



A G4S Security Solution for: **The City of Los Angeles** August 2015

Presented By:
G4S Secure Solutions (USA) Inc.
Keith Boles
General Manager

Presented To:
The City of Los Angeles
Los Angeles Police Department
Lieutenant Raymond Ingal

13.0 PROPOSER CHECKLIST

13.1 General Information

- X** One (1) Original and eight (8) complete copies of the Proposal in three-ring binders, and nine (9) CDs containing a copy of the proposal (Section 8.0)

13.2 Required Content of Proposal

- X** Cover Letter with Appropriate Signatures (Section 6.2)
- X** Qualifications of the Proposer(s), Including List of References (Section 6.3)
- X** Cost Breakdown (Section 6.4)
- X** Corporate or Other Entity Capability (Section 6.5)
- X** Information on Business Location and Workforce (Section 6.6)
- X** Statement Regarding Proposal Deviation from RFP (Section 6.7)
- X** Statement Regarding Additional Data (Section 6.8)
- X** Statement Regarding California Public Records Act (If Proposer Claims Any Exemption) (Section 5.5)

13.3 Required Related Documents To Be Submitted With Proposal

- X** Proposer Workforce Information (Section 6.6 and Appendix A)
- X** Statement of Non-Collusion (Section 6.9 and Appendix B)
- X** Child Support Obligations Form(s) (Section 6.11 and Appendix C)
- X** Service Contractor Worker Retention and Living Wage Ordinances (Section 6.12 and Appendix D)
- X** Contractor Responsibility Ordinance (Section 6.15 and Appendix E)
- X** Business Inclusion Program (BIP) Schedule A (Section 6.16 and Appendix F)
- X** Municipal Lobbying Ordinance CEC Form 50 (Section 6.17 and Appendix G)
- X** Bidder Campaign Contributions and Fundraising CEC Form 55 (Section 6.18 and Appendix H)

13.4 Required Related Documents To Be Submitted Online

- X** Affirmative Action (Section 6.10), if applicable

X Equal Benefits Ordinance Forms completed online www.labavn.org
(Section 6.13)

X Non-discrimination/Equal Employment Practices Provisions
(Section 6.10)

13.5 Selected Proposer(s) Only, prior to Contract Execution

Will submit if awarded Slavery Disclosure Ordinance (SDO) Form (If applicable, complete the Ordinance Affidavit at <http://bca.lacity.org> or submit exemption with Proposal.) (Section 6.14)

Will submit if awarded First Source Hiring Ordinance Affidavit (Complete and upload the Ordinance Affidavit at www.labavn.org prior to award.) (Section 6.19 and Appendix I)



Securing Your World

G4S Secure Solutions (USA) Inc.
4929 Wilshire Blvd, Suite 601
Los Angeles, Ca 90010
323.938.9100 Office
323.938.9944 Fax
www.g4s.com/us

COVER LETTER

August 13, 2015

Lieutenant Raymond Ingal
Los Angeles Police Department
Security Services Division
201 North Los Angeles Street, Suite 2
Los Angeles, CA 90012

Dear Lieutenant Ingal,

On behalf of our dedicated G4S Los Angeles team, we appreciate the opportunity to submit our proposal to provide world class, security officer services to the City of Los Angeles. G4S has been providing professional security services to the City of Los Angeles since 2013, locally in Southern California since 1978 and in the U.S. since 1954. As the world's largest and leading security solutions group, G4S specializes in outsourcing of security related business processes with clients who view security and safety risks as a strategic threat. The reasons why we believe G4S is the best possible choice as the City of Los Angeles's security service partner include:

- **G4S – A City of Los Angeles Business** – G4S is one of the largest security service companies in Los Angeles County, servicing many Fortune 500 companies, government service contracts and critical infrastructure facilities in the area. Our close proximity to LAPD headquarters and central location within the Los Angeles area will allow us to continue our fluid and dynamic service relationship, allowing G4S management to respond instantly to incidents that may occur throughout the City. As a long term City of Los Angeles business, and over 400 officers assigned to the area, we feel we are best positioned, contract security resource to service the City.
- **Local Government and Public Agency Security Experience** – G4S currently and successfully provides Professional Security Officer Services to the City of Los Angeles and a number of other local cities, agencies, and other public working environments in the Los Angeles/Orange County area, including contracts with the City of Oxnard, Bell PD, Arcadia PD, Beverly Hills PD, Azusa PD, the City of Anaheim, Westminster PD, Irvine PD, the City of Santa Ana, Costa Mesa PD, La Habra PD, Buena Park PD, Whittier PD, and The Moulton Niguel Water District. When selecting its security provider, LAPD needs to have confidence that it has selected an experienced security partner with an excellent reputation of managing diverse public contract requirements. Attached are references letters written in 2015 on G4S performance with some of these cities.
- **Destination Employer for Security Officer Professionals** - G4S' Security Officer programs represent the security industry's leading Security Officer divisions, and are selected by customers who manage critical infrastructure or whose security requirements exceed industry standards. G4S Security Officers are well trained and experienced individuals that present a strong physical security presence and positive public image and represent a class of officer that exceeds the standards applied throughout the contract security industry.
- **Value Added Security Technology (Secure Trax™)** – As a part of G4S' service program, G4S provides complete performance accountability and GTMS service to our clients via the use of handheld smart phones carried by every officer while on duty. An in house application called Secure



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Trax™, provides day to day performance metrics which can be used as contractual KPIs to help manage performance of the security team including, operational reporting for Incident Reports, Patrol Tours, Time and Attendance, Facility and Safety Inspections, Management Visits, GPS location and much more.

Our service proposal is based on the information requested in the bid specification and incorporates our extensive experience in servicing critical facility or public security operations both locally and nationally. G4S maintains extensive experience in servicing critical facilities in Southern California including services for Utility Providers, Power Plants, City Jail Facilities, Data Centers, Chemical Facilities and various Government Services for several local Southern California cities.

G4S Secure Solutions (USA) Inc. is a wholly-owned subsidiary of G4S plc, a Corporation. We confirm that G4S is not under suspension or debarment by any state or federal government agency and confirm G4S meets and exceeds Los Angeles's Minimum Qualifications requirements. Additional information on our Company History, Mission Statement and biographical information and bios on personnel involved with the management of the account is attached.

Servicing Office:

G4S Los Angeles
4929 Wilshire Blvd, Suite 601
Los Angeles, Ca 90010
323.938.9100 Office
323.938.9944 Fax
213.259.5298 Mobile

As you proceed in your evaluation process, please do not hesitate to contact me personally should you have any additional questions.

Finest Regards,

A handwritten signature in blue ink, appearing to read 'Keith Boles', with a stylized flourish at the end.

Keith Boles
General Manager | G4S Los Angeles
G4S Secure Solutions (USA) Inc.
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CERTIFICATE

I, John Sumner, a corporate officer of G4S Secure Solutions (USA) Inc. and Secretary thereof, a corporation organized and existing under the laws of the State of Florida, do hereby certify that at a Regular Quarterly Meeting of the Board of Directors of G4S Secure Solutions (USA) Inc., held on December 18, 2014, the following resolution was unanimously adopted and passed:

RESOLVED: That in order to enable G4S Secure Solutions (USA) Inc., hereinafter referred to as the "Corporation," to respond to domestic business opportunities, the Board of Directors does hereby authorize and empower any one or more of the following persons designated by organizational title to sign certain pre-qualification instruments, bids, leases or contracts ("Contracts") and any other documents necessary to effectuate such Contracts on behalf of the Corporation, but only to the extent that the amount of such Contracts fall within the limits established by G4S Plc for North America within the financial authority limits set forth in G4S Secure Solutions (USA) Inc. corporate policies.

- General Counsel
- Chairman of the Board or Chief Executive Officer
- President
- Chief Operating Officer
- Executive Vice President or Senior Vice President
- Vice President
- Treasurer
- Regional Vice President
- General Manager
- Other G4S Secure Solutions (USA) Inc. employee who is specifically authorized to so execute such Contracts by the General Counsel of the Corporation.

FURTHER RESOLVED: The Board of Directors does hereby authorize and empower any one or more of the following persons designated by organizational title to sign local, state or Federal tax returns or any other forms promulgated by a local, state or Federal taxing authority, insurance forms and documents, deeds, leases, banking and loan documents, benefit plans, benefit plan modifications ("Forms") and any other documents necessary to effectuate such Forms on behalf of the Corporation:

- Chairman of the Board or Chief Executive Officer
- President or Chief Operating Officer
- Chief Financial Officer
- Executive Vice President or Senior Vice President
- Treasurer
- Any other Vice President who is specifically authorized to so execute such Forms by the General Counsel of the Corporation.

FURTHER RESOLVED: That the appropriate officers of the Corporation be fully authorized and empowered to do all things necessary or desirable to fully effectuate the transactions contemplated by the foregoing resolution, and to execute any and all documents, including but not limited to furnishing resolutions and certificates, all without the necessity of obtaining further Board of Director approvals.

IN WITNESS WHEREOF, I hereby certify that the foregoing resolution is valid and in full force and effect as of the date immediately set forth below, and I have hereunto subscribed my name and affixed the seal of said corporation on this 22nd day of May, 2015.

(SEAL)



John Sumner
John Sumner, Vice President, General Counsel and Secretary

Sworn to and subscribed before me personally
this 22nd day of May, 2015

Jill Divens
Signature of Notary Public - State of Florida

Jill Divens
Print, Type, or Stamp Commissioned Name of Notary Public
Personally Known (X) or Produced Identification ()





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ATTACHMENTS

Appendix A: Proposer Workforce Information
Appendix B: Statement of Non-Collusion
Appendix C: Child Support Obligations Form
Appendix D: Service Contractor Worker Retention and Living Wage Ordinances
Appendix E: Contractor Responsibility Ordinance
Appendix F: Business Inclusion Program (BIP) Schedule A
Appendix G: Municipal Lobbying Ordinance CEC Form 50
Appendix H: Bidder Campaign Contributions and Fundraising CEC Form 55
Certificate of Insurance



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.



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QUALIFICATIONS OF THE PROPOSER

COMPANY HISTORY

With a storied history dating back to 1901 in Denmark, G4S has grown to become the largest security solutions provider in the world with operations in more than 110 countries and more than 623,000 employees across a diverse range of sectors including: government, utilities, financial institutions, retail, leisure and tourism, and transport.

G4S traces its beginnings in the U.S. back to 1954 when George Wackenhut founded The Wackenhut Corporation in Miami, Florida. After 48 years of unprecedented growth and becoming one of the largest security companies in America, The Wackenhut Corporation merged with Group 4 Falck A/S based in Denmark in 2002, beginning a transformation to becoming the global security leader.

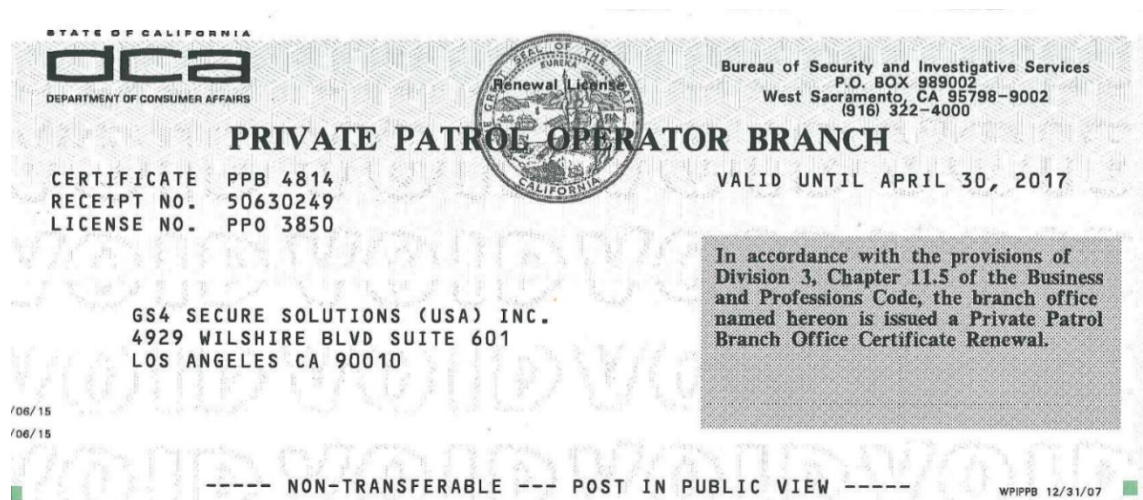


In 2004, Group 4 Securicor was formed from the merger between Securicor plc and Group 4 Falck A/S's security business. G4S plc is now the world's leading international security solutions group which specializes in outsourcing of business processes and facilities in sectors where security and safety risks are considered a strategic threat.

MISSION STATEMENT

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.

LICENSE



We certify that our firm is not debarred, suspended or otherwise declared ineligible to contract by any federal, state, or local public agency anywhere in the United States.



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WORK EXPERIENCE / REFERENCES

As the leading provider of security services to the United States federal government, G4S secures some of the nation's most treasured and critical US government locations. G4S provides security service to federal government agencies through the GSA Federal Supply Service, offering project management, supervision, security officer professionals, detainee and transportation services. Additionally, satisfying the needs of municipal and state agencies, G4S provides proven security solutions to judicial centers, libraries, water treatment plants, office buildings, assessment centers, transit systems, dispatch centers, airports, and more through G4S' elite Custom Protection Officer (CPO) Program. The following is a list of a few of these municipal locations.



The following is a list of a few of these municipal locations.

STATEMENT OF PERMISSION:

G4S Secure Solutions (USA) Inc. gives express permission for the City to contact any of the following agencies and request information on our performance.

NOTE – Average length of tenure of security guards performing work is dependent upon total number of officers deployed within contract and varies from contract to contract.

Organization: City of Santa Ana, CA- Public Works Agency

Contact Person: Gabriela P. Lomeli, Project Specialist

Address: Santa Ana, CA

Contract Start Date: 2011

Telephone: (714) 565 2692

SOW: Security for critical city locations including the City's Corporate Yard, Main Library, Newhope Library, the Santa Ana Zoo, Centennial Park and the Santa Ana Regional Transit Center (SARTC).

Organization: City of Beverly Hills, CA - Beverly Hills Police Department

Contact Person: Erick Lee, Records and Jail Manager

Address: Beverly Hills, CA

Telephone: 310-285-2185

Contract Start Date: 2007

SOW: 11 Officers provide 336 Hours per Week G4S Custom Protection Officers provide prisoner custody services, prisoner booking, live scan administration, safety inspections, Title XV, prisoner DNA collection, Pay to Stay Program.



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Organization: City of Irvine, CA - Irvine Police Department

Contact Person: Jennifer Kaiser, Business Services Manager

Address: Irvine, CA

Telephone: 949-724-7094

Contract Start Date: 1999

SOW: 6 Officers provide 228 Hours per Week; Includes prisoner custody services, prisoner booking, live scan administration, DNA mouth swabbing, transportation to OCJ and safety inspections.

Organization: City of Buena Park, Buena Park Police Department

Type of Facility: Type I Facility

Size: 200 hours per week, 5 officers

Address: 6640 Beach Blvd, Buena Park, CA 90621

Contract Start Date: 2013

Contact: Lieutenant Tamara Banks

Phone: 714.562.3967

SOW: Includes prisoner custody services, prisoner booking, live scan administration, safety inspections, Title XV Training, transport services.

Organization: City of Costa Mesa, Costa Mesa Police Department

Type of Facility: Type I Facility

Size: 440 hours per week, 11 officers

Contract Start Date: 2014

Contact:

Sergeant Joyce LaPointe; Jail Operations

714-754-5663

Captain Lester Gogerty

949-584-6401

SOW: Includes prisoner custody services, prisoner booking, live scan administration, safety inspections, Title XV Training, and transport services

Organization: City of La Habra, CA - La Habra Police Department

Contact Person: Lieutenant Dean Capelletti

Address: La Habra, CA

Telephone: 562-383-4347

Contract Start Date: 2001

SOW: 6 Officers, 208 Hours per Week; Includes prisoner custody services, prisoner booking, live scan administration, and transportation to OCJ and safety inspections.

Organization: City of Whittier, CA - Whittier Police Department

Contact Person: Lieutenant Kent Miller

Telephone: 562-567-9211

Address: Whittier, CA

Contract Start Date: 2006

SOW: 11 Officers, 336 Hours per Week; Includes prisoner custody services, prisoner booking, live scan administration, transportation to LA County Jail and safety inspections.



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Organization: City of Azusa, CA - Azusa Police Department

Contact Person: Chief Sam Gonzalez

Address: Azusa, CA

Telephone: 562-645-8288

Contract Start Date: 2000

SOW: 11 Officers, 336 Hours per Week; Includes prisoner custody services, prisoner booking, live scan administration, safety inspections, Title XV, prisoner DNA collection.

Organization: City of Rialto, CA Police Department

Contact Person: Lieutenant William Wilson

Address: 150 S Palm Ave, Rialto, CA, 92376

Email: WWILSON@rialtopd.com

Telephone: (909) 820-2550

Contract Start Date: 1999

SOW: G4S currently provides 168 weekly hours of processing and detention services for the City of Irvine Jail. G4S personnel provide full jail services to include juvenile detention, processing, fingerprinting, pat-down searches, and booking of detainees and inmates. G4S personnel provide emergency medical services as required. G4S officers provide transportation of prisoners/detainees from the City detention facility to the county jail utilizing city provided caged vehicles and vans.

Organization: City of Arcadia, Arcadia Police Department

Type of Facility: Type I Facility

Size: 168 hours per week, 5 officers

Serving Since: 2012

Contact: Lieutenant Colleen Flores

Telephone: 626-574-5183

Email: cflores@ci.arcadia.ca.us

SOW: Includes prisoner custody services, prisoner booking, live scan administration, safety inspections, Title XV.

Organization: City of Redlands, CA - Redlands Police Department Riverside

Contact Person: Lieutenant Chris Catren

Email: ccatren@redlandspolice.org

Address: Redlands, CA

Telephone: 909-798-7613

Contract Start Date: 1998

SOW: 2 Officers, 80 hours per week, Includes prisoner custody services, prisoner booking, live scan administration, safety inspections, Title XV.

Organization: Sacramento, CA - Sacramento Regional Transit District

Contact: Mark Sakauye

Address: 1400 29th Street, Sacramento, CA 95816

Telephone: (916) 321-2995

Email: msakauye@sacrt.com

Contract Start Date: May 2005

Hours Per Week: 3,400

SOW: G4S Secure Solutions provides manned physical security, CCTV monitoring, and mobile patrols for the entire 418 square mile RT system, including trains, rail stations, rail/bus transfer stations, Security Operations Center, and other RT facilities. Includes parking enforcement, rules enforcement, interaction and coordination with local law enforcement agents. Our service has helped increase ridership, enhanced



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safety on the entire system, and provided more robust video surveillance and dispatch services for both security and police personnel.

Organization: The Metropolitan Government of Nashville and Davidson County, TN

Contact Person: Chief Deputy John Ford (Davidson County Sheriff's Office)

Address: 408 2nd Avenue North, Nashville, Tennessee 37201

Email: jford@dcso.nashville.org

Telephone: 615-862-8226

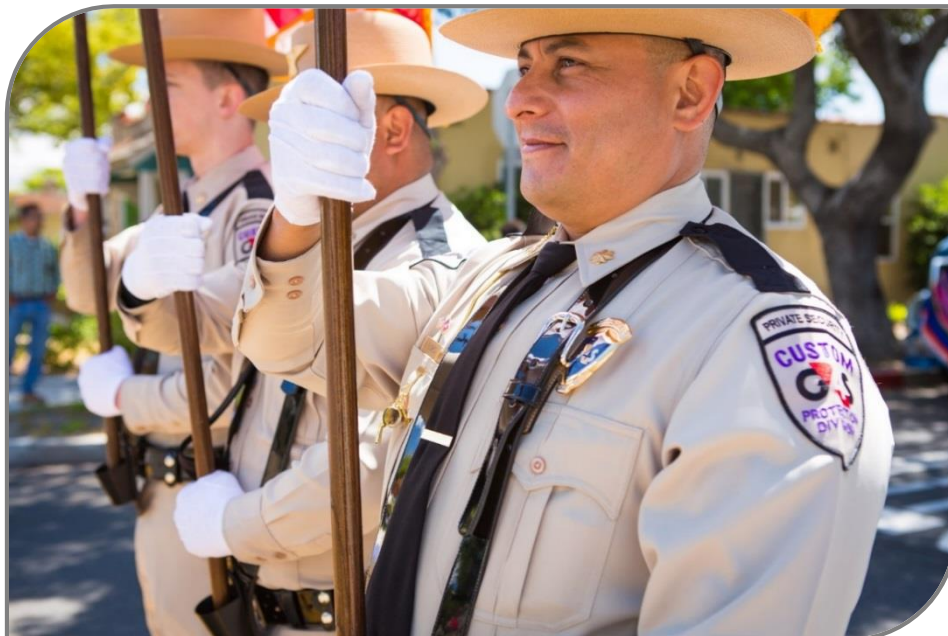
Contract Start Date: 1992

SOW: G4S is currently the prime contractor to the Metropolitan Government of Nashville and Davidson County at county-operated courthouses throughout the area. G4S currently provides 114,400 annual hours of contract security. Since 1992, G4S has provided approximately 57 personnel to include both unarmed and armed guards. Armed personnel are made up of our Custom Protection Officer® (CPO) program, equivalent to Guard Level II personnel. In addition to the courts G4S also provides the Metro Water Services with nearly 2700 HPW week of coverage as well as an additional 1600 HPW at various designated Metro locations. Our total coverage for the city of Nashville (METRO) is over 6700 HPW and nearly 350,000 annually.

G4S Nashville area office provides all management, supervision, labor, training, supplies and equipment required for the contract to ensure the effective performance of all services required.

Duties included on the contract entail maintaining physical security at the county-operated courthouses; screening/access control of approximately 23,500 employees and visitors per week utilizing X-Ray machines and magnetometers; operate entrance/exit control posts; prevent unauthorized access; control room operations to include CCTV systems; patrol services; inmate escort services; additional temporary services and emergency response; and other courtroom security services as requested.

Please see the following pages for recommendation letters from selected references.





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MAYOR
Miguel A. Pulido
MAYOR PRO TEM
Vincent F. Sarmiento
COUNCILMEMBERS
Angelica Amezcua
P. David Benavides
Michele Martinez
Roman Reyna
Sal Tinajero



CITY MANAGER
David Cavazos
CITY ATTORNEY
Sonia R. Carvalho
CLERK OF THE COUNCIL
Maria D. Huizar

CITY OF SANTA ANA

20 Civic Center Plaza • P.O. Box 1988
Santa Ana, California 92702
714-647-6900
www.santa-ana.org

March 19, 2015

To Whom It May Concern:

G4S Secure Solutions has provided professional security services to the City of Santa Ana since 2011. Services include security for a variety of critical city locations including City Hall, City Council Meetings, City's Corporate Yard, Main Library, Newhope Library, the Santa Ana Zoo, Centennial Park, and the Santa Ana Regional Transit Center (SARTC).

After a thorough, multi-departmental panel evaluation in 2011, the City selected G4S as its security partner due to its decades of expertise within the transit security environment and because of its depth of experience in providing highly qualified and professional security officers through its Custom Protection Officer program for critical security positions within the City. The City of Santa Ana contracts with G4S to provide Custom Protection Officer services 24 hours a day, 7 days a week at the SARTC, during business hours at Santa Ana City Hall and for presence during City Council Meetings.

In our daily operations, the G4S Custom Protection Officers assigned to the City Hall and the SARTC are professional, deliver a high level of customer service, and work cooperatively with management, tenants, and law enforcement agencies to ensure the safety and security of employees, travelers, visitors, and the general public. Officers respond and report on a wide variety of incidents including emergency response, medical issues, property damage, theft, lost or stolen items, patron complaints and assistance, parking enforcement, loitering, maintenance issues, unsafe conditions, suspicious vehicles or packages, and enforcing access control protocols for the facility. Incidents are reported and delegated to City staff through G4S's Secure Trax reporting technology, allowing for real time notifications of incidents when they occur.

Additionally, G4S local office management staff, Jorge Villaverde and Brandon Joffe, is experienced, knowledgeable and responsive to our changing needs or requirements. Overall, G4S's Custom Protection Officer Service has made a notable positive difference in the security program at the City Hall, the SARTC and other City locations. If you have any questions, please feel free to contact me at (714) 647-5200 or aflores@santa-ana.org and I would be happy to assist you further.

Sincerely,

Alma Flores
Senior Management Assistant

SANTA ANA CITY COUNCIL

Miguel A. Pulido Mayor mpulido@santa-ana.org	Vincent F. Sarmiento Mayor Pro Tem, Ward 1 vsarmiento@santa-ana.org	Michele Martinez Ward 2 mmartinez@santa-ana.org	Angelica Amezcua Ward 3 aamezcua@santa-ana.org	P. David Benavides Ward 4 dbenavides@santa-ana.org	Roman Reyna Ward 5 rreyna@santa-ana.org	Sal Tinajero Ward 6 stinajero@santa-ana.org
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IRVINE POLICE DEPARTMENT

IRVINE POLICE DEPARTMENT • ONE CIVIC CENTER PLAZA
P.O. BOX 19575, IRVINE, CALIFORNIA 92623 - 9575 • (949) 724-7000

Internet: <http://www.irvinepd.org> • E-Mail: jpd@irvinepd.org



David L. Maggard, Jr.
CHIEF OF POLICE

March 12, 2015

To Whom It May Concern,

This letter is to confirm that G4S Secure Solutions (USA) Inc., formerly doing business as The Wackenhut Corporation, has been contracted to perform Custody Facility services for Irvine Police Department since 1999.

In our time working with G4S, General Manager Jorge Villaverde and Operations Manager Tom McGuire have been very responsive to our department's needs. They have provided dedicated, professional staff who provide 24/7 coverage in our temporary holding facility.

Should you have any questions, please contact me at (949) 724-7094 or by email at jkaiser@cityofirvine.org.

Sincerely,

Jennifer Kaiser
Business Services Administrator
Irvine Police Department



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CITY OF COSTA MESA

P. O. BOX 1200, CALIFORNIA 92628-1200

FROM THE OFFICE OF THE CHIEF EXECUTIVE OFFICER

March 5, 2015

To Whom It May Concern:

Since February 25, 2014, the City of Costa Mesa Police Department has utilized the services of G4S Secure Solutions to manage operations in our Type 1 jail facility. From the feedback I have received, G4S has done an excellent job and I appreciate their willingness to be flexible and responsive. This organization has professional, well-trained protection officers, who represent the quality standards of our City.

Should you have any questions or would like to discuss further, please contact me at (714) 754-5328 or email at Thomas.Hatch@costamesaca.gov.

Sincerely,

Thomas R. Hatch
City CEO
City of Costa Mesa

77 FAIR DRIVE

PHONE: (714) 754-5099 • TDD: (714) 754-5244 • FAX: (714) 754-5330 • www.costamesaca.gov



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PERSONNEL REQUIREMENTS

HIGHER CALIBER, HIGHER PROFESSIONALISM FROM YOUR SECURITY OFFICERS

Security plays a vital role in protecting the City's most important assets; City employees, citizens, visitors and your facilities. This critical role demands the very best in the security industry. At G4S, we recognize high quality personnel are the backbone of our service and we are committed to hiring top talent, as they are the front line to your success.

We offer innovative solutions to selection, training, deployment, retention, and further development of our most valuable resource. Our

approach to staffing combines strong leadership with the ability to recognize one size does not fit all. The selection and placement process is critical. G4S offers specialized level of services which will provide the City with the best valued, most effective, security program, as outlined below.



G4S STAFFING APPROACH

Based on our assessment of the RFP and our current knowledge of your facilities, we have tailored a blended Security Officer program especially for the City. Our proposed program will provide trained physical protection officers with a customer-service background presenting a high standard appearance and demeanor. We selected this security program for the City because:

- The City demands a strong physical security presence and positive public image
- Security Officers must be make a professional impression of the City and G4S
- Security Officers must show good judgment, make independent, on-the-spot decisions and react appropriately under stressful conditions
- The City's sites demand well-trained, knowledgeable, attentive and professional officers

G4S Security Officers are prepared to efficiently handle a wide spectrum of problems and possess the ability to maintain their composure under stressful conditions. They are trained in customer service and understand the importance of conveying a positive public image while maintaining the City's security and safety goals. G4S Security Officers will receive comprehensive training and continuous retraining to ensure high standards of conduct for the City.



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Our Security Officers are recruited from top of the Security Officer labor market. To become a G4S security professional, all candidates must meet the following basic qualifications:

- ✓ *At least 18 years of age*
- ✓ *U.S. citizen, or a legal alien possessing appropriate work permit or visa*
- ✓ *Fluent, both orally and in writing, in English and/or a language appropriate to the assignment, at a high school level and be clearly understandable via radio communication transmissions*
- ✓ *Possess a high school diploma or equivalent*
- ✓ *Good health, emotionally stable, mentally alert and able to perform job responsibilities*
- ✓ *Possess a valid driver's license*
- ✓ *Trained and licensed (where applicable) in accordance with state requirements*
- ✓ *Able to successfully complete a written, validated examination indicative of their ability to understand and perform the assigned duties*
- ✓ *Possess a work and character background that indicates dependability, reliability, and the ability to work harmoniously with others*
- ✓ *If served in a branch of the military service: Honorably discharged*
- ✓ *Must not have been terminated from any previous employment for other than honorable circumstances, unless documented extenuating circumstances can be demonstrated*
- ✓ *Provide a contact telephone number, have access to reliable transportation, and be available in the event of an emergency*
- ✓ *Possess the capacity to acquire a good working knowledge of all aspects of the job*
- ✓ *Able to operate under stressful situations*
- ✓ *Possess basic computer skills and/or security systems knowledge as required by the position*

G4S will also align the experience requirements of each position to ensure the candidates are the right match.

- ✓ **Standard Unarmed Security Officer:** *Minimum of 1-year experience as a licensed security officer and possess a valid Guard Card*
- ✓ **Unarmed Security Officer:** *Minimum of 1-year experience as a licensed security officer*
- ✓ **Unarmed Security Officer (PC832 Course Qualified):** *Minimum of 1-year experience and attendance and successful completion of a 40-hour PC-832 Course as outlined in CA POST Regulations*
- ✓ **Armed Security Officer:** *Minimum of 1- year experience as a licensed Armed Security Officer*
- ✓ **Armed Security Officer (PC-832 Course Qualified):** *Minimum of 1-year experience as a licensed Armed Security Officer and attendance and successful completion of a 64-hour PC-832 Course outlined in CA POST Regulations*
- ✓ **Professional Security Officer:** *Minimum of 1-year experience as a licensed Armed Security Officer or 1-year experience as a Peace Officer with a governmental organization*
- ✓ **Post Commander:** *Minimum of 1-year as a licensed Armed Security Officer*
- ✓ **Field Supervisor:** *Minimum of 1-year experience as a licensed Armed Security Officer*



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SUPERVISORY AND ARMED POSITIONS MINIMUM REQUIREMENTS

- ✓ *Associate's degree or higher*
- ✓ *Service in the active duty military, military reserves, or National Guard*
- ✓ *Service in Auxiliary Police or Police Cadets*
- ✓ *Minimum of one (1) year verifiable & successful security experience*

TRAINING

G4S will train Security Officers for your locations to qualify beyond any state-legislated requirements and fully to your specific needs.

Our training and learning resources are delivered by G4S' North America Training Institute (NATI), which was named one of three world-class corporate universities in *Corporate Learning Strategies*, published by the American Society for Training and Development (ASTD).



NATI has been recognized by the ASTD with a BEST Award, and has been named a Top 125 Training Organization by *Training* magazine for seven years in a row (2007 through 2013). NATI is also ISO 9001:2008 registered with a provision for Health and Safety Training.

Extensive training from our world class NATI means you will benefit by:

- Increased productivity from your people feeling safe & secure
- Rapid & appropriate security responses to whatever threat arises
- Proof of officers' competencies with verified & validated training
- Highly skilled protection of your people, business, assets & reputation

Security Officers will receive comprehensive training at the beginning of employment and throughout their career from G4S':

- Training Curriculum
- Delivery of Training
- Documentation & Reporting
- Evidence of G4S Excellence in Training & Education

TRAINING CURRICULUM

Pre-Assignment: (Classroom instruction from certified instructors)

24-40 hours in 33 learning programs in the following categories:

- Introduction to General Security
- Basic Preparedness
- Life Safety
- Legalities
- Professional Communications
- Physical Security
- Interpersonal Relations
- Course Administration



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On-the-Job Training (OJT)

8-16 hours in the following categories:

- On post, application of classroom-taught lessons
- Learning site-specific security per Post Orders
- Supported by our Focus on Security training publications

Annual In-Service Training

8 hours in the following categories:

- Refresher training of site-specific security per Post Orders
- Critical topics from G4S North America Training Institute's library
- Continuing Education quarterly publications:
 - *Focus on Security*
 - *Focus on Customer Service*
 - *Focus on Leadership* (for supervisors)



First Aid/CPR/AED Certification

8 hours in the following categories:

- If required by contract terms
- American Heart Association certified training

Supervisory Training (potential career path for officers)

Supervisor Leadership Training Program (80 Hours)

- 27 topics covering comprehensive knowledge & skills needed
- Eight continuing education units (CEU's) recognized by University of Maryland
- Recommended completion within six months of assignment



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UNIFORMS, EQUIPMENT AND SUPPLIES

G4S will provide all required uniforms and equipment at no cost to the security officer. All on-duty officers will wear complete uniforms and equipment approved by the City. Security officers are issued a uniform allotment that meets or exceeds the rigors and demands of the assignment. Not only does G4S issue an adequate number of uniforms, we also encourage the Security officer to maintain a professional appearance. Proper wearing of the uniform presents an image of authority while aiding in public relations, and creates a sense of confidence in the contract security staff. Formal inspections by Supervisors will identify those uniforms in need of replacement, repair or new issue. Additionally, security personnel are encouraged to exchange uniforms showing unsightly wear or stains. Newly issued and replacement uniforms are provided at no cost or deposit to the employee.



Additionally, security personnel are encouraged to exchange uniforms showing unsightly wear or stains. Newly issued and replacement uniforms are provided at no cost or deposit to the employee.

G4S shall provide each security officer with all equipment necessary to perform their duties including; flashlights, two-way radios, cell phones, uniforms, bicycles, vehicles for patrol, and other related supplies and equipment.

LICENSES AND PERMITS

G4S requires that all candidates for employment undergo comprehensive screening, to include a full background investigation, before they are accepted for employment and assigned to your sites. Due to the importance of this process, we do not rely on a third-party investigative firm; rather, we conduct our own industry-leading background investigations through G4S Compliance & Investigations (C&I). All aspects of the investigation are automated and subject to ongoing quality assurance monitoring. The program encompasses several aspects of the applicant's background, character and ability to perform as a G4S Security Officer. The background investigations includes:

- ✓ Employment/Education Verification
- ✓ Identity Verification
- ✓ Criminal Records Check
- ✓ I-9 verification
- ✓ Driver's License Check
- ✓ Drug Screen (10-panel)
- ✓ Military service (DD214) – if applicable



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Security Officers will have and carry in their possession while on duty at any City site all the following required documents:

- California Operators Driver's License or California I.D.;
- Valid Guard Card;
- Valid Firearms (for Armed and Professional Security Officers only);
- Valid Baton Permit (Side Handle/Expandable) (where applicable);
- Valid Tear Gas Permit (Oleoresin Capsicum (OC)/Pepper Spray (where applicable); and
- First Aid, CPR and AED Cards.

GUARD TOUR MANAGEMENT SYSTEM / GPS TRACKING / ATTENDANCE VERIFICATION / INCIDENT REPORTING

SECURE TRAX™

G4S will deploy its Secure Trax™ Platform for the enhancement of communications and project performance. G4S personnel equipped with a Secure Trax™ record incidents, including photos, and send real time notifications to appropriate staff as the City may decide and require. The table below highlights the features of Secure Trax™.

Secure Trax™ is an efficient tool to complete exterior guard tours through its GPS tracking feature while interior guard tours use RFID tags to record the position of the device inside the buildings. The City can define a series of locations within the facility and outside property requiring patrol to regularly inspect locations during the shift. This guard tour is loaded into the Secure Trax device upon officer check-in and a record of tour compliance is documented with any missed tour activity, resulting in an immediate alert to the Supervisor.

Ultimately, Secure Trax™ can replace multiple communication devices with the ability to perform as a cell phone, Push to talk, email and text/picture messaging device.





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Secure Trax™ Features

Feature	Description
Tour and Inspections	<ul style="list-style-type: none"> With Secure Trax™, G4S provides unlimited options for automating and reporting guard tours, safety inspections, facility inspections or any current manual checklists or reporting. A portfolio of reports and graphs, including compliance reports (e.g., completed vs. target scans) are available and detailed reports with filtering capabilities can be exported in multiple formats.
GPS Tracking	<ul style="list-style-type: none"> Precise real-time Security Officer locations Complete movement history of the Secure Trax™ unit Ability to create a “Geo-fence”, a virtual fence around Security Officer’s required patrol area Immediate alerts emailed to G4S Supervisors if the unit goes outside the defined area
Incident Notification	<ul style="list-style-type: none"> Incident reports completed & transmitted via handheld devices Critical security incidents or maintenance issues--your protocols determine who receives email notifications Online tracking provides reporting
Multi-mode Communication	<ul style="list-style-type: none"> Communication (with controlled access) by cell phone, “Push to talk”, email & text/picture messaging
Security Officer Tour	<ul style="list-style-type: none"> Exterior Security Officer tours via GPS tracking During patrols, bar codes can be scanned to document location as a check-in. Online tracking provides reporting Tour compliance documented & missed activities notify G4S supervisors
Post Compliance	<ul style="list-style-type: none"> Automated Security Officer check-in/check-out via GPS or RFID capability Post Inspection system for G4S Supervisors & Security Officers Automated open post alerts to the supervisor & City Contract Administrator
Duress Alarm	<ul style="list-style-type: none"> Security Officers depress silent button in distress situation Email and/or text message sent to G4S supervisor & City Contract Administrator
Safety Inspections	<ul style="list-style-type: none"> Documented inspections available in real time Safety violations (including photos) transmitted to G4S supervisor & City Contract Administrator Inspection documentation is available on the secure web portal—G4S Insight™



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G4S INSIGHT™

G4S Insight ensures delivery of standardized policies and procedures, post instructions and performance criteria. We propose this technology to capture and measure our performance and provide the City real-time visibility or “Insight” into our operations. Our Secure online portal is named G4S Insight™ for that reason. Our technology reaches beyond the capabilities provided by similar systems. We provide transparency of reporting metrics for your security program. G4S was the first to develop technological tools to deliver improved security and reduce costs, and we have integrated this technology into our manned security operations. It allows us to closely measure our performance and report the results to the City’s representatives.

G4S Insight™ is a web-based online repository of key account information and reporting tools and is an important part of our solution to the City. G4S Insight™ provides a user-friendly interface and automatically populates data from Automated Time & Attendance, Secure Trax™, Labor Scheduling System, and our enterprise PeopleSoft applications. You will be able to view reports online, download them as Adobe PDFs, or receive them by e-mail on request. You will be able to analyze your security KPIs by geography, business unit or one of many other categories that you define. With our flexible reporting capabilities, you can group data and format reports in many ways to meet your audience’s needs.

G4S Insight™ provides the City with a customized view into your account including the following five core components:

- Compliance - This section provides access to the City account-specific Key Performance Indicators (KPIs) which include: Post Coverage, Turnover, Training, Post / Site Inspections, and Invoice Accuracy. Each KPI is reported on three levels.
- Financial Tracking - The ability to capture the City’s budget information to support your Budget versus spend reporting to include statistical forecasting, invoice accuracy and overtime analysis reports.
- Incident Reporting - All incidents observed by G4S’ security officers are electronically recorded using Secure Trax™. The incident reporting section of G4S Insight™ includes:





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- Search - Ability to quickly search on key fields associated with people, vehicles, sites, and incident type. There is also an ability to search on a word or phrase and the reports are delivered instantly in a PDF format.
- Standard Reports and Graphs with advanced filtering capabilities for easy drill down that are exportable to PDF or Excel.
- Pivot360 - An advanced analytical tool that allows customizable and personalized reporting. Each report can be dynamically representing as a graph using an integrated charting feature.
- Tour and Inspections - Using Secure Trax™, G4S is able to provide unlimited options for automating and reporting guard tours, safety inspections, facility inspections or any current manual checklists or reporting. A portfolio of reports and graphs, including compliance reports (e.g., completed vs. target scans) and detailed reports with filtering and drill down capabilities are available on demand and can be exported in a variety of formats.
- Staffing - Addressing everything from on-time compliance to Daily Activity Reports (DARs) to Post Orders, G4S Insight provides searchable work schedules, GPS tracking with geo-fence capability for outdoor patrols and the tools you need to assure full contract compliance and the delivery of service on a daily basis.

DETAILED PERFORMANCE REPORTS

These and other metrics are made available to senior level customer contacts via G4S Insight™. The metrics can be delivered in hard copy format or can be downloaded and e-mailed to the client. The G4S Insight dashboard is of great value to G4S local, area, regional and global management in analyzing our operations and an excellent tool for the City to measure our performance, measure agency spend and compare spend to budgets.

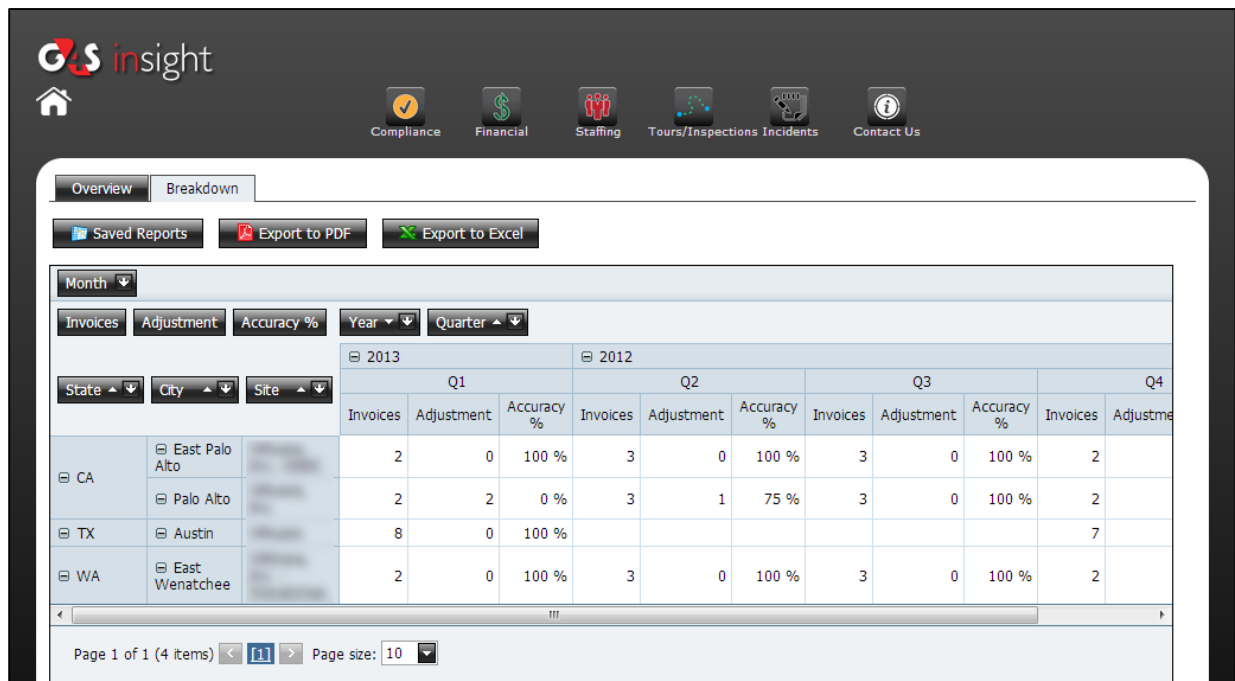
City specific data can be analyzed by geography or other custom defined categories to monitor business performance, spot trends and assist with budget forecasts. With flexible reporting capabilities, information can be presented in multiple formats for different audiences.

G4S Insight™ components are easily selectable at the top of the dashboard. Below is an example of invoice adjustments by Quarter. Please note the capability to customize the reporting variables and report format.



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Our Secure Trax™ platform is embedded in our manned security operations and G4S Insight™ provides all the details in a customizable format.





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In addition to our standard KPIs, G4S can implement KPIs specific to your contract and culture. For instance, a “green efforts” KPI could be used to evaluate how G4S partners with the City to reduce your carbon footprint. These KPIs may include: green initiatives, usage of electronic, paperless incident reporting, etc.

With a user-friendly interface, the City can analyze data by geography or one of many other categories that you define. You will be able to view reports online, download them as Adobe PDFs, or receive them by email on request.



The portal gives the City access to a powerful business intelligence application that provides browser-based analytics. Self-service reporting gives you the ability to customize and design reports real-time with the ability to filter, highlight, drill-down, and create interactive visuals, tables and charts that can be downloaded or viewed live during a meeting.

G4S Insight™ allows your reporting capabilities to adapt to your changing needs, on demand. In addition to the operational metrics, the City’s web portal can also include contract specific reporting including:

- ✓ Officer Incident/Occurrence Reports
- ✓ Contact List
- ✓ General Orders
- ✓ Post Orders
- ✓ Supervisory Orders
- ✓ Special Orders
- ✓ Training Records



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Gameday - Best Practices

Officer: Ricardo Marrero Inspection Time: 9/16/2012 6:27:00 PM

Command

Command Post

Suggested Dialogue from each entity in stadium is posted at monitor console to provide assistance wi - **Yes**
CCTV Monitors up and running in Command Post - **Yes**
Command Post has the ability to override PA and scoreboard in case of emergency - **Yes**

Threat Assessment

Reviewed Bomb Threat procedures form (Approved ERP) with Receptionist - **Yes**
Any comments -
All calls into our system are recorded and can be retrieved by I.T. personnel - **Yes**

Gates

Credential Procedure

Other comments -
Required Credentials include both Eagles ID and Gameday ID to enter - **Yes**
All request for credentials will be made in writing. - **Yes**

Gate Access Management

Only Vehicles on list allowed in the plaza, all vehicles are removed from the plaza 15 minutes prior - **Yes**
Speakers at entry points looping announcements - **Yes**
Police near VIP entrances to observe personnel in the area - **Yes**
All Employees, Staff, and Media tags are searched and tagged as they enter the stadium - **Yes**
Apex/CSC will perform systematic searches of Vehicles entering the VIP lot. - **Yes**
Templates to show allowable package size at all entry points - **Yes**

Other

Delivery Process

Deliverables include: Delivery Dates, Vehicle Info, Time in/out and access credentials for Leads - **Yes**

Tour Inspections Summary

Site	Tour	Shift	March			February			January		
			Required	Actual	%	Required	Actual	%	Required	Actual	%
BOA Buckeye Road	Camelback Large		444	444	100	1,073	1,071	99.8	296	296	100
	Camelback Medium		374	374	100	986	985	99.9	272	272	100
	Camelback Small		2,071	2,069	99.9	5,225	5,225	100	1,425	1,424	99.9
	Catalina Large		444	437	98.4	1,073	1,072	99.9	296	295	99.7
	Catalina Medium		330	330	100	870	870	100	240	221	92.1
	Catalina Small		1,210	1,201	99.3	3,025	3,022	99.9	825	825	100
	Courtyard Patrol		2,128	2,127	100	5,985	5,985	100	1,710	1,710	100
	Exterior Patrol Graves					440	440	100	3,025	3,024	100
	Exterior Patrol Graves, Minus Sat		3,850	3,850	100	8,965	8,960	99.9			
	Exterior Patrol Weekday Days, Swings		3,630	3,630	100	10,395	10,390	100	2,970	2,969	100
	Exterior Patrol Weekend Days, Swings								1,540	1,535	99.7
	Exterior Patrol Weekend Days, Swings, Sat Graves		2,420	2,419	100	5,005	5,002	99.9			
	Maricopa Large		264	264	100	638	638	100	176	176	100
	Maricopa Medium		220	219	99.5	580	580	100	160	160	100
	Maricopa Small		1,650	1,650	100	4,125	4,123	100	1,125	1,124	99.9
	McDowell Small		1,980	1,979	99.9	4,995	4,981	99.7	1,365	1,363	99.9
	OPS 1st Check Sun		30	30	100	60	60	100	15	15	100
	OPS 2nd Check Sun		66	66	100	132	129	97.7	33	33	100
	OPS Check SAT		180	180	100	360	360	100	90	0	0
	Perimeter Patrol		2,413	2,413	100	6,050	6,048	100	1,670	1,670	100
	South Mountain Large		468	468	100	1,131	1,129	99.8	312	312	100



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COST BREAKDOWN

G4S has provided a complete pricing package for the City of Los Angeles that provides all inclusive rate structure over a 3 year period. Rates provided are based on Officer Class, qualifications and requirements of each location. The rates quoted are valid for 90 days. Any changes to hours, scope of work, qualifications, requirements or equipment shall be mutually agreed to in writing by both parties and may necessitate a change in fee structure. Pricing provided is based on current deployment of personnel and equipment. Due to our ongoing partnership with the City of Los Angeles, G4S has frozen its rates for 2014-2015 contract year, and extended these rates for the 2015-2016 contract year. G4S respectfully requests 2% annual increases to the labor and non-labor rates thereafter. Three (3) year rate schedule as follows:

City of Los Angeles - LAPD

G4S Secure Solutions (USA) Inc. Wage and Bill Rate Schedule - <i>Year 1 (2015-2016)</i>	Officer Hourly Pay Rate	G4S Hourly Billing Rate	G4S Holiday/ Overtime Rate
Unarmed Security Officer	\$ 12.42	\$ 21.90	\$ 30.66
Unarmed Bicycle Security Officer	\$ 12.85	\$ 22.90	\$ 32.06
Unarmed Security Officer – PC832 Qualified	\$ 13.50	\$ 24.35	\$ 34.09
<i>Unarmed Lead Security Officer +</i>	\$ 13.50	\$ 24.35	\$ 34.09
Unarmed Vehicle Patrol Security Officer	\$ 13.54	\$ 23.95	\$ 33.53
Unarmed Post Commander	\$ 15.00	\$ 27.10	\$ 37.94
Armed Security Officer	\$ 13.75	\$ 24.45	\$ 34.23
Armed Bicycle Security Officer	\$ 14.15	\$ 25.50	\$ 35.70
Armed Vehicle Patrol Security Officer	\$ 14.70	\$ 26.55	\$ 37.17
Armed Security Officer – PC832 Qualified	\$ 15.25	\$ 27.00	\$ 37.80
Professional Security Officer	\$ 21.00	\$ 37.90	\$ 53.06

+ New Proposed Officer Class - to be utilized at Pershing Square and El Pueblo for "Shift Leads" while Post Commander is off duty

City of Los Angeles - LAPD

G4S Secure Solutions (USA) Inc. Wage and Bill Rate Schedule - <i>Year 2 (2016-2017)</i>	Officer Hourly Pay Rate	G4S Hourly Billing Rate	G4S Holiday/ Overtime Rate
Unarmed Security Officer	\$ 12.67	\$ 22.34	\$ 31.27
Unarmed Bicycle Security Officer	\$ 13.11	\$ 23.36	\$ 32.70
Unarmed Security Officer – PC832 Qualified	\$ 13.77	\$ 24.84	\$ 34.77
<i>Unarmed Lead Security Officer +</i>	\$ 13.77	\$ 24.84	\$ 34.77
Unarmed Vehicle Patrol Security Officer	\$ 13.81	\$ 24.43	\$ 34.20
Unarmed Post Commander	\$ 15.30	\$ 27.64	\$ 38.70
Armed Security Officer	\$ 14.03	\$ 24.94	\$ 34.91
Armed Bicycle Security Officer	\$ 14.43	\$ 26.01	\$ 36.41
Armed Vehicle Patrol Security Officer	\$ 14.99	\$ 27.08	\$ 37.91
Armed Security Officer – PC832 Qualified	\$ 15.56	\$ 27.54	\$ 38.56
Professional Security Officer	\$ 21.42	\$ 38.66	\$ 54.12



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City of Los Angeles - LAPD

G4S Secure Solutions (USA) Inc. Wage and Bill Rate Schedule - Year 3 (2017-2018)	Officer Hourly Pay Rate	G4S Hourly Billing Rate	G4S Holiday/ Overtime Rate
Unarmed Security Officer	\$ 12.92	\$ 22.78	\$ 31.90
Unarmed Bicycle Security Officer	\$ 13.37	\$ 23.83	\$ 33.36
Unarmed Security Officer – PC832 Qualified	\$ 14.05	\$ 25.33	\$ 35.47
<i>Unarmed Lead Security Officer +</i>	\$ 14.05	\$ 25.33	\$ 35.47
Unarmed Vehicle Patrol Security Officer	\$ 14.09	\$ 24.92	\$ 34.88
Unarmed Post Commander	\$ 15.61	\$ 28.19	\$ 39.47
Armed Security Officer	\$ 14.31	\$ 25.44	\$ 35.61
Armed Bicycle Security Officer	\$ 14.72	\$ 26.53	\$ 37.14
Armed Vehicle Patrol Security Officer	\$ 15.29	\$ 27.62	\$ 38.67
Armed Security Officer – PC832 Qualified	\$ 15.87	\$ 28.09	\$ 39.33
Professional Security Officer	\$ 21.85	\$ 39.43	\$ 55.20

PRICING INCLUDES

Security Officer Personnel

- Competitive pay for entry level and tenured positions
- Paid Blue Cross/Blue Shield Medical Benefits for Officers
- Dental and Vision Benefit Options for Officers
- 96 Hours of Annual PTO for Officers (Paid Time Off for Sick and Vacation)
- 6 Paid Holidays (If coverage is required, officer receives Holiday Pay at time and a half)
- Officer Direct Deposit and Federal Credit Union
- Officer Recognition programs
- 401k plan for Officers

Security Service Personnel

- Comprehensive Background Checks
- 10 Panel Drug Screening
- Physical Exam
- 24-40 hours of Classroom Study (hours vary based on the position)
- 8-40 hours of On the Job Training (hours vary based on the position)
- 8 hours of CPR/First Aide
- Additional Training for PC832 (when applicable) & Professional Services (when applicable)
- Professional Cross Trained Rover Support (Call Outs)

Account Management

- Dedicated City of Los Angeles Contract Project Manager
- Dedicated City of Los Angeles Contract, 24 hour Field Supervision for Post Inspections
- Personnel Recruitment



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- Personnel Comprehensive Background Investigation
- Uniform Maintenance Service (Dry Cleaning Service)
- 24 hour Call Center
- Corporate Support
- Payroll Tax
- Workers Comp Insurance

Equipment

- 5 vehicles (for designated vehicle patrol locations and Field Supervision for Post Inspection Requirements)
- Fuel and Maintenance for 5 vehicles
- 35 Secure Trax Units (Cell Phone, Post Compliance & GTMS)
- 24 Radios
- 8 Bicycles
- Handheld Screening Wands
- Flashlights

NOTES TO PRICING

- G4S Secure Solutions (USA) Inc. reserves the right to review and negotiate the final terms and conditions of a Contract, if awarded.
- G4S rates include Medical Benefits for Security Officers assigned to City of Los Angeles, in compliance with Federal Patient Protection and Affordable Care Act (PPACA) (P.L. 111-148).
- For previous and current contract periods, G4S has provided all officers an additional \$1.25/hour in wage in lieu of Health Benefits to comply with City of Los Angeles Living Wage Ordinance (total wage of \$12.42/hour for Unarmed Security Officers). In order to comply with Federal Affordable Care Act (PPACA), G4S' 2015 pricing proposal now includes paid medical benefits, in addition to \$12.42/hour pay for all Unarmed Security Officers. City of Los Angeles Living Wage Ordinance only requires that employers who are offering medical benefits to employees assigned to City contracts, be paid a minimum of \$11.17/hour. However, since G4S was previously paying employees a \$12.42 wage, and is now offering medical benefits, G4S will not reduce existing wages paid to Unarmed Security Officers assigned to City of Los Angeles to \$11.17/hour.
- Other G4S officer classes assigned to City of LA contract receive a higher level of pay depending on the assignment and experience required (example: Post Commander, paid at \$15.00/hour; Armed Security Officer, paid at \$13.75/hour). These officers will also be offered PPACA compliant benefits.
- G4S will offer all Security Officers assigned to positions under the City of Los Angeles contract 96 hours of annual paid time off in compliance with City of Los Angeles Living Wage Ordinance and State of California Healthy Workplace Healthy Family Act (AB 1522).
- The RFP for Security Guard Services for the City of Los Angeles does not require or mandate a certain number of post inspections, therefore G4S pricing above includes 2-3 standard field supervisor inspections per post, per week. If additional inspections are required above and beyond G4S standard field supervisor inspections, G4S reserves the right to revise pricing.
- Overtime billing rates apply when G4S Security Officers are placed into an overtime posture that results in personnel working over 8 hours per day or 40 hours per week. G4S will not bill customer for circumstances where it needs to fill a pending open shift (E.g., vacation requests, sick call offs, etc.). G4S Overtime Rates are 140% the Regular G4S Hourly Bill Rate.



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- G4S bills a Holiday Rate of 140% for services required on G4S recognized holidays. G4S recognized holidays include New Year's Day, Memorial Day, Labor Day, Thanksgiving Day, Christmas Day and 4th of July.
- Please note that the rates quoted are based on non-union security personnel. Should our employees become represented by a union organization and G4S is required to negotiate a collective bargaining agreement, then the wages and employee benefits would be adjusted accordingly, along with our bill rates.
- Any changes to hours, scope of work, qualifications, requirements or equipment shall be mutually agreed to in writing by both parties and may necessitate a change in fee structure. Pricing provided is based on current deployment of personnel and equipment.
- The insurance rates used in our proposal are based on our current plan design. Health care reform will likely require future changes that may impact billing rates. Guidance is still forthcoming from HHS and DOL that will inform G4S and other employers what will be acceptable for plan designs such as deductibles, annual/lifetime maximums, coinsurance, and copayments. Currently, our healthcare programs are compliant with Affordable Healthcare requirements
- G4S reserves the right to present rates for adjustment as a result of any change in costs mandated by law, 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.



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CORPORATION OR OTHER CAPABILITY

Choosing the right security provider today means you can expect reliable, continuous performance year after year. Financial strength is often an overlooked indicator of a provider's long-term presence.

In terms of revenue growth and financial stability, 2014 marked G4S' 10th year of sustained revenue, underlying profitability and margin growth. G4S is unrivaled in the industry due to a sound long-term funding structure and sales from continuing international operations. G4S is the largest employer on the London Stock Exchange (stock symbol: GFS), with a secondary listing in Copenhagen.

G4S' operations in North America are comprised of manned security, technology and consulting/investigative services. The company has exceptional credit and financial stability, as reported by the largest reporting agencies.

Our financial strength means that the City can expect G4S to:

- *Invest heavily in new technologies to reduce costs while improving security*
- *Research and develop new solutions that stay ahead of evolving needs*
- *Increase our geographic coverage to serve expanding facilities*
- *Be your strong and viable security solutions partner this year, this decade and in the future*

G4S USA Audited Financials

G4S Secure Solutions (USA) Inc. is a wholly owned subsidiary of G4S plc; therefore, G4S Secure Solutions (USA) Inc.'s financial results are not reported on an independent basis, but are rolled up into the audited financials of G4S, plc. As an environmentally responsible company, we invite you to view our public financial reports online at <http://www.g4s.com/en/Investors/Financial%20Statements/>.



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INFORMATION ON BUSINESS LOCATION AND WORKFORCE

G4S has a regional office right in the heart of the City of Los Angeles, which will serve as the main office servicing this contract if G4S is selected.

G4S Los Angeles Office

4929 Wilshire Blvd., Suite 601
Los Angeles, CA 90010

The Los Angeles office's workforce consists of 416 employees, with more than half residing in the City of Los Angeles. For more detailed information, please see Appendix A: Proposer Workforce Information in the Attachments Section.



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PROPOSAL DEVIATION FROM RFP

We have included additional items in the proposal. Please see below.

Section	Concern	Requested Change
3.4 and PSC-12	G4S agrees to remove personnel upon the City's request. However, we request a written or verbal explanation for removal of an employee by the City.	Change Last Sentence in 3.4 / Add to PSC-12: Written or verbal explanation for removal shall be provided by City.
PSC-10	G4S requests a right to terminate for cause (with a reasonable cure period) and for convenience (but we ask for this with a lengthy notice period).	Add language: The Contract may be terminated by Contractor at any time for convenience upon no less than ninety (90) days prior written notice to the City. The Contract may be terminated by Contractor at any time for cause, breach or default upon no less than thirty (30) days prior written notice to the City, provided the City has not remedied such breach or default within such 30-day notice period.
PSC-20	G4S requests a reasonable limitation on liability under the Agreement, as well as a mutual/bilateral waiver of indirect and consequential damages. (We are not asking for such provisions with respect to Section PSC-21.)	Add: In no event will either party be liable to the other for loss of business or profits, penalties, or special or indirect, consequential, punitive, exemplary or liquidated damages. In no event shall Contractor's maximum, cumulative liability to the City for damages hereunder exceed the insurance limits provided within the contract; the foregoing limitation shall not apply to claims brought directly against Contractor by third parties.
PSC-25	G4S does not offer discount terms on its services or rates, and we cannot agree to the requirements of this section. We respectfully request consideration of this sections removal.	Remove Section PSC-25.
PSC-31 and General	G4S respectfully requests a reasonable mechanism to address price increases due to factors beyond G4S's control.	Add language: Upon receipt of written notice from Contractor, rates shall be automatically adjusted to fully recover any change in costs mandated by law, 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, state and local minimum wage laws, living wage ordinances and worker retention ordinances. In addition, these rates may be adjusted each subsequent November 1 for any increased costs for medical insurance premiums, participation rates or both.



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ADDITIONAL DATA - MANAGEMENT BIOGRAPHIES



Mark Tsuji, Regional Vice President

Mark joined G4S in June 1992. Mark is ultimately accountable for all operations in California, including offices in Los Angeles, Anaheim, Sacramento, San Fernando Valley, San Francisco, San Ramon, San Jose, San Diego, Bakersfield, Fresno and Riverside. Mark has over 15 years of successful experience in management, training, sales, investigations and marketing within the security field. He holds a Bachelor of Science degree from San Diego State University. Mark is a member of the American Society for Industrial Security (ASIS); Building Owners and Managers Association (BOMA); Law Enforcement and Private Security (LEAPS); National Association of Chief of Police; and sits on the advisory board for Cal-State Fullerton. Mark is based out of our Anaheim, CA area office.



Camille Bangayan, Director of Administration

Camille joined G4S in 2003 and has held a number of administrative support positions including; accounting supervisor, payroll manager, and office manager. In her position, Camille is responsible for recruiting and professional development efforts, background investigations, employee relations, insurance administration, EEOC, Cultural Diversity, corporate policy administration and compliance with applicable state and federal laws. Camille has earned a certification in Human Resources Management from Chapman University.



Keith W. Boles, General Manager

As General Manager, Keith oversees all operations in the Greater Los Angeles area. Keith has over 20 years of law enforcement and contract security experience. Prior to joining G4S, he served in several key management positions in the security industry to include Portfolio Manager, Area Manager, Project Manager and Operations Manager. Keith also has extensive experience in providing executive protection to include several PGA Golf professionals.



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Quintin Ridley, Project Manager

Quintin Ridley joined G4S Secure Solutions in December 2008 as a Custom Protection Officer assigned to our Custom Protection Division. He has aggressively advanced through the ranks first as a Field Training Officer, then Site Supervisor, Field Support Supervisor, Senior Area Supervisor, Operations Manager for the San Fernando Valley Field Office and for the past 18 months as the Account Manager for the Los Angeles City Account. As an Operations Manager he has been responsible for the 13,000+ hour per week office. Prior to starting his career at G4S, Quintin was an Officer with the Florida Department of Juvenile Justice, assigned to the Sheriff's Juvenile Assessment Center (JAC) and the Broward Regional Juvenile Detention Center. In his current role as the Los Angeles City Account Manager,

Quintin is directly responsible for day to day client interaction, quality control, scheduling, recruitment, investigations, and contract compliance of the Los Angeles City Account, which currently runs around 2500HPW at various sites around the city.



Jose Hernandez, Assistant Project Manager

Jose Hernandez joined G4S Secure Solutions in July 2007 as a Bank Protection Officer assigned to our Bank of America Division. He advanced through the ranks first as a Field Supervisor and then as a Bank Supervisor. In 2012, he joined our Custom Protection Division, then Field Support Supervisor, Senior Area Supervisor, and for the past 18 months as the Assistant Project Manager for the Los Angeles City Account. Jose is responsible for day to day client interaction, quality control, scheduling, recruitment, investigations, and contract compliance of the Los Angeles City Account, which currently runs around 2500HPW at various sites around the city.



Jose Perez, Senior Training Manager

Jose has been in the private security industry for the past 18 years holding several key positions. Since starting his first Security Officer position he has held various positions such as Watch Commander, Field Supervisor, Scheduler, Operations Manager and Training Manager. Jose is currently the Training Manager for G4S for the Greater Los Angeles area. Jose's responsibilities include, but are not limited to the initial orientation and training for all new employees, maintaining contractual training obligations for all accounts, providing the mandated annual required State training for all employees and providing serialized certificates assuring 100% compliance. He is a certified Instructor with the American Heart Association. Prior to starting his career in the security industry, Jose served in the United States Marine Corps where he was tasked with a leadership position responsible for twelve

Marines. He served two tours overseas during Operation Desert Storm. Jose is a highly motivated, reliable individual and has proven to be a great asset to this organization.




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EMPLOYEE BENEFITS

G4S takes great pride in how we treat our employees and their families. We will seek to retain Security Officers on your account through our robust and comprehensive benefits package. At G4S, we believe our customers are served best when our employees are served first. We take great pride in how we treat our employees and their families, which is reflected in the benefits we offer our employees, including an Affordable Care Act (ACA) compliant medical insurance administered by BlueCross BlueShield for non-union employees.


G4S believes that providing quality and affordable healthcare coverage to our employees will help assure their commitment to the City. We invite the City to contact us directly for more information and further discussion as it relates to our employee benefit program, as this is something of great importance to G4S.

Medical Insurance	Highlights	Detail
Health 	<p>Base Plan</p> <ul style="list-style-type: none"> ■ ACA-Compliant Comprehensive Major Medical Insurance ■ Administered by Blue Cross Blue Shield ■ Effective after 90 days of service. 	<ul style="list-style-type: none"> ■ \$4,250 individual deductible – deductible does not need to be met for preventive care, primary care visits, urgent care or generic or preferred prescriptions. ■ \$6,350 individual out-of-pocket maximum (\$12,700 family) – employees pay no more than the maximum during a coverage period. ■ No annual or lifetime maximums ■ Preventative/Wellness Services covered at 100% – no deductible ■ \$35 copay for Primary Care Physician office visits – no deductible ■ \$10 copay for telemedicine ■ \$75 copay for Urgent Care and no deductible ■ Specialist covered after 50% coinsurance and deductible with 10 visits per year ■ Labs and imaging, and outpatient surgery covered after 50% coinsurance and deductible ■ Durable medical equipment covered with 50% coinsurance after deductible ■ Inpatient Hospitalization covered with 50% coinsurance after deductible (21-day annual limit) ■ Emergency Room covered with 50% coinsurance after deductible (4 visit annual maximum per individual)
Prescriptions	No deductible and a copayment of:	<ul style="list-style-type: none"> ■ 20% for Generic; 35% for Preferred Brand; 50% for Non-Preferred Brand and mail-order available as well
<p>Employees pay 38% (direct bill)/41% (in rates) of the premium costs for the above coverage and this equates to a monthly cost to the employee of \$126.70. Employees may also add dependents at low group rates (an additional \$465.00 per month for a spouse or child(ren) coverage or \$536.20 per month for family coverage) and pay the premium through payroll deductions.</p>		



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Medical Insurance	Highlights	Detail
Health 	<p><u>Enhanced Plan</u></p> <ul style="list-style-type: none"> ■ Employees can choose to upgrade from the Base Plan to the G4S Enhanced Plan to receive additional features including out-of-network benefits. ■ ACA-Compliant Comprehensive Major Medical Insurance ■ Administered by Blue Cross Blue Shield ■ Effective after 90 days of service. 	<ul style="list-style-type: none"> ■ \$750 individual deductible (In-Network) and \$10,000 individual deductible (out-of-network) – deductible does not need to be met for preventive care, primary care visits, urgent care or generic or preferred prescriptions. ■ \$6,350 individual out-of-pocket maximum (\$12,700 family) – employees will pay no more than the maximum in one calendar year, helping employees plan for their health care expenses. ■ No annual or lifetime maximums ■ \$35 copay for Primary Care Physician (In-Network) – no deductible ■ \$60 copay and no deductible for Specialists (In-Network) with 10 visits per year ■ Preventative/Wellness Services covered at 100% – no deductible ■ \$10 copay for telemedicine ■ Labs and imaging covered with 40% coinsurance after deductible ■ Outpatient surgery covered with 40% coinsurance after deductible and \$300 copayment ■ Durable medical equipment covered with 40% coinsurance after deductible and \$150 copayment ■ \$75 copay for Urgent Care and no deductible ■ Inpatient Hospitalization covered with 40% coinsurance after deductible and \$1,000 copayment per day up to 5 days (21-day annual limit) ■ Emergency Room covered with 40% coinsurance after deductible and \$300 copay per visit ■ 40% coinsurance after deductible for most other covered services (in network) and 50% coinsurance after deductible (out of network)
Prescriptions	No deductible and a copayment of:	20% for Generic; 35% for Preferred Brand; 50% for Non-Preferred Brand and mail-order available as well.
<p>Employees pay 42% (direct bill)/45% (in rates) of the premium costs for the above coverage and this equates to a monthly cost to the employee of \$152.00. Employees may also add dependents at low group rates (\$654.90 per month for a spouse or child(ren) coverage or \$731.90 per month for family coverage) and pay the premium through payroll deductions.</p>		



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Other Insurance	Highlights	Detail
Dental	<ul style="list-style-type: none"> Administered by Delta Dental Employees may choose from two options with different annual maximum benefits 	<ul style="list-style-type: none"> \$50 annual deductible for individual / \$150 for family 100% for Preventative & Diagnostic Services 80% for Basic Dental Services 50% for Major Dental Services Annual maximum benefit: \$500 for option 1 or \$1,000 for option 2
Employees pay 100% of the premium costs for the above dental coverage and this equates to a monthly cost to the employee of \$13.50 for option 1 or \$18.40 for option 2. Employees may also add dependents at low group rates.		
Vision	<ul style="list-style-type: none"> Administered by Vision Service Plan (VSP) 	<ul style="list-style-type: none"> 100% coverage after \$15 copay for Eye Exams (In-Network) 100% coverage after \$30 copay for Lenses (In-Network) \$50 allowance Private Practice Providers \$130 allowance (100% coverage after \$30 copay) Retail Chain Providers \$125 allowance (100% coverage after \$30 copay) for Contact Lenses
Employees pay 100% of the premium costs for the above vision coverage and this equates to a monthly cost to the employee of \$5.64. Employees may also add dependents at low group rates.		
Life	<ul style="list-style-type: none"> \$10,000 in life insurance 	<ul style="list-style-type: none"> AD&D is provided at no cost to the employee with election of G4S Basic Life option
Supplemental Life Insurance	G4S employees can purchase up to an additional \$40,000 in life insurance, in \$10,000 increments, and pay the additional premium (premium costs are based on age) through payroll deductions.	
Accidental Death & Dismemberment Insurance	G4S personnel who are not covered by another life insurance plan offered by the company will be entitled to occupational accidental death and dismemberment insurance in the amount of \$5,000 for a qualified loss in the line of duty.	



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In addition, G4S offers complementary benefits to promote employee well-being, high morale and retention, including:

Benefit	Highlights
Vacation & Sick Time	<p>Full-time employees will receive vacation days based upon the following:</p> <ul style="list-style-type: none"> 96 Hours of Paid Time Off
Employee Recognition Program	<ul style="list-style-type: none"> Officer of the Quarter Award Officer of the Year Award Spot Awards – Exceptional Service G4S officers previously recognized for excellence, service or courage are eligible for these corporate awards quarterly or annually. Officers are selected for the award based on their outstanding performance relative to the other nominees.
Employee Assistance Program	<ul style="list-style-type: none"> Administered by Horizon Health Voluntary program providing confidential assessment, counseling and referral services for employees and their families to help resolve personal concerns such as marriage, depression, mental health, credit and financial issues, etc. Unique resources and support for our military families
Retirement Plan – 401(k)	<ul style="list-style-type: none"> Administered by Voya Financial 401(k) plan to qualified employees (employees considered highly compensated under ERISA do not qualify) May contribute 1% to 40% of their compensation Borrow money for short-term needs (take loans from their 401(k) Plan, repaying through convenient payroll deductions) Have the flexibility to take the Plan account balance if they leave the company 
Direct Deposit or ADP Total Pay Card	<ul style="list-style-type: none"> G4S employees can choose to have payroll funds direct deposited to their bank account or distributed instantly to a prepaid debit card at no additional cost to them ADP Total Pay Card gives employees immediate access to their money in a convenient and safe way – without the hassles of waiting in long lines at banks to deposit checks or paying exorbitant cash checking fees. 
Alliant Credit Union	<ul style="list-style-type: none"> Employees can gain access to a wide range of benefits through membership with Alliant Credit Union, one of America's largest and strongest credit unions. Financial services include free checking, below-market loan rates, above-market rates on savings, and over 80,000 surcharge-free ATMs nationwide. 



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Benefit	Highlights
Great 4 Savings – Employee purchase & savings program	<p>G4S offers a robust employee purchase program with negotiated employee pricing at over 30,000 national and local merchants. Such benefits include:</p> <ul style="list-style-type: none"> ▪ Vehicle purchase programs with Ford, Chrysler and GM ▪ Discounts from national merchants including Sears, Target, Toys R Us, Walgreens ▪ Special pricing on movie tickets, sporting events and other entertainment venues ▪ Being rewarded for pledging to be Greener and Healthier ▪ Discounts at local merchants including restaurants, spas, entertainment venues and more
Additional Employee Perks	<ul style="list-style-type: none"> ▪ Quicken Loans – Home financing and loan deals plus a dedicated toll-free number and website for direct connection to Quicken’s Mortgage Insiders Team. ▪ TRUECar – An auto buying program that can save employees thousands on the purchase of a car through a network of more than 6,000 dealerships nationwide.
Purchasing Power	<p>If employees don’t have immediate cash, and can’t or don’t want to use credit for a purchase, G4S’ Purchasing Power can help.</p>  <ul style="list-style-type: none"> ▪ Through convenient payroll deductions over a 12-month period, employees can easily finance purchases such as electronics, home goods and furnishings, other large purchases, and even vacations with all inclusive pricing and no hidden fees.
QualSight LASIK Savings	<ul style="list-style-type: none"> ▪ G4S offers employees preferred LASIK pricing from QualSight, even without having to elect vision insurance. ▪ This benefit is provided at no cost to the employee and provides 40 to 50% savings off the national price for LASIK. ▪ Through QualSight, employees can access a large nationwide network of credentialed, Board Certified Ophthalmologists to perform corrective eye surgery.
Voluntary Benefits – complements core benefits	<p>Several benefits are available to help employees protect their income, pay medical expenses and plan for the future. These employee-paid, optional benefits are offered at G4S competitive group rates and include:</p> <ul style="list-style-type: none"> ▪ Short Term Disability Insurance ▪ Accident Insurance ▪ Critical Illness/Cancer Insurance ▪ Whole Life Insurance ▪ MetLaw/Hyatt Pre-Paid Legal Plan 



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Workers with paid sick time **28%** **Less likely to experience workplace injuries**

3X

Higher Enrollment

When employees are offered a comprehensive healthcare plan



Reduction in Turnover

For employees who were offered health care coverage

45%



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STATEMENT REGARDING THE CALIFORNIA PUBLIC RECORDS ACT

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.

Exception Basis:

- Government Code § 6255.
- Government Code § 6254

ATTACHMENTS

APPENDIX A

INFORMATION ON BUSINESS LOCATION AND WORKFORCE
