	Quantity	UOM	Price	Amount
Security Officer-Regular	80.00	HR	15.93	\$1,274.40
Shift Supervisor-Regular	40.00	HR	16.39	\$655.60
Patrol Vehicle – Ford Ranger	1.00	EA	200.00	\$200.00
Total Hours:	120.00			
Subtotal				\$2,130.00
Service Location: 33083 ABC Properties 500 South Street Philadelphia, PA 19001	Customer: 33082	Billing Period: 08/12/2016 – 08/18/2016		
		PO Number: 9853215-02 Contract Number: AB103542-00		
Description	Quantity	UOM	Price	Amount
Security Officer-Regular	40.00	HR	15.93	\$637.20
Total Hours:	40.00			
Subtotal				\$637.20
Service Location: 33084 ABC Properties 200 North Street Pittsburg, PA 19463	Customer: 33082	Billing Period: 08/12/2016 – 08/18/2016		
		PO Number: 9853215-03 Contract Number: AB103542-00		
Description	Quantity	UOM	Price	Amount
Security Officer-Regular	80.00	HR	15.93	\$1,274.40
Total Hours:	80.00			
Subtotal				\$1,274.40

AB-CS-01

Any questions? Please contact a Customer Connection
Representative at (866) 703-7666

Subtotal	4,041.60
Sales Tax	0.00
Total Amount Due	\$4,041.60

Other Forms – Reference Submittal Requirements.

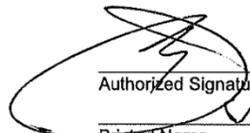
Scrutinized Companies form(s) as required

SCRUTINIZED COMPANIES FORMS

SCRUTINIZED COMPANIES THAT BOYCOTT ISRAEL LIST CERTIFICATION FORM
THIS FORM MUST BE COMPLETED AND SUBMITTED WITH THE BID/PROPOSAL.
FAILURE TO SUBMIT THIS FORM AS REQUIRED MAY DEEM YOUR SUBMITTAL NONRESPONSIVE.

The affiant, by virtue of the signature below, certifies that:

1. The vendor, company, individual, principal, subsidiary, affiliate, or owner is aware of the requirements of section 287.135, Florida Statutes, regarding companies on the Scrutinized Companies that Boycott Israel List, or engaged in a boycott of Israel; and
2. The vendor, company, individual, principal, subsidiary, affiliate, or owner is eligible to participate in this solicitation and is not listed on the Scrutinized Companies that Boycott Israel List, or engaged in a boycott of Israel; and
3. "Boycott Israel" or "boycott of Israel" means refusing to deal, terminating business activities, or taking other actions to limit commercial relations with Israel, or persons or entities doing business in Israel or in Israeli-controlled territories, in a discriminatory manner. A statement by a company that it is participating in a boycott of Israel, or that it has initiated a boycott in response to a request for a boycott of Israel or in compliance with, or in furtherance of, calls for a boycott of Israel, may be considered as evidence that a company is participating in a boycott of Israel; and
4. If awarded the Contract (or Agreement), the vendor, company, individual, principal, subsidiary, affiliate, or owner will immediately notify the City of Clearwater in writing, no later than five (5) calendar days after any of its principals are placed on the Scrutinized Companies that Boycott Israel List, or engaged in a boycott of Israel.

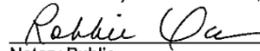

 Authorized Signature _____
 Printed Name Joseph Lo Bianco

 Title SR
 Name of Entity/Corporation UNIVERSA PROTECTION SERVICE, LP d/b/a ALLIED UNIVERSAL SECURITY SERVICES

STATE OF Florida

COUNTY OF Hillsborough

The foregoing instrument was acknowledged before me by means of physical presence or online notarization on this 18 day of December, 2025, by Joseph Lo Bianco, SR (name of person whose signature is being notarized) as the SR (title) of UNIVERSA PROTECTION SERVICE (name of corporation/entity), personally known _____, or produced FLDL (type of identification) as identification, and who did/did not take an oath.


 Notary Public _____
 Printed Name Robbie Tanner

My Commission Expires: 11/29/2028
NOTARY SEAL ABOVE



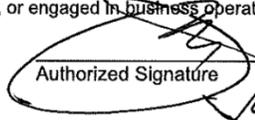
SCRUTINIZED COMPANIES FORMS

**SCRUTINIZED COMPANIES AND BUSINESS OPERATIONS WITH
CUBA AND SYRIA CERTIFICATION FORM**

IF YOUR BID/PROPOSAL IS \$1,000,000 OR MORE, THIS FORM MUST BE COMPLETED AND SUBMITTED WITH THE BID/PROPOSAL. FAILURE TO SUBMIT THIS FORM AS REQUIRED MAY DEEM YOUR SUBMITTAL NONRESPONSIVE.

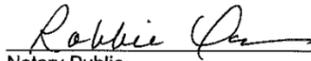
The affiant, by virtue of the signature below, certifies that:

1. The vendor, company, individual, principal, subsidiary, affiliate, or owner is aware of the requirements of section 287.135, Florida Statutes, regarding companies on the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or engaging in business operations in Cuba and Syria; and
2. The vendor, company, individual, principal, subsidiary, affiliate, or owner is eligible to participate in this solicitation and is not listed on either the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Sector List, or engaged in business operations in Cuba and Syria; and
3. Business Operations means, for purposes specifically related to Cuba or Syria, engaging in commerce in any form in Cuba or Syria, including, but not limited to, acquiring, developing, maintaining, owning, selling, possessing, leasing or operating equipment, facilities, personnel, products, services, personal property, real property, military equipment, or any other apparatus of business or commerce; and
4. If awarded the Contract (or Agreement), the vendor, company, individual, principal, subsidiary, affiliate, or owner will immediately notify the City of Clearwater in writing, no later than five (5) calendar days after any of its principals are placed on the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Sector List, or engaged in business operations in Cuba and Syria.


 Authorized Signature _____
 Printed Name Joseph Lo Bianco
 Title _____
Universal Program Service, L.L.C.
 Name of Entity/Corporation Auto Unions Security Service

STATE OF Florida
COUNTY OF Hillsborough

The foregoing instrument was acknowledged before me by means of physical presence or online notarization on, this 18 day of December, 2025, by Joseph Lo Bianco, Sr (name of person whose signature is being notarized) as the Sr RVP (title) of Auto Unions Security Service (name of corporation/entity), personally known _____, or produced FLDL (type of identification) as identification, and who did/did not take an oath.


 Notary Public _____
 Printed Name Robbie Tanner

My Commission Expires: 11/29/2028
NOTARY SEAL ABOVE



B. Compliance with Anti-Human Trafficking Laws Form

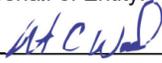
Compliance with Anti-Human Trafficking Laws

Pursuant to Section 787.06 (13), Florida Statutes, this form must be completed by an officer or representative of a non-governmental entity when a contract is executed, renewed, or extended between the non-governmental entity and the City of Clearwater.

The undersigned, on behalf of the entity listed below ("Entity"), hereby attests under penalty of perjury that:

Entity does not use coercion for labor or services as defined in Section 787.06, Florida Statutes.

The undersigned is authorized to execute this form on behalf of Entity.

Date: December 26, 20 25 Signed: 
Entity: Universal Protection Services LLC Name: Bob Wood
d/b/a Allied Universal Security Services Title: President Florida Region

C. A minimum of three [3] photos showing proposed security personnel uniforms

Allied Universal offers a range of uniform looks, depending on the need. If you are looking to create a more approachable look then perhaps business casual would work. For a concierge role, we recommend an executive style. Whatever the look, all uniforms are designed to provide an air of authority and respect. Here is a look at the uniform styles we most commonly use:



MILITARY STYLE

Ideal for security programs that demand a high level of security presence

- Shirts in blue, white, tan or gray
- Shoulder epaulets
- Two pleated chest pockets with three-point flaps
 - Permanent military creases
 - Reinforced sewn-in badge tab
 - Pleated pockets with pen slot
 - Three-point scalloped flaps
- Flat front uniform pants in black, navy or heather gray
- Duty belt

BUSINESS CASUAL

Maintain a security identify in warm climates or environments that require high-activity patrols

- Polo shirt in navy or white
- Allied Universal logo embroidered on the chest
- Khaki-style slacks
- Leather belt

BICYCLE PATROL

While bike uniforms have to be comfortable and breathable, they must also be readily identifiable as security uniforms

- Shirts in blue, white, tan or gray
- Shoulder epaulets
- Two pleated chest pockets with three-point flaps
- Permanent military creases
- Reinforced sewn-in badge tab
- Pleated pockets with pen slot
- Three-point scalloped flaps
- Flat front uniform pants in black, navy or heather gray
- Duty belt

EXECUTIVE STYLE

When customer service is key, our Executive uniform options provide a polished and professional appearance

- Single breasted gold button uniform blazer in black or navy
- Single breasted executive suit coat in black, navy, navy pinstripe or charcoal
- Polyester/cotton broadcloth executive dress shirts - white, French blue or light blue
- Pleated front executive dress slacks in black, charcoal or navy
- Leather belt

Uniforms & Appearance

What differentiates our uniform and appearance program is the attention to detail and commitment to ensuring a professional look at your location.

3-Step Uniform & Appearance Process

- ✓ Personnel who issue uniforms are trained to measure for proper fit
- ✓ Security Professionals are trained on how to wear the uniform properly
- ✓ Inspections ensure Security Professionals are dressed correctly. When uniform pieces need replacement, action is taken in a timely manner



Grooming

Our standards include guidelines on:

- Hair
- Facial Hair
- Personal Grooming
- Jewelry



Several uniform styles available to meet your unique needs.

Military Uniforms (Traditional)

Our traditional military-style uniform offers high visibility combined with an authoritative presence that looks professional and will represent Redington Shores Yacht & Tennis Club's brand positively.

Uniform components include:

- Shirts in blue, white, tan or gray
- Shoulder epaulets
- Two pleated chest pockets with three-point flaps
 - Permanent military creases
 - Reinforced sewn-in badge tab
 - Pleated pockets with pen slot
 - Three-point scalloped flaps
- Flat-front uniform pants in black, navy, or heather gray
- Duty belt



Business Casual Uniforms

Our business casual uniforms feature a professional appearance equally appropriate for offices or high-activity patrol environments, as well as warm climates.

Uniforms include a navy blue or white polo shirt embroidered with the Allied Universal® logo for easy recognition, khaki-style slacks, and leather belt.



High Visibility Uniforms

This comfortable ensemble allows security personnel to maintain a professional yet approachable security identity in warm climates or high-activity patrol environments.

Uniforms include a high visibility polo shirt embroidered with the Allied Universal® logo for easy recognition, khaki-style slacks, and a leather belt.

The polo shirts are available in a high visibility yellow or blue.



D. W-9 Form. Include a current W-9 form (<http://www.irs.gov/pub/irs-pdf/fw9.pdf>)

<p>Form W-9 (Rev. March 2024) Department of the Treasury Internal Revenue Service</p>	<p>Request for Taxpayer Identification Number and Certification</p> <p>Go to www.irs.gov/FormW9 for instructions and the latest information.</p>	<p>Give form to the requester. Do not send to the IRS.</p>
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Before you begin. For guidance related to the purpose of Form W-9, see *Purpose of Form*, below.

<p>Print or type. See Specific Instructions on page 3.</p>	<p>1 Name of entity/individual. An entry is required. (For a sole proprietor or disregarded entity, enter the owner's name on line 1, and enter the business/disregarded entity's name on line 2.)</p> <p>UNIVERSAL PROTECTION SERVICE, LLC</p> <p>2 Business name/disregarded entity name, if different from above.</p> <p>DBA ALLIED UNIVERSAL SECURITY SERVICES</p> <p>3a Check the appropriate box for federal tax classification of the entity/individual whose name is entered on line 1. Check only one of the following seven boxes.</p> <p><input type="checkbox"/> Individual/sole proprietor <input type="checkbox"/> C corporation <input type="checkbox"/> S corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate</p> <p><input checked="" type="checkbox"/> LLC. Enter the tax classification (C = C corporation, S = S corporation, P = Partnership) <u> P </u></p> <p>Note: Check the "LLC" box above and, in the entry space, enter the appropriate code (C, S, or P) for the tax classification of the LLC, unless it is a disregarded entity. A disregarded entity should instead check the appropriate box for the tax classification of its owner.</p> <p><input type="checkbox"/> Other (see instructions)</p> <p>3b If on line 3a you checked "Partnership" or "Trust/estate," or checked "LLC" and entered "P" as its tax classification, and you are providing this form to a partnership, trust, or estate in which you have an ownership interest, check this box if you have any foreign partners, owners, or beneficiaries. See instructions <input type="checkbox"/></p> <p>4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):</p> <p>Exempt payee code (if any) _____</p> <p>Exemption from Foreign Account Tax Compliance Act (FATCA) reporting code (if any) _____</p> <p><i>(Applies to accounts maintained outside the United States.)</i></p> <p>5 Address (number, street, and apt. or suite no.). See instructions.</p> <p>161 WASHINGTON STREET, SUITE 600</p> <p>6 City, state, and ZIP code</p> <p>CONSHOHOCKEN, PA 19428</p> <p>7 List account number(s) here (optional)</p> <p>Requester's name and address (optional)</p>
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Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. See also *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number									
or									
Employer identification number									
5	6	-	0	5	1	5	4	4	7

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and, generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here	Signature of U.S. person <i>James Lennon</i>	Date <u>01/06/2025</u>
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General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

What's New

Line 3a has been modified to clarify how a disregarded entity completes this line. An LLC that is a disregarded entity should check the appropriate box for the tax classification of its owner. Otherwise, it should check the "LLC" box and enter its appropriate tax classification.

New line 3b has been added to this form. A flow-through entity is required to complete this line to indicate that it has direct or indirect foreign partners, owners, or beneficiaries when it provides the Form W-9 to another flow-through entity in which it has an ownership interest. This change is intended to provide a flow-through entity with information regarding the status of its indirect foreign partners, owners, or beneficiaries, so that it can satisfy any applicable reporting requirements. For example, a partnership that has any indirect foreign partners may be required to complete Schedules K-2 and K-3. See the Partnership Instructions for Schedules K-2 and K-3 (Form 1065).

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS is giving you this form because they

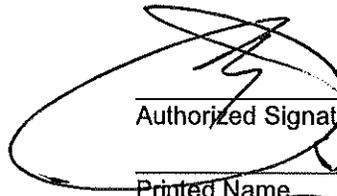


SCRUTINIZED COMPANIES FORMS

SCRUTINIZED COMPANIES THAT BOYCOTT ISRAEL LIST CERTIFICATION FORM
THIS FORM MUST BE COMPLETED AND SUBMITTED WITH THE BID/PROPOSAL.
FAILURE TO SUBMIT THIS FORM AS REQUIRED MAY DEEM YOUR SUBMITTAL
NONRESPONSIVE.

The affiant, by virtue of the signature below, certifies that:

1. The vendor, company, individual, principal, subsidiary, affiliate, or owner is aware of the requirements of section 287.135, Florida Statutes, regarding companies on the Scrutinized Companies that Boycott Israel List, or engaged in a boycott of Israel; and
2. The vendor, company, individual, principal, subsidiary, affiliate, or owner is eligible to participate in this solicitation and is not listed on the Scrutinized Companies that Boycott Israel List, or engaged in a boycott of Israel; and
3. "Boycott Israel" or "boycott of Israel" means refusing to deal, terminating business activities, or taking other actions to limit commercial relations with Israel, or persons or entities doing business in Israel or in Israeli-controlled territories, in a discriminatory manner. A statement by a company that it is participating in a boycott of Israel, or that it has initiated a boycott in response to a request for a boycott of Israel or in compliance with, or in furtherance of, calls for a boycott of Israel, may be considered as evidence that a company is participating in a boycott of Israel; and
4. If awarded the Contract (or Agreement), the vendor, company, individual, principal, subsidiary, affiliate, or owner will immediately notify the City of Clearwater in writing, no later than five (5) calendar days after any of its principals are placed on the Scrutinized Companies that Boycott Israel List, or engaged in a boycott of Israel.


 Authorized Signature _____
 Printed Name Joseph Lo Bianco
 Title Sr. RVP
 Name of Entity/Corporation UNIVERSA PROTECTION SERVICES, LP d/b/a
ALSO UNIVERSAL SECURITY SERVICES

STATE OF Florida

COUNTY OF Hillsborough

The foregoing instrument was acknowledged before me by means of physical presence or online notarization on, this 18 day of December, 2025, by Joseph Lo Bianco, SrVP (name of person whose signature is being notarized) as the SrVP (title) of ALSO UNIVERSAL SECURITY SERVICES (name of corporation/entity), personally known _____, or produced FLDL (type of identification) as identification, and who did/did not take an oath.


 Notary Public _____
 Printed Name Robbie Tanner

My Commission Expires: 11/29/2028
NOTARY SEAL ABOVE



SCRUTINIZED COMPANIES FORMS

SCRUTINIZED COMPANIES AND BUSINESS OPERATIONS WITH CUBA AND SYRIA CERTIFICATION FORM

IF YOUR BID/PROPOSAL IS \$1,000,000 OR MORE, THIS FORM MUST BE COMPLETED AND SUBMITTED WITH THE BID/PROPOSAL. FAILURE TO SUBMIT THIS FORM AS REQUIRED MAY DEEM YOUR SUBMITTAL NONRESPONSIVE.

The affiant, by virtue of the signature below, certifies that:

- 1. The vendor, company, individual, principal, subsidiary, affiliate, or owner is aware of the requirements of section 287.135, Florida Statutes, regarding companies on the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or engaging in business operations in Cuba and Syria; and
2. The vendor, company, individual, principal, subsidiary, affiliate, or owner is eligible to participate in this solicitation and is not listed on either the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Sector List, or engaged in business operations in Cuba and Syria; and
3. Business Operations means, for purposes specifically related to Cuba or Syria, engaging in commerce in any form in Cuba or Syria, including, but not limited to, acquiring, developing, maintaining, owning, selling, possessing, leasing or operating equipment, facilities, personnel, products, services, personal property, real property, military equipment, or any other apparatus of business or commerce; and
4. If awarded the Contract (or Agreement), the vendor, company, individual, principal, subsidiary, affiliate, or owner will immediately notify the City of Clearwater in writing, no later than five (5) calendar days after any of its principals are placed on the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Sector List, or engaged in business operations in Cuba and Syria.

Authorized Signature [Handwritten Signature]

Printed Name [Handwritten Name]

Title [Handwritten Title]

Name of Entity/Corporation [Handwritten Name]

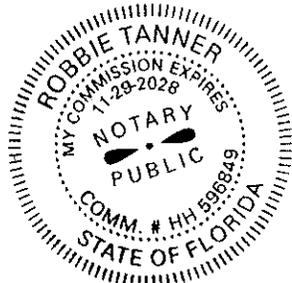
STATE OF Florida

COUNTY OF Hillsborough

The foregoing instrument was acknowledged before me by means of [X] physical presence or [] online notarization on, this 18 day of December, 2025, by [Handwritten Name] (name of person whose signature is being notarized) as the [Handwritten Title] (title) of [Handwritten Corporation Name] (name of corporation/entity), personally known [] or produced FLDL (type of identification) as identification, and who did/did not take an oath.

[Handwritten Signature]
Notary Public
[Handwritten Name]
Printed Name

My Commission Expires: 11/29/2028
NOTARY SEAL ABOVE



Compliance with Anti-Human Trafficking Laws

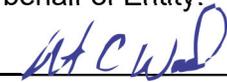
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The undersigned, on behalf of the entity listed below ("Entity"), hereby attests under penalty of perjury that:

Entity does not use coercion for labor or services as defined in Section 787.06, Florida Statutes.

The undersigned is authorized to execute this form on behalf of Entity.

Date: December 26, 2025

Signed: 

Entity: Universal Protection Services LLC
d/b/a Allied Universal Security Services

Name: Bob Wood

Title: President Florida Region

Allied Universal offers a range of uniform looks, depending on the need. If you are looking to create a more approachable look then perhaps business casual would work. For a concierge role, we recommend an executive style. Whatever the look, all uniforms are designed to provide an air of authority and respect. Here is a look at the uniform styles we most commonly use:



MILITARY STYLE

Ideal for security programs that demand a high level of security presence

- Shirts in blue, white, tan or gray
- Shoulder epaulets
- Two pleated chest pockets with three-point flaps
 - Permanent military creases
 - Reinforced sewn-in badge tab
 - Pleated pockets with pen slot
 - Three-point scalloped flaps
- Flat front uniform pants in black, navy or heather gray
- Duty belt

BUSINESS CASUAL

Maintain a security identify in warm climates or environments that require high-activity patrols

- Polo shirt in navy or white
- Allied Universal logo embroidered on the chest
- Khaki-style slacks
- Leather belt

BICYCLE PATROL

While bike uniforms have to be comfortable and breathable, they must also be readily identifiable as security uniforms

- Shirts in blue, white, tan or gray
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- Permanent military creases
- Reinforced sewn-in badge tab
- Pleated pockets with pen slot
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EXECUTIVE STYLE

When customer service is key, our Executive uniform options provide a polished and professional appearance

- Single breasted gold button uniform blazer in black or navy
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What differentiates our uniform and appearance program is the attention to detail and commitment to ensuring a professional look at your location.

3-Step Uniform & Appearance Process

- ✓ Personnel who issue uniforms are trained to measure for proper fit
- ✓ Security Professionals are trained on how to wear the uniform properly
- ✓ Inspections ensure Security Professionals are dressed correctly. When uniform pieces need replacement, action is taken in a timely manner



Grooming

Our standards include guidelines on:

- Hair
- Facial Hair
- Personal Grooming
- Jewelry



Several uniform styles available to meet your unique needs.

Military Uniforms (Traditional)

Our traditional military-style uniform offers high visibility combined with an authoritative presence that looks professional and will represent Redington Shores Yacht & Tennis Club's brand positively.

Uniform components include:

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High Visibility Uniforms

This comfortable ensemble allows security personnel to maintain a professional yet approachable security identity in warm climates or high-activity patrol environments.

Uniforms include a high visibility polo shirt embroidered with the Allied Universal® logo for easy recognition, khaki-style slacks, and a leather belt.

The polo shirts are available in a high visibility yellow or blue.



Request for Taxpayer Identification Number and Certification

Go to www.irs.gov/FormW9 for instructions and the latest information.

**Give form to the
 requester. Do not
 send to the IRS.**

Before you begin. For guidance related to the purpose of Form W-9, see *Purpose of Form*, below.

Print or type. See Specific Instructions on page 3.	1 Name of entity/individual. An entry is required. (For a sole proprietor or disregarded entity, enter the owner's name on line 1, and enter the business/disregarded entity's name on line 2.)	
	UNIVERSAL PROTECTION SERVICE, LLC	
	2 Business name/disregarded entity name, if different from above.	
	DBA ALLIED UNIVERSAL SECURITY SERVICES	
	3a Check the appropriate box for federal tax classification of the entity/individual whose name is entered on line 1. Check only one of the following seven boxes.	
	<input type="checkbox"/> Individual/sole proprietor <input type="checkbox"/> C corporation <input type="checkbox"/> S corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input checked="" type="checkbox"/> LLC. Enter the tax classification (C = C corporation, S = S corporation, P = Partnership) <u> P </u> Note: Check the "LLC" box above and, in the entry space, enter the appropriate code (C, S, or P) for the tax classification of the LLC, unless it is a disregarded entity. A disregarded entity should instead check the appropriate box for the tax classification of its owner. <input type="checkbox"/> Other (see instructions) _____	
	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):	
Exempt payee code (if any) _____		
Exemption from Foreign Account Tax Compliance Act (FATCA) reporting code (if any) _____		
3b If on line 3a you checked "Partnership" or "Trust/estate," or checked "LLC" and entered "P" as its tax classification, and you are providing this form to a partnership, trust, or estate in which you have an ownership interest, check this box if you have any foreign partners, owners, or beneficiaries. See instructions <input type="checkbox"/>		
<i>(Applies to accounts maintained outside the United States.)</i>		
5 Address (number, street, and apt. or suite no.). See instructions.		
161 WASHINGTON STREET, SUITE 600		
6 City, state, and ZIP code		
CONSHOHOCKEN, PA 19428		
7 List account number(s) here (optional)		
Requester's name and address (optional)		

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Social security number									
or									
Employer identification number									
5	6	-	0	5	1	5	4	4	7

Note: If the account is in more than one name, see the instructions for line 1. See also *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and, generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here	Signature of U.S. person	<i>James Lennon</i>	Date	01/06/2025
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General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

What's New

Line 3a has been modified to clarify how a disregarded entity completes this line. An LLC that is a disregarded entity should check the appropriate box for the tax classification of its owner. Otherwise, it should check the "LLC" box and enter its appropriate tax classification.

New line 3b has been added to this form. A flow-through entity is required to complete this line to indicate that it has direct or indirect foreign partners, owners, or beneficiaries when it provides the Form W-9 to another flow-through entity in which it has an ownership interest. This change is intended to provide a flow-through entity with information regarding the status of its indirect foreign partners, owners, or beneficiaries, so that it can satisfy any applicable reporting requirements. For example, a partnership that has any indirect foreign partners may be required to complete Schedules K-2 and K-3. See the Partnership Instructions for Schedules K-2 and K-3 (Form 1065).

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS is giving you this form because they