



**G4S Law Enforcement
Support Services for the
Culver City Police Department**

June 25th, 2020

**Presented by
G4S Secure Solutions (USA) Inc.**

**4929 Wilshire Blvd #601
Los Angeles, CA 90010**

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STATEMENT OF PROPRIETARY INFORMATION: This proposal contains proprietary information regarding G4S Secure Solutions (USA) Inc. and is not for public disclosure. Dissemination and reproduction may only be made after written permission by an authorized representative of G4S Secure Solutions (USA) Inc. is granted. This document was prepared and is submitted in confidence to the recipient. It is submitted solely for use by your management for the purpose of review in connection with an invitation to submit a proposal to provide security services.



EXECUTIVE SUMMARY

G4S provides Custody Officer service support to 16 Southern California Police Departments throughout Los Angeles, Orange and Riverside County. Our longest local partnership dates back to 1992 with the City of Irvine and the Irvine Police Department. Like other departments, our primary objective for the City of Culver City is to deliver on our service commitment of providing highly qualified and trained personnel for the day to day operation of the Culver City Police Department jail. This objective includes the following goals that comprise our overall solution:

- The careful selection and staffing of Culver City PD Custody Officer positions with members of G4S's premier Custom Protection Officer® Division, the most qualified and highest caliber of contract officers in the industry.
- Providing comprehensive and documented background checks for approved officers that meet or exceed all background check requirements set out within your RFP. For more information on G4S background, please refer to background section in the following proposal.
- Provide 172 hours of Standards & Training for Corrections (STC training), including annual refresher training. Training for all Custody Officers to operate in a Type I Jail Facility including Title 15, Article 3, Training, Personnel and Management, Section 1020 and Section 1021.
- Provide 40 hours of G4S mandated internal classroom training for all Custom Protection Officers and 80 hours of on the job training for all assigned officers.
- Operate in compliance with State statute 6031.6 CPC mandating operational procedures for privately operated jail facilities.
- Provide competitive wages, benefits and incentive plans for all officers including Medical, Dental and Vision programs, 80 hours of annual vacation hours per employee, and much more.

A key element to our established success lies in our commitment to provide our clients with consistently superior services. Our local management team endeavors to understand each of our client's unique objectives so that we can better serve them.

We encourage you to follow-up with other local Southland cities that utilize G4S services, which include the Cities of Costa Mesa, Buena Park, Westminster, Arcadia, Irvine, La Habra, Azusa, Beverly Hills and Whittier Police Departments.



QUESTIONNAIRE/RESPONSE TO SCOPE OF SERVICES

COMPANY AND GENERAL INFORMATION

Corporate Information

Company Legal Name: G4S Secure Solutions (USA) Inc.

Address: 4929 Wilshire Blvd #601 Los Angeles, CA 90010

Letter of Transmittal

Erik Fields
Vice President, G4S Southern California
G4S Secure Solutions (USA) Inc.
323-938-9100
4929 Wilshire Blvd #601
Los Angeles, CA 90010

Purchasing Department
purchasing@culvercity.org
Culver City Police Department
4040 Duquesne Avenue
Culver City, CA 90232-0507

June 24, 2020

Dear Purchasing Department:

On behalf of G4S Secure Solutions (USA) Inc. (G4S), we thank you for the opportunity to provide a proposal for Custody Officer services for the City of Culver City and the Culver City Police Department.

Our goal is to help Culver City achieve its RFP goals, supplying highly qualified and trained personnel through proven human resource management and operations processes.

I can acknowledge that G4S has read and will comply with the terms and conditions of the RFP.

This proposal will be valid for 90 days from submittal. If you have any questions, please feel free to contact me at 323-938-9100 or erik.fields@usa.g4s.com.

We look forward to the next steps in your evaluation.

Sincerely,

A handwritten signature in black ink, appearing to read 'Erik Fields'.

Primary Contact

Erik Fields
Vice President, G4S Southern California
323-938-9100 | erik.fields@usa.g4s.com



QUALIFICATIONS AND EXPERIENCE OF THE FIRM

COMPANY INFORMATION

G4S Secure Solutions (USA) Inc. is a wholly-owned subsidiary of G4S plc, based in the United Kingdom. G4S plc is traded on the London Stock Exchange (stock symbol GFS) with a secondary listing in Copenhagen.

Annual Revenue	\$9,910m
Number of U.S Employees	44,916
Year Founded	1901
ISO 9001:2015 Registered	Human Resources G4S North America Training Institute
SAFETY Act Designation	First security services provider to be awarded this designation by the U.S. Department of Homeland Security
U.S. Corporate Office	1395 University Boulevard Jupiter, FL 33458 Main: (800) 666-5788 Call Center: (800) 922-6488 www.g4s.us

PARENT COMPANY HEADQUARTERS	U.S. HEADQUARTERS
G4S plc Fifth Floor, Southside 105 Victoria Street London SW1E 6QT United Kingdom Phone: +44 (0) 20 8722 2000 URL: www.g4s.com	G4S Secure Solutions (USA) Inc. 1395 University Boulevard Jupiter, FL 33458 Phone: 561-622-5656 Toll-Free: 800-922-6488 Fax: 561-691-6727 URL: www.g4s.us

- **Year(s) Established**
 - **G4S plc:** 2004 (history dates back to 1901)
 - **G4S Secure Solutions (USA) Inc.:** 1954 in U.S.
- **G4S Secure Solutions (USA) Inc. Incorporation Date:** December 4, 1958; Florida
- **Licensed (U.S.):** G4S Secure Solutions (USA) Inc. is licensed to conduct business in all 50 U.S. states.

COMPANY HISTORY

G4S' global history stretches back over a century and is as old as the private security industry itself. For centuries night watchmen had been used in Europe and the United States to control fires, maintain order and detect crime.

Our American story began in 1954, when a small investigative company was founded in Miami, Florida, by former FBI agent George Wackenhut. Following 48 years of industry-leading growth, The Wackenhut Corporation became part of the G4S family of companies and in 2010 was rebranded as G4S Secure Solutions (USA) Inc.

Since the millennium, our story has been one of continuing organic growth in security services coupled with vast expansion of our capabilities and development¹ of new skills, products and expertise. In less than 20 years we have gone from a guarding company to providing across-the-board security services — risk consulting, corporate investigations, executive protection, emergency & disaster programs, remote monitoring, systems integration — along with the proficiency and personnel to create the most well-suited and well-run Custody Officer programs in the world.

Today G4S provides service in over 90 countries, with 110 U.S. offices and thousands of customers across the country. Our goal is to remain the world's preeminent security company, leading the market toward a future where both the tools for the job and ability to use them is available from a single reliable security partner.

G4S MISSION, VISION, VALUES AND ETHICS

Our mission is to provide expert security services that exceed customer expectations. We differentiate ourselves by attracting the best people, offering innovative solutions, and fostering long-term partnerships. We are committed to the principles of professionalism and integrity instilled by our founder, and we strive to positively impact our nation, communities and stakeholders.

Our vision is to be recognized as the global leader in providing security solutions, to help customers achieve their strategic goals and deliver sustainable growth for G4S and long-term value for shareholders.

Our strategy for growth consists of the following key components:

- Drive outsourcing in key markets
- Focus on sectors where security is a key consideration
- Develop long-term partnerships with customers
- Transfer skills developed in more mature markets into key developing markets

¹ G4S has created several additional expert divisions, including G4S Secure Integration (formerly Adesta and Touchcom); G4S Compliance & Investigations (MJM Investigations; The Cotswold Group); G4S Regulated Security Services (Nuclear Security Services Company); and G4S Corporate Risk Services (internal).



- Acquire businesses to drive future growth potential

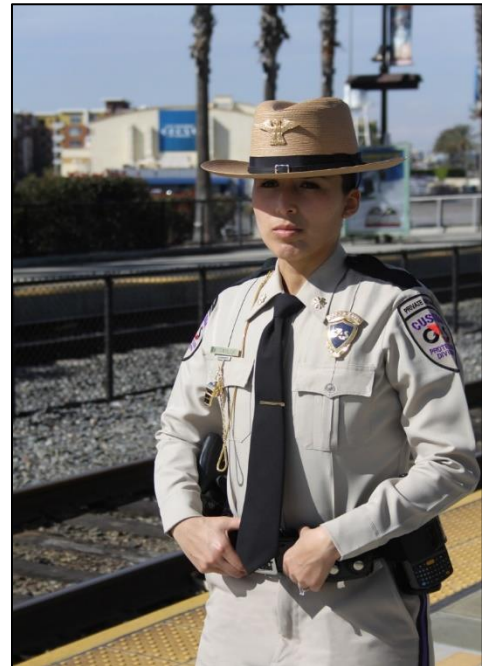
WE ACT WITH... INTEGRITY & RESPECT	WE ARE PASSIONATE... ABOUT SAFETY, SECURITY AND SERVICE EXCELLENCE	WE ACHIEVE THIS THROUGH... INNOVATION AND TEAMWORK
Our business activities and relationships are built on trust, honesty and openness. We do what we promise and always strive to do the right thing. We listen. We treat our colleagues, customers and those in our care with utmost respect.	We are passionate about working safely and take great care to protect our colleagues and customers from harm. We are experts in security and use that knowledge to protect our customer's assets. We keep our promises and are passionate about delivering high levels of customer service.	We invest in technology and best practice to continuously improve the products and services we offer. We challenge ourselves to find new ways of helping our customers achieve their goals. We work together as a team, valuing everyone's contribution, to ensure we achieve the best results for our customers and our business.

Table 1. G4S Corporate Values

WORKFORCE, WORKPLACE & MARKETPLACE DIVERSITY

At G4S we value diversity in our workforce and believe it makes us stronger as an organization. Appreciating and understanding the diversity of our customers, employees and partners helps us succeed. We are committed to attracting and retaining diverse talent reflecting the communities in which we operate; creating a work environment that values every individual for their distinctive skills, experiences and perspectives; and providing opportunities to support local communities and minority-owned businesses.

- **Workforce:** G4S is an equal opportunity, affirmative action employer and never discriminates on the basis of race, religion, color, sex, age, national origin, disability, veteran status, ancestry, medical condition, marital status or other statuses protected by law. We will work closely with Culver City on diversity inclusion initiatives in order to foster more inclusive environments and create a diverse work culture.
- **Workplace:** We maintain our commitment to diversity with workplace policies that ensure we treat our customers and each other with dignity and respect. G4S launched our *Dignity & Respect Campaign* to promote a commitment to equality and acceptance among all G4S personnel.





- **Marketplace:** G4S is committed to making a positive economic impact in the communities where we operate. We demonstrate this commitment through our corporate social responsibility and diversity programs; volunteering in local communities; donating time, cash — even our blood — while organizing campaigns for charitable organizations across the country.

G4S Secure Solutions (USA) Inc. Active Officers

- John Kenning, President
- Drew Levine, Vice President
- Joseph Schwaderer, Chief Financial Officer
- Malcolm Burchett, Assistant Secretary
- Daniel W. Grizzard, Assistant Secretary
- Michael Hogsten, Vice President and Secretary
- Joseph Falco, Assistant Secretary
- Jason Fazio, Assistant Secretary
- President, Secure Integration
- President, AMAG Technology
- Gene Kuyrkendall, President, Regulated Security Solutions (2011)
- Chuck Brock, Executive Vice President, Strategic Accounts
- Andy Bedlack, Executive Vice President, Healthcare
- Robert Dodge, Executive Vice President, Corporate Risk Services

Parent Company Primary Business

G4S is the world's leading integrated security solutions company, delivering security services to customers in 90 countries across six continents. G4S provides a suite of products and services, including security personnel, risk consulting, technology and integration, and managed services. We serve many industries, from commercial to government to retail to healthcare and everything between. Together our 558,000 employees are one of the largest security forces in the world.

LOCAL LOS ANGELES OFFICE AND TEAM

G4S believes that providing customer support at all levels of our organization is a key to building better Custody Officer programs and stronger customer relationships. We ensure customer support is available at the local, regional and corporate levels.

Local support is an important feature of customer-centric organizations. To maintain the best service program, our Los Angeles area office will have primary responsibility for managing the account and is staffed with full management and operations teams and training and human resources personnel who will continue to provide close support to your account.

G4S staff who will be responsible for providing services and ongoing support:

- Mark Tsuji, Senior Vice President, California & Pacific Region

G4S Proposal to Provide Security Services

Confidential, Financial and Proprietary Information



- Erik Fields, Vice President, Southern California
- Richard McDowell, Director of Operations, Southern California
- Jessica Putzeys, Shared Services Manager, Southern California
- Michael Kwain, Scheduling Manager, Southern California
- Quintin Ridley, District Manager, Los Angeles Office
- Jose Perez, Trainer, Los Angeles Office
- TBD - CCPD-G4S Custody Supervisor
- TBD - CCPD-G4S Custody Officers (x3)

RELEVANT GOVERNMENT SERVICE EXPERIENCE

In the U.S., G4S has been in operation and licensed for 66 years. We currently provide security officer services to more than 1,500 commercial and government customers. We provide over 52,000 weekly hours of security services at Federal, State and County Government buildings/facilities.

Below represents a recent sample of our customer base in this market.

Client	Location	Start Date
Broward County Courthouse/Sheriff's Dept	Fort Lauderdale, FL	9/30/07
City of Beverly Hills - Police Department	Beverly Hills, FL	8/7/08
City of Jacksonville - Courthouse	Jacksonville, FL	10/1/02
City of Tempe	Tempe, AZ	4/1/17
City of Westminster - Police Department	Westminster, CO	3/1/10
City of Anaheim	Anaheim, CA	7/1/15
City of Irvine - Police Department	Irvine, CA	1/1/96
City of Fullerton - Police Department	Fullerton, CA	7/1/19
City of Costa Mesa - Police Department	Costa Mesa, CA	6/26/13
City of Buena Park - Police Department	Buena Park, CA	7/1/12
City of Azusa - Police Department	Azusa, CA	4/5/99
City of Rialto - Police Department	Rialto, CA	2/1/99
City of La Habra - Police Department	La Habra, CA	4/30/01
City of Whittier - Police Department	Whittier, CA	1/16/06
City of Arcadia - Police Department	Arcadia, CA	7/1/14
City of Downey - Police Department	Downey, CA	12/1/19
City of Upland - Police Department	Upland, CA	6/1/19
City of Redlands - Police Department	Redlands, CA	11/11/96
Oklahoma City Municipal Courts	Oklahoma City, OK	9/28/92
Florida Department of Juvenile Justice	West Palm Beach, FL	10/1/12
City of Portland	Portland, CA	7/1/06



Client	Location	Start Date
City of Tulsa	Tulsa, OK	11/25/02
Georgia Bureau of Investigation	Decatur, GA	8/25/08
Sarasota County Clerk of Court/Sheriff	Sarasota, FL	10/18/99
Jacksonville Sheriff's Office	Jacksonville, FL	11/1/04
Orange County Corrections Department	Orlando, FL	3/9/07
Judiciary Second Circuit	Wailuku, HI	9/1/10
The Judiciary - District Courts	Honolulu, HI	8/10/10
The Judiciary - Supreme Court	Honolulu, HI	8/10/10
The Judiciary - Fifth Circuit Kauai	Lihue, HI	8/10/10
State of Florida D O A H	Tallahassee, FL	07/01/03
Sarasota County Sheriff	Sarasota, FL	09/05/05
The Supreme Court of Ohio	Columbus, OH	12/4/06
Lee County Clerk of Courts	Ft. Myers, FL	3/30/07
Berea Municipal Court	Berea, OH	4/10/08

For the above representative customer list, G4S security officers provide numerous services including:

- Custody Officer Services for local temporary holding and Type I jail facilities for municipal police departments.
- Communicating effectively with the public and county government personnel; directing visitors to personnel and services within the facility.
- Conducting patrols in accordance with routes and schedules established in Post Orders.
- Verifying the security of safes and areas where equipment or valuable materials are stored.
- Ensuring that only authorized personnel are permitted access to closed or restricted facilities or areas by detaining unidentified or unauthorized individuals.
- Responding to reports of ill or injured patrons, visitors, or employees, rendering first aid, and notifying supervisor if further assistance is considered necessary or desirable.
- Reporting safety hazards, malfunctioning equipment, liquid spills, and other such matters to appropriate maintenance personnel.
- Monitoring and operating facility fire alarms and intrusion detection systems and other protection devices or facility equipment.
- Responding to the scene of locally activated fire, burglary or other alarms, or other emergency situations, evaluating situations encountered and taking action as prescribed in Post Orders and/or facility self-protection plans.
- Investigating questionable acts or behavior observed or reported on client premises and questioning witnesses and suspects to ascertain or verify facts.
- Maintaining daily logs and writing incident reports.

G4S Proposal to Provide Security Services

Confidential, Financial and Proprietary Information

- Providing escorts and assisting other security personnel as required.
- Directing traffic, controlling parking, issuing parking violation warnings as authorized.
- Conducting screening procedures to include x-ray machines, hand held and walk through magnetometers; conducting pat downs to prevent unauthorized items from entering client facilities or meetings.

G4S Competitor Differentiator

G4S is the largest private security service company in the world, with a global presence that includes major geographic markets as well as emerging ones. Beginning as a company specializing in security personnel, we have grown into a single-source partner for integrated solutions that include security operations, risk consulting, technology, integration and other services. We are the third-largest provider of security officers in the U.S. and fourth-largest total solution provider in the larger U.S. private security services market, where we account for \$2.35 billion, or 3.5%, of the market.²

The U.S. security officer market is highly competitive, with thousands of companies and 1.11 million officers.³ G4S represents \$1.71 billion, or 5.9%, of the U.S. security officer market, making it one of the largest guarding companies in the U.S., along with Allied Universal and Securitas.

Our commitment to developing skills and resources and delivering superior performance and satisfaction remains the same regardless of market position. With a strong record of customer satisfaction that includes a 95% U.S. customer retention rate, we consider ourselves the industry leader due to our sustained record of commitment, customer satisfaction and retention, and innovation that has established and maintained our reputation as a trusted partner providing superior service to local and global customers.

QUALIFICATIONS AND EXPERIENCE OF PROJECT TEAM

PROJECT STAFF - G4S CUSTOM PROTECTION OFFICER®

Since 1988, the G4S *Custom Protection Officer*® (CPO) program has set the benchmark for personnel in the security industry, offering highly trained and proficient personnel who:

- Possess the skills and experience that exceed other officer levels
- React quickly and intelligently while under pressure or in dynamic situations
- Bring a work ethic that is strong and performance-driven
- Work respectfully and productively with superiors, team members as well as independently
- Strictly adhere to procedures and post orders, with unique respect for policy and chain of command



² Mapes-Christ, Debelius, Kusnic & Hackle. 2019. "Private Security Services, November 2019." The Freedonia Group, Cleveland, 166.

³ "Private Security Services, November 2019," 86.



- Possess abundant leadership potential

G4S recommends the CPO program for customers who:

- Prefer a highly visible and professional security team
- Are facing heightened risks or unexpected situations and require personnel who will act calmly, quickly and correctly
- Are currently using expensive contract off-duty law enforcement officers and require a cost-effective alternative

CUSTOM PROTECTION OFFICER QUALIFICATIONS AND VETTING

CPOs begin their careers possessing abilities and qualifications that most security personnel can only aspire to; no other large-scale commercial program requires candidates to possess the same amount of security education and experience.

Each candidate must have achieved at least one of the following to qualify:

- ***Military service that included law enforcement or security duties (e.g., military police, elite military forces and combat arms) or support in a combat zone***
- ***Eight years' active service in any military branch***
- ***Bachelor's degree in law enforcement or criminal justice***
- ***Associate degree in law enforcement or criminal justice with current or prior active military service***
- ***Graduation from a certified public safety academy in law enforcement, adult corrections or firefighting***

Although CPOs must pass much higher qualifications, our requirements for lengthy experience, training and credentials in military or law enforcement means they are drawn from a highly qualified pool of martial professionals. Additional vetting requirements for CPOs include the following:

- **Physical Exam:** Conducted by a licensed physician to determine if the candidate is physically suited to perform the duties of a G4S security officer.
- **Psychological Examination:** Minnesota Multiphasic Personality Inventory (MMPI) for CPO applicants. G4S uses thoroughly vetted national providers to ensure the integrity of the psychological examinations.

PROJECT SUPERVISION AND SUPPORT

Your assigned Custody Officer team will be managed by personnel from our local G4S Los Angeles area office. Local office support to Culver City will include the following and more:

- | | | |
|-------------------------------|-------------------------|-----------------------------------|
| ▪ Recruitment and hiring | ▪ Supervision | ▪ Inspections and quality control |
| ▪ Background screening review | ▪ Continuing education | |
| ▪ Pre-assignment testing | ▪ Equipment procurement | |



- Pre-assignment training
- On-the-job training
- Customer support
- Review/write post orders
- Payroll & administrative functions
- Providing uniforms

Market Leaders at each office oversee a team of operations management, trainers and human resources staff. Each G4S local office is equipped to employ thousands of security professionals who provide tens of thousands of service hours per week.

POSITION	DUTIES
Market Leader	Our market leaders oversee Custody Officer program operations and customer support for the local offices in their areas. They manage local operations and work directly with training and human resources personnel to ensure all office functions continue smoothly. Market leaders will be heavily involved in the management strategy, quality assurance and ultimate success of the Culver City Custody Officer programs.
District Managers	<p>District managers maintain all operational aspects of Custody Officer programs in their areas. They will be the primary point of contact for the day-to-day needs of the Culver City Custody Officer program.</p> <p>Working under the market leader, they are responsible for many duties, including:</p> <ul style="list-style-type: none"> ▪ Post-specific training ▪ Officer scheduling, supervision, mentoring and discipline ▪ Contract compliance and program performance management
Training Managers	<p>Training managers are career security professionals credentialed to deliver G4S' proprietary security training, developed in-house to include the latest technologies and best practices. Trainers meet all state and local requirements.</p> <p>Market training managers collaborate with local trainers, operations and human resources personnel to standardize and provide the training for officers selected for the Culver City Custody Officer program, including:</p> <ul style="list-style-type: none"> ▪ Pre-assignment and continuation training ▪ Career and leadership development ▪ Culver City-specific trainings that address specific post requirements
Human Resources	<p>Our market and local human resources personnel ensure smooth transitions, hiring and ongoing support. They manage the following activities:</p> <ul style="list-style-type: none"> ▪ Screening, hiring and onboarding ▪ Conducting background checks ▪ Scheduling physical and psychological exams and drug screens ▪ Coordinating uniforms, payroll or other functions <p>HR will work closely with G4S operations personnel overseeing the Culver City program to ensure we meet all requirements and document officer performance for your review.</p>

Table 2. Account Management and Support



LOCAL MANAGEMENT RESUMES

Mark Tsuji, Senior Vice President, California & Pacific Region

Mark Tsuji oversees all areas of management pertaining to Operations, Account Management and Office Management in Northern and Southern California and Hawaii. Mark ensures that all area personnel understand and comply with all Government Labor Standards, ensures that G4S is providing quality services to our clients and that all accounts are operated in a manner consistent with established policies, contracts, and applicable laws.

Mark joined G4S in 1992, bringing experience in security management, training, sales, investigations and marketing with him. Mark is a member of ASIS International, the Building Owners and Managers Association (BOMA), Law Enforcement and Private Security (LEAPS), and the National Association of Chiefs of Police. He is an advisory board member at Cal-State Fullerton. He earned his bachelor's degree from San Diego State University.

Erik Fields, Vice President, Southern California

Erik Fields oversees all areas of management pertaining to Operations, Account Management and Office Management for the Southern California (SoCal) Market which includes offices in Anaheim, Los Angeles, Riverside, San Diego and San Fernando Valley. Erik ensures that all area personnel understand and comply with all Government Labor Standards, ensures that G4S is providing quality services to our clients and that all accounts are operated in a manner consistent with established policies, contracts, and applicable laws. He maintains an active, strong client relations program by making frequent personal visits to discuss any problems or recommendations for the improvement of service provided.

Erik joined G4S in 2019 following almost a decade in the security industry, which included roles as branch manager, director of field technology, and area vice president, where Erik was responsible for the management of 10 branches operations of six states. Erik holds a bachelor's degree in advertising with a minor in business administration from Cal State University.

Richard McDowell, Director of Operations, Southern California

Richard McDowell supports the Market VP and provides management and direct oversight of the District Manager role for all offices in the SoCal Market; participating in selection and placement; conducting performance improvement plans; ensuring subordinates are adequately trained and have all tools required to ensure success in their roles. Richard ensures accounts are operated in a manner consistent with established policies, contracts, and applicable laws and maintains strong client relationships, including strategic community relations.

Richard joined G4S in 2002 as a security officer. A U.S. Marine Corps veteran, he was an instructor for the USMC's Special Operations Training Group (STOG) and led troops during Operation Restore Hope in Mogadishu, Somalia. Richard is a member of the Building Owners and Managers Association (BOMA) and ASIS International.

Jessica Putzeys, Shared Services Manager, Southern California

Jessica Putzeys is responsible for handling all administrative, payroll and billing functions, and corporate communications to the SoCal Market. She is the primary point of contact for all office functions pertaining to the overhead personnel and is responsible for ensuring that office accounts



are operated in a manner consistent with established policies, contracts, and applicable laws. Jessica maintains strong client relationships and is responsible to oversee and ensure accuracy in billing, payroll and collection for services delivered.

Jessica joined G4S in 1998 as a payroll specialist and has developed over two decades of experience in payroll and office administration with an education background in administration and accounting.

Michael Kwain, Scheduling Manager, Southern California

Michael Kwain is the primary contact for all billable employee scheduling related services for offices in the SoCal Market. He is directly responsible for the communication, dispatching and/or scheduling various levels of field security personnel/security officers for regular weekly contractual service hours and service requests/changes provided by G4S Secure Solutions National Communications Center and G4S customers. Michael is responsible for maintenance of schedules in G4S Labor Scheduling System and the oversight of data entry in the Labor Scheduling System.

Michael joined G4S in 2019 following a 15 year career in the United States Air Force as an analyst. During his service, Michael participated in many security and counter-terrorism activities to include deployments throughout Southwest Asia and Africa while assigned to Air Force Special Operations Command (AFSOC). Michael holds a bachelor's degree from American Military University and is currently completing a master's of public administration through National University.

Quintin Ridley, District Manager, Los Angeles Office

Quintin Ridley is responsible to the Director of Operations to oversee the effective and efficient implementation and execution of all applicable phases and functions of operations in his span of control regarding delivery of service to his clients, while continuously improving the client relationship, by ensuring quality assurance and contract compliance. Quintin ensures that all sites are properly staffed in support of the Labor Scheduling requirements and conducts audits and/ or site visits, as well as communicating performance and any action plans to impact site performance to all applicable parties.

Quintin joined G4S in 2008 as an area supervisor and has acquired over a decade of operational and managerial experience as he has been promoted through the ranks while handling the day-to-day operations of the clients in his portfolio. Quintin holds a bachelor's degree in business administration from the University of La Verne.

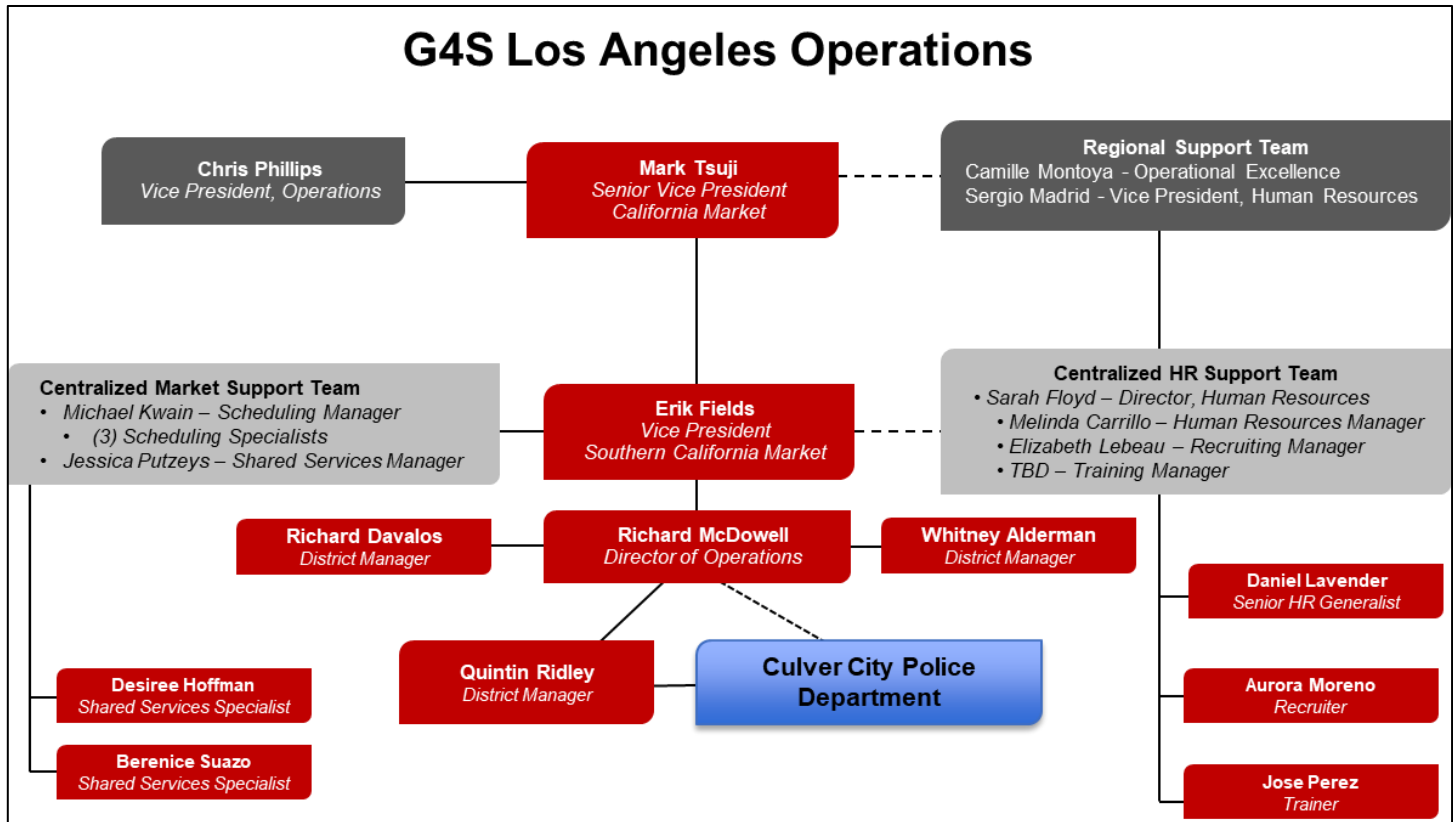
Jose Perez, Trainer, Los Angeles Office

Jose Perez ensures that the training provided to uniformed services employees provided at any client facilities within the Los Angeles area meets or exceeds the requirements set forth in policy, contracts, and applicable laws. He continually develops and maintains working relationships with operational department employees and other management departments to improve on employer and employee relations and works to set branch-level strategy for training in an effort to onboard and train the highest quality of security personnel.

Jose joined G4S in 2009 after serving in two deployments in the United States Marine Corp and receiving an Honorable Discharge. He has over 20 years' experience in the security field and has been an EMS Safety Instructor for the past 15 years. In addition to being the Weapons Custodian for

the local offices with a responsibility of over 150 weapons, Jose is also a CPI Instructor (Crisis Prevention Institute), authorized to provide hospital training as needed per contracts.

LOCAL G4S LOS ANGELES OFFICE ORG CHART



RESPONSE TO SCOPE OF SERVICES

G4S will find the right people for your Custody Officer program and train and develop them in accordance with the all State and City required standards. We do not simply sit back and wait for applicants to fill our officer roles; we seek the best candidates through our award-winning recruitment technologies and outreach programs. We examine their backgrounds to ensure their suitability for assignment and provide ongoing training to develop more qualified officers.

WHY OFFICERS CHOOSE G4S FOR EMPLOYMENT

All employees want a fair and decent wage, and many want more — a career that provides purpose, value, challenge and inspiration, and a company that offers greater stability, flexibility and prospects. G4S strives to be officers' employer of choice in the security sector, providing opportunities, benefits and management that appeal to the best talent the industry has to offer.

At the core of our employer brand is the "G4S Employee Promise":



At G4S, we offer to help develop your potential through a variety of stimulating and unique career opportunities in a winning, global organization: We endeavor to respect the voice of each individual whilst protecting your needs. G4S trusts you to make a positive difference to the security and well-being of our customers and society, whilst providing you with the tools, support and space to perform your role to the best of your ability. We truly believe that each employee should share in the success that working for a winning organization can bring.

With this as the foundation, we offer candidates a wide range of opportunities to provide career longevity, variety and fulfillment. We reward and recognize our employees and offer incentives for tenure, service and exemplary performance. We make a point to feature employees in *G4S News*, our nationally distributed company magazine, for outstanding achievement and client service.

Internal promotion is an important part of our culture, and we put policies in place to identify and cultivate talent from within. Because we are a full-service security provider, specializing in multiple areas from guarding to technology to integration, our officers get the chance to pursue many career trajectories and receive the training and support needed to reach their goals. And because we invest in finding the best talent and developing our officers, career stability is more available at G4S than most of the security industry, which is known to have higher-than-average turnover rates.

Finally, we listen to our officers, whose direct feedback is crucial to ensuring we deliver on our employee promise. When asked in our most recent company-wide job satisfaction survey, four-out-of-five G4S employees indicated satisfaction with their job. We believe that the job satisfaction of those who commit to G4S is a moral imperative, and ours is a dynamic career environment that offers rewarding opportunities security officers won't easily find elsewhere.

G4S CAREER CENTER AND APPLICANT TRACKING SYSTEM

The *G4S Career Center and Applicant Tracking System (ATS)*⁴ offers candidates a seamless application experience while streamlining the ongoing officer recruiting, vetting and selection process.

A centralized platform hosting millions of visitors each year, the G4S Career Center continuously attracts qualified applicants, providing interactive application tools and learning modules across multiple job portals and social media outlets. Once registered with the Career Center, users gain access to a personalized dashboard from where they can view their application profile at a glance and access the many features of the website, which include the following:

- **Candidate profile:** Users can create a unique profile, upload their CV and link to their social media.
- **Jobs search:** Users can search for G4S positions, create watch lists and apply for jobs.
- **Groups and community forum:** Q&A and group discussions between users and G4S personnel.
- **Learning tools and resources:** Documents and videos about G4S and how to apply.
- **Referrals and connections:** Users can refer individuals and display their G4S network connections.

⁴ Available online at <http://usajobs.g4s.com>.



The G4S Career Center accounts for a significant portion of our recruitment pool, handling a constant stream of user activity from the U.S. that includes the following:

- 2.2 million sessions per year
- 1.3 million registered users
- 591,000 applications per year
- 398,880 page views per month
- 34 applications per job on average
- 286,000 likes on Facebook and 276,000 LinkedIn followers

Meanwhile, our ATS processes hundreds of thousands of applications to maintain a robust employee pipeline. Qualified candidates are matched with roles that fit their skills, experience and location. Hiring managers receive immediate recommendations when suitable candidates appear, putting them in the best position to bring highly talented personnel into a client's Custody Officer program. The ATS follows G4S applicants through every stage of the recruitment process. Its reporting features analyze hiring campaigns based on several unique criteria, such as job reference number, job templates used or an internal HR information system tracking code.

The ATS provides several benefits over a manual application tracking process, including the following:

- Reduces recruitment costs through more efficient candidate qualification and screening, faster audit processing, paper reduction, and avoidance of double-entry and data error.
- Automated data capture provides complete compliance with OFCCP reporting requirements.
- Robust reporting and data visualization tools provide detailed and current information and insight into client recruitment campaigns.

G4S Career Center Automation and Mobile Technologies

Data analysis from our Career Center, ATS and resourcing partners has shown a clear trend toward applicants visiting, registering and completing their online application activities on mobile devices and tablets. To accommodate this tendency, we have created automated processes and continue to enable mobile functionalities that allow applicants to engage their G4S career search in ways they find more convenient.

Text-to-apply and *chat-to-apply* allow candidates to submit applications through a messaging interface accessible from a computer or mobile device. By engaging with a fully functional artificial intelligence dialog, visitors receive assistance locating roles they might be interested in while being walked through the application process. These features not only help applicants search and apply for jobs, but can also qualify and schedule them for an initial interview.

Text-to-apply and chat-to-apply are fully integrated with our Career Center application process and can be enabled from any G4S USA website.

Award-Winning Military Recruitment Program

Since armed forces personnel possess many of the leadership, management and teamwork skills that prepare them to succeed as G4S security officers, we created programs focused specifically on

recruiting and hiring veterans. Composing 18.3% of our national workforce, veterans have a significantly lower turnover rate than their peers, are promoted faster and stay longer with G4S. Our goal is to be veterans' employer of choice, whether they currently serve, are preparing to retire from the military or transitioned to civilian life years ago.

Our military recruitment program works directly with employment specialists and transition assistance managers from all armed forces branches⁵. We guarantee veterans an initial interview to honor their service while also assuring a flow of capable officer candidates with established skills and work ethic. From entry-level to senior executives, veterans are an essential part of our organization and a key to our success.

Comprehensive Recruitment Channels

G4S' recruiters use an extensive range of channels, through both the internet and direct outreach to partner organizations and individuals, to ensure a rich supply of qualified officer candidates.

This begins with our online Career Center, where we post the latest G4S job openings and invite users to create candidate profiles and interact with our recruitment community. From here, jobs are automatically posted to another large source of qualified candidates, non-G4S websites such as Indeed.com and Facebook.

In addition, we send hiring announcements to many employment programs and make direct recruitment efforts at local colleges and community organizations. We encourage employee referrals; maintain relationships with local, military and government employment outreach partners.

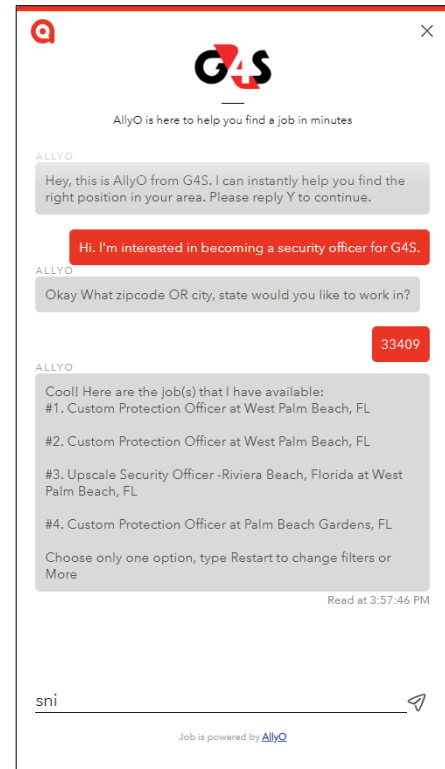
The following non-comprehensive list details many of our recruitment channels and features:

- **G4S Career Center**
 - Automatically matches job postings with registered job seekers, who receive email and dashboard alerts for openings that match their skills
 - Hiring teams alerted to most-qualified candidates to enable proactive outreach
 - End-to-end mobile friendly process
 - Email campaigns drawing from a pool of over 1.3 million registered users, with the ability to target and invite individual qualified candidates from any location to apply for specific job openings
- **Job Board Postings**

⁵ Military recruitment programs in which G4S participates include Partnership for Youth Success (U.S. Army), Heroes2Hired (Employer Support of the Guard and Reserve), Hiring Our Heroes (U.S. Chamber of Commerce Foundation), Work-Life Program (Coast Guard), Disabled Veterans Outreach and Local Veterans Employment Representative programs (America Job Center network), and participation at military career fairs at bases across the country.

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The G4S Career Center's automated *Text-to-Apply* interface allows candidates to submit by smartphone or web-based chat window.



- Indeed.com
- Glassdoor.com
- CareerBuilder.com
- ZipRecruiter.com
- ASISInternational.com
- LocalJobNetwork.com
- **Job Board Partnership Programs:**
 - *CareerBuilder Talent Network*: Proactive re-engagement program that allows us to keep in touch with potential applicants
 - *Glassdoor Enhanced Profile*: G4S is the first employer in the security industry to be designated as an “open company” by Glassdoor.com
 - *Indeed.com*: G4S is the first employer in the security industry to participate in this beta program, allowing us to target potential applicants based on their past searches and location
- **Social Media**: Facebook and Instagram
- **Career Expos**
 - College campus career fairs
 - Local employment-office events
- **Military Recruitment Program**
 - ESGR component liaison (USAFR, USMCR and USNR headquarters)
 - Army Reserve Private-Public Partnership Program
 - Employment Assistance Program (USAF headquarters)
 - Work-Life Program Manager (USCG headquarters)
 - H2H state coordinators
 - DVOPs and LVERs at the local American job centers
 - Transition assistance managers at local bases for all branches of service
 - Military career fairs at bases throughout the U.S.
 - Local veterans job fairs
 - Yellow Ribbon and Family Day events at bases and reserve units
 - Local military affairs committee meet and greets

PERSONNEL BACKGROUND CHECKS AND SCREENING

G4S uses a rigid background screening process for all officers that includes a comprehensive criminal check based on 10 years of residential history; social security trace; 10-panel drug test; and verifications of identity, work authorization, employment history, and highest degree completed.

The following steps are included in our officer background screening:

- Identity Verification: Social Security Trace Report
- Criminal Check (7 years)
- National Criminal, Sex Offender, and Global Sanctions Check
- 7 Years of Activity (Employment, Unemployment, Education)



- Military Service (DD214)
- Driver's License (DMV) Check
- I-9 Verification
- Drug Screen
- Physical Examination
- Psychological Examination

The following provides detailed information on each step of our background screening process:

Identity Verification: Social Security Trace Report

The Social Security Number (SSN) trace compares the candidate's Social Security number to credit header and public records data, which helps to validate the information provided by the individual and may develop additional residential history and alias names not otherwise provided by the individual.

Criminal Check (7 years)

Criminal records searches are based on 10 years of Social Security trace report address history and include any federal or state court records on felony and misdemeanor convictions and pending cases in which the officer candidate was involved. Some jurisdictions limit how far back searches can go. Our criminal records searches cover a period of 7 years, depending on local restrictions.

In addition, G4S performs ongoing arrest monitoring on all current G4S officers.

National Criminal, Sex Offender, and Global Sanctions Check

G4S queries the names and aliases of officer candidates through a database that covers 2,200 jurisdictions for bookings and incarcerations and covers 70% of the incarcerated population. Names and aliases are cross-referenced against the Federal Department of Justice, which includes registry data covering 49 states (NV is not available), District of Columbia and U.S. territories, as well as publicly available global sanctions, restrictions and exclusion records. These include the following:

- Office of Foreign Assets Control Specially Designated Nationals (SDN) and Blocked Persons List
- U.S. Department of State Foreign Terrorist Organizations List (updated monthly)
- America's Most Wanted Fugitive List (Wanted Fugitives through July 2012)
- Australian Department of Foreign Affairs and Trade (current sanctions; updated monthly)
- Canadian Public Safety (current listed entities; updated quarterly)
- Directorate of Defense Trade Controls Debarred Parties List
- European Union Terrorism Sanctions List
- Immigration and Customs Enforcement (ICE) Most Wanted / Current Offenders
- Interpol Most Wanted (updated monthly)
- MIPT Terrorism Knowledge Base (known terrorists through April 2008)
- Most Wanted List (updated quarterly)
- National Counterterrorism Center Comprehensive Terrorist List (updated semiannually)
- Naval Criminal Investigative Service (NCIS) Current Most Wanted Fugitives (updated monthly)



- Office of the Superintendent of Financial Institutions (OSFI) Canadian Sanctions List
- Palestinian Legislative Council List (records through September 2008)
- Royal Canadian Mounted Police Current Most Wanted (Updated Monthly)
- United Nations Consolidated Sanctions List
- U.S. Department of State Fugitives from Justice List: (from March 2014; updated semi-annually)
- U.S. Department of State Nonproliferation Sanctions

7 Years of Activity (Employment, Unemployment, Education)

As part of the background check, G4S verifies all professional and academic activity on a best-effort basis from the previous 7 years, including resolution of any gaps in employment that are 90 days or longer. We will verify highest level of education attained and may consult character references who are not relatives.

Military Service (DD214)

For those with military service, G4S will verify and review a copy of the long-form DD214, which provides military occupational specialty, rank at discharge, character of service, narrative reason for separation, and reenlistment eligibility.

Driver's License (DMV) Check

G4S verifies and reviews driving records, including licensing verification and traffic violation documentation, through state departments of motor vehicles for G4S officers whose duties involve operating a motor vehicle. Available information varies by state.

I-9 Verification

Verification of identity and employment eligibility is conducted at the time of hire by submitting Form I-9 information to E-Verify, a service of the Department of Homeland Security (DHS) and U.S. Citizenship and Immigration Services (USCIS).

Drug Screen

Candidates undergo an initial 10-panel drug test, with independent laboratory confirmation where appropriate, to detect use of:

- Amphetamine
- Methamphetamine
- Cocaine
- Marijuana
- Opiates
- Phencyclidine
- Barbiturates
- Benzodiazepines
- Methadone
- Propoxyphene



Physical Examination

Medical examinations for Custom Protection Officers, to include health history questionnaire, vitals, basic hearing and vision testing, and physical examination, are conducted by licensed physicians to determine the individual's physical and medical suitability to perform security officer duties.

Psychological Examination

G4S will administer the Minnesota Multiphasic Personality Inventory (MMPI-2) to Custom Protection Officer candidates prior to employment. G4S contracts with thoroughly vetted national providers to ensure the professionalism and integrity of the psychological examinations.

TRAINING AND DEVELOPMENT

Training is a G4S core competency and area of excellence. We have developed award-winning training programs customized to meet your individual security needs through our ISO-registered North America Training Institute (NATI) for security officers.

People learn through different methods and techniques, and we use multiple learning tools and approaches to ensure training is provided per contract terms and understood by the security officer, including the following:

- **Pre-assignment Classroom Training** led by a live instructor, which allows personnel to participate in real-time Q&A sessions and provides individual attention in a controlled environment.
- **On-the-Job Training (OJT)** is a critical, customer-specific component of a security officer's training. OJT prepares officers for their day-to-day rigors with a customized program focused on their job assignment and post functions.
- All G4S personnel receive and maintain a copy of the *G4S Security Officer Handbook* and *Safety Handbook*, both of which are required reading on which officers are tested to ensure understanding of G4S policies and their duties as a security officer.
- **G4S University (G4Su)** is NATI's online learning management system and provides ongoing training and professional development for security personnel. G4Su offers over 2,570 e-courses in a wide range of security-related subjects for G4S personnel of all experience levels.

Upon successful completion of the background investigation, each Custom Protection Officer® (Custody Officer) will receive over 30 days of training before running the post on their own. This required training exceeds all industry and state of California standards and includes the following:

- **STC Title 15 Training: 172 hours**
- **G4S Pre-Assignment Classroom Training: 40 hours**
- **Culver City PD On-the-Job Training (OJT): 80 hours**
- **Annual Refresher Training (STC Title 15): 24 hours**

G4S PRE-ASSIGNMENT CLASSROOM TRAINING

SUBJECT	LESSON PLAN	HOURS
Introduction	G4S Values and Dignity and Respect Program Dale Carnegie Customer Service Excellence at G4S	2.5
Basic Preparedness	Basic Duties of Private Security Personnel Taking Notes and Writing Reports G4S Employee Awareness Training: Business Ethics and Conduct Policy Professional Communications <ul style="list-style-type: none"> ▪ G4S Social Media Policy ▪ G4S Security Officer Handbook and Exam 	3
Life Safety	Life Safety Issues: Preventing and Responding to Emergencies, Fires and Evacuating Buildings Including Fire Alarms G4S Putting Safety First G4S STP Training G4S Safety Starts with Me Video Series <ul style="list-style-type: none"> ▪ G4S Safety Handbook and Exam ▪ Safety Handbook Acknowledgment and Consent Agreement 	3.5
Legalities	Legal Authority of the Security Officer: Extent and Limitations Including Use of Force <ul style="list-style-type: none"> ▪ G4S Use of Force Policy and Acknowledgment ▪ Acknowledgment of Use of Force Protecting Crime Scenes and Preserving Evidence	1.5
Physical Security	Effective Patrolling Day and Night Access Control Including Protective Alarm Systems and CCTV Bomb Threats Including Suspicious Packages <ul style="list-style-type: none"> ▪ Recognizing the 8 Signs of Terrorism 	2.5
Interpersonal Relations	Communicating Effectively with the Public and the Media <ul style="list-style-type: none"> ▪ Americans with Disabilities Act (ADA) Violence in the Workplace and Crisis Intervention Including Active Shooter	2
Emergency Medical Aid	First Aid, CPR and AED Course	8

SUBJECT	LESSON PLAN	HOURS
Additional CPO Requirements	Basic Preparedness <ul style="list-style-type: none"> Dealing with the Effects of Shift Work Life Safety <ul style="list-style-type: none"> Accident Prevention, Investigation and Ergonomics OSHA Hazcom and First Responder: Awareness Level Professional Communications <ul style="list-style-type: none"> Security Interviewing Techniques Physical Security <ul style="list-style-type: none"> Information Protection and Cyber Security Crowd Management Vehicle and Traffic Control Alcohol, Drug Abuse and its Effect Terrorism: Responding to the Indicators Firearms and Non-Lethal Weapons Safety Advance Search of People and Vehicles Emergency Power Off Devices Interpersonal Relations <ul style="list-style-type: none"> Valuing Diversity and Avoiding Workplace Harassment Stress Management 	15
Assessment	Review and Final Exam Course Critique	2
TOTAL HOURS		40

Table 3. CPO Pre-assignment Training Program

Outstanding customer service is critical to our business. Security officers not only represent G4S, but also the clients we serve. It is imperative that our personnel convey a professional image and a customer-service minded attitude. As an organization, we continually seek ways to reinforce our focus on putting the customer first. Our dedication to customer service can be seen from the following:

- **Specialized Customer Service Training:** G4S has partnered with Dale Carnegie Training to develop and implement specialized customer service excellence training for our officers (more details on this training can be found in the section below).
- **Customer Service Emphasis in our Security Officer Handbook:** Each G4S officer receives a Security Officer Handbook which outlines our performance standards and customer service expectations.
- **Recognition and Incentives for Superior Customer Service:** Public recognition and awards show our employees that we recognize their exemplary customer service and reiterate to our entire organization that the client always comes first. We recognize and award officers for going above and beyond for customers through various channels, including:
 - In our monthly G4S News publications, we recognize G4S employees that go above and beyond for our customers in a section entitled “G4S All-stars.”



- G4S produces videos called Shout Outs in which G4S leaders recognize employees for their extraordinary service.
- G4S presents awards to personnel, including Regional Officer of the Quarter/Year Award and National Security Officer of the Year Award. The recipients of these awards consistently show their dedication to customer service and are recognized and monetarily rewarded for their commitment.
- **Customer Feedback to Ensure Excellent Customer Service:** G4S maintains multiple communication methods and feedback channels to ensure customer satisfaction. A key part of this feedback collection is administered through our Net Promoter Score (NPS) methodology, where we survey customers monthly to gauge customer satisfaction and identify improvement opportunities. If customer service feedback is not up to G4S standards, we will put a formal plan into place immediately to ensure our customer service expectations are met.
- **Proactive Management to Guarantee Customer Service:** Our expectation is that officers exemplify dedication to customer service consistently, every day. On-site supervision and quality site inspections are used to monitor and measure officers' commitment to delivering customer service.

CUSTOMER SERVICE TRAINING: DALE CARNEGIE

As an organization, G4S is dedicated to providing our employees with the tools they need to provide excellent customer service. Consequently, we have joined with Dale Carnegie Training, a learning institution specializing in leadership and communications, to develop a customer service training curriculum for the security industry. This course teaches security officers to better engage with visitors and patrons of your security sites so that they will make better first impressions, build loyalty for Culver City, and make your security presence as welcoming and helpful as it can be. All officers receive at least two hours of instruction, with advanced customer service training available. The two-hour, instructor-led training course highlights effective ways to foster positive customer relationships and reactions, and improve the communications skills of our security officers. It places increased emphasis on attentiveness, deterrence, and assertively communicating during a multitude of potential security-related situations that are infused throughout our security officer new-hire training. It is geared towards eliminating the misconception of security officers being stern and unfriendly “rule enforcers” and instead, it elevates the level of quality service we provide to our clients and their customers. The training requires officers to demonstrate how they would respond to internal and external clients/customers through scenario-based classroom interaction and role-play. We are able and willing to structure our training curriculum based on specific desires of Culver City.

FIRST AID, CPR & AED AND BLOODBORNE PATHOGENS TRAININGS

G4S has partnered with EMS Safety Services and the American Heart Association (AHA) to provide both *First Aid-CPR-AED* training and *Bloodborne Pathogens* training to G4S employees nationwide.⁶ G4S North America Training Institute (NATI) is the country's largest AHA-partnered corporate

⁶ If requested, another mutually agreeable certification agency may be used to complete first aid training, per contract requirements.



training center, with over 1,200 instructors who lead trainings. Since G4S began providing first aid training to officers in 2009, we have certified over 230,000 G4S employees. Last year officers saved 51 lives using first aid.

First Aid, CPR & AED Training

G4S First Aid, CPR & AED course is based on the *2015 ILCOR International Consensus on CPR and ECC Science with Treatment Recommendations*, *2015 AHA Guidelines for CPR & ECC* and the *2015 AHA/Red Cross Guidelines for First Aid*. Our first aid courses prepare security officers to provide first aid and CPR and use an automated external defibrillator (AED) in a safe, timely and effective manner.

Participants learn the following:

- Recognizing when CPR is needed and performing high-quality CPR on adults and children
- Giving effective breaths using mouth-to-mouth or a breathing mask
- Helping a choking adult, child or infant
- Using an epinephrine pen
- Controlling bleeding and using bandages
- Recognizing elements of common injuries and illnesses
- Using protective equipment such as gloves and waste disposal bags
- Describing their actions and recognizing the legal questions that apply to first aid rescuers

Upon completing the learning portion, participants complete a hands-on skills session under the supervision of a certified first aid instructor. Officers who pass this training receive a course completion card, valid for two years.

Bloodborne Pathogens Training

Bloodborne Pathogens training prepares G4S security officers to protect themselves and others from exposure to blood, take action to clean and dispose blood and blood-containing materials, and follow proper documentation and reporting procedures. This course is designed specifically for occupations with an increased chance of coming into contact with bloodborne pathogens.

Participants learn the following:

- Strategies for staying safe when facing a potential occupational exposure incident
- Taking proper precautions when handling materials, including using protective equipment, cleaning, and steps to prevent the possibility of exposure or infection
- Recognizing warning signs and interpreting hazard labels
- Handling and disposal of sharp objects and blood-containing items

QUALITY ASSURANCE PROGRAM

Our goal is to provide the security industry's highest quality service and personnel, distinctions which must be continually earned. In the pursuit, we follow prescribed quality assurance policies designed to increase officer effectiveness, validate performance measurements, and guarantee service delivery.

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Our quality assurance program starts with choosing the right people, then adds value by monitoring performance and acting on feedback. We do not merely catalog customer concerns; we refine our services to exceed their standards. We do not simply follow best practices and employ new technologies; we share our knowledge with customers to build better systems and strengthen our relationships. We do not just assign personnel who meet necessary qualifications; we provide ongoing training to develop even finer officers.

- **Officer Vetting and Selection:** Hiring experienced personnel is the first and most important step toward creating a safe environment. We pursue the best security officer candidates through our award-winning recruitment programs. Candidates are evaluated to measure their suitability for each role and undertake a series of demanding interviews and background checks.
- **Officer Training and Development:** Great officers are experienced security specialists, but also representatives of your unique culture. G4S officers receive training that hones interpersonal techniques — including customer service, public relations, and health and safety skills — so their ability to provide protection is matched by their professionalism at your organization.
- **Customer Communication and Satisfaction:** We proactively seek feedback to gauge our performance, ensure we meet service requirements, and provide customers a platform to voice concerns. Local G4S supervisors regularly confer with jobsite stakeholders, while scheduled executive meetings review progress toward goals and provide forums to raise new issues. We solicit further information and record customer satisfaction data using web-based surveys. To provide transparency, we make all staffing, inspection, incident, financial and compliance data available through our online customer interface.
- **Internal Assessment:** We continually evaluate our relationships for ways to increase the value customers receive. Our managers make both scheduled and impromptu visits to job sites to inspect officer performance, while third-party auditors verify our processes. Officer evaluations, compliance checks and performance scoring provide further opportunities for improvement.

CULVER CITY SUPPORT AND SATISFACTION

G4S ensures customer satisfaction by delivering standardized, high-quality services and maintaining multiple communication methods and feedback channels, including:

- **Standardized Programs and Automated Procedures:** When services are provided in a consistent manner from post to post, service improvements can raise performance levels across the whole program. G4S maintains standardized programs and procedures, many of them ISO-certified. Integrated software technology platforms simplify account administration, raise transparency and provide further uniformity across each security site.
- **Multiple Support Methods:** G4S' local office managers and supervisors, responsible for the daily operation of security sites, are fully empowered to address all support requests, while representatives at our 24/7 Risk Operations Center (ROC) handle after-hours customer support requests.



- **Open Communications:** G4S' local supervisors meet regularly with on-site stakeholders to review security operations. Periodic upper-management meetings look at progress toward stated goals and solicit actionable feedback. Between these regular communications, G4S contacts are available by phone, email and text to answer questions and handle requests.

ISSUE REPORTING, ESCALATION, RESOLUTION AND FOLLOW-UP

G4S strives to solve issues quickly and thoroughly, but we know that some unique support concerns are best handled by off-site supervisors or upper management. We believe that escalation of this kind always represents an opportunity to surpass customer expectations and strengthen your program.

Reporting and Escalation Process

Our problem resolution system is simple and effective, emphasizing direct communication and quick action:

- **For site-level issues**, such as scheduling or officer performance, concerns are communicated directly to the local office general manager, who has full authority and resources to resolve issues within the office territory.
- **For account related issues**, such as billing, contract compliance and serious incidents, our account managers link customers to regional management, trainers, safety persons and other G4S personnel.

Once notified of an issue, local G4S personnel meet to determine the cause and establish a corrective action plan, which is presented to Culver City with a resolution timeline. Corrective actions are assigned to staff, with increasing attention and resources allocated to open issues. Team members conduct investigations and take action, documenting each part of the process, until a conclusion is reached.

Post-resolution Follow Up

Following a successful resolution, our process requires a causal analysis and preventive measures to avoid future occurrences. Customers receive follow-up communication from their local G4S office manager to ensure satisfaction. Issue logs are kept on file for review by G4S managers and further discussed at regular customer meetings. In the rare case the issue persists, we meet with customers to determine why we fell short, whether some change has occurred which prevented the correction, and what steps can be taken to ensure a satisfactory resolution.

CUSTOMER SURVEYS AND NET PROMOTER SCORE

At G4S, our company and every security program we run operates on a philosophy of continuing improvement, where solutions to new challenges inform our ongoing service so that we are better prepared in the future. This is made possible only through consistent feedback, informational analysis and feedback incorporation mechanisms that ensure the lessons we learn today become competencies we retain tomorrow.



We use several methods to obtain the feedback we need to foster continuing improvement, including consultation with our account managers and security personnel and data collection through our proprietary technologies. But by far the most valuable insights come from our customers themselves; those we serve possess a singular understanding of what issues are most costly and what improvements would most help their programs thrive.

As part of a multi-pronged effort to gather feedback, we routinely survey our customers on our program performance, using the proven *Net Promoter Score* (NPS) methodology to gauge customer satisfaction and identify improvement opportunities. Through Satmetrix, an established third-party NPS service, we survey approximately 15% of our entire customer base each month. These survey results, measured across geographical areas, business lines and other categories, provide our managers and executives with detailed views of customer satisfaction for each customer account, local office, business region and the country as a whole.

Our automated closed-loop process, requiring G4S management to respond to both positive and negative feedback, ensures both that praise and recognition are passed on to the deserving parties and that issues that need to be resolved receive immediate and appropriate attention.

NPS scores tend to be highest among retail goods providers selling high-cost, high-quality products. (For example, the Apple iPhone has an NPS score of +63.) In the security industry, a positive NPS score (more positive than negative feedback) is considered good, while a score above +25 (25% more positive reviews than negative ones) indicates excellence. G4S' average score for the most recent year is 31%. We attribute this number to our adoption of standardized quality management processes and thorough resolution procedures, which ensure consistent high-quality service and fast, permanent solutions to customer concerns.

G4S VALUE SUMMARY: OUR DIFFERENTIATOR

To provide the most value, G4S creates customized solutions with a focus on achieving customers' strategic goals. As such, one of our first steps is to work with you to identify objectives that contribute to the success of your organization. This may involve mitigating risks, improving internal processes, reducing total costs or a number of other possibilities. With an understanding of your strategic objectives, we can use our wide array of knowledge, personnel, technology and resources to provide a customized, innovative program tailored to your unique business goals and security environment. In other words, you bring us your specific problems and we develop targeted solutions using the right combination of people, protection, customer service and technology to provide the most value at the lowest total cost.

This process does not end during the program development stage; guided by operational data, as well as your feedback and input, we will continue to improve your program and build more value throughout its life. We believe that making this continuing improvement possible requires transparency, maintaining detailed performance records and making them available to customers for review.

Our proven ability to act as a trusted security partner, bringing innovation and long-term value to customers such as Culver City, differentiates G4S from other large security organizations. Security partnerships should go beyond merely checking the regular boxes — *Have posts been filled? Do officers receive adequate background checks? Have they been adequately trained?* Producing the greatest security program value requires more than eliminating or combining positions to reduce



costs; optimization is not just an end to itself, but also a long-term project that aligns with the values and purpose of an organization. Our process of data gathering, transparent analysis and program improvement enables this alignment. We equip our customers to become strategic partners, making every effort to listen to their input so that we can go beyond the basics, and in so doing uncover opportunities for continual service improvements.

G4S Market Position

G4S is the largest private security service company in the world, with a global presence that includes major geographic markets as well as emerging ones. Beginning as a company specializing in security personnel, we have grown into a single-source partner for integrated solutions that include security operations, risk consulting, technology, integration and other services. We are the third-largest provider of security officers in the U.S. and fourth-largest total solution provider in the larger U.S. private security services market, where we account for \$2.35 billion, or 3.5%, of the market.⁷

G4S has never been driven by market share. Our commitment to developing skills and resources and delivering superior performance and satisfaction remains the same regardless of market position. With a strong record of customer satisfaction that includes a 95% U.S. customer retention rate, we consider ourselves the industry leader due to our sustained record of commitment, customer satisfaction and retention, and innovation that has established and maintained our reputation as a trusted partner providing superior service to local and global customers.

G4S differentiates from our competition by establishing local offices and grassroots programs in hundreds of cities across the U.S. Our ability to serve our customers on a local level is only supplemented by our size, which allows us, when necessary, to use the strength of an international company to solve otherwise intractable local problems, such as unexpected security needs, catastrophic events or natural disasters.

⁷ Mapes-Christ, Debelius, Kusnic & Hackle. 2019. "Private Security Services, November 2019." The Freedonia Group, Cleveland, 166.

FEES

The Rate Schedules provided below are good for 90 days from the date of this proposal. Each schedule provides rates for a 12 month term, with subsequent annual increases to the hourly compensation rate for assigned Custody Officers to account for scheduled annual increases in CA minimum wage through 2022. G4S requests net 30 payment terms as we pay our employees assigned to the site, weekly.

City of Culver City

G4S Custody Officer - 2020-21 Rate Schedule

Employee Designation	Weekly Hours	Officer Hourly Pay Rate	G4S Hourly Bill Rate	Estimated Monthly Cost	Estimated Annual Cost
CPO Custody Supervisor (1 FTE - Exempt)	40	\$ 31.25	\$ 54.37	\$ 9,424.13	\$ 113,089.60
CPO Custody Officer (3.2 FTE - Non-Exempt)	128	\$ 22.00	\$ 41.32	\$ 22,918.83	\$ 275,025.92
	168.00			\$ 32,342.96	\$ 388,115.52

City of Culver City

G4S Custody Officer - 2021-22 Rate Schedule

Employee Designation	Weekly Hours	Officer Hourly Pay Rate	G4S Hourly Bill Rate	Estimated Monthly Cost	Estimated Annual Cost
CPO Custody Supervisor (1 FTE - Exempt)	40	\$ 32.25	\$ 56.01	\$ 9,708.40	\$ 116,500.80
CPO Custody Officer (3.2 FTE - Non-Exempt)	128	\$ 23.00	\$ 43.05	\$ 23,878.40	\$ 286,540.80
	168.00			\$ 33,586.80	\$ 403,041.60

City of Culver City

G4S Custody Officer - 2022-23 Rate Schedule

Employee Designation	Weekly Hours	Officer Hourly Pay Rate	G4S Hourly Bill Rate	Estimated Monthly Cost	Estimated Annual Cost
CPO Custody Supervisor (1 FTE - Exempt)	40	\$ 33.25	\$ 57.63	\$ 9,989.20	\$ 119,870.40
CPO Custody Officer (3.2 FTE - Non-Exempt)	128	\$ 24.00	\$ 44.77	\$ 24,832.43	\$ 297,989.12
	168.00			\$ 34,821.63	\$ 417,859.52

NOTES TO PRICING

In order to provide a transparent view of our pricing, the following notes provide additional details on our proposed pricing structure:

EMPLOYEE HEALTH INSURANCE PLANS

G4S Custody Officers assigned to Culver City will receive the following benefits:

- Kaiser Permanente - Medical Insurance
- Delta Dental – Dental Insurance



- VSP - Vision insurance
 - Detailed insurance plan details available upon request

OTHER EMPLOYEE BENEFITS

- Life and AD&D Insurance policies as provided by UNUM
- An Employee Assistance Program (EAP)
- Voluntary Benefits & Perks including Critical Illness
- 401(k) programs
- Accident Insurance
- Identity Theft Protection
- Whole Life and Individual Short-Term Disability
- Doctor on Demand video consultations
- Discount prescription drug program with RxCut
- QualSight Lasik discounts
- Pet Insurance
- Pre-Paid Legal Plan
- Uniform Maintenance Service
- Standard Incentive and Recognition Awards
- Employee Assistance Program
- Direct Deposit & Daily Pay Services

PAID TIME OFF

- G4S has factored 80 hours of Vacation time annually, per employee. (after 1 year of assignment)
- G4S has factored 24 hours of Sick Time annually, per employee.

HOLIDAYS

Holiday pay of time-and-one-half for to all Custody Officers who work on nine (9) G4S recognized holidays. Holidays premium pay for Custody Officers is factored into our Fee Schedule.

PRE-EMPLOYMENT SCREENING

As detailed on page 18 of this proposal.

TRAINING

As detailed on page 21 of this proposal.

Additional pre-assignment training is direct billed at 1.40 times the straight-time pay rate and post-assignment training at 1.40 times the straight-time bill rate.

OVERTIME

Quoted rates are based on a 40-hour workweek schedule. Overtime billing rates will apply when personnel are placed in an overtime posture for pay purposes as a result of scheduling over 40 hours per week or more than 8 hours per day in California, or if additional hours are required outside



the regular schedule. Personnel will be paid time-and-one-half base pay rates for overtime, and the corresponding bill rate is 1.50 times the straight-time bill rate.

EQUIPMENT

Quoted rates include the following equipment:

- Uniforms
- Uniform Equipment - Badge, Name Tag, Belt, Belt Keepers
- Flashlights

G4S will furnish each officer at a location with a complete complement of uniforms and foul weather gear. Personnel are required to maintain their uniforms in a neat and orderly manner at all times. Uniforms are provided with no payment or deposit required of the employee.

Please note that in order to comply with statutory requirements, all personnel assigned to California locations will have Uniform Maintenance service provided by a subcontractor of G4S. Uniform Maintenance will include weekly dry cleaning of uniforms for all officers assigned to the City of Culver City.

VALIDITY AND TAXES

The proposed pricing is valid for 90 days and does not include sales or use taxes where applicable (no sales tax on services in CA at this time).

The rates quoted will remain in effect for one year and shall be adjusted to fully recover any change in costs mandated by law following notification to Customer, including but not limited to licensing fees, Federal Insurance Contribution Act (FICA), Federal Unemployment Tax Act (FUTA), State Unemployment Insurance (SUI), Worker's Compensation, Collective Bargaining Agreements, Union Activities, regulatory costs associated with compliance with the Patient Protection and Affordable Care Act (PPACA), and/or Federal or State minimum wage laws.

CALIFORNIA MEAL AND REST PERIODS

G4S reserves the right, upon advanced written notification, to revise schedules and fees, to comply with California's requirements for off-duty meal periods and/or off-duty rest periods. These revisions may include modifying schedules, providing additional staffing/personnel, or taking other actions as recommended by G4S. G4S agrees to use best efforts to minimize such additional costs to the extent operationally feasible while still meeting the requirements of California law.

UNION NOTE

Please note that the rates quoted are based on non-union security personnel. Should our employees become represented by a union organization and we negotiate a collective bargaining agreement, then the wages and employee benefits would be adjusted accordingly, along with our bill rates.

REFERENCES

City of Azusa

Azusa Police Department

Jail:..... Type I Facility

Size:..... 336 Hours per Week

Description:.....Includes prisoner custody services, prisoner booking, live scan administration, safety inspections, Title XV, prisoner DNA collection

Serving Since:... 2009

Contact:..... Chief Mike Bertelsen, 626-812-3297

mbertelsen@AzusaCA.gov



City of Buena Park

Buena Park Police Department

Jail:..... Type I Facility

Size:..... 208 Hours per Week

Description:.....Includes prisoner custody services, prisoner booking, live scan administration, safety inspections, Title XV, prisoner DNA collection

Serving Since:... 2013

Contact:..... Captain Frank Nunez 714-562-3917

fnunes@bppd.com



City of Arcadia

Arcadia Police Department

Jail:..... Type I Facility

Size:..... 168 Hours per Week

Description:.....Includes prisoner custody services, prisoner booking, live scan administration, safety inspections, Title XV, prisoner DNA collection

Serving Since:... 2012

Contact:..... Lieutenant Tom Cullen 626-802-0869

tcullen@arcadiaca.gov



IMPLEMENTATION SCHEDULE

G4S is experienced in assuming other organizations duties and in-house security personnel with minimal impact on client operations while using our transition method.

For Culver City, we will implement our eight-week (60-day) transition program, which establishes implementation tasks, team members and milestones as the new contract draws toward its start date.

TRANSITION SCHEDULE

The following matrix summarizes a typical high-level transition. G4S may adapt and modify this schedule based on your security program requirements.

TRANSITION TASK	WEEKS BEFORE START DATE							
	-8	-7	-6	-5	-4	-3	-2	-1
Formation of G4S Implementation Team								
Creation of customized client landing page								
Recruitment of incumbent personnel								
Open positions posted for G4S personnel								
Recruitment of new hires (as needed)								
Candidate interviews								
Background investigations								
Employment offers								
Security site surveys								
Post Orders reviewed, refreshed or rewritten								
Uniforms and equipment ordered								
Training of account managers and supervisors (as necessary)								
Pre-assignment classroom training (weekly classes as needed)								
G4S orientation training for retained incumbents (adjusted to work schedule)								
Master schedule and assignments made								
Uniforms and equipment issued to personnel								
Equipment and forms placed on posts								
Contract master created								

TRANSITION TASK	WEEKS BEFORE START DATE							
	-8	-7	-6	-5	-4	-3	-2	-1
On-the-job training								
Contract compliance and quality control (weekly status calls & meetings)								

Table 4. Eight-Week (60-Day) G4S Security Program Implementation Schedule

TRANSITION ACTIVITIES

The following are descriptions of major transition activities and when they typically occur:

8–7 Weeks Prior to Contract Start

- **Formation of G4S Implementation Team:** Each member of your G4S Implementation Team has a formalized role encompassing specific transition tasks and responsibilities. It is their job to carry out the implementation schedule and ensure uninterrupted service during the transition.
- **Creation of customized Culver City landing page:** We will create an online landing page where incumbent officers can apply to G4S in addition to other options, such as visiting a local office or completing the forms at their workplace. From the site, incumbent applicants can follow the hiring process and begin connecting to the G4S community, access learning modules, share job postings and communicate with G4S.
- **Recruitment of incumbent personnel:** G4S offer incumbent officers you wish to retain the opportunity to complete our hiring process. Those who successfully pass our recruitment and vetting process will receive position in your program. Our online application process provides a quick alternative to having incumbents fill out paper applications at your security sites or travel to a G4S local office.
- **Open positions posted for G4S personnel:** After incumbent recruiting, remaining positions are offered to eligible G4S personnel who wish to transfer or apply for supervisory or management-level promotions. To source qualified personnel, hiring managers consult existing G4S supervisors and managers as well as our PromoteMe! database, which allows G4S officers to identify advancement opportunities and complete voluntary career development learning modules.
- **Recruitment of new hires:** Remaining open positions are filled by new hires as needed. G4S attracts new applicants through the G4S Career Center, a job-seeking resource and online community for G4S applicants; online job boards and social media; our Military Recruitment Program; newspaper ads; state employment services; employee referrals; local police and sheriff's departments and federal law enforcement organizations.

6–5 Weeks Prior to Contract Start

- **Candidate interviews:** The Implementation Team interviews officer candidates to verify and elaborate on their experience and ensure application and vetting requirements are met.



- **Background investigations:** Once required release forms have been signed and witnessed, the Implementation Team conducts candidate background investigations, which includes 10 years of full work history, criminal records searches and other verifications.
- **Employment offers:** G4S offers employment only to candidates who successfully pass all steps of our hiring process and meet all client requirements. Upon approving a candidate for hire, the Implementation Team will notify the successful candidate and continue with the recruitment process.
- **Security site surveys:** The Implementation Team conducts a general survey of your security sites (including any for which we may already provide service). This survey is used to create a baseline security and risk profile for your organization, including any immediate security vulnerabilities.
- **Post Orders reviewed, refreshed or rewritten:** Based on both your security plan and the findings from our site surveys, the Implementation Team creates Post Orders for post at your sites. Stored on site as well as online, each set of Post Orders provides procedures for general, specific and emergency situations; supervisors use Post Orders to train officers at their assigned posts; and Post Orders are the basis for post inspections carried out by G4S supervision and management.

4–3 Weeks Prior to Contract Start

- **Uniforms and equipment ordered:** The Implementation team orders uniforms, equipment and necessary supplies directly from the G4S warehouse and pre-approved vendors using our online order system, which expedites delivery, guarantees accuracy and reduces costs through volume purchasing discounts.
- **Training of account managers and supervisors:** As necessary, we train supervisor candidates drawing from an organization's incumbent personnel or G4S officers who have successfully passed our hiring process.
- **New hire pre-assignment classroom training:** The Implementation Team supplies the applicable G4S North America Training Institute (NATI) curriculum for your security program's new officers. Presented in a variety of languages through live instruction and self-study workbooks, pre-assignment training provides officers with the knowledge, skills and abilities to perform general duties.
- **G4S Orientation Training for retained incumbents:** The Implementation Team supplies G4S Orientation Training for any incumbent personnel an organization chooses to retain who pass our hiring process. Orientation provides incumbent officers with detailed information on G4S policies, procedures and benefits and identifies any gaps in training that must be filled. At this time, incumbent personnel receive access to our full catalog of training resources and career development programs. In-person training requirements, if required, are scheduled for minimum impact on existing work schedules.



2–1 Weeks Prior to Contract Start

- **Master Schedule created:** We will create an Installation Schedule for staffing at your locations to cover post hours, number of officers at each post and skills needed. The schedule is entered into the G4S Labor Scheduling System and includes pay and billing information. We prepare the schedule as far in advance as practical to give officers early notice of their work schedule and days off.
- **Assignment of personnel to schedules:** In every case possible, officers will be assigned to schedules that are suited to their personal background, personality, appearance and preference, which encourages a high level of personal performance. Officers will not exchange scheduled shifts or days off without first obtaining approval from their G4S supervisor.
- **Uniforms and equipment issued to personnel:** We will issue uniforms and equipment, documenting the number of issue, item, date of issue, employee's signature and initials, and witness signatures in the G4S Uniform and Accessories Record. Officers will receive training in proper uniform wear and care during their initial orientation.
- **Equipment and forms placed on posts:** The first officer assigned to the post will deliver, tag and sort equipment, forms and supplies on the day service begins. The officer will use this equipment as Post Orders indicate and pass them on to the relieving officer.
- **On-the-job training:** On-the-job training is given to officers new to a security site and incumbent officers who change positions. This training is performed by a training team member, G4S supervisor or incumbent officer familiar with the post.

1 Week Prior to Contract Start

- **Wrap-up and finalization:** During the final week of the transition, all tasks are finalized and checked against contract compliance and quality control. On-the-job training continues during the last week of the transition.

Contract Commencement

G4S management will be present during the first week of service to facilitate questions and handle contingencies. Subsequently, G4S management will regularly visit your sites to observe security program operations, follow up with request and issues, and communicate the status of these efforts to your stakeholders. In addition to these scheduled site visits, G4S management is available at any time via email and mobile phone.

90-Day Control Plan

In keeping with our desire to continuously improve your security program, our 90-day Control Plan provides monitoring of newly transitioned security sites and follow-up activities to ensure the identification and resolution of any issues that may arise during the initial program phase.

The following are typical activities that occur during the control period:

- Weekly conference calls
- Weekly post and site inspections

G4S Proposal to Provide Security Services

Confidential, Financial and Proprietary Information



- Monthly client visits
- Verification of Post Orders on site, as approved by local client
- Review and approval of personnel files, training files and schedules
- Review of health insurance enrollment
- Review of supervisor and officer reports
- Review of KPIs, including recruitment status; incumbent retention; new hires recruitment; equipment delivery; etc.

TRANSITION COMMUNICATIONS PLAN

To keep Culver City informed on the status of implementation activities, we provide the following communications:

- Weekly conference calls to monitor progress and identify obstacles
- Weekly status reports showing task assignments, status and progress
- After-hours phone contact handled by live customer service representatives at the G4S Communications Center, available 24/7.
- Phone, email and text messages between client and G4S management imminent communications

RETAINING INCUMBENT PERSONNEL

G4S recognizes the value of qualified incumbent personnel. Where possible and with the consent of Culver City, we will retain existing personnel who meet our employment standards. During the transition phase, G4S will work as closely as possible with incumbent providers and existing employees to transition new and existing personnel to your locations.

We take several steps to onboard retained incumbent personnel. Fostering enthusiasm while minimizing concerns requires early and frequent communication. Our strategy includes the following:

- **Joint initial meeting:** An initial meeting, wherein Culver City will introduce G4S representatives to your incumbent officers, occurs early in the transition process. Incumbent officers learn about G4S employment, get answers to frequently asked questions, and receive contact information for support.
- **Transition newsletter:** Customized for your organization, the transition newsletter further introduces your incumbent security team to G4S and provides benefit resources and support information.
- **Toll-free 24/7 hotline:** Using this call-in number, officers can connect with their local office or G4S headquarters to address their questions or concerns.
- **Culver City/G4S Career Center Portal:** A customized Culver City landing page will be created on the G4S Career Center website, based on the final award scenario. Incumbent officers will receive a link to the site where they can quickly fill a job application and connect with the G4S community.



CERTIFICATE OF INSURANCE



CERTIFICATE OF LIABILITY INSURANCE

Page 1 of 2

DATE (MM/DD/YYYY)
09/21/2019

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

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

PRODUCER Willis of Florida, Inc. c/o 26 Century Blvd P.O. Box 305191 Nashville, TN 37205191 USA		CONTACT NAME: PHONE (A/C No. Ext): 1-877-945-7378 FAX (A/C No.): 1-888-467-2378 E-MAIL: certificates@willis.com ADDRESS:	
INSURED G4S Secure Solutions (USA) Inc. 1395 University Blvd. Jupiter, FL 33458		INSURER(S) AFFORDING COVERAGE INSURER A: National Union Fire Insurance Company of P INSURER B: New Hampshire Insurance Company INSURER C: INSURER D: INSURER E: INSURER F:	
		NAIC # 19445 23841	

COVERAGES

CERTIFICATE NUMBER: W12959245

REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			GL 686-24-20	10/01/2019	10/01/2020	EACH OCCURRENCE \$ 5,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 5,000,000 MED EXP (Any one person) \$ Excluded PERSONAL & ADV INJURY \$ 5,000,000 GENERAL AGGREGATE \$ 5,000,000 PRODUCTS - COM/OP AGG \$ 5,000,000
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY			CA 499-32-50 (A08)	10/01/2019	10/01/2020	COMBINED SINGLE LIMIT (Ea accident) \$ 5,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$ \$
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$ \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N No	N/A	WC 017-51-5817 (A08)	10/01/2019	10/01/2020	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

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

See Attached:

CERTIFICATE HOLDER

G4S Secure Solutions (USA) Inc. 1395 University Blvd. Jupiter, FL 33458	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
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ACORD 25 (2016/03)

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 AGENCY CUSTOMER ID: _____
 LOC #: _____


ADDITIONAL REMARKS SCHEDULE

 Page 2 of 2

AGENCY Willis of Florida, Inc.		NAMED INSURED G4S Secure Solutions (USA) Inc. 1395 University Blvd. Jupiter, FL 33458	
POLICY NUMBER See Page 1		EFFECTIVE DATE: See Page 1	
CARRIER See Page 1	NAIC CODE See Page 1		

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM.

 FORM NUMBER: 25 FORM TITLE: Certificate of Liability Insurance

Automobile Liability Policy:

Insurance Carrier: National Union Fire Insurance Company of Pittsburgh

All Limits Apply Per Policy

Policy Numbers: CA 499-32-51 (VA) & CA 499-32-53 (MA)

Policy Term: 10/01/2019 - 10/01/2020

Combined Single Limit: \$5,000,000 - Any Auto

Workers' Compensation and Employer's Liability Policies:

All Limits Apply Per Policy

Workers' Compensation and Employer's Liability policies are effective 10/01/2019 and expire 10/01/2020.

Insurance Carrier: New Hampshire Insurance Company

Policy Numbers: WC 017-51-5812 & WC 017-51-5813 (MA, WI)

Applies Per Statute

E.L. EACH ACCIDENT \$1,000,000

E.L. DISEASE - EACH EMPLOYEE \$1,000,000

E.L. DISEASE - POLICY LIMIT \$1,000,000

WC 017-51-5813 (MA, WI) Includes Stop Gap. WC 017-51-5812 applies to AE, IL, KY, NC, NH, NJ, PA, UT, VA, and VT.

Insurance Carrier: American Home Assurance Company

Policy Numbers: WC 017-51-5815 (CA)

Applies Per Statute

E.L. EACH ACCIDENT \$1,000,000

E.L. DISEASE - EACH EMPLOYEE \$1,000,000

E.L. DISEASE - POLICY LIMIT \$1,000,000

Insurance Carrier: Illinois National Insurance Company

Policy Numbers: WC 017-51-5816 (FL)

Applies Per Statute

E.L. EACH ACCIDENT \$1,000,000

E.L. DISEASE - EACH EMPLOYEE \$1,000,000

E.L. DISEASE - POLICY LIMIT \$1,000,000

Excess Workers' Compensation and Employers Liability Policy:

Insurance Carrier: New Hampshire Insurance Company

Policy Numbers: XWC 556-56-52 (OH)

Policy Term: 10/01/2019 - 10/01/2020

E.L. EACH ACCIDENT \$1,000,000

E.L. DISEASE - EACH EMPLOYEE \$1,000,000


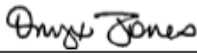
RE: Evidence of Insurance

ACORD 101 (2008/01)

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BUSINESS TAX CERTIFICATE

City of Culver City BUSINESS TAX CERTIFICATE "For Services Provided in Culver City, California Only"		 2020 TO BE POSTED IN A CONSPICUOUS PLACE AND NOT TRANSFERABLE OR ASSIGNABLE
Business Name G4S SECURE SOLUTIONS (U S A) INC. Business Location 4929 WILSHIRE STE 601 LOS ANGELES, CA 90010 Business Owner(s) KEITH BOLES JULIE PAYNE G4S SECURE SOLUTIONS (U S A) INC. 1395 UNIVERSITY BLVD JUPITER, FL 33458-5289	Business Type Detectives / Security Gaurds Account Number 08725683 Effective Date January 01, 2020 Expiration Date December 31, 2020	 Chief Financial Officer NOTE: IT IS YOUR OBLIGATION TO RENEW THIS CERTIFICATE WHETHER OR NOT YOU RECEIVE A RENEWAL NOTICE For all inquiries regarding this certificate, contact HdL Business Tax Support Center at 310-594-7847.
THIS BUSINESS TAX CERTIFICATE DOES NOT PERMIT A BUSINESS THAT IS OTHERWISE PROHIBITED.		

G4S SECURE SOLUTIONS (U S A) INC.

Thank you for your payment on your Culver City Business Tax Certificate. **ALL CERTIFICATES MUST BE AVAILABLE FOR INSPECTION UPON REQUEST.** If you have questions concerning your business tax certificate, contact the Business Support Center via email at: culvercity@HdLgov.com or by telephone at: 310-594-7847

Keep this portion for your tax certificate separate in case you need a replacement for any lost, stolen, or destroyed tax certificate. A fee may be charged for a replacement or duplicate certificate.

This certificate does not entitle the holder to conduct business before complying with all requirements of the Culver City Municipal code and other applicable laws, nor to conduct business in a zone where conducting such business violates law.

If you have a fixed place of business within the Culver City, please display the Business Tax Certificate below in a conspicuous place at he premises. Otherwise, every Business Tax Certificate holder not having a fixed place of business in the City shall keep the Business Tax Certificate upon his or her person, or affixed in plain view any cart, vehicle, van or other movable structure or device at all times if required by the Collector.



**BUSINESS TAX SUPPORT
CENTER**
 8839 N CEDAR AVE #212

**City of Culver City
BUSINESS TAX CERTIFICATE**

G4S SECURE SOLUTIONS (U S A) INC.
 1395 UNIVERSITY BLVD
 JUPITER, FL 33458-5289

Account Number: 08725683
Date of Issue: 01/01/2020



PROFESSIONAL SERVICES AGREEMENT

G4S reserves the right to negotiate final terms and conditions.

On June 22nd, 2020, G4S was notified by the City of Culver City that a professional services agreement would not be provided during the RFP process, but rather, the services agreement will be provided and negotiated with the selected supplier.

ATTACHMENTS

ATTACHMENT A – BID FORM

Year 1 Only

ATTACHMENT A — BID FORM – Page 1 of 1

(Must be Completed by Respondent)

PROPOSED RATES

Employee Title	Weekly Hours	Officer Hourly Pay Rate	Hourly Bill Rate	Estimated Monthly Cost	Estimated Annual Cost
Custody Supervisor	40	\$31.25	\$54.37	\$9,424.13	\$113,089.60
Custody Officer	128	\$22.00	\$41.32	\$22,918.83	\$275,025.92
TOTAL	168			\$32,342.96	\$388,115.52

The above hourly rates shall include:

- Overtime costs incurred by Respondent for ~~eight~~ ^{nine} paid holidays
- Overtime costs incurred by Respondent due to vacations, sick calls, etc.
- Background investigations
- Screening/Recruiting
- 80 hours vacation per year for each employee
- Title 15 training costs due to turnover
- Title 15 annual training
- Training in CCPD policies and procedures, including 40 hours of on-site training for new hires
- Training in Respondent policies and procedures
- Uniforms
- Medical, dental, vision, and life insurance benefits
- Area supervision and account management
- Payroll taxes and insurance



CITY OF CULVER CITY

RFP NO. 2033