



# Request For Proposal

## Security Services

RFP No. 01-18



**CITY OF CLEARWATER**  
**Purchasing Department**  
**100 S. Myrtle Avenue, 3<sup>rd</sup> Floor**  
**Clearwater, FL 33756-5520**

**January 31, 2018 @ 10 AM**



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### **Individual Responsible for Proposal**

***Alyshia Assal, Executive Coordinator***

*1299 E. Artesia Blvd. Suite 200*

*Carson, CA 90746*

***Phone: (424) 213-4090***

***Fax: (310) 645-6233***

***Email: [alyshia@americanguardservices.com](mailto:alyshia@americanguardservices.com)***

***Website: [www.americanguardservices.com](http://www.americanguardservices.com)***



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## TAB 1 – LETTER OF TRANSMITTAL



# American Guard Services, Inc.

### AGS Corporate Headquarters

1299 E. Artesia Blvd.  
Carson, CA 90746  
Phone: (310) 645-6200  
Fax: (310) 645-6233

### Local Office

2109 E. Palm Avenue  
Suite 203  
Tampa, FL 33615

January 31, 2018

Alyce Benge, CPPO, C.P.M.  
Purchasing Manager  
City of Clearwater  
Purchasing Department  
100 S. Myrtle Avenue, 3<sup>rd</sup> Floor  
Clearwater, FL 33756-5520  
**Re: Security Services, RFP No. 01-18**

American Guard Services, Inc. (AGS) is pleased to announce its full knowledge of this project, and welcomes this opportunity to provide the City of Clearwater (City) a fully compliant proposal for Security Services.

AGS, founded in 1997, is one of the largest majority woman-owned security enterprises in the United States, with operations throughout 30 states. We currently employ more than 6,500 Security Officers and support personnel who meet the needs of our Government clients, and their myriad special concerns, every day. Multiple municipal, county, and city-owned facilities use our firm for their Security Guard Services, which in addition to our general experience, makes us the premier security services provider for this project

### ***As a responsive proposer, our firm certifies the following:***

- ✓ AGS confirms that all elements of the City's RFP have been reviewed and understood.
- ✓ AGS intends to perform the services as outlined with the Project's vision and mission taken into account. We have built a solution for your facilities that will be compatible with the vision and needs aforementioned. Our better value is the product of two decades of development, responsiveness, and compliance with the public and private sectors.
- ✓ AGS is pleased to propose a mutually rewarding partnership with the City, and we welcome any agreement entered under the terms and conditions prescribed by this RFP.





- ✓ AGS understands and agrees to perform security services for various departments and locations within the City of Clearwater. AGS will provide the City with trained, uniformed, unarmed security guards/officers. Our security coverage will occur at the locations and addresses included in your RFP.
- ✓ AGS will provide all necessary expertise, labor, management, materials, uniforms, equipment, vehicles, supplies, training, licenses, permits and insurance to perform our task for the City.
- ✓ AGS understands that our unarmed guards may be used for special events when requested by the City.
- ✓ AGS understands that we will provide coverage as requested in this Invitation to best deter and address any violations of the City of Clearwater Municipal Code.

#### Key Management and Roles

<u>Position/Function</u>	<u>Name</u>	<u>Phone Number</u>
Chief Executive Officer	Ms. Sherine Assal	(424) 213-4029
President	Mr. Sherif Assal	(424) 213-4080
Executive Vice President	Mr. Gerald Gregory	(800) 441-1808
Regional Operations Manager	Mr. Adolfo Avendano	(424) 213-4100
Director of Risk Management	Mr. Keith Dove	(424) 213-4008
Vice President of Contract Compliance	Mr. Craig Weissman	(631) 463-5257
Director of Training	Mr. Johnny Santos	(321) 985-5712

AGS has thoroughly studied the requirements of this Solicitation. We are able and ready to provide all services listed in the RFP, and beyond as necessary. All Officers will be qualified as required by the City.

We accept all other terms and acknowledge any addenda related to this RFP. Should you have any questions, please do not hesitate to contact us.

Respectfully,

**Sherif Assal, President**

1299 E. Artesia Blvd. Suite 200

Carson, CA 90746

Phone: (310) 645-6200, ext. 4080

Fax: (310) 645-6233

Email: [sherif@americanguardservices.com](mailto:sherif@americanguardservices.com)



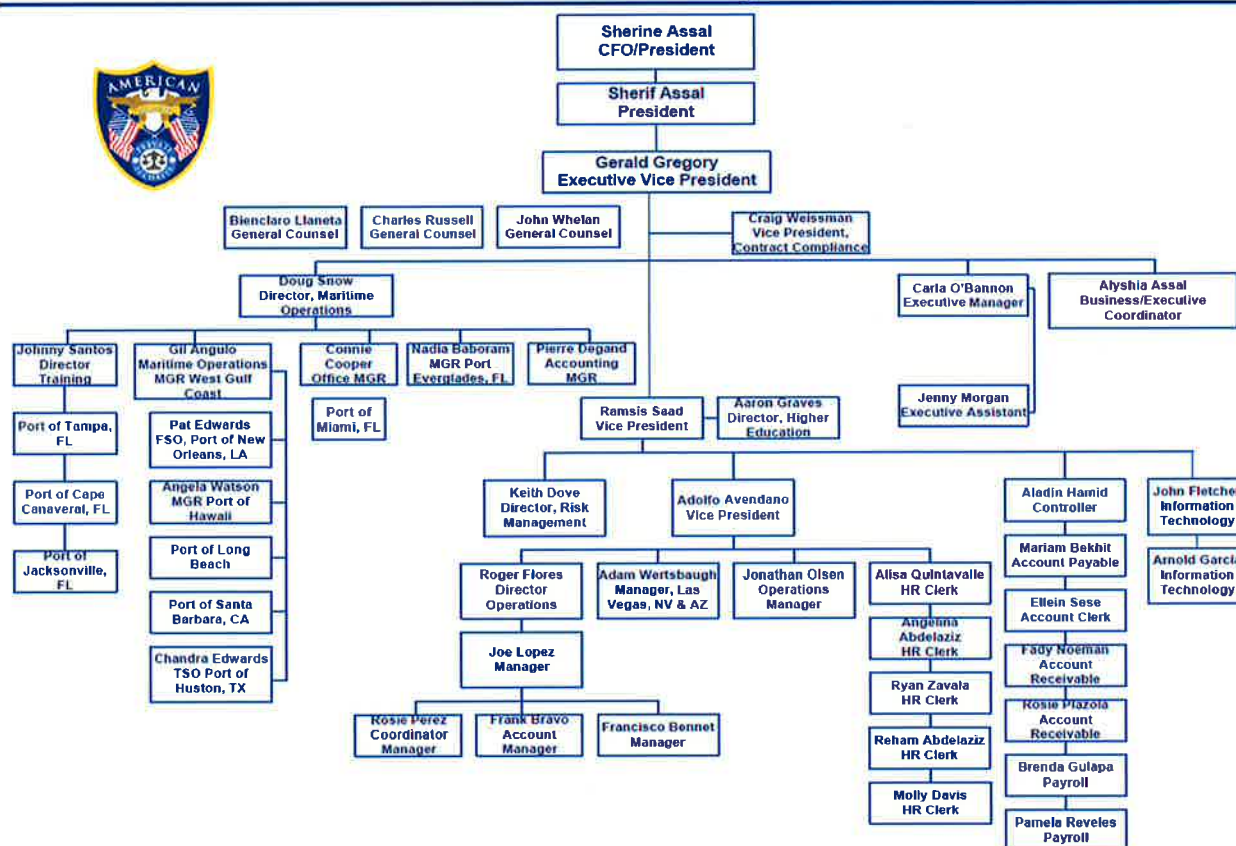
## TAB 2 - DEMONSTRATED EXPERIENCE OF THE FIRM

As stated previously, AGS was founded in 1997. Our company is one of the largest majority woman-owned security enterprises in the United States, with operations throughout 30 states. We currently employ more than 6,500 Security Officers and support personnel who meet the needs of our Government clients, and their myriad special concerns, every day. Multiple municipal, county, and city-owned facilities use our firm for their Security Guard Services, which in addition to our general experience, makes us the premier security services provider for this project.

The mission of AGS is to provide a safe, secure and worry-free environment for the employees of the City of Clearwater. We employ a strong team of security professionals who are trained extensively and specifically selected based on experience levels. Our security officers will easily integrate into your work force and meet your explicit needs; all while working within your budget.

### Organization and Management

#### American Guard Services, Inc.







### Firm's Business Experience and History

Since its inception 21 years ago, AGS's company mission is to provide our clients with services of superior quality and to exceed their expectations in a professional and ethical manner. AGS's delivers its mission by providing service based upon its four core qualities:

- Loyalty to all our clients and employees.
- Integrity in everything we do.
- Service is the foundation of our success.
- Trust and confidence in our ability to do what is right for all stakeholders.

We utilize a state-of-the-art customer service training program for all of our security personnel, focusing solely on delivering exceptional customer service while maintaining the highest of security standards. This proprietary program encompasses best practices developed in the hospitality industry, our experiences in the wide variety of industries we proudly serve, and, of course, feedback from our valued customers.

At AGS, we realize that our clients place a tremendous amount of trust in us and that we carry a great responsibility every hour of the day, making sure that we provide the secure environment to which we commit. Our Guards are trained according to the highest standards and held to those ideals throughout their employment. We consider it a great honor to be your security provider of choice. Over 6,500 Security Guards work to secure our clients countrywide. As a large customer-focused security services vendor, no single example of our capabilities will complete the profile. One must look across industries and various threat-categories to understand our company's scope and vision going forward. Our management team has more than 50 years of combined experience designing responses for Government and local facilities.

### Organization Information

**Company Name:** American Guard Services, Inc.

**Corporate Headquarters' Address:** 1299 E. Artesia Blvd. Suite 200, Carson, CA 90746

**Telephone Number:** (310) 645-6200

**Fax Number:** (310) 645-6233

**Local Office Address:** 2109 E. Palm Avenue, Suite 203, Tampa, FL 33615

**Telephone Number:** (813) 367-3842

**Type of Organizational Entity:** AGS is a California Corporation.

**Date of Founding:** AGS was founded in 1997.

**Number and Location of Offices:** Our firm has 30 regional offices and a Corporate Headquarters. We cover the Eastern and Western United States, including Hawaii, with offices in Carson, CA, Ontario, CA, San Diego, CA, Oakland, CA, Sacramento, CA, Las Vegas, NV, Phoenix, AZ, Seattle, WA, Honolulu, HI, Cape Canaveral, FL, Tampa, FL, Fort Lauderdale, FL, and Miami, FL among others.



**Number of Employees:** AGS currently employees over 6,500 Security Officers and support personnel.

**Days/Hours of Operation:** Our offices and management are available to City 24/7/365.

AGS has thoroughly studied the requirements of this Invitation. We are able and ready to provide all services listed in the Invitation, and beyond as necessary. All Officers will be qualified and licensed as required by the City.

Furthermore, AGS understands and agrees to comply with all items and terms contained in this Invitation. In addition, AGS has the capacity to exceed expectation for this project with the added value contained in this Invitation.

#### Lines of Business

- ✓ Uniformed Security Officers
- ✓ Homelessness/Vagrant Issue Mitigation
- ✓ Control, Screening, and Protection of Sensitive Populations
- ✓ Mobile Patrol
- ✓ Maritime Operations
- ✓ Video Surveillance and Support
- ✓ Alarm Monitoring/Alarm Response
- ✓ Private Investigations
- ✓ Security Training Programs
- ✓ Loss Prevention
- ✓ Event Security
- ✓ Risk Management
- ✓ Crossing Guard Services
- ✓ Innovative Security Technology Plans
- ✓ IT Security

#### Comparable Contracts

Highlight comparable contracts to the requirements set forth herein

##### **Carnival Cruise Lines**

3655 NW 87th Avenue, Miami, FL 33178

Dominick A. Froio, Vice President, Security Services

305-599-2600

[Dfroio@carnival.com](mailto:Dfroio@carnival.com)

2005- Current



AGS provides extensive port security for several Carnival fleets across notable United States ports including Port of Miami, Port of Everglades, Port of Galveston, Port of Long Beach, and more. We also control x-ray screening and crowd control for over 500,000 people each season. AGS has planned, executed, and monitored emergency and incident response plans that are fully USCG and DHS compliant, taking into consideration rogue, chemical, physical, and cyber threats to port security. Our team has ensured that the Miami-Dade and Los Angeles metropolitan areas are kept safe and secure with innovative control measures, an industry-leading QMP, and other safeguards.

**Gulftainer USA - GT USA LLC**

9180 Grouper Road Cape Canaveral, FL 32920

Richard Clark

321-985-3425

[rclark@gulftainerusa.com](mailto:rclark@gulftainerusa.com)

2016 – Current

Provide Security and access control for a homeland security "Restricted Access" facility

**AutoPort Canaveral LLC**

9007 Marlin Street. Cape Canaveral, FL 32920

Melissa Arroya

786-367-5920

[marocha@autoportinc.com](mailto:marocha@autoportinc.com)

2016 - Current

Provide Security and access control for the facility area

**Norwegian Cruise Lines**

7665 Corporate Center Drive, Miami, FL 33126

Matthew Lewis, Vice President of Operation

310-436-4450

[mlewis@ncl.com](mailto:mlewis@ncl.com)

2005 – Current

G20400 Guards to process as many as 6,000 to 8,000 passengers during a 3-hour period. -  
Access control for Pier and Terminal areas, including parking and traffic control. - First line of defense against acts of terrorism or sabotage.





### Disclosure

AGS certifies to the City of Clearwater that our firm is not debarred, suspended, or otherwise declared ineligible to service this Project—nor have we ever faced such a disciplinary procedure. We are fully licensed and equipped to compliantly complete the full scope as outlined in the RFP.



## TAB 3 - QUALIFICATIONS AND AVAILABILITY OF SECURITY STAFF AND ABILITY TO MEET SCHEDULING REQUIREMENTS

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### Key Personnel



**SHERINE ASSAL**  
**CHIEF EXECUTIVE OFFICER**

#### Overview:

Ms. Assal has over 21 years' experience in the ownership, management, and operations of security services companies. She started the company in 1997 and helped it grow to \$45 million in sales. Ms. Assal is involved in every aspect of the company, such as Operations, Scheduling and Accounting. Ms. Assal oversees new client business to ensure strong growth, existing client accounts to ensure contract requirements are met, and suggests enhancements and modifications that will better serve the needs of our clients. Ms. Assal oversees all employees to ensure high levels of training, consistency, and professionalism in our Guard Force.

#### Employment History:

1997 – Present	American Guard Services, Inc.	Chief Executive Guard
1989 – 1996	International Services, Inc.	Senior Vice President, Operations

#### Professional Affiliations:

Cruise Lines International Association  
Maritime Security Council  
Florida Caribbean Cruise Association  
International Cargo Security Council  
American Society for Industrial Security

#### Education:

Bachelors in Business Administration, American University of Cairo



**SHERIF ASSAL**  
**PRESIDENT**

**Overview:**

Mr. Assal co-founded American Guard Services in 1997 and has been responsible for all aspects of the business along with his sister, Ms. Sherine Assal. Mr. Assal oversees all operations, marketing, legal, M&A and HR functions and represents the company at a variety of trade and industry associations.

Mr. Assal is the driving force behind differentiating American Guard Services from its competitors and building the brand. Mr. Assal has been ultimately responsible for a variety of highly successful acquisitions throughout the United States as well as their subsequent integration into the AGS organization.

**Employment History:**

1997 – Present	American Guard Services, Inc.	President, Operations
1992 – 1997	International Services, Inc.	Vice President, Marketing

**Licenses & Certificates:**

Private Investigator, Patrol and Guard Operator

**Professional Affiliations:**

Cruise Lines International Association  
Maritime Security Council  
Florida Caribbean Cruise Association  
International Cargo Security Council  
American Society for Industrial Security

**Education:**

Graduated from Venice High School, CA.

Completed various courses and seminars in Security, Supervision, Management, Law Enforcement, Seaport Security Antiterrorism Training Program with the Federal Law Enforcement Training Academy, Train-the-Trainer Program, and Security Screener Training.





**GERALD GREGORY**  
**EXECUTIVE VICE PRESIDENT**

**Overview:**

Gerald A. Gregory brings 30 years of security/investigations and public law enforcement experience. Mr. Gregory began his career in New York City, as an undercover investigator also performing street surveillance operations. Today, a Licensed Private Detective and security professional, Mr. Gregory has extensive industry experience in both the private and public sectors. His widespread capacities in the private sector include Guard, Investigator, Scheduling and Operations Manager, Branch Manager, Regional and National Operations Director, Vice President, Executive Vice President, President, and Chief Executive Guard. In the public law enforcement sector, he successfully completed his duty as an Essex County Constable, Police Guard, Sergeant, Lieutenant, and Captain of a police department Emergency Management Division.

**Employment History:**

2009 – Present	American Guard Services, Inc.	Executive Vice President
2007 – 2009	Beau Security & Investigations, Inc.	President of Internal Intelligence Service
1990 – 2007	Internal Intelligence Service	Chief Executive Guard and President

**Licenses & Certificates:**

Private Investigator

**Awards:**

1998: Received the national leadership award from the National Republican Congressional Committee and was appointed Honorary Co-Chairman of the Business Advisory Council.

1999: Named "Businessman of the Year" by the *National Republic Committee*. Listed in *USA Today*.

2003: Was awarded the Republican Senatorial Medal of Freedom, the highest honor a Republican member of the US Senate can bestow.

**Education:**

Criminal Justice Associates Degree, John Jay College of Criminal Justice  
Essex County Police Academy, Graduate



## **ADOLFO AVENDANO**

### **Vice President**

#### **Overview:**

Mr. Avendano has worked in the security industry for over 15 years. He joined American Guard Services, Inc. in February of 2011 after eight years with Guard Systems, Inc, out of Monterey Park, CA. where he was the Regional Manager. Prior to this he worked for American Protective Services out of Covina, California. Mr. Avendano is responsible for all non-maritime security operations in the western United States for American Guard Services ranging from retail to government accounts. Currently he oversees approximately 1,400 staff, including his Operations Management Team.

Specific responsibilities include: Operations Management, Business Development, Quality Control, and Training & Development.

#### **Employment History:**

2011 – Present	American Guard Services	Vice President
2008 – 2011	GSI, MBM, MLS, Reedley	Project Manager
2000 – 2008	Guard Systems, Inc. (GSI)	Operations Manager
1989–2000	American Protective Services	Scheduling Manager

#### **Education and Certifications:**

AA Criminal justice, Rio Hondo Community College  
LAPD "Community Police Academy" Training  
American Society for Industrial Security (A.S.I.S. International)  
Certified Protection Professional (CPP)



**KEITH DOVE**

**DIRECTOR, RISK MANAGEMENT**

**Overview:**

Mr. Dove possesses over 30 years of progressive experience in law enforcement and security in a variety of capacities ranging from Deputy Sheriff for the City of Los Angeles to Law Enforcement Director in the private sector. Mr. Dove is currently responsible for the risk management administration for AGS as well as creating and maintaining safety policies and procedures, use of force guidelines, reporting procedures, etc.

Mr. Dove previously was in charge of maritime operations including security services in the Ports of Los Angeles, Long Beach, Miami and others.

**Employment History:**

2011 – Present	American Guard Services	Director, Risk Management
2007 – 2011	American Guard Services	Director, Maritime Operations
2004 – 2007	ADT / Bel-Air Patrol	Team manager
1997 – 2004	L.A. City Sheriff's Dept.	Deputy Sheriff (Custody Asst.)

**Education:**

Microsoft Certified System Engineer, Software Education of America  
Los Angeles City Sheriff Academy  
US Air Force Law Enforcement Academy  
US Air Force Non-Commissioned Guard Academy  
Community College of the US Air Force, Criminal Justice





**CRAIG WEISSMAN**

**VICE PRESIDENT, CONTRACT COMPLIANCE**

**Overview:**

Mr. Weissman has 15 years' experience in the security and investigative industry. His expertise includes Contract compliance and management and operational guidance. In addition, his investigative experience includes conducting financial review audits, financial fraud examinations, due diligence investigations, and the corporate restructuring of several companies. His career includes 6 years in the corporate office of Beau Dietl & Associates as Vice President of the White-Collar Division, managing a staff of analysts and investigators. As an investigator, he has provided risk assessment and competitive intelligence to help clients make strategic business decisions. In addition, Mr. Weissman has been a Certified Fraud Examiner since 2004. As granted by the Association of Certified Fraud Examiners, a Certified Fraud Examiner credential denotes proven expertise in fraud prevention, detection, and deterrence. Mr. Weissman graduated from George Washington University with a Bachelor's of Science in Economics. His specific responsibilities include operations management/guidance, business development, and compliance.

**Employment History:**

March 2008 – Present	American Guard Services	Vice President
2001 – 2008	Beau Dietl & Associates	Vice President

**Education and Certifications:**

BS Economics, George Washington University  
Certified Fraud Examiner (CFE)



## **JOHNNY SANTOS SR. – DIRECTOR OF TRAINING**

### **Overview:**

Mr. Santos has acquired over 35 years of experience in transportation systems, security management of product operations, product design development, team building, Transportation Security Administration, Federal Aviation Regulations, and United States Coast Guard (MTSA) training—including Seaport Security Rules, Regulations and Procedures, and Transportation Security Administration's Worker Identification Credential training and compliance (TWIC). He is responsible for the Training, Development, and Certification of all Maritime Facility Security Guards, Security Guards, and Check Point Screeners in Port Security Arenas, and more nationwide.

Mr. Santos oversees the training of all Security Personnel and Screeners on United States Coast Guard's (USCG) Navigational and Vessel Inspection Circular (NVIC), International Maritime Organization (IMO), International Ship and Port Security (ISPS), Florida Department of Law Enforcement (FDLE) (Florida Statute FS311.12), and also oversees specific Port requirements and Transportation Worker Identification Credential (TWIC) requirements and procedures.

### **Employment History:**

2003 – Present	American Guard Services, Inc.	Director of Training
2002– Present	International Airline Certification	Certified Instructor
2002 – 2003	Homeland Security Corp.	Certified Instructor
1998 – 2003	Aerostar Technologies	President

### **Education:**

- Miami Central High School, Miami, Florida
- Miami Dade Community College, Miami, Florida



Provide job description(s) for other key positions (i.e. guard/officer)  
Please see attached sample of Security Guard  
Include an electronic copy of Employee/Personnel Handbook on the disc or thumb drive  
Please see attached Employee Handbook CD's.

### Qualifications

#### ***Summary of AGS's workforce activities to complete the Scope of Services:***

AGS is one of the largest majority woman-owned full-service security companies in the United States, with operations throughout 30 states.

Over 6,500 Security Officers work to secure our Government clients countrywide. As a large customer-focused security services vendor, no single example of our capabilities will complete the profile. One must look across industries, and across various threat-categories, to understand our company's scope and vision going forward. **Our management team has more than 80 years of combined experience designing responses for Government buildings and other service facilities nationwide.**

AGS understands the associated sensitivity and challenge of providing to federal and local Government markets. We never sacrifice performance for profit, and in the face of significant constraints, have continually delivered a responsive and flexible security force. AGS is a responsible bidder, one whose bid meets the requirements according to the contract, plans, and specifications as advertised by your RFP.

### Hiring

All AGS Guards under this contract will be licensed as required. Moreover, AGS provides all Security Guards with comprehensive pre-assignment training in addition to post-specific training to effectively handle a broad spectrum of situations and emergencies. AGS recognizes that pre-assignment training is necessary to familiarize Guards with the normal protocols; however, more important is post-specific training. AGS has long-standing practices of cross-training Guards in advance for multiple posts. This brings added value. AGS also moves Guards to different posts, so that Guards do not become complacent; all Guards will be fully capable of being utilized in different ways.

### Recruitment

AGS will follow and comply with all State and City directives, including those related to new personnel recruitment and hiring. We will hire from the local community. We will use City-approved databases to recruit and we will hire only qualified incumbents.





Most organizations fail to optimize their use of existing talent pools and constantly search for new employees, thus increasing their own costs. Similarly, a lack of adequate workforce training may render futility despite a well-developed plan. AGS not only looks at what is needed, but also what might be needed in the near future. Our Employee Retention Program benefits those Security Guards who will staff the City facilities. With competitive pay rates, and other attractors, AGS is confident that this vital service will go uninterrupted and important safety standards will be upheld, and exceed expectations. We have the right amount of people-power and are adequately trained to deliver in a crisis—as we maintain sufficient Security Guard personnel to meet the City’s needs during both the specified work hours of the Contract and unplanned emergency situations.

### **Background Checks**

It is AGS policy to always conduct criminal history and sex offender background checks on all AGS personnel prior to beginning work and during the term of a purchase order. Failure to comply with this requirement is not acceptable, and any known findings or evidence breaking with the requirements of the City will be reported via acceptable methods to the proper assigned authority.

AGS will thoroughly investigate the background of each applicant for employment and will not assign any employee who has been convicted of a felony or crime involving moral turpitude, or any inappropriate relationship with a child. These checks are performed through the California Department of Justice (DOJ), as well as the Federal Bureau of Investigation (FBI). AGS certifies to the City that before beginning work, a criminal history record information will be obtained; AGS will immediately remove any company employee or agent convicted of said offenses. All assigned Security Guards will have a full and complete understanding of the English language, be able to pass criminal background checks and drug screenings, be subject to random drug and alcohol testing and/or screening, and any other requirement set for by the City.

In addition to any State or City-mandated background check, AGS performs criminal history checks on employees in Supervisory roles, and “floaters” who are emergency responders that fill restricted area posts during unusual circumstances. We always keep records of our background checks available and current.

### **Drug-Free Workplace Policy**

AGS is committed to enforcing a zero tolerance, drug free workplace and conducts periodic, comprehensive drug and alcohol testing on all employees. We commit to rigid standards that comply with the provisions of Government Code Section 8350 et seq., known as the Drug-Free Workplace Act.



Utilizing drug test cups, we are able to take samples during the prescreening application process. Our field inspectors are also equipped with these cups, giving them the ability to immediately subject an employee to drug screening. If the employee refuses this test, he or she will be terminated. AGS also utilizes American Screening Corp., a nationwide drug and alcohol screening company (please see enclosed brochures). The unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in AGS workplaces. This includes any employee contact with marijuana, amphetamines, methamphetamines, cocaine, and opiates. A single violation of such prohibition will result in the offending individual being removed from the job-site and receiving a recommendation for participation in an approved drug abuse assistance or rehabilitation program, and/or reporting to the state authorities for criminal prosecution. All employees will abide by the rules of this program, and AGS will notify the employer in writing of an employee's conviction under a criminal drug statute for a violation occurring in the workplace no later than the required amount of time after such conviction. AGS's ongoing drug-free awareness training program includes the following:

#### **Classroom and Meeting Discussions (Mandatory Participation)**

- Dangers of drug abuse in the workplace
- FTA drug and alcohol policy procedures
- Distribution and discussion of AGS's policy of maintaining a drug-free workplace
- Available drug counseling, rehabilitation, and employee assistance programs
- Penalties that may be imposed upon employees for drug abuse violations in the workplace
- Intervention Procedures—Employee and Supervisor
- Identification—Signs and Symptoms
- Corrective actions
- Personnel actions—program enforcement, disciplinary options, and employee assistance
- Legal or criminal actions
- Disciplinary actions up to and including termination
- Drug abuse or rehabilitation program

#### **Physical Examinations**

Physicians will check the physical fitness of all employees assigned to this Contract, including hearing and vision tests. AGS Guards are expected to meet exceptional standards not only of dress and appearance, but physical health, as well. Only those who pass our rigid fitness examinations will be placed; those who do not pass this test will be given recommendations for other assignments. Guards must have 20/20 vision (with or without corrective lenses), could hear from at least 15 feet away with no difficulty, and be able to stand and walk for long periods of time.



### **Integrity Testing and E-Verify**

AGS has performed integrity testing while fulfilling background check procedures for local, state, and federal sites. We also utilize the U.S. Department of Homeland Security's E-Verify System to determine the employment eligibility of all new employees hired during a contract's term, when appropriate. These Employment Eligibility procedures run parallel to our values as an American-owned and operated company.

### **Training**

In addition to City-mandated and site-specific training (such as those required within the first year of the contract according to the Invitation), AGS will provide appropriate training and ongoing on-the-job training to all staff to ensure that its personnel are performing in strict accordance with the terms and conditions of this contract. All such training, including refresher training, will be at the expense of AGS, who will retain responsibility for training all Security Guards in security procedures, techniques, and familiarization of assigned duties. AGS will ensure personnel receive emergency response and safety sensitivity training, and all Guards will be suitably instructed on proper security and patrol procedures.

AGS Security Guards receive training in scan and search techniques, facility layout, and report writing. Written proof of training will be made available upon request as well as related record documentation. Systematic training for personnel who are assigned to support the contract will consist of sub-areas to include, but not limited to: Basic, Intermediate, and Advanced procedures. AGS will focus primarily on the following areas:

- Duty Knowledge • Skills Training
- Lateral Training • Incident/Report Writing

All AGS Guards under this contract will be licensed. Moreover, AGS provides all Security Guards with comprehensive pre-assignment training in addition to post-specific training to effectively handle a broad spectrum of situations and emergencies. AGS recognizes that pre-assignment training is necessary to familiarize Guards with the normal protocols; however, more important is post-specific training. AGS has long-standing practices of cross-training Guards in advance for multiple posts. This brings added value. AGS also moves Guards to different posts, so that Guards do not become complacent and their abilities are sharpened and Guards are utilized in different ways.

In addition to mandated training, AGS conducts training using Target Solutions' online testing programs, specifically designed for the security industry. Following each seminar topic is a test, for which each applicant must receive a passing grade to be considered for employment.





All AGS Guards undergo a minimum of 16 hours covering the following topics:

<b>Guard Training (16 hours)</b>	<b>Supervisor Training (24 hours)</b>
<ul style="list-style-type: none"><li>• <b>Asset Protection and Security</b></li><li>• <b>Civil Law and Civil Liability</b></li><li>• <b>Communications</b></li><li>• <b>Criminal Law and Criminal Liability</b></li><li>• <b>Emergency Situations</b></li><li>• <b>Ethics, Department, and Professional Conduct</b></li><li>• <b>Fire Protection and Life Safety</b></li><li>• <b>Human and Public Relations</b></li><li>• <b>Investigations</b></li><li>• <b>Patrols and Fixed Posts</b></li><li>• <b>Physical Security and Crime Prevention</b></li><li>• <b>Report Writing</b></li></ul>	<ul style="list-style-type: none"><li>• <b>Behavior and Motivation</b></li><li>• <b>Career Development Opportunities</b></li><li>• <b>Counseling and Sexual Harassment</b></li><li>• <b>Customer Service as a Security Function</b></li><li>• <b>Discrimination and Affirmative Action</b></li><li>• <b>Effective Communication</b></li><li>• <b>Emergency Preparedness and Crisis Management</b></li><li>• <b>Employee Performance Evaluations</b></li><li>• <b>Handling Multiple Priorities</b></li><li>• <b>Leadership Principles I and II</b></li><li>• <b>Professional Standards</b></li><li>• <b>Security's Role in Reducing Business Risk</b></li><li>• <b>Sexual Harassment</b></li><li>• <b>Substance Abuse</b></li><li>• <b>Supervisor Communication</b></li><li>• <b>Time Management</b></li></ul>

Both formal and informal on-the-job-training, updated quarterly, will facilitate continuous improvement and address any negative trends. Corrective actions will consist of documenting negative trends and applying additional training to ensure that AGS Personnel understand each task breakdown and overall mission. Upon request, Security Guards and the Project Manager will undergo a minimum of eight (8) hours of job-specific on-site training, with a person designated by the City at AGS's expense and prior to the beginning of Security Guard responsibilities. AGS will ensure that all Supervisors and Security Guards are thoroughly familiar with all applicable rules, regulations, and procedures before they are allowed to staff any post at any of the designated facilities. All personnel will adhere to the rules and regulations without exception.



In addition to Target Solutions training, AGS will re-train all Guards through a refresher course taught by a certified state licensed training instructor. AGS feels that a refresher-training course is beneficial and advantageous to our clients. All Guards will receive this extra 4-6 hours of in-classroom training in addition to all other training.

### **Less than Lethal Training Procedures**

AGS ensures that all Security Guards have satisfactorily completed any state mandated training requirements, along with any specific training programs required by our clients. Training of our employees is under our direction in coordination with federal and state regulations.



AGS Security Guards are trained to respond to angry, aggressive, or violent people in the conduct of their duties. AGS Security Guards are taught to primarily project a passive, yet visual deterrent against criminal activity. AGS core security training parameters are to avoid physical action against an individual whenever possible, however, at times taking appropriate measures is unavoidable. In these situations, our Guards understand the parameters in which they must operate; accordingly, AGS Guards recognize that students and minors under the age of eighteen require much more delicate approaches; therefore, sensitivity training and methods for the least amount of disturbance or harsh strategies will be implemented. Guards utilize the specific tactics learned in our scenario based training exercises. AGS implements a "Reasonable Guard Response" model. This model uses the widely accepted premise and practice of progressive application of force in response to the level of compliance by the individual to be controlled.



All Security Guards will complete a 12-part active-learning system. In addition, prior to being promoted to supervisor all Guards will be required to take a 10-part supervisor training, which prepares them to excel on the job. Please see attached information.





This series includes engaging, up-to-date lessons concerning safety and security methods, emergency preparedness, effective communications, report writing, ethical conduct, and many other critical topics. The courses provide timely, topical training to satisfy training mandates including state, federal, and in-service requirements. Security Guards will receive.

Supervisors and assigned officers will have extensive training in field-tested techniques on how to plan a security program, how to implement and utilize the program, and how to evaluate its effectiveness. They will learn effective enforcement techniques using interpersonal skills, presence, and communication skills in addition to understanding the “ask, tell, make” concept as well as other major aspects of enforcement.

On-going Security Guard Training	On-going Security Supervisor Training
<ul style="list-style-type: none"><li>• Legal Restrictions and arrest and restraint of persons</li><li>• Detection, control, and the reporting of incidents involving violence, criminal activity, and fires</li><li>• CPR and first aid training, along with certification from the American Heart Association</li><li>• Disaster response plans and evacuations</li><li>• Radio procedures for communication</li><li>• Prohibitions on the use of personal cell phones while on duty</li><li>• Prohibitions on the use of music devices while on duty</li><li>• First on scene: CPR, Choking, and AED</li><li>• Handling an irate individual</li><li>• Use of Force Spectrum</li><li>• Principles of Controlling Resistance</li><li>• Advanced Control Tactics</li><li>• Principles of Triangulation</li><li>• Reaction Time Principles</li><li>• Method of Application</li><li>• Components of Acceptability</li></ul>	<p>Module 1: Principles of Leadership I</p> <ul style="list-style-type: none"><li>• The Role of Private Security</li><li>• Leadership and the Security Mission</li><li>• Leadership and Supervisory Skills</li></ul> <p>Module 2: Principles of Leadership II</p> <ul style="list-style-type: none"><li>• Key Principles of Leadership</li><li>• The Ethics of Professional Leadership</li><li>• Conflict Management</li></ul> <p>Module 3: Effective Communications</p> <ul style="list-style-type: none"><li>• Methods of Communication</li><li>• Types of Communication Systems</li><li>• Barriers to Effective Communications</li></ul> <p>Module 4: Employee Performance Evaluations</p> <ul style="list-style-type: none"><li>• Performing Job Analysis</li><li>• Writing Job Descriptions</li><li>• Performance Standards</li><li>• Evaluating Employee Methods</li></ul> <p>Module 5: Time Management</p> <ul style="list-style-type: none"><li>• Prioritizing Activities</li><li>• Effective Planning</li><li>• Time-Robbers</li><li>• Time Management Tools</li></ul>





Training will discuss and demonstrate proper use of verbal techniques to reduce potential conflicts, such as emphasizing the vocal tone, pace, pitch, and modulation of the Security Guard's voice. "Verbal Judo" is one of a Guard's most effective options for defusing aggressive behavior. Training will demonstrate the art of mediation and emphasize the importance of harmony between thought and speech. Instruction also includes proxemics, body language, and facial expressions, as well as basic blocking techniques, distraction techniques, and relative positioning. Routine and emergency procedures, including using an aggressor's balance, speed, energy, and implementation of pressure points to control violent behavior, receive particular attention. Properly applied, these procedures can be used to control aggressive individuals without causing physical harm.

AGS's Training Procedures allow guards to understand the various elements of access control and their contribution to this effort. Through continuous, performance-focused training, AGS will equip the security team with the knowledge and skills they need to perform efficiently, effectively, responsibly, and professionally. Certificates of completion are provided to individual Security Guards, who successfully complete prescribed courses of study. A record of the certificate is maintained on the Target Solutions database, and recap information is available to customers upon request. Taken together, AGS will provide a well-trained, motivated, and powerful safeguard.

### Reporting

AGS's Management Team's extensive experience is illustrated by its use of vendors that support the security industry, such as the Target Solutions, a company which provides online security training, and MITC Software, the largest workforce management company of the entire security industry. Our decades of experience have taught us to efficiently and effectively utilize vendors that act as partners and assist us in providing well-trained, competent Guards for our clients. AGS uses real-time reporting for each post through [officerreports.com](http://officerreports.com). Each Guard can generate instant reports, and clients can view them in real-time. This system ensures consistent continuity in reporting. Each Security Guard will prepare reports at the conclusion of his/her shift. Reports will be submitted in accordance with the requirements outlined in the Invitation, and the forms approved by the Procuring Agency and the City prior to use.

AGS takes reporting and documentation to the next level with live-reporting technology, a frequency and quality that exceed most Invitations, and a smart force who communicates effectively in English, and shows proactive/observational resourcefulness. These service qualities are usually forgotten by our competition, or not utilized effectively. Guard documents and personnel reports will indicate each individual's performance according to how well they communicate with the State staff, produce written reports, and document incidents as they occur. All documentation and data will be held in a manner according to the 49 Code of Federal Regulations (CFR) parts 15 and 1520 and will not be disclosed to the public.



Our formalized system ensures that facts are uniformly captured in legible reports each time. If high-risk scenarios make this difficult, Body Worn Cameras can supplement reporting tasks to guarantee accuracy. AGS will provide each working Security Guard who has contact with the public a body camera to be worn at all times and record all public interactions. Records will be filed according to City requirements. Trained Supervisors review all reports on a regular basis, give verbal and written feedback, communicate to the appropriate designees, and suggest field improvements. Real-time reporting minimizes errors, and smart, encrypted workforce management tools (i.e. databases) allow only those personnel who are authorized to view service at a facility and compile additional reports for service substantiation.

AGS provides an agile workforce that has competencies with most major technologies and smart service systems. We understand the importance of daily shift and activity reports, and the vital nature of complete and accurate records for service substantiation. AGS will always act in accordance with City's reporting requirements.

Reports for City will have the following characteristics, in addition to those required by this Invitation, and depending on the location and nature of the incident: reports will be written in first-person, information will appear organized and presented in a chronological manner, reports will aim to answer the five Was and one H: who what, when, where, why, and how, and will always contain a high level of specificity. Importantly, daily reports will be concise, based on the objective facts of the situation(s), and exude an expected degree of professionalism (i.e. will not include text speak, improper punctuation, etc.).

Performance standards will be monitored and maintained from a combination of reports, City feedback, technology, and resolution quality assessments. Scoring and qualitative assessment will be used for the following variables of service: Property Protection, Safety, Patrol Techniques, Fire Prevention and Control, Communication, Conduct, De-escalation Techniques, Ingress/Egress Monitoring, Public Relations, Client Relations, Grooming/Appearance, and Quality and Legibility of reports. We will make these Report Management/Assessment documents available to City, and also deliver any Risk Assessment reports to the City Designee upon request. AGS representatives will check in with the Designated City individual when they are on duty at the site.

AGS senior management retains the primary responsibility for the scope and implementation of this project's requirements. However, each individual employed by AGS is responsible for achieving and maintaining the desired quality of his or her assigned activities. AGS management promotes quality objectives and continuous improvement in job performance through the principles and procedures outlined herein.





We are moving toward de-parameterizations in the security world, yet our data systems and recording techniques are already there. Measuring and trending quality issues must not be tied to one specific physical environment, but analyzed across many environments, and weighed against factors that we can control. Sharing improvements and other quality-related information is encouraged between AGS and the City. This type of networked dialogue is field-tested and our experience shows that it promotes proactive behavior among staff, making your Administrators and visitors feel an extra degree of safety every day.

#### Supervision of Employees & Quality Assurance/Control

Consistent supervision and unannounced inspections are crucial; accordingly, AGS's normal procedures exceed the minimum requirements of this bid:

- **Planned (Routine) Inspections:** Used to evaluate tasks or performance processes.
- **Unscheduled (No-Notice) Inspections:** Used to supplement planned inspections and effective in evaluating work of a routine or repetitive nature (e.g., entry control inspections, post observations, and log entries made by AGS personnel for accuracy and completeness).
- **Random Sampling:** Used to evaluate a portion of a task to estimate overall performance (e.g., post briefings requests, training verification compliance and equipment checks).

AGS Corporate Quality Assurance personnel will provide training in procedures to AGS personnel assigned to the support contract. Training will consist of sub-areas to include but not limited to: Basic, Intermediate, and Advanced procedures. Formal and informal (on-the-job-training) will facilitate continuous improvement and rectify any negative trends. Remedial actions will consist of identifying and documenting negative trends and implementing suitable, additional training to ensure AGS Personnel understand each task breakdown and overall mission.

A wide variety of logs, records, and reports will be in use throughout the support effort. They are designed to be customized document trails for maintaining accountability within individual areas of concern; as such, they play an important role in the Quality Assurance of operations. These logs will be monitored by the Quality Assurance/Contract Guards to determine their accuracy, evaluate them for modification, or determine their continued need. Recommendations will be discussed with the individual support personnel. Daily security reports will be submitted to designated staff advising of any emergencies or incidents to which the Security Guard responded.





AGS will monitor and inspect all work performed to ensure a consistently superior level of service in compliance with contract requirements. Management and supervisory personnel will be on duty 24-hours a day, 7 days per week and all holidays. Audits will be performed and submitted according to City's requirements, and management and supervisors will be equipped with radios and cellular phones, and shall respond when requested within one (1) hour. AGS has a comprehensive, well-established Quality Assurance Plan (QAP) to ensure, with the highest degree of confidence, that work objectives will be achieved as planned and that items and processes will be performed in accordance with valid professional requirements and standards. This QAP framework was developed utilizing the principles of AGS Total Quality Management (TQM) philosophy and culture of continuous improvement with an emphasis on meeting and exceeding Contract performance requirements. In particular, TQM envisions Quality Assurance as the responsibility of every AGS employee; therefore, every employee is charged with successfully completing his/her duties while continuously searching for, and recommending ways to, improve existing processes. Experience has proven that this approach ensures employee accountability; improves task efficiencies; increases customer satisfaction; and promotes cost control on a contract-wide basis.

Activities affecting quality will be planned and documented to achieve a systematic approach to all tasks. Planning includes consideration of such items as mission objectives, budget, performance objectives, acceptance criteria, risk analysis, and regulatory compliance requirements. In accordance with the Contract timeframe, planning documents (e.g., work plans, QA project plans, and administrative procedures) will be completed at the beginning of this project and be consistent with the schedule for accomplishing these activities. Project-specific planning documents are developed as tailored specifically to the requirements of this QA Program and other pertinent contract requirements. Similarly, planning documents will utilize a common vocabulary consistent with the work performed, and all key terminology will be clearly defined.

AGS senior management retains the primary responsibility for the scope and implementation of this QA Program. However, each individual employed by AGS is responsible for achieving and maintaining the desired quality of his or her assigned activities. AGS management promotes quality objectives and continuous improvement in job performance through the principles and procedures outlined herein. AGS respects the City's right to review the credentials and qualifications of any AGS personnel providing services pursuant to this Contract, and to instruct AGS not to use for such purposes any individual who is determined to be unqualified to perform the requisite services.



#### Prior to Service Start

Task	WK 4	WK 3	WK 2	WK 1
Contract Award				
Review CITY Procedures				
Transition Team Assigned				
On-Site «Service» Review				
Meet with City Representative				
Establish Lines of Communication				
Final Selection of Supervisors				
Recruit Necessary Percent of Security Staff				
Pre-Employment Screening & Drug Test				
Background Investigations & Interviews				
Evaluate Incumbent Security Officers				
Final Selection of Security Officers				
Finalize Security Manual & Procedures				
Finalize Training & QA Programs				
Receive & Revise Post Orders				
Order Uniforms & Equipment				
Classroom Training				
Work Schedule Developed				
Issue and/or Refit Uniforms				
On-Site Training				
Final Transition Plan Review				
Start Service				

#### Value Added

##### 24-Hour Communications

AGS has established and provides a Communications Center that is open and staffed 24/7 and continuously able to submit any request for service to a top management representative. In addition, AGS will provide a Project Manager assigned to this contract that will provide supervision of all Guards assigned to this contract and will be accessible 24/7 via an iPhone and iPad equipped with email and text messaging capabilities. This member of AGS management will return calls to City administration within the necessary time allotted, report any changes in personnel, and assume all responsibility in communicating orders, chain of command, and procedures to AGS Security Guards. AGS's executives recognized the importance of a Centralized Communication Center. This is an integral part in providing a professional level of service; more importantly, it not only provides the assigned personnel assurance that their calls for assistance in an emergency situation will be responded to immediately, but it also allows AGS to immediately and effectively coordinate the events during day-to-day field operations.





Our Management Team's years of experience with a 24-Hour Centralized Communications Center has allowed us to constantly upgrade and develop the capability to receive and dispatch calls in the states in which we are licensed to provide security services, monitor DVR and CCTV systems, and receive alarm notifications. The dispatchers utilize computerized systems that allow them quick access to a cellular phone number, thereby permitting effective communication with emergency contact personnel at local law enforcement agencies, state law enforcement agencies, and emergency responders such as medical first aid, fire departments, emergency client contact names, and their vendors in the states within our operational arena. All assigned Security Guard information is also available, including their working schedules, availability, certification expiration dates, and emergency contact information. Similarly, all assigned Guards are able to contact the 24-Hour Communications Center by push-to-talk radio or cellular phone, which allows the on-duty dispatcher to assist them immediately, who in-turn assures clients that a top management executive will return their call within minutes. AGS's key management's Law

Enforcement and Military backgrounds have provided training and understanding of the crucial role the dispatch center has in making the security program a success.

**Upon Notice of Award, CITY staff can reach a Supervisor through our 24-hour Communications Center: (800) 662-7372.**

### **Retention**

As part of our retention policy, AGS has taken strategic steps to ensure that each new hire completes the term of their assignment. We have designed our recruiting methodology to include the interview/hiring process and utilizing a recruiter's applicant screening checklist. The checklist questions are geared toward determining whether a candidate has similar past employment experience and whether he or she fully understands the position and its environment, such as whether they have any previous security or military experience, and if they have any applicable training or experience, as well as whether the applicant understands the significance of the safety measures for which they will be responsible.

Additionally, part of our retention policy involves conducting pre-exit interviews with those employees who have submitted resignation notices. Upon receiving a resignation notice, AGS will contact the employee. This procedure has been particularly successful in solving many issues, often resulting in rescinded resignations, a lower resignation rate, and thus lower turnover.

Our Retention Plan also includes competitive wages, superb benefit packages, performance awards, and substantive financial incentives to AGS employees who refer qualified Security Guards.





AGS has exhaustively researched the area of medical benefits, which includes Traditional (medical, dental, and supplemental insurance) and Non-Traditional benefits (Health & Welfare Flex spend programs). We regularly surpass our competitors in the region of health and welfare benefits. AGS is in 100% compliance with federal mandates related to healthcare.

### **Uniforms and Equipment**

With the City's approval, and tailored according to the City's needs, AGS Guards will be issued standard uniforms, examples of which are provided in this proposal. Security Guards will carry a two-way radio and smartphone as necessary, and the telephone numbers will be made available. Uniforms and accompanying equipment are tailored to suit the needs of City, and may come equipped with the following and more, as needed:

- ID Card, Badge
- Uniforms, Raingear, Jackets
- Radios
- Flashlights
- Key holders
- Sam-Brown Belt, with keepers
- Hand Wands
- Baton, with holder
- Handcuffs, with case
- Pepper Spray, with holder

### **Sample Uniforms, Equipment, and Vehicles**



APX 7000 Multi-Band Motorola Portable Radios  
*Used by mission-critical first responders*



*Supervisors are also issued Apple iPhones and iPads.*



Samples of AGS uniforms and vehicles utilized on similar







## **Technology**

AGS has led the effort to reduce paperwork inefficiencies in the security industry, provide ease of access improvements with scanning technology and Work/Scheduling Management Technology, and bring intuitive design to a business world indifferent to Security Architecture and other instances where design matters. The City will have avenues for reaching executive management that surpass our competition in functionality, usability, convenience, and immediacy. First responder technology, push-to-talk technology, and sophisticated management systems that operate in real-time are essential for each City location assignment.

AGS will provide the appropriate technology as needed, including additional site-specific devices, Supervisor-preferred monitoring equipment, and other systems to assure complete compliance under the Contract. Further, all devices will conform to FCC standards, and Federal Energy Management Program (FEMP) recommendations.

AGS's innovation and technology capacity includes, but is not limited to: Voice, Video, Data, and 2-Way Radio Interoperability, Criminal Alerts, Security Resource Management, Electronic Status Dashboards, 3D Maps via LivePT Display, Unified Communications using single IP-Based Platforms, and LivePT Wireless Camera Surveillance (Portable/Broadband and Stationary Units). Our vehicles have onboard live support equipment, fire extinguishers, body armor, and other field-tested equipment for a wide range of responses. Other technologies, like Target Solutions, MITC, and Dora offer industry-specific advantages and conveniences—such as 24/7 access to AGS documents, training certificates, employment profiles, etc. MITC is an efficient scheduling platform; in an industry that is late adapting to mobile technology, MITC is ahead of the pack and comes with an extensive amount of functionality for Governmental agencies.

## **MITC**

MITC applies comprehensive solutions that substantially reduce costs, increase efficiency, and streamline security operations. Because this platform is 24/7 and web-based, AGS Supervisors have continuous access—even through their iPhones. From dynamic scheduling and attendance to payroll and human resources, MITC uses technology and advanced biometrics to power a seamless, fully-automated management system—all in real-time. This system enables AGS to send Guards messages to update necessary information such as post orders and ensuring compliance with requisite training and certifications.

When Guards check in for shifts on their cellular phone, they will hear any messages their Supervisors wish to relay; in fact, they cannot log in without listening to the messages. All messages are time-stamped to confirm that Guards heard the Supervisor's directive(s). Additional benefits of this system include making obsolete those expensive employee badges, time cards, and timesheets, saving between \$5 and \$9 dollars per badge in hard costs alone; elimination of unauthorized overtime, extended breaks, early departures, late arrivals and more; and buddy-punching becomes obsolete.





Further, by utilizing the MITC system, any City Designee looking to conduct audits will have access to most of the records they need online.

### Safety Act Coverage

Currently, AGS is going through licensing process, which requires extensive quality testing and evaluation. This ensures that our firm will be ready to handle acts of terror or other similar situations as they happen and is protected against liability in these rare events. This will undeniably help our government clients, especially when posted at critical infrastructure, etc.

### Noteworthy Qualifications

AGS leads the industry with safety commendations and awards. Please see our letter of commendation from the President of Carnival, provided below:

**Carnival**

Christine Duffy  
President

September 18, 2017

Sherif Assal  
American Guard Services  
1299 E. Artesia Blvd., Suite 200  
Carson, CA 90746

Dear Sherif,

We would like to express our heartfelt gratitude to the incredibly dedicated American Guard team for your endless support throughout intense and challenging times in the wake of Hurricane Irma.

The team's efforts clearly went above and beyond all expectations, and their overall presence and support brought a sense of calm and stability to our team at the port. Thank you for helping to assure the safety of our guests and crewmembers during this difficult time.

We know Hurricane Irma caused significant angst for everyone across the region, including your team and their families, yet you all put that aside to be there for our team and provide incredible support. Your selfless acts and solidarity under such difficult circumstances reinforced just how proud we are to partner with your organization.

On behalf of the entire Carnival Cruise Line family, let me say once again how thankful we are for the team at American Guard Services. You truly made a difference in a tough situation and your ongoing dedication is appreciated beyond words.

Well wishes,

Christine Duffy

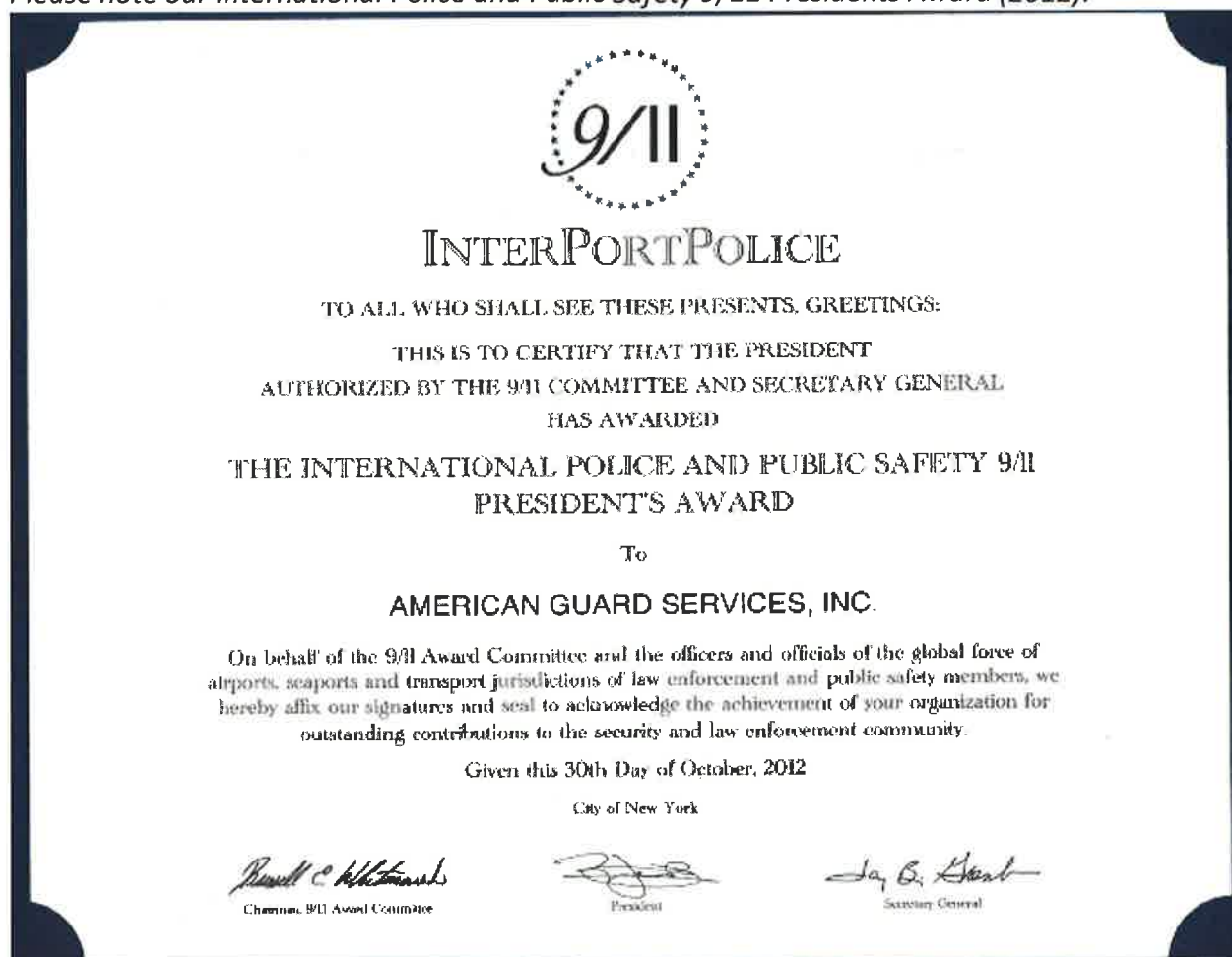
Carnival Place • 2905 N.W. 77 Avenue • Miami, FL • 33175-2128 • 1-800-588-2800 • [carnival.com](http://carnival.com)





AGS is also a member in good standing of the California Association of Licensed Security Agencies, Guards and Associates (CALSAGA).

*Please note our International Police and Public Safety 9/11 Presidents Award (2012):*





## TAB 4 - REFERENCES

Our Management Team has over 50 years' combined experience in the security industry. Our references, included herein, will demonstrate the depth of our experience and our commitment to providing the highest quality service to our clients.

### **DHL – LAX Gateway**

Robert Candia – Corporate Security & Investigations

401 23rd St.

San Francisco, CA 94107

(310) 961-8413 – [robert.candia@dhl.com](mailto:robert.candia@dhl.com)

AGS provides security, cargo screenings, and access control services for ramp locations and loading docks.

### **UPS Freight**

Ramon Baez

3050 Teagarden St.

San Leandro, CA 94577

(909) 879-7427 – [rbaez@ups.com](mailto:rbaez@ups.com)

AGS personnel log tractor truck trailers in and out of facilities and ensure all freight is secure and accounted for.

Guards monitor employee and visitor traffic in and out of the truck gate entrance.

### **Ralph's / Food Co.**

Miguel Melborne – Regional Security Manager

PO Box 54143

Los Angeles, CA 90054

(310) 900-3671 – [miguel.melborne@ralphs.com](mailto:miguel.melborne@ralphs.com)

AGS has served Ralphs for over 13 years with robust security services at distribution and retail facilities. Our agile force spans 200 locations, and guards thousands of employees, every day. In addition to our full-service security offerings, Ralphs has taken advantage of AGS for revenue collection and escort services, loss prevention and risk management, and other complimentary deliverables. Officers observe, submit reports, and immediately notify the proper authorities using trained methods for each incident.

### **Norwegian Cruise Lines**

Matt Lewis – VP of Operations

7665 Corporate Center Dr.

Miami, FL 33126

(310) 436-4450 – [mlewis@ncl.com](mailto:mlewis@ncl.com)

AGS provides guards to process as many as 6,000 to 8,000 passengers during a 3-hour period. Monitors control access to Pier and Terminal areas, including parking and traffic control. AGS provides the first line of defense against acts of terrorism or sabotage.





## TAB 5 – SERVICE PRICING

Description	Weekly Hours	Hourly	Annual Cost
MSB	42.50	\$ 14.83	\$32,774.30
Beach, Marinas, Air Park	189.00	\$ 18.93	\$ 186,044.04
Event Security	42.00	\$ 17.73	

Note: Annual costs are based on the weekly hours which we are estimates based on the scope of work descriptions. Annual cost was not estimated for event security.

Overtime is billed at 1.4 times the regular hourly rate and is only billed when approved by client.

Invoices will be provided electronically and can be provided weekly or monthly, as desired. Terms are net 30 days.



## TAB 6 – OTHER FORMS

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### Exceptions and Additional Materials Form

Please see the attached

### Vendor Information Form

Please see the attached

### Offer and Acceptance Form

Please see the Attached

### Copies of Licensing and/or Certifications, as Required

Please see the attached

### Sample of Billing Invoice

Please see the attached

### W-9 Form

Please see the attached

### Copy of Employee/Personnel Handbook

Please the attached CD



A minimum of three (3) photos demonstrating the firm's uniforms





## EXCEPTIONS / ADDITIONAL MATERIAL / ADDENDA

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.

### Exceptions (mark one):

**\*\*Special Note – Any material exceptions taken to the City's Terms and Conditions may render a Proposal non-responsive.**


- ☒ No exceptions  
☐ Exceptions taken (describe--attach additional pages if needed)

### Additional Materials submitted (mark one):

- ☐ No additional materials have been included with this proposal  
☒ Additional Materials attached (describe--attach additional pages if needed)

### Acknowledgement of addenda issued for this solicitation:

Prior to submitting a response to this solicitation, it is the vendor's responsibility to confirm if any addenda have been issued.

Addenda Number	Initial to acknowledge receipt
Addendum 1	SA 

Vendor Name American Guard Services, Inc

Date: 1/26/2018

## VENDOR INFORMATION

Company Legal/Corporate Name: American Guard Services, Inc.

Doing Business As (if different than above): \_\_\_\_\_

Address: 2109 E. Palm Avenue, Suite 203

City: Tampa State: FL Zip: 33605

Phone: 424-213-4090 Fax: 310-645-6233

E-Mail Address: alyshia@americanguardservices.com Website: http://www.americanguardservices.com

DUNS # 00-512-2853

Remit to Address (if different than above):

Address: 1299 E Artesia Blvd. Ste. 200

City: Carson State: CA Zip: 90746

Order from Address (if different from above):

Address: 1299 E Artesia Blvd. Ste. 200

City: Carson State: CA Zip: 90746

Contact for Questions about this proposal:

Name: Alyshia Assal Fax: 310-645-6233

Phone: 424-213-4090 E-Mail Address: alyshia@americanguardservices.com

Day-to-Day Project Contact (if awarded):

Name: Johnny Santos Fax: 310-645-6233

Phone: 305-522-4420 E-Mail Address: john@americanguardservices.com

\_\_\_\_ Certified Small Business

Certifying Agency: N/A

\_\_\_\_ Certified Minority, Woman or Disadvantaged Business Enterprise

Certifying Agency: N/A

## VENDOR CERTIFICATION OF OFFER

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**By signing and submitting this Proposal, the Vendor certifies that:**

- a) It is under no legal prohibition to contract 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 respondents or potential respondents 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 services and or goods/materials covered by this contract.
- f) It understands the City of Clearwater may copy all parts of this response, including without limitation any documents and/or materials copyrighted by the respondent, for internal use in evaluating respondent's offer; or in response to a public records request under Florida's public records law (F.S. 119) or other applicable law, subpoena, or other judicial process.
- g) Respondent hereby warrants to the City that the respondent and each of its subcontractors ("Subcontractors") will comply with, and are contractually obligated to comply with, all Federal Immigration laws and regulations that relate to their employees.
- h) Respondent certifies that they are not in violation of section 6(j) of the Federal Export Administration Act and not debarred by any Federal or public agency.
- i) It will provide the materials or services specified in compliance with all Federal, State, and Local Statutes and Rules if awarded by the City.
- j) It is current in all obligations due to the City.
- k) It will accept such terms and conditions in a resulting contract if awarded by the City.
- l) The signatory is an officer or duly authorized agent of the respondent with full power and authority to submit binding offers for the goods or services as specified herein.

**ACCEPTED AND AGREED TO:**

Company Name: American Guard Services, Inc.

Signature: 

Printed Name: Sherif Assal

Title: President

Date: 1/26/2018



# *State of Florida*

## *Department of State*

I certify from the records of this office that AMERICAN GUARD SERVICES, INC. is a California corporation authorized to transact business in the State of Florida, qualified on September 20, 2002.

The document number of this corporation is F02000004808.

I further certify that said corporation has paid all fees due this office through December 31, 2017, that its most recent annual report/uniform business report was filed on April 24, 2017, and that its status is active.

I further certify that said corporation has not filed a Certificate of Withdrawal.

*Given under my hand and the  
Great Seal of the State of Florida  
at Tallahassee, the Capital, this  
the Thirteenth day of October,  
2017*



*Ken DeFina*  
**Secretary of State**

Tracking Number: CU1871459574

To authenticate this certificate, visit the following site, enter this number, and then follow the instructions displayed:

<https://services.sunbiz.org/Filings/CertificateOfStatus/CertificateAuthentication>

**FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES**

**ADAM H. PUTNAM  
COMMISSIONER**

**DIVISION OF LICENSING**

**05/06/16**  
DATE ISSUED

**05/06/19**  
DATE OF EXPIRATION

**BB1600015**  
LICENSE NUMBER

**AMERICAN GUARD SERVICES INC (TAMPA BRANCH)**

2109 E. PALM AVE,  
SUITE 203  
TAMPA, FL 33605

THE SECURITY AGENCY BRANCH OFFICE NAMED ABOVE IS LICENSED AND REGULATED UNDER THE PROVISIONS OF CHAPTER 493, FLORIDA STATUTES.



**ADAM H. PUTNAM  
COMMISSIONER**

SECURITY AGENCY MANAGER  
STATE OF FLORIDA



LICENSE NUMBER  
**MB1300174**  
SANTOS, JOHNNY

BIRTH DATE	SEX	RACE
05/26/56	M	W

ISSUED	EXPIRES
11/27/17	01/16/20

The above named individual is licensed by the Department of Agriculture & Consumer Services, Division of Licensing in accordance with Chapter 435, Florida Statutes.

ADAM H. PUTNAM  
COMMISSIONER

SECURITY OFFICER  
STATE OF FLORIDA



LICENSE NUMBER  
**D 2832744**  
SANTOS, JOHNNY

BIRTH DATE	SEX	RACE
05/26/56	M	W

ISSUED	EXPIRES
10/13/16	10/22/18

The above named individual is licensed by the Department of Agriculture & Consumer Services, Division of Licensing in accordance with Chapter 435, Florida Statutes.

ADAM H. PUTNAM  
COMMISSIONER

SECURITY OFFICER INSTRUCTOR LICENSE  
STATE OF FLORIDA



LICENSE NUMBER  
**DI1600261**  
SANTOS, JOHNNY

BIRTH DATE	SEX	RACE
05/26/56	M	W

ISSUED	EXPIRES
11/02/16	11/02/18

The above named individual is licensed by the Department of Agriculture & Consumer Services, Division of Licensing in accordance with Chapter 435, Florida Statutes.

ADAM H. PUTNAM  
COMMISSIONER





# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
10/23/2017

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

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

<b>PRODUCER</b> El Dorado Insurance Agency, Inc. El Dorado Sec Svcs Ins Agcy PO Box 66571 Houston TX 77266		<b>CONTACT NAME:</b> Kimberly Ann deGreef <b>PHONE (A/C, No, Ext):</b> 832-320-4505 <b>FAX (A/C, No):</b> 832-320-4555 <b>E-MAIL ADDRESS:</b> kimberlyann@eldoradoinsurance.com															
<b>INSURED</b> American Guard Services, Inc. 10100 Reunion Place, Suite 120 San Antonio TX 78216		<table border="1"><thead><tr><th>INSURER(S) AFFORDING COVERAGE</th><th>NAIC #</th></tr></thead><tbody><tr><td>INSURER A: Zurich American Ins Co</td><td>27855</td></tr><tr><td>INSURER B: Endurance American Insurance</td><td>10641</td></tr><tr><td>INSURER C: Colony Insurance Company</td><td>39993</td></tr><tr><td>INSURER D: Hiscox Insurance Company</td><td>10200</td></tr><tr><td>INSURER E:</td><td></td></tr><tr><td>INSURER F:</td><td></td></tr></tbody></table>		INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: Zurich American Ins Co	27855	INSURER B: Endurance American Insurance	10641	INSURER C: Colony Insurance Company	39993	INSURER D: Hiscox Insurance Company	10200	INSURER E:		INSURER F:	
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INSURER E:																	
INSURER F:																	

COVERAGES CERTIFICATE NUMBER: V-AGS (10-20-17) REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY		EOL0288450-00	10/20/2017	10/20/2018	EACH OCCURRENCE \$ 1,000,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR	DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000				
	<input checked="" type="checkbox"/> Errors & Omissions	MED EXP (Any one person) \$ 10,000				
	GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC	PERSONAL & ADV INJURY \$ 1,000,000				
	OTHER:					GENERAL AGGREGATE \$ 3,000,000
A	<b>AUTOMOBILE LIABILITY</b>		BAP0885493-01	9/30/2017	10/20/2018	PRODUCTS - COMP/OP AGG \$ 3,000,000
	<input checked="" type="checkbox"/> ANY AUTO	<input type="checkbox"/> SCHEDULED AUTOS				COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000
	<input type="checkbox"/> ALL OWNED AUTOS	<input type="checkbox"/> NON-OWNED AUTOS				BODILY INJURY (Per person) \$
	<input checked="" type="checkbox"/> HIRED AUTOS	<input checked="" type="checkbox"/> AUTOS				BODILY INJURY (Per accident) \$
						PROPERTY DAMAGE (Per accident) \$
B	UMBRELLA LIAB	<input checked="" type="checkbox"/> OCCUR	EXC30000484300 (\$5M X \$1M)	10/20/2017	10/20/2018	EACH OCCURRENCE \$ 10,000,000
C	EXCESS LIAB	<input type="checkbox"/> CLAIMS-MADE	AR4460605 (\$5M X \$5M)	10/20/2017	10/20/2018	AGGREGATE \$ 10,000,000
	DED RETENTION \$					\$
A	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b>	<input type="checkbox"/> Y/N	WC0093650-02	10/20/2017	9/30/2018	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	N/A				E.L. EACH ACCIDENT \$ 1,000,000
	If yes, describe under DESCRIPTION OF OPERATIONS below					E.L. DISEASE - EA EMPLOYEE \$ 1,000,000
						E.L. DISEASE - POLICY LIMIT \$ 1,000,000
D	Crime - 1st & 3rd Party		UC21824594.17	10/15/2017	10/15/2018	Limit \$2,000,000

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

## CERTIFICATE HOLDER

Evidence of Coverage

## CANCELLATION

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

AUTHORIZED REPRESENTATIVE

R.L. Ring, Jr./KDEGRE

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# Request for Taxpayer Identification Number and Certification

Give Form to the  
requester. Do not  
send to the IRS.

► Go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9) for instructions and the latest information.

Print or type.  
See Specific Instructions on page 3.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.

**American Guard Services, Inc.**

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.

☐ Individual/sole proprietor or single-member LLC

☐ C Corporation

☒ S Corporation

☐ Partnership

☐ Trust/estate

☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ►

**Note:** Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is **not** disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

☐ 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 FATCA reporting code (if any) \_\_\_\_\_

(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions.

**1299 E Artesia Blvd. Ste. 200**

6 City, state, and ZIP code

**Carson, CA 90746**

7 List account number(s) here (optional)

Requester's name and address (optional)

**City of Clearwater**

**Attn: Purchasing Department, RFP #01-18**

**P.O. Box 4748**

## 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. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number

\_\_\_\_ - \_\_\_\_ - \_\_\_\_

or

Employer identification number

9 5 - 4 6 5 4 3 5 3

## 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 ►

Date ►

1/29/18

## 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](http://www.irs.gov/FormW9).

## Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See *What is backup withholding*, later.





CLIENT \_\_\_\_\_  
ADDRESS \_\_\_\_\_  
POST \_\_\_\_\_

DAY  
SHIFT

SWING  
SHIFT

GRAVEYARD  
SHIFT

SHIFT END TIME \_\_\_\_\_ DATE \_\_\_\_\_

**ON-DUTY S/O**

NAME \_\_\_\_\_

EMPLOYEE #

**ACCEPTED: ON-DUTY S/O**

---


}

COMMENT

## PATROL ROUNDS LOG

[illegible][illegible]

**REVERSE SIDE**  
**RECORD ALL SIGNIFICANT EVENTS**

## DAILY ACTIVITIES

RECORD ALL ACTIVITIES SUCH AS:

- ALL DUTIES AS REQUIRED BY POST ORDERS
- EQUIPMENT/PACKAGES/FURNITURE REMOVED OR BROUGHT IN
- AUTOMOBILES OR TRUCKS ENTERING OR LEAVING PROPERTY
- VISITORS OR REPAIRMENT OR EMPLOYEES NOT NORMALLY ON PROPERTY

**ALSO, LOG EVENT AND PREPARE INCIDENT REPORT IF THERE IS ANY:**

- FIRE – POLICE ACTION – MEDICAL INCIDENT – TRESPASSER – COMPANY SECURITY VIOLATION  
- INJURY TO PERSON – PROPERTY DAMAGE

[illegible]



# INCIDENT REPORT

IR#

<b>Incident Day/Date</b>				<b>Incident Time</b> (24 hrs.)			
<b>Type of Incident</b>							
<b>Location of Incident</b>							
<b>PRIMARY INVOLVED PARTY</b>							
<input type="checkbox"/> Suspect <input type="checkbox"/> Victim <input type="checkbox"/> Witness <input type="checkbox"/> Guest <input type="checkbox"/> Employee							
<b>Name</b> (Last, First, Middle)							
<b>DOB</b>		<b>Race</b>	<b>Sex</b>	<b>Age</b>	<b>Weight</b>	<b>Height</b>	
<b>Address</b>							
<b>City</b>				<b>State</b>	<b>Zip</b>		
<b>Home Phone</b>				<b>Alt. Phone</b>			
<b>ID Document / #</b>				<b>State/Country</b>			
<b>Employee's Shift started at</b> (injury report only)				<b>Dept.</b>	<b>Title</b>		
<b>Guest Room #</b>	<b>CI/CO Date</b>			<b>Function/Event</b>			
<b>VEHICLE INVOLVED</b>							
<b>Make</b>		<b>Model</b>		<b>License</b>	<b>State</b>		
<b>Year</b>	<b>Body Style</b>			<b>Color</b>			
<b>Additional Description/Distinctive Equipment</b>							
<b>OTHER INVOLVED PARTY</b>							
<input type="checkbox"/> Suspect <input type="checkbox"/> Victim <input type="checkbox"/> Witness <input type="checkbox"/> Guest <input type="checkbox"/> Employee							
<b>Name</b> (Last, First, Middle)							
<b>DOB</b>		<b>Race</b>	<b>Sex</b>	<b>Age</b>	<b>Dept.</b>		
<b>Address</b>							
<b>City</b>				<b>State</b>	<b>Zip</b>		
<b>Home Phone</b>				<b>Alt. Phone</b>			
<b>ID Document / #</b>				<b>State/Country</b>			
<b>MISSING PROPERTY</b>							
<b>Item</b>	<b>Qty.</b>	<b>Article Description, Brand, Model</b>			<b>Serial #</b>	<b>Value \$</b>	
<b>PRELIMINARY INVESTIGATION FACTORS</b>							
<b>Physical Evidence</b>		<b>Area Checked</b>		<b>Injury / First Aid</b>		<b>Guest contacted</b>	
Photographs taken		Assault		Refused Medical Aid		Lock Interrogation	
Diagram		Illegal Substances		Paramedics called		86 List	
Intoxication		Firearm		Police / Fire on Property		Follow-up needed	
<b>Reporting Officer</b>		<b>Serial #</b>	<b>Date/Time Report Was Taken</b>				
<b>Signature</b>							
<b>DISTRIBUTION</b>		<b>General Manager</b>	<b>Human Resources</b>	<b>Other</b>			



IR#	
-----	--

[illegible]

**Mike Telson**  
**Security Guard**

---

**Professional Summary**

Exceptionally focused and reliable Security Guard with an excellent record of corporate safety and security assurance. Superb instincts for detecting suspicious and unusual behavior as well as preventing difficult situations from escalating into crisis situations.

**Core Qualifications**

- Considerable experience in armed security service
- Excellent familiarity with local and state law enforcement policies
- Strong skills in networking with state and federal law enforcement personnel
- High skills in effective handling of a variety of emergency situations
- Sound proficiency in basic computer operations

**Experience**

**Security Guard**

**American Guard Services**

**12/04/2012 - Present**

- Performed regular facility patrols.
- Furnished protection for cash and other physical assets.
- Responded to crisis and emergency situations in coordination with fire and police departments.
- Addressed all client queries with courtesy and professionalism.
- Reported all actual and potential safety hazards promptly to management.
- Removed unauthorized individuals from facility in a smooth and effective manner.
- Operated all armed weapons in a safe manner.
- Monitored access and traffic control in assigned facilities.
- Performed vehicle and parcel inspections prior to admission to assigned facilities.
- Coordinated with other security staff via radio and cellular phone.
- Safeguarded facility property from unlawful use and theft.
- Performed miscellaneous security duties and checks as assigned by supervisor.