

**CONTRACT BETWEEN THE CITY OF AUSTIN (“City”)  
AND  
Whelan Security Co (“Contractor”)  
for  
Citywide Security Guard Services  
NA170000083**

The City accepts the Contractor’s Offer (as referenced in Section 1.1.3 below) for the above requirement and enters into the following Contract.

This Contract is between Whelan Security Co having offices at 11044 Research Blvd., Suite B-415, Austin, TX 78759 and the City, a home-rule municipality incorporated by the State of Texas, and is effective as of the date executed by the City (“Effective Date”).

Capitalized terms used but not defined herein have the meanings given them in Solicitation Number RFP RWS0501.

**1.1 This Contract is composed of the following documents:**

- 1.1.1 This Contract
- 1.1.2 The City’s Solicitation, RFP RWS0501 including all documents incorporated by reference
- 1.1.3 Whelan Security Co’s Offer, dated November 26, 2016, including subsequent clarifications

**1.2 Order of Precedence.** Any inconsistency or conflict in the Contract documents shall be resolved by giving precedence in the following order:

- 1.2.1 This Contract
- 1.2.2 The City’s Solicitation as referenced in Section 1.1.2, including all documents incorporated by reference
- 1.2.3 The Contractor’s Offer as referenced in Section 1.1.3, including subsequent clarifications.

**1.3 Term of Contract.** The Contract will be in effect for an initial term of 24 months and may be extended thereafter for up to three 12-month extension options, subject to the approval of the Contractor and the City Purchasing Officer or his designee. See the Term of Contract provision in Section 0400 for additional Contract requirements.

**1.4 Compensation.** The Contractor shall be paid a total Not-to-Exceed amount of \$1,771,554 for the initial Contract term and \$885,777 for each extension option as indicated in the Bid Sheet, IFB Section 0600. Payment shall be made upon successful completion of services or delivery of goods as outlined in each individual Delivery Order.

**1.5 Quantity of Work.** There is no guaranteed quantity of work for the period of the Contract and there are no minimum order quantities. Work will be on an as needed basis as specified by the City for each Delivery Order

This Contract (including any Exhibits) constitutes the entire agreement of the parties regarding the subject matter of this Contract and supersedes all prior and contemporaneous agreements and understandings, whether written or oral, relating to such subject matter. This Contract may be altered, amended, or modified only by a written instrument signed by the duly authorized representatives of both parties.

In witness whereof, the parties have caused a duly authorized representative to execute this Contract on the date set forth below.

**WHELAN SECURITY CO**

**CITY OF AUSTIN**

\_\_\_\_\_  
Printed Name of Authorized Person

Roger Stricklin  
\_\_\_\_\_  
Printed Name of Authorized Person

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Title:

Corporate Contract Administrator  
\_\_\_\_\_  
Title:

\_\_\_\_\_  
Date:

\_\_\_\_\_  
Date:

**Exhibits**

A – Offeror’s Pricing

B – Offeror’s Proposal

# EXHIBIT A

GROUP A - LARGE DEPARTMENTS				
BUILDING SERVICES DEPARTMENT				
Item	Description	Estimated Monthly Hours	Regular Hours Rate	Extended Price
1	Supervisor/Lead Security Guard	173	\$19.93	\$3,447.89
2	Security Guard	1907	\$18.58	\$35,432.06
3	Account Manager	20	\$21.53	\$430.60
Monthly Service Amount				\$39,310.55
Annual Amount (Monthly Amount X 12)				\$471,726.60
Supervisor/Lead Security Guard		Hourly Rate		
4	Non-Regular Hours Rate			\$29.89
5	Emergency Hours Rate			\$29.89
6	Holiday Hours Rate			\$29.89
Security Guard		Hourly Rate		
7	Non-Regular Hours Rate			\$27.87
8	Emergency Hours Rate			\$27.87
9	Holiday Hours Rate			\$27.87
AUSTIN WATER				
Item	Description	Estimated Monthly Hours	Regular Hours Rate	Extended Price
1	Lead Officer	173	\$32.20	\$5,570.60
2	Security Officer I	3484	\$18.24	\$63,548.16
3	Security Officer II	1577	\$18.64	\$29,395.28
4	Security Officer III	3640	\$18.97	\$69,050.80
5	Account Manager	20	\$21.61	\$432.20
Monthly Service Amount				\$167,997.04
Annual Amount (Monthly Amount X 12)				\$2,015,964.48
Lead Officer (include patrol vehicle cost for Lead Officer only)		Hourly Rate		
6	Non-Regular Hours Rate			\$32.20
7	Emergency Hours Rate			\$32.20
8	Holiday Hours Rate			\$32.20
Security Officer I		Hourly Rate		
9	Non-Regular Hours Rate			\$27.36
10	Emergency Hours Rate			\$27.36
11	Holiday Hours Rate			\$27.36
Security Officer II		Hourly Rate		
12	Non-Regular Hours Rate			\$27.96
13	Emergency Hours Rate			\$27.96
14	Holiday Hours Rate			\$27.96
Security Officer III		Hourly Rate		
15	Non-Regular Hours Rate			\$28.46
16	Emergency Hours Rate			\$28.46
17	Holiday Hours Rate			\$28.46

# EXHIBIT A

GROUP B - SMALL/MEDIUM DEPARTMENTS				
MUNICIPAL COURT DEPARTMENT				
Item	Description	Estimated Monthly Hours	Regular Hours Rate	Extended Price
1	Supervisor/Lead Security Guard	Only as Requested by DCM	\$19.24	
2	Security Guard	659	\$18.57	\$12,237.63
Monthly Service Amount				\$12,237.63
Annual Amount (Monthly Amount X 12)				\$146,851.56
Supervisor/Lead Security Guard		Hourly Rate		
3	Non-Regular Hours Rate			\$28.86
4	Emergency Hours Rate			\$28.86
5	Holiday Hours Rate			\$28.86
Security Guard		Hourly Rate		
6	Non-Regular Hours Rate			\$27.86
7	Emergency Hours Rate			\$27.86
8	Holiday Hours Rate			\$27.86
COMMUNITY COURT DEPARTMENT				
Item	Description	Estimated Monthly Hours	Regular Hours Rate	Extended Price
1	Supervisor/Lead Security Guard	Only as Requested by DCM	\$19.24	
2	Security Guard	433	\$18.57	\$8,040.81
Monthly Service Amount				\$8,040.81
Annual Amount (Monthly Amount X 12)				\$96,489.72
Supervisor/Lead Security Guard		Hourly Rate		
3	Non-Regular Hours Rate			\$28.86
4	Emergency Hours Rate			\$28.86
5	Holiday Hours Rate			\$28.86
Security Guard		Hourly Rate		
6	Non-Regular Hours Rate			\$27.86
7	Emergency Hours Rate			\$27.86
8	Holiday Hours Rate			\$27.86
LIBRARY DEPARTMENT				
Item	Description	Estimated Monthly Hours	Regular Hours Rate	Extended Price
1	Supervisor/Lead Security Guard	Only as Requested by DCM	\$19.27	
2	Security Guard	346	\$18.60	\$6,435.60
Monthly Service Amount				\$6,435.60
Annual Amount (Monthly Amount X 12)				\$77,227.20
Supervisor/Lead Security Guard		Hourly Rate		
3	Non-Regular Hours Rate			\$28.90
4	Emergency Hours Rate			\$28.90
5	Holiday Hours Rate			\$28.90
Security Guard		Hourly Rate		
6	Non-Regular Hours Rate			\$27.90
7	Emergency Hours Rate			\$27.90
8	Holiday Hours Rate			\$27.90

# EXHIBIT A

HEALTH AND HUMAN SERVICES DEPARTMENT				
Item	Description	Estimated Monthly Hours	Regular Hours Rate	Extended Price
1	Supervisor/Lead Security Guard	Only as Requested by DCM	\$19.27	
2	Security Guard	1010	\$18.80	\$18,988.00
Monthly Service Amount				\$18,988.00
Annual Amount (Monthly Amount X 12)				\$227,856.00
<b>Supervisor/Lead Security Guard</b>		<b>Hourly Rate</b>		
3	Non-Regular Hours Rate			\$28.90
4	Emergency Hours Rate			\$28.90
5	Holiday Hours Rate			\$28.90
<b>Security Guard</b>		<b>Hourly Rate</b>		
6	Non-Regular Hours Rate			\$27.90
7	Emergency Hours Rate			\$27.90
8	Holiday Hours Rate			\$27.90
AUSTIN RESOURCE RECOVERY DEPARTMENT				
Item	Description	Estimated Monthly Hours	Regular Hours Rate	Extended Price
1	Supervisor/Lead Security Guard	Only as Requested by DCM	\$19.27	
2	Security Guard	260	\$18.60	\$4,836.00
Monthly Service Amount				\$4,836.00
Annual Amount (Monthly Amount X 12)				\$58,032.00
<b>Supervisor/Lead Security Guard</b>		<b>Hourly Rate</b>		
3	Non-Regular Hours Rate			\$28.90
4	Emergency Hours Rate			\$28.90
5	Holiday Hours Rate			\$28.90
<b>Security Guard</b>		<b>Hourly Rate</b>		
6	Non-Regular Hours Rate			\$27.90
7	Emergency Hours Rate			\$27.90
8	Holiday Hours Rate			\$27.90
WATERSHED PROTECTION DEPARTMENT				
Item	Description	Estimated Monthly Hours	Regular Hours Rate	Extended Price
1	Supervisor/Lead Security Guard	Only as Requested by DCM	\$19.27	
2	Security Guard	500	\$18.60	\$9,300.00
Monthly Service Amount				\$9,300.00
Annual Amount (Monthly Amount X 12)				\$111,600.00
<b>Supervisor/Lead Security Guard</b>		<b>Hourly Rate</b>		
3	Non-Regular Hours Rate			\$28.90
4	Emergency Hours Rate			\$28.90
5	Holiday Hours Rate			\$28.90
<b>Security Guard</b>		<b>Hourly Rate</b>		
6	Non-Regular Hours Rate			\$27.90
7	Emergency Hours Rate			\$27.90
8	Holiday Hours Rate			\$27.90

# EXHIBIT A

FLEET SERVICES DEPARTMENT				
Item	Description	Estimated Monthly Hours	Regular Hours Rate	Extended Price
1	Supervisor/Lead Security Guard	Only as Requested by DCM	\$19.27	
2	Security Guard	173	\$18.60	\$3,217.80
Monthly Service Amount				\$3,217.80
Annual Amount (Monthly Amount X 12)				\$38,613.60
<b>Supervisor/Lead Security Guard</b>		<b>Hourly Rate</b>		
3	Non-Regular Hours Rate			\$28.90
4	Emergency Hours Rate			\$28.90
5	Holiday Hours Rate			\$28.90
<b>Security Guard</b>		<b>Hourly Rate</b>		
6	Non-Regular Hours Rate			\$27.90
7	Emergency Hours Rate			\$27.90
8	Holiday Hours Rate			\$27.90
PARKS AND RECREATION DEPARTMENT				
Item	Description	Estimated Monthly Hours	Regular Hours Rate	Extended Price
1	Patrol Services	84	\$28.90	\$2,427.60
Monthly Service Amount				\$2,427.60
Annual Amount (Monthly Amount X 12)				\$29,131.20
2	Emergency Hours Rate			\$28.91
3	Holiday Hours Rate			\$28.91

GROUP C - SPECIAL SERVICES DEPARTMENT				
CONVENTION CENTER DEPARTMENT				
Item	Description	Estimated Monthly Hours	Regular Hours Rate	Extended Price
1	Supervisor/Lead Security Guard	Only as Requested by DCM	No Bid	
2	Security Guard	580	No Bid	#VALUE!
Monthly Service Amount				#VALUE!
Annual Amount (Monthly Amount X 12)				#VALUE!
<b>Supervisor/Lead Security Guard</b>		<b>Hourly Rate</b>		
3	Non-Regular Hours Rate			
4	Emergency Hours Rate			
5	Holiday Hours Rate			
<b>Security Guard</b>		<b>Hourly Rate</b>		
6	Non-Regular Hours Rate			
7	Emergency Hours Rate			
8	Holiday Hours Rate			
EVENT SECURITY GUARD SERVICES SPECIFIC TO CONVENTION CENTER DEPARTMENT				
Item	Description	Guard Hours per Event	Regular Hours Rate	Non-Regular Hours Rate
9	Uniformed	Small	Less than 1000	
10	Uniformed	Medium	1000-2000	
11	Uniformed	Large	Over 2000	
12	Non-Uniformed	Small	Less than 1000	
13	Non-Uniformed	Medium	1000-2000	
14	Non-Uniformed	Large	Over 2000	

**INSTRUCTIONS FOR REQUIRED EQUIPMENT:** The City may require specific equipment necessary to fulfill the related services under the Contract. List the pricing associated with the equipment listed below.

REQUIRED EQUIPMENT		
Item	Description	Monthly Fee per Unit
1	Electric Golf Cart (as specified in Department Specific Requirements)	\$300.00
2	Electric Golf Cart with Flatbed ((as specified in Department Specific Requirements)	\$300.00

# EXHIBIT A

**INSTRUCTIONS FOR OPTIONAL EVENT SERVICES:** The City may occasionally have a need for event services under the Contract that are not yet specified. List the pricing associated with the event size listed below.

## OPTIONAL EVENT SERVICES

### EVENT RATES

Item	Description	Guard Hours per Event	Regular Hourly Rate
1	Small Event	Less than 1000	\$28.90
2	Medium Event	1000-2000	\$28.90
3	Large Event	Over 2000	\$28.90

**EXHIBIT B**





**CITY OF AUSTIN, TEXAS**  
Purchasing Office  
**REQUEST FOR PROPOSAL (RFP)**  
**OFFER SHEET**

**SOLICITATION NO:**  
RWS0501

**COMMODITY/SERVICE DESCRIPTION:**  
Security Guard Services

**DATE ISSUED:**  
October 10, 2016

**REQUISITION NO.:**  
7400 16091500712

**PRE-PROPOSAL CONFERENCE TIME AND DATE:**  
October 20, 2016, 9:00AM CST

**COMMODITY CODE:**  
96480

**LOCATION:**  
Municipal Building, 124 W 8<sup>th</sup> Street,  
Room 335.1  
Austin, Texas 78701

**FOR CONTRACTUAL AND TECHNICAL  
ISSUES CONTACT THE FOLLOWING  
AUTHORIZED CONTACTS:**

**PROPOSAL DUE PRIOR TO:**  
November 15, 2016 at 2:00PM CST

**Primary Point of Contact:**

Roger Stricklin  
Corporate Contract Administrator  
Phone: (512) 974-1727  
E-Mail: Roger.Stricklin@austintexas.gov

**PROPOSAL CLOSING TIME AND DATE:**  
November 15, 2016 at 2:00PM CST

**LOCATION:**

Municipal Building, 124 W 8<sup>th</sup> Street,  
Room 308  
Austin, Texas 78701

**Secondary Point of Contact:**

Danielle Lord  
Corporate Purchasing Manager  
Phone: (512) 974-2298  
E-Mail: Danielle.Lord@austintexas.gov

**LIVE SOLICITATION CLOSING ONLINE:**

For RFP's, only the names of respondents will be read aloud

For information on how to attend the Solicitation Closing online, please select this link:

<http://www.austintexas.gov/department/bid-opening-webinars>

**When submitting a sealed Offer and/or Compliance Plan, use the proper address for the type of service desired, as shown below:**

Address for US Mail (Only)	Address for FedEx, UPS, Hand Delivery or Courier Service
City of Austin	City of Austin, Municipal Building
Purchasing Office-Response Enclosed for Solicitation # RWS0501	Purchasing Office-Response Enclosed for Solicitation # RWS0501
P.O. Box 1088	124 W 8 <sup>th</sup> Street, Rm 308
Austin, Texas 78767-8845	Austin, Texas 78701
	Reception Phone: (512) 974-2500

**NOTE: Offers must be received and time stamped in the Purchasing Office prior to the Due Date and Time. It is the responsibility of the Offeror to ensure that their Offer arrives at the receptionist's desk in the Purchasing Office prior to the time and date indicated. Arrival at the City's mailroom, mail terminal, or post office box will not constitute the Offer arriving on time. See Section 0200 for additional solicitation instructions.**

**All Offers (including Compliance Plans) that are not submitted in a sealed envelope or container will not be considered.**

**SUBMIT 1 ORIGINAL AND 8 FLASH DRIVES OF YOUR RESPONSE**  
**\*\*\*SIGNATURE FOR SUBMITTAL REQUIRED ON PAGE 3 OF THIS DOCUMENT\*\*\***

This solicitation is comprised of the following required sections. Please ensure to carefully read each section including those incorporated by reference. By signing this document, you are agreeing to all the items contained herein and will be bound to all terms.

SECTION NO.	TITLE	PAGES
0100	STANDARD PURCHASE DEFINITIONS	*
0200	STANDARD SOLICITATION INSTRUCTIONS	*
0300	STANDARD PURCHASE TERMS AND CONDITIONS	*
0400	SUPPLEMENTAL PURCHASE PROVISIONS	12
0500	SCOPE OF WORK AND ATTACHMENTS	**
0600	PROPOSAL PREPARATION INSTRUCTIONS & EVALUATION FACTORS	6
0601	PRICE PROPOSAL FORM – Complete and return	**
0602	PURCHASING OFFICE EXCEPTIONS FORM – Complete and return	1
0605	LOCAL BUSINESS PRESENCE IDENTIFICATION FORM – Complete and return	2
0700	REFERENCE SHEET – Complete and return	1
0800	NON-DISCRIMINATION CERTIFICATION	*
0805	NON-SUSPENSION OR DEBARMENT CERTIFICATION	*
0810	NON-COLLUSION, NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING CERTIFICATION	*
0815	LIVING WAGES CONTRACTOR CERTIFICATION–Complete and return	1
0835	NONRESIDENT BIDDER PROVISIONS – Complete and return	1
0900	MBE/WBE PROCUREMENT PROGRAM PACKAGE NO GOALS FORM – Complete, sign (first and second page), and return	2

\* Documents are hereby incorporated into this solicitation by reference, with the same force and effect as if they were incorporated in full text. The full text versions of the \* documents are available on the Internet at the following online address: [http://www.austintexas.gov/financeonline/vendor\\_connection/index.cfm#STANDARDBIDDDOCUMENTS](http://www.austintexas.gov/financeonline/vendor_connection/index.cfm#STANDARDBIDDDOCUMENTS)

If you do not have access to the Internet, you may obtain a copy of these Sections from the City of Austin Purchasing Office located in the Municipal Building, 124 West 8<sup>th</sup> Street, Room #308 Austin, Texas 78701; phone (512) 974-2500. Please have the Solicitation number available so that the staff can select the proper documents. These documents can be mailed, expressed mailed, or faxed to you.

\*\* Documents are hereby incorporated into this solicitation as attached documents with the same force and effect as if they were incorporated in full text.

#### INTERESTED PARTIES DISCLOSURE

In addition, Section 2252.908 of the Texas Government Code requires the successful offeror to complete a Form 1295 "Certificate of Interested Parties" that is signed and notarized for a contract award requiring council authorization. The "Certificate of Interested Parties" form must be completed on the Texas Ethics Commission website, printed, signed and submitted to the City by the authorized agent of the Business Entity with acknowledgment that disclosure is made under oath and under penalty of perjury prior to final contract execution.

The undersigned, by his/her signature, represents that he/she is submitting a binding offer and is authorized to bind the respondent to fully comply with the solicitation document contained herein. The Respondent, by submitting and signing below, acknowledges that he/she has received and read the entire document packet sections defined above including all documents incorporated by reference, and agrees to be bound by the terms therein.

Company Name: Whelan Security Co

Company Address: 11044 Research Blvd, Suite B-415

City, State, Zip: Austin, TX 78759

Federal Tax ID No. 43-0769651

Printed Name of Officer or Authorized Representative: Gina Pruski

Title: General Manager

Signature of Officer or Authorized Representative: *Gina Pruski*

Date: 11/26/16

Email Address: gpruski@whelansecurity.com

Phone Number: 512-960-4029

**\* Proposal response must be submitted with this Offer sheet (pages 1-3)  
to be considered for award.\***



**ADDENDUM  
REQUEST FOR PROPOSAL  
CITY OF AUSTIN, TEXAS**

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RFP: RWS0501

Addendum No: 1

Date of Addendum: October 28, 2016

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This addendum incorporates the following changes, questions and answers to the above-referenced RFP.

**I. Questions and Answers:**

1. (Q) Does this solicitation have subcontracting goals? If we are uncertain if or what subcontractors we will use should we still complete the 0900?  
(A) This solicitation does not have any subcontracting goals. You still must complete the 0900 Form included in the solicitation packet with either "yes" if you have established subcontractors or "no" if you do not have subcontractors established. After award if you decide to utilize subcontractors you must contact the City's Small and Minority Business Resources Department (SMBR) to complete a Change Request and the related subcontracting paperwork.
2. (Q) Does the No Contact Period include solicitations or contracts that proposers are currently working on with other City departments?  
(A) No, it only includes this specific solicitation.
3. (Q) What company currently has this contract?  
(A) This information is available via a public information request.  
<http://www.austintexas.gov/public-information-request>
4. (Q) For the current contract, what is the per hour contracted amounts for uniformed officers?  
(A) This information is available via a public information request.  
<http://www.austintexas.gov/public-information-request>
5. (Q) What is the current contracted amount for supervisors?  
(A) This information is available via a public information request.  
<http://www.austintexas.gov/public-information-request>
6. (Q) What is the current contracted amount for emergency call ins?  
(A) This information is available via a public information request.  
<http://www.austintexas.gov/public-information-request>
7. (Q) What is the contracted amount for convention services?  
(A) This information is available via a public information request.  
<http://www.austintexas.gov/public-information-request>

8. (Q) What is the contracted amount for golf cart usages?  
(A) This information is available via a public information request.  
<http://www.austintexas.gov/public-information-request>
9. (Q) We are working on submitting a proposal for RFP 7400 RWS0501. We are looking to sign the form as mentioned in the below section of the RFP, but are unable to find a clean copy to include in our proposal. Would you be able to point me in the right direction to find this form or send me a clean copy?  
(A) This question refers to Section 0810, Non-Collusion, Non-Conflict of Interest, and Anti-Lobbying Certification as mentioned in Section 0600, Paragraph 2.d. Please note that this Affidavit is incorporated into the RFP by reference as listed on page 2 of the Offer Sheet. No separate submittal of the form is required with an Offer. Signature of page 3 of the Offer Sheet indicates that the Offeror agrees to the requirements of Section 0810 and any other document incorporated by reference into the RFP.
10. (Q) Who is the incumbent?  
(A) This information is available via a public information request.  
<http://www.austintexas.gov/public-information-request>
11. (Q) For the current contract, can you provide the current turnover rate for the contract?  
(A) This information has not been provided to the City; therefore, it is not available.
12. (Q) Is the contract currently union? This will impact how it is priced.  
(A) The City is unaware if the employees are union or at will, and this information was not required to be provided to the City.
13. (Q) If incumbent personnel are hired, will legacy benefits and current wage rate carry over?  
(A) Benefits provided to, and wages paid to incumbent personnel hired by a new contractor should be per the new contractor's business practices, subject to Living Wage requirements.
14. (Q) Will the contractor who is awarded this contract have to honor the legacy employee's tenure and grandfather their vacations based on their time of service?  
(A) Benefits provided to incumbent personnel hired by a new contractor should be per the new contractor's business practices.
15. (Q) What is the current annual mileage on the security vehicle for pricing purposes?  
(A) This information was not required to be provided; therefore, it is not available.
16. (Q) Is there a specific type of vehicle necessary or is it at the contractor's discretion?  
(A) There is no specific requirement on the vehicle make or model.
17. (Q) In the SOW 3.2.7 it does not state any on the job training requirement for a set number of hours, is there a mandatory number of hours of training per job classification necessary prior to an employee's first day of work? The only location that specifies training hours and the number of hours that can be billed back for training is outline in Attachment D, for the Building Services Department.  
(A) Training requirements will vary by department/site and will be determined by each department's Contract Manager.

18. (Q) Please state the minimum number of hours dedicated to staff ongoing/refresher training annually. Can this be billed back or included in the pricing?  
(A) Unless otherwise indicated in the Scope of Work Attachments (Department Specific Requirements), the refresher training will be included in the billed pricing. Each department and/or location will differ.
19. (Q) Due to ACA compliant medical benefit requirements will this cost be inclusive in our hourly bill rates and is this acceptable?  
(A) Please include the cost of ACA compliance and other overhead/benefits costs in the rates proposed.
20. (Q) Will the average hours per week fluctuate greater than 15% (this is related to staffing and training of additional personnel)  
(A) The City does not anticipate any large fluctuations in hours; however, as departmental needs change there may be instances in which fluctuations do occur.
21. (Q) Will paperless workforce management and tour confirmation cloud based technology be accepted in lieu of traditional pen and paper documentation?  
(A) Yes, use of paperless workforce management and tour confirmation cloud based technology is acceptable provided that the requirements of the RFP can be met regarding submittal of reporting and of invoicing documentation. The provision and use of any such software application and related hardware would be the responsibility of the Contractor (not billable to the City). Additionally, City departments may have their own required report formats for Contractor's use.
22. (Q) Are lunch and two 15 minute breaks to be factored into the pricing? Have these factors been calculated into the number of hours listed per location in the Price Proposal Form?  
(A) The City recognizes and follows the applicable Federal Guidelines in reference to employee breaks and lunches.
23. (Q) Is this a lowest price bid?  
(A) No, any contract award as a result of this RFP will not be based strictly on the lowest price proposed. Cost is one of several components of the Evaluation Factors that will be used to score Offers. Please refer to Section 0600, Paragraph 6 for details.
24. (Q) Will the use of a SMWBE subcontractor factor into the City's decision-making process? Will SMWBE use be included in the Evaluation Factors?  
(A) Use of M/WBE subcontractors may influence how many points your firm is awarded for Local Business Presence; please refer to Section 0600, Paragraph 6.
25. (Q) Does the City have or require an electronic guard monitoring system?  
(A) The City does not currently have or require an electronic guard timekeeping or GPS monitoring system.
26. (Q) Does the City expect Security Guards to detain individuals?  
(A) No, the City does not expect Security Guards to detain individuals. Guards shall follow the requirements outlined in Section 0500, Paragraph 4.1 for contacting 911 or the appropriate Public Safety organization in the event of an emergency situation or of the occurrence of criminal activity.

27. (Q) In section 3.4.5 of the SOW, it requires a vehicle on an as needed basis, can this be directed billed as utilized instead of include in the proposal pricing?  
(A) Yes, if this requirement arises as-needed instead of on a permanent basis, patrol vehicles can be directly invoiced based on utilization.
28. (Q) In section 4.4 of the SOW, it mentions that guard will check-in 15 minutes prior to their shifts for the 2<sup>nd</sup> and 5<sup>th</sup> Street Parking Garage booths, it also listed that that time frame would be 30 minutes' prior and after the shift for the Municipal Court and Downtown Austin Court, has that additional time been calculated into the number of hours listed per location in the Price Proposal Form?  
(A) The additional time for these locations has been included in the hours listed on the Price Proposal Form.
29. (Q) In section 3.1 of the ACCD Attachment A, it stipulates that ACCD may use up to 4,000 annual hours of additional guard services to supplement ACCD Security, will those hours need to be factored into our pricing and would we bill them as the service is rendered?  
(A) The number of hours provided is an estimate and "up to" only, based on historical and forecasted usage. Actual hours will be event-driven and based on the requirements of ACCD's client (customer), therefore fluctuations may occur. Thus these hours could not be included in pricing. All services will be paid upon completion of services and receipt of correct invoices.
30. (Q) In the Security Guard Services for Austin Water, section 7.1 under contractor qualifications it stipulates that experience shall have occurred in the contractor's service region that includes the Central Texas area. We as a company meet all of the requirements having provided security services in Texas, Oklahoma and Missouri so is that acceptable though the majority of our business is in Oklahoma? Also of note, we would be teaming with a local Austin Based company for this solicitation.  
(A) The experience has to apply to the same office that will be managing this contract.
31. (Q) As per section 3.3 of the SOW, can you elaborate with regards to what the uniform requirements would be for each location, this could have a significant impact our pricing based on what type is needed and if any seasonal uniforms are to be included. Will there be a change in the law enforcement style from long sleeve to short sleeve?  
(A) It is not possible to completely delineate the uniform requirements for each location. As is stated in Section 0500, Paragraph 3.3.2, uniforms will be approved by each department's Contract Manager based on site requirements and/or event type.
32. (Q) As per section 3.2.6 of the SOW, is there a requirement such a medical exam or other method to quantify that all potential employee's assigned to this account meet the physical requirements as outlined in the SOW or is it at the company's discretion.  
(A) The means of fulfilling the requirements of Section 0500, Paragraph 3.2.6 is at the vendor's discretion. Business practices, such as a medical exam or other processes, are up to the firm.
33. (Q) Besides vehicles, cellphones, personal protective equipment, and flashlights will the contractor be responsible for providing any other equipment?  
(A) There is no other requirement for equipment.

34. (Q) As per the contract closeout and transition plan, will the new contractor need to provide 120-day transition plan with the RFP submission?  
(A) No, there is no need to provide a 120-day transition plan with the Offer. This requirement will be incorporated into any contracts resulting from this RFP.
35. (Q) Per section 2.2 Attachment A, it outlines that the security contractor may need to provide radios and or cellphones on occasions for service at the ACCD. Can you provide an estimate of each?  
(A) ACCD Security: For small and most medium-sized events, ACCD Security Division will have sufficient radios available. For the larger events, ACCD Security will coordinate with the Contractor to provide supplemental radios or cell phones. ACCD Parking: ACCD Parking will provide the radios needed for the Security Guards. If ever a need arises, ACCD Parking will coordinate with the Contractor to provide supplemental radios or cell phones.
36. (Q) Will the staff need to be CPR, 1<sup>st</sup> Aid, AED certified?  
(A) This is not a requirement; however, these skills may benefit Guards in performance of their duties in case of an emergency.
37. (Q) Will the staff need to be certified in the use of OC Spray, Baton or handcuffs?  
(A) This is not a requirement.
38. (Q) Will the \$13.50 Living Wage outlined in Section 0815, be the minimum wage for all locations?  
(A) Yes, the \$13.50 Living Wage outlined in Section 0815 is the required minimum for all locations.
39. (Q) Tab One – Requests signed addendums, all pages – which are the addendums?  
(A) This is the first Addendum to this RFP; no Addendums were included in the RFP. Addendums are a means of making notifications, changes, and clarifications to the RFP. Any Addendums issued should be signed by vendors and submitted as part of the response to this RFP.
40. (Q) Is the Price Proposal Form a part of the RFP that needs to be completed and returned?  
(A) The Price Proposal Form must be completed and submitted as part of the response to this RFP.
41. (Q) What format should be used to submit financials?  
(A) Financials should be submitted in two formats: (1) electronic version on flash drive as a separate document, and (2) hard copy version provided in a separate sealed envelope.
42. (Q) What is the current quantity of golf carts required?  
(A) The current quantity of golf carts required is one (1) for the Building Services Department and six (6) for Austin Water.
43. (Q) How will guard training and orientation be provided, in accordance with Section 0500, Paragraph 5.2?  
(A) Setting requirements for Guard training and orientation will be the responsibility of each department's Contract Manager. The requirements may be dependent on

the Guard's ability to quickly learn information, and may vary by site depending on the size of the facility/location and use of any needed equipment.

44. (Q) Section 0500, Paragraph 2.1.6 requires a Texas Department of Public Safety Manager's certification for a Supervisor/Lead Security Guard. How is this reconciled with the requirement in Section 0500, Attachment E for a DPS Non-Commissioned Security Officer Level II certification for Austin Water?  
(A) Per Section 0500, Paragraph 6, in the event of any conflict between Scope of Work requirements and provisions in the Scope of Work Attachments, the applicable Attachment prevails.
45. (Q) Is the City's contract template included in the RFP?  
(A) No, the City's contract template is not included in the RFP; however, the contents of the successful Offer(s) will become part of the resulting contract. Provisions that will be included in any contract resulting from this RFP can be found in Sections 0400 and 0500 (included in the RFP) and in Section 0300 (incorporated into the RFP by reference).
46. (Q) Can you please provide further clarification regarding the No-Contact Period?  
(A) The No-Contact Period commenced when the RFP was issued (October 10, 2016), and remains in effect until City Council approves any contract awards and until all of the resulting contracts are executed by the City. During the No-Contact Period, the only communication from vendors to the City and from the City to vendors regarding this RFP shall flow through the persons designated on the first page of the Offer Sheet as Authorized Contacts. Any violation of the No-Contact Period will result in disqualification of offers. For the entire policy, please click on the "Anti-Lobbying Ordinance" and "Anti-Lobbying Notice of Amended Rule for Enforcement" located on the following site:  
<https://www.austintexas.gov/department/purchasing>
47. (Q) Please provide further clarification on exceptions taken to the RFP.  
(A) Please refer to Section 0602, Purchasing Office Exceptions Form, included in the RFP. Offerors are to indicate on this form whether or not they are taking any exceptions to any sections of the RFP. If exceptions are taken, space is provided on the form to detail those exceptions, propose alternative language and furnish justification. If no exceptions are indicated on this form or the form is not returned with the Offer, the City will presume that no exceptions will be taken. The City may deem an Offer non-responsive if exceptions are not indicated on the Section 0602, Purchasing Office Exceptions Form, but are taken later.

II. **Additional Contact:** Additional Authorized Contacts have been added to this solicitation for contractual and technical issues. Additional Authorized Contacts include:

Primary Contact:

Roger Stricklin  
Corporate Contract Administrator  
(512) 974-1727  
[Roger.Stricklin@austintexas.gov](mailto:Roger.Stricklin@austintexas.gov)

Secondary Contacts:

Danielle Lord  
Corporate Purchasing Manager  
(512) 974-2298

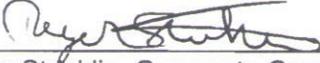
[Danielle.Lord@austintexas.gov](mailto:Danielle.Lord@austintexas.gov)

Matt Duree  
Buyer Specialist Supervisor  
(512) 974-6346  
[Matt.Duree@austintexas.gov](mailto:Matt.Duree@austintexas.gov)

III. Attached is the sign-in sheet from the Pre-Proposal Meeting on October 20, 2016 at 9:00 AM.

IV. **ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.**

APPROVED BY:

  
\_\_\_\_\_  
Roger Stricklin, Corporate Contract Administrator  
Purchasing Office

10/28/2016  
Date

ACKNOWLEDGED BY:

Whelan Security Co  
Vendor Name

  
\_\_\_\_\_  
Authorized Signature

11/26/16  
Date

**RETURN ONE COPY OF THIS ADDENDUM TO THE PURCHASING OFFICE, CITY OF AUSTIN, WITH YOUR RESPONSE OR PRIOR TO THE SOLICITATION CLOSING DATE. FAILURE TO DO SO MAY CONSTITUTE GROUNDS FOR REJECTION.**

## PURCHASING OFFICE MEETING SIGN-IN SHEET

RFP & Description: RWS0501 – Security Guard Services

Meeting Date: October 20, 2016

Buyer: Roger Stricklin

Place/Room:  
Purchasing Office  
Conference Room,  
Municipal Building

Please Print Legibly

Name	Company/Agency/Dept.	Phone	Email
Derek Rithrie	Allied Universal	512-998-2544	Derek.Rithrie@aus.com
Sharon Patterson	Acces Con		Sharon.Patterson@aus.com
EARL EST PEARAZA	AJS		AJS@AUSTINPROTECTIONSECURITY.COM
Yolanda Fedorova	Superior Security USA		yofedor@superiorsecurityusa.com
Rosa Rosta	COA - Fusion		Rosa.Rosta@coafusion.com
Dana & Wharman	Wharman Security		Dana@wharmansecurity.com
Denise Neidhoffer	PRO Security		Denise@PROSecuritygroup.com
Jason Kruse	Allied Universal	214-988-5761	jason.kruse@aus.com
Jerrone Giddis	AOC, LTD	505-265-5800	JerroneG@adcltd.com
Héctor Ruiz	Ruiz Protective	469-692-9249	hector@ruizservices.com
Gina Pausler	Wharman		Gina.Pausler@wharmansecurity.com
Jorge Valle	COA-APL	479432	jorge.valle@coapltd.com
Rolando Barrera	BSD-COA	4-1704	rolando.barrera@aus.com

## PURCHASING OFFICE MEETING SIGN-IN SHEET

RFP & Description: RWS0501 – Security Guard Services

Meeting Date: October 20, 2016

Buyer: Roger Stricklin

Place/Room:  
Purchasing Office  
Conference Room,  
Municipal Building

Please Print Legibly			
Name	Company/Agency/Dept.	Phone	Email
Walt Casci	ALBMA	4-7452	
Blair Rankin	Smith Protective	512.467.2550	brank@smithprotective.com
David Clemon	MCT	4-4617	David.Clemon@astrotex.us.gov
Robb Leitgen	Champion National	380.6844	rleitgen@champ.net
Hayes Thompson	ACCD		hayes.thompson@astrotex.us.gov

## PURCHASING OFFICE MEETING SIGN-IN SHEET

RFP & Description: RWS0501 - Security Guard Services

Meeting Date: October 20, 2016

Buyer: Roger Stricklin

Place/Room:  
Purchasing Office  
Conference Room,  
Municipal Building

Please Print Legibly

Name	Company/Agency/Dept.	Phone	Email
Taylor Youngblood	COA Building SCS	974-3509	taylor.youngblood@coasttexas.gov
Phillip Adams	UNITED PROTECTIVE SERVICES	805-5745	Phillip.Adams@united-protective.com
Dan E. Howard	EMERALD PI INC	512 632-9360	dhoward@emeraldpi.com
Tom Teuberg	Sunstar Realty	214-304 5837	tho@sunstarrealty.com
Tom Dallas	Sunstar Security	817-992 5641	tdallas@sunstarsecurity.com
Al Ellis	AED Sec	409-4125	al.ellis@stxsecurity.com
John Deibel	WARDEN SECURITY	409-762334	john.deibel@wardensecurity.com
Rick Price	Walden Security	636-8161575	rick.price@waldensecurity.com
Jim Tam	G4S	214- 669-5701	Jim.Tam@USA.G4S.com
Robert Wieu	G4S	512-2133	robert.wieu@usa.g4s.com
Mike Martz	AUSTIN WATER	512-492 0090	michael.martz@austintexas.gov
Rick Verardi	11	512-492 0020	rick.verardi@austintexas.gov



**ADDENDUM  
REQUEST FOR PROPOSAL  
CITY OF AUSTIN, TEXAS**

RFP: RWS0501

Addendum No: 2

Date of Addendum: November 14, 2016

This addendum incorporates the following change to the above-referenced RFP.

**I. PROPOSAL DUE DATE AND TIME**

The proposal due date and time is extended from 2:00 PM CST November 15, 2016 to 2:00 PM CST November 29, 2016.

**II. ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.**

APPROVED BY:

Roger Stricklin, Corporate Contract Administrator  
Purchasing Office

11/14/2016  
Date

ACKNOWLEDGED BY:

Whelan Security Co.  
Vendor Name

  
Authorized Signature

11/14/16  
Date

**RETURN ONE COPY OF THIS ADDENDUM TO THE PURCHASING OFFICE, CITY OF AUSTIN, WITH YOUR RESPONSE OR PRIOR TO THE SOLICITATION CLOSING DATE. FAILURE TO DO SO MAY CONSTITUTE GROUNDS FOR REJECTION.**



**ADDENDUM  
REQUEST FOR PROPOSAL  
CITY OF AUSTIN, TEXAS**

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**RFP: RWS0501**

**Addendum No: 3**

**Date of Addendum: November 16, 2016**

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This addendum incorporates the following questions and answers to the above-referenced RFP.

**I. Questions and Answers:**

1. (Q) **The hours on the Price Proposal Form and the Department Attachments are off by over 4,500 hours. We took the schedules provided in the Attachments to come up with the hours required and get the following results. Would you please provide clarification on the hours we are to price. Per Section 0500, Paragraph 6, in the event of any conflict between Scope of Work requirements and provisions in the Scope of Work Attachments, the applicable Attachment prevails. So should we price the hours based on the schedules in the Attachments?**  
(A) **Please refer to the updated Section 0601, Price Proposal Form for corrected hours to use for pricing. This replaces the Price Proposal Form originally issued with the RFP.**
  
2. (Q) **On the Scope of Work for Austin Water Section 2.1.1.1 indicates the Lead Officer works from 7a-3:30p at Waller Creek but Section 2.1.9 indicates the Lead Officer works doing utility wide site patrols. Please explain where the Lead Officer works.**  
(A) **The lead doubles as the 1<sup>st</sup> shift patrol officer during his/her shift. We would expect the lead to be able to do some patrol tasks which involves checking on officers from site to site.**
  
3. (Q) **On the Scope of Work both City Hall and the Municipal Building require coverage on an "as needed" basis but they are not listed on the Price Proposal Form. What rate would apply to this coverage?**  
(A) **This coverage is only ordered by the City as required. Depending on the amount of notice given by City and the hours worked, the applicable rate could be Regular, Non-Regular, Holiday or Emergency. This scheduling listed for "as needed" services is provided as information only and is not expected to be entered in the Price Proposal Form, since "as needed" hours are not included on that Form.**
  
4. (Q) **In section 4.4, of Attachment A of the Scope of Work, it states that "15 minutes prior to the schedule start of shift, Guards for both the 2nd and 5th Street Parking garages shall check-in at the 5th Street Parking Garage booth with ACCD Parking Staff." Would the City please confirm that this time is billable to the City?**

Basically, each officer working an 8 hour shift that is required to report 15 minutes early, the City would be billed for 8.25 hours as the officer is being paid for 8.25 hours.

- (A) It is correct that this time is billable to the City.
5. (Q) Section 2.2.6 of the Scope of Work addresses overtime and states that "The Overtime Rate shall be based on the Security Guard's scheduled work at individual departments, not on a combination of work at two or more departments. For example, Austin Convention Center Department (ACCD) will pay the overtime rate if ACCD requested the Security Guard to work exceeding his/her ACCD scheduled weekly working hours". However, section 2.2.8 states that "the City may require Security Guards to be held over for up to two hours after any shift and at the Regular Hours Rate". Would the City please confirm that if the officer is requested to hold over after any shift and the officer exceeds their scheduled weekly working hours, that the additional time is billable to the City at an overtime rate, as identified in section 2.2.6?
- (A) The provisions of Paragraph 2.2.8 of the Scope of Work apply until the officer exceeds their scheduled weekly working hours. Thereafter the officer's time is billable at the Overtime rate.
6. (Q) Section 3.2.7 of the scope of work briefly outlines training for the officers. Would the City please provide the minimum number of hours for pre-assignment training each officer must receive? Additionally, would the City please identify the minimum number of hours of on the job training required by each department?
- (A) Training requirements will vary by department/site and will be determined by each department's Contract Manager.
7. (Q) Section 3.2.8.3 of the scope of work identifies the experience requirements for the supervisors/lead guards. Do the current supervisors/lead guards meet these requirements today?
- (A) This information is available via a public information request.  
<http://www.austintexas.gov/public-information-request>
8. (Q) Is it the City's expectation that the Single Point of Contact for the program is dedicated to the contract or can the person have other responsibilities for the organization?
- (A) The Single Point of Contact can have other responsibilities but must meet the requirements of the Scope of Work.
9. (Q) Section 3.3.9 of the scope of work states that the contractor is "responsible for any theft or property damage occurring at any site staffed by a Security Guard during hours of service due to negligence or dereliction of duty, as determined by the DCM." Will the City have an appeal process if the contractor believes that they have been improperly assessed by the DCM? If so, who will mediate between the contractor and the DCM?
- (A) The City's Dispute Resolution process is identified in Section 0300, Paragraph 48. Section 0300 is incorporated into this RFP by reference.
10. (Q) Section 3.5.1.5 of the scope of work states that the City may "Change, add, or drop sites with at least 24 hours' notice at the Regular Hours Rate." and the next subsection states that "If the City adds or reduces the number of Security Guards

without at least 24 hours' notice to the Contractor, the Contractor may invoice at the Non-Regular Hours Rate. After one day of the change, the Contractor shall resume invoicing at the Regular Hours Rate". However, section 2.2.5 states that the hourly bill rate for services scheduled less than three calendar days prior to the start date are billed at the non-regular hours rate. Would the City please confirm that any additional hours requested with less than three calendar day notice is billable at the overtime bill rate?

- (A) Additional services requested with less than three calendar days of notice may be billable at the Non-Regular rate unless the Contractor agrees to charge the Regular rate.
11. (Q) I have a question about the Account Manager role for Group A. The estimated monthly hours are 20. Is that a typo? Usually, that position is a 40 hour per week position. Can you please clarify? Also, will there be another addendum coming out?
- (A) Please provide pricing based on the hours currently shown in Section 0601, Price Proposal Form. After the receipt of proposal the City may entertain discussions on modifying the Account Manager's hours.
12. (Q) Are proposers expected to use the attached form to submit our pricing?
- (A) This question refers to Section 0601, Price Proposal Form. Yes, this is the document that Offerors are required to use to submit their pricing for those hours specifically listed in Section 0601. In order to be certain that you have the most up to date form, please utilize Vendor Connection and download the Price Proposal Form that is attached to the RFP:  
[https://www.ci.austin.tx.us/financeonline/vendor\\_connection/index.cfm](https://www.ci.austin.tx.us/financeonline/vendor_connection/index.cfm). Please note however, that Section 0600, Proposal Preparation Instructions & Evaluation Factors, allows for submittal under Tab 7 of any itemized additional services your company can offer and the associated prices and/or discounts offered to the City. Such submittals should be provided within that tab using a format other than the Section 0601 Price Proposal Form.
13. (Q) **Section 0500, p. 2, 2.1.6** states that the Supervisor or Lead Security Guard must have a minimum of 5 years' experience in security services in a similar environment. However, **Section 0600, p. 2, Tab 3, b.** states that all employees are required to have a minimum of five years' experience in security, loss prevention, or law enforcement -- with a security education or degree counting toward one year of experience. Please clarify if only the Supervisor or Lead Security Guard are required to have 5 years of experience, or if all security officers assigned to the City of Austin contract must have 5 years of experience.
- (A) All employees that will perform work under any contract awarded are required to have a minimum of five years' experience in security, loss prevention, or law enforcement -- with a security education or degree counting toward one year of experience. The Supervisor/Lead Security Guard is further required to have their minimum five years of experience in a working environment similar to that described in the Scope of Work, as well as possessing their Texas Department of Public Safety Manager's certification. These minimum years of experience apply unless different from the specific departmental requirements listed in the attachments to the Scope of Work, in which case the specific departmental requirements prevail.

14. (Q) **Section 0500, p. 4, 3.2.6.1-3** seems to indicate that officers must pass a “fit for duty” test administered by a licensed health official. Please clarify how this should be administered and how the company shall prove the officers have met these qualifications if “fit for duty” testing is not required.
- (A) Contractors may choose a means of meeting this requirement per their current practices. According to Paragraph 5.1 of the Scope of Work, the City may review Contractor records and procedures to “ensure personnel being assigned to the City Contract are fully qualified to perform under the Contract.” Additionally, right to audit provisions are shown in Section 0300, Paragraph 17, incorporated into the RFP by reference.
15. (Q) **Section 0500, p. 7, 3.5.1.4.4** states that the Supervisor/Lead Security Guard must be on site during the initial posting for Special Events, as well as every shift change, but is not required to remain for the entire event or shift. Is it acceptable to require the Supervisor to be on site during the initial posting, and available by phone for the remainder of the event without having to return for every shift change?
- (A) This will largely depend on the size of the show and the number of Security Guards needed for each show. Historically, ACCD has found that when using a significant number of guards, issues and problems are minimized when the Supervisor/Lead is onsite during shift changes. ACCD will coordinate with the Contractor during the pre-event planning phase to determine when and if the Supervisor/Lead will need to be on site during each shift-change. If ACCD agrees that Supervisors/Leads do not need to be onsite during shift changes, ACCD will waive this requirement in writing. In the absence of a written waiver by ACCD, the Supervisors/Leads will be required onsite during shift changes.
16. (Q) **Section 0500-ATT F, p. 1, 1.1** states 24/7 patrolling services is required at various locations throughout the contract period; this equates to a minimum of 168 hours per week. However, in **Section 0601: Price Proposal Form**, under the **Parks and Recreation Department** portion, patrol services are estimated at 84 hours per month, or approximately 20 hours per week; this would align with **2.2 of Section 0500-ATT F** that requires three random visits during a 24-hour period (assuming the visits to the two listed locations last approximately 30 minutes). Please clarify which weekly hour total is correct.
- (A) The total shown in Section 0601, Price Proposal Form is correct (estimated at 84 hours per month). The statement in Attachment F, Paragraph 1.1 regarding 24 hour patrolling services is only for information.
17. (Q) **Section 0600, p. 2 under Tab 3 - Experience & Qualifications, b.** states that resumes must be provided for all employees who will perform work under the resulting Contract. Additionally, **Section 0815: Living Wages Contractor Certification** requests the names and job titles of all officers directly assigned to the Contract. Without being the incumbent and having access to incumbent personnel's information in order to determine the number of new officers needed, is it acceptable for respondents to provide resumes and living wages certification for those employees that will be in managerial positions only? If this is not acceptable, can you please provide the names and job titles of all officers currently assigned to the contract?
- (A) Section 0815 requires identification of all employees who will be directly assigned to work under any contract resulting from this solicitation, not just management. Directly assigned is defined as Contractor employees that are named or identifiable in the Contract, named or identifiable in the order, named or identifiable

in the invoice, or named or identifiable in some other deliverable. Any current employee that will be so assigned shall be listed on the certification.

Information on names and job titles of all officers currently assigned to the contract can be obtained via a public information request.

<http://www.austintexas.gov/public-information-request>

18. (Q) Are all Supervisor/Lead Security Guards required to complete the Texas Department of Public Safety Manager's certification, or only the Account Manager?  
(A) This certification requirement is specific to the Supervisor/Lead Security Guards.
19. (Q) What are the current pay rates and bill rates for all positions for this project?  
(A) This information is available via a public information request.  
<http://www.austintexas.gov/public-information-request>
20. (Q) What are the names of the suppliers currently performing the work for this contract and at which departments?  
(A) This information is available via a public information request.  
<http://www.austintexas.gov/public-information-request>
21. (Q) If incumbent officers are hired by the new supplier, will they meet the qualifications as laid out within the RFP, or will they be grandfathered for background checks, training, and testing?  
(A) Decisions regarding background checks, training, and testing should be made per the new contractor's business practices.
22. (Q) Only Austin Water distinguishes between guard levels I, II and III. Are all the other departments only using Level I guards?  
(A) The classifications of Security Officers I, II and III are unique to Austin Water. These are job titles and not Level designations. The Level requirements for other departments are listed in the Scope of Work.

**II. ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.**

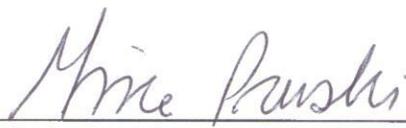
APPROVED BY:

  
\_\_\_\_\_  
Roger Stricklin, Corporate Contract Administrator  
Purchasing Office

11/16/2016  
Date

ACKNOWLEDGED BY:

Whelan Security Co  
Vendor Name

  
\_\_\_\_\_  
Authorized Signature

11/20/16  
Date

**RETURN ONE COPY OF THIS ADDENDUM TO THE PURCHASING OFFICE, CITY OF AUSTIN, WITH YOUR RESPONSE OR PRIOR TO THE SOLICITATION CLOSING DATE. FAILURE TO DO SO MAY CONSTITUTE GROUNDS FOR REJECTION.**



**ADDENDUM  
REQUEST FOR PROPOSAL  
CITY OF AUSTIN, TEXAS**

RFP: RWS0501

Addendum No: 4

Date of Addendum: November 21, 2016

This addendum incorporates the following question and answer to the above-referenced RFP.

**I. Questions and Answers:**

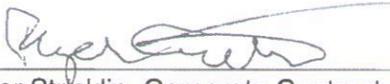
1. (Q) In receipt of the most recent Addendum (No 3.) whereby it states that every officer must have 5 years of experience for them to service this program, this requirement is highly unusual and would not be feasible for any one security company to support given the size of this program. Delivering to you 90 officers with 5 years of experience would be virtually impossible to service especially when you consider the need for event staffing for the Convention Center. We absolutely agree that the supervisors would need to have this experience. However, we are asking you to reconsider this requirement for all officers.

- (A) **The City has reconsidered the five-year experience requirement and is willing to accept a minimum of one year of experience for Security Guards. Additionally, the City is willing to accept a minimum of three years of experience for Supervisors/Lead Security Guards.**

**Please note that, per Section 0500 Scope of Work, Paragraph 6, Specific Departmental Requirements still prevail if they deviate from the minimum years of experience stated in this Addendum.**

**II. ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.**

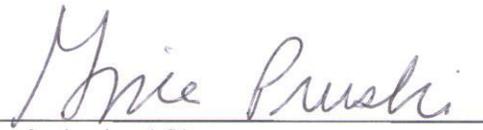
APPROVED BY:

  
\_\_\_\_\_  
Roger Stricklin, Corporate Contract Administrator  
Purchasing Office

11/21/2016  
Date

ACKNOWLEDGED BY:

Whelan Security Co  
Vendor Name

  
\_\_\_\_\_  
Authorized Signature

11/20/16  
Date

**RETURN ONE COPY OF THIS ADDENDUM TO THE PURCHASING OFFICE, CITY OF AUSTIN, WITH YOUR RESPONSE OR PRIOR TO THE SOLICITATION CLOSING DATE. FAILURE TO DO SO MAY CONSTITUTE GROUNDS FOR REJECTION.**

## Section 0605: Local Business Presence Identification

A firm (Offeror or Subcontractor) is considered to have a Local Business Presence if the firm is headquartered in the Austin Corporate City Limits, or has a branch office located in the Austin Corporate City Limits in operation for the last five (5) years, currently employs residents of the City of Austin, Texas, and will use employees that reside in the City of Austin, Texas, to support this Contract. The City defines headquarters as the administrative center where most of the important functions and full responsibility for managing and coordinating the business activities of the firm are located. The City defines branch office as a smaller, remotely located office that is separate from a firm's headquarters that offers the services requested and required under this solicitation.

**OFFEROR SHALL SUBMIT THE FOLLOWING INFORMATION FOR EACH LOCAL BUSINESS (INCLUDING THE OFFEROR, IF APPLICABLE) TO BE CONSIDERED FOR LOCAL PRESENCE.**

**NOTE: ALL FIRMS MUST BE IDENTIFIED ON THE MBE/WBE COMPLIANCE PLAN OR NO GOALS UTILIZATION PLAN (REFERENCE SECTION 0900).**

**\*USE ADDITIONAL PAGES AS NECESSARY\***

**OFFEROR:**

<b>Name of Local Firm:</b>	Whelan Security Co	
<b>Physical Address:</b>	11044 Research Blvd, Suite B-415, Austin, TX 78759	
Is your headquarters located in the Corporate City Limits?	Yes	<input checked="" type="checkbox"/> No
<b>OR</b>		
Has your branch office been located in the Corporate City Limits for the last 5 years?	<input checked="" type="checkbox"/> Yes	No
Will your business be providing additional economic development opportunities created by the contract award? (e.g., hiring, or employing residents of the City of Austin or increasing tax revenue?)	<input checked="" type="checkbox"/> Yes	No

**SUBCONTRACTOR(S):**

<b>Name of Local Firm:</b>	None	
<b>Physical Address:</b>		
Is your headquarters located in the Corporate City Limits? (circle one)	Yes	No
<b>OR</b>		
Has your branch office been located in the Corporate City Limits for the last 5 years?	Yes	No
Will your business be providing additional economic development opportunities created by the contract award? (e.g., hiring, or employing residents of the City of Austin or increasing tax revenue?)	Yes	No

**SUBCONTRACTOR(S):**

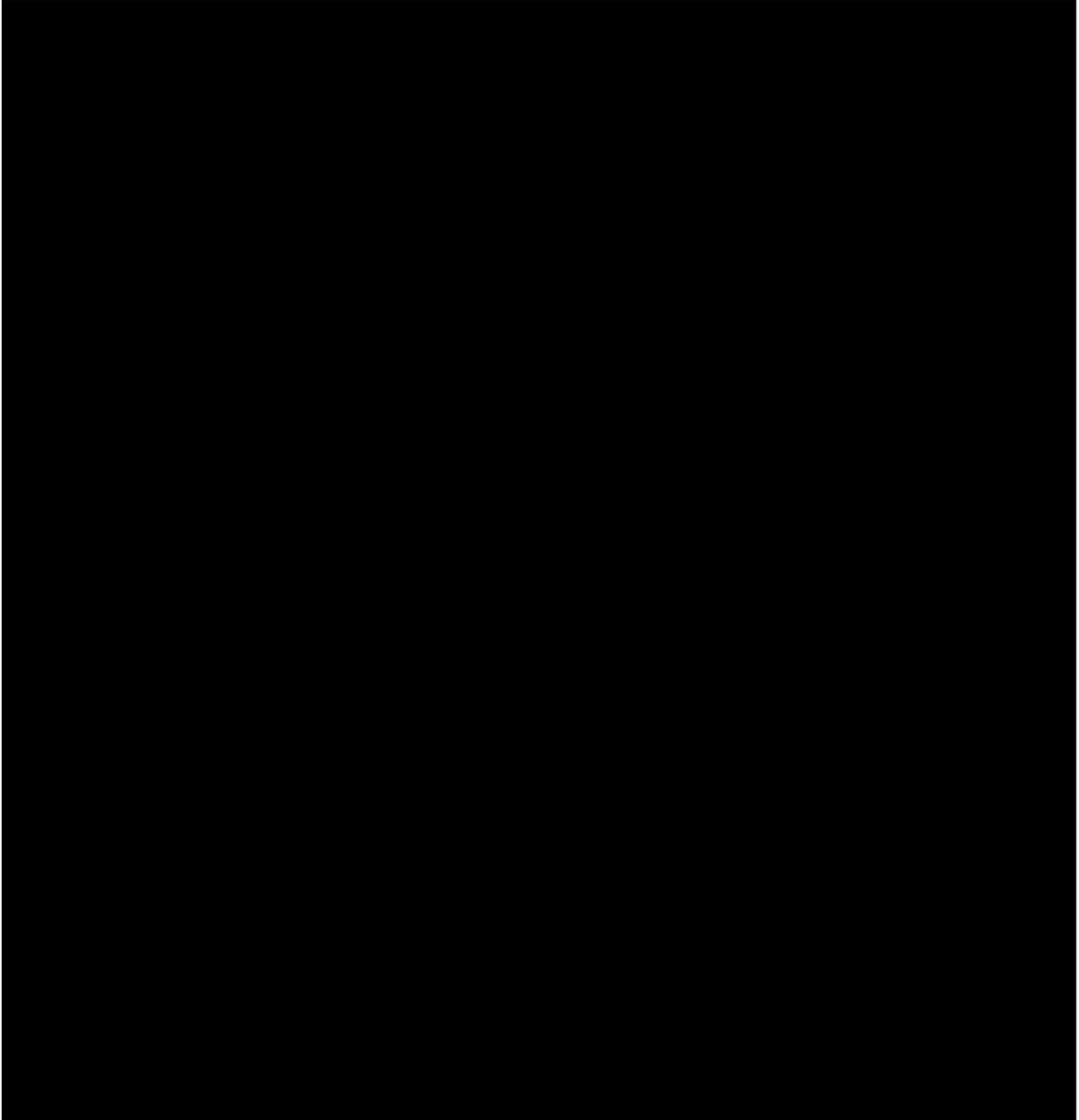
<b>Name of Local Firm:</b>		
<b>Physical Address:</b>		
Is your headquarters located in the Corporate City Limits? (circle one)	Yes	No
<b>OR</b>		
Has your branch office been located in the Corporate City Limits for the last 5 years	Yes	No
Will your business be providing additional economic development opportunities created by the contract award? (e.g., hiring, or employing residents of the City of Austin or increasing tax revenue?)	Yes	No

**Section 0700: Reference Sheet**

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Responding Company Name Whelan Security Co

The City at its discretion may check references in order to determine the Offeror's experience and ability to provide the products and/or services described in this Solicitation. The Offeror shall furnish at least 3 complete and verifiable references. References shall consist of customers to whom the offeror has provided the same or similar services within the last 5 years. References shall indicate a record of positive past performance.



**Section 0815: Living Wages Contractor Certification**

Company Name: Whelan Security Co

Pursuant to the Living Wages provision (as defined in Section 0400, Supplemental Purchase Provisions) the Contractor is required to pay to all employees directly assigned to this City contract a minimum Living Wage equal to or greater than \$13.50 per hour.

The below listed employees of the Contractor who are directly assigned to this contract are compensated at wage rates equal to or greater than \$13.50 per hour.

Employee Name	Employee Job Title
TBD	

**\*USE ADDITIONAL PAGES AS NECESSARY\***

- (1) All future employees assigned to this Contract will be paid a minimum Living Wage equal to or greater than \$13.50 per hour.
- (2) Our firm will not retaliate against any employee claiming non-compliance with the Living Wage provision.

A Contractor who violates this Living Wage provision shall pay each affected employee the amount of the deficiency for each day the violation continues. Willful or repeated violations of the provision or fraudulent statements made on this certification may result in termination of this Contract for Cause and subject the firm to possible suspension or debarment, or result in legal action.

**Section 0835: Non-Resident Bidder Provisions**

Company Name: Whelan Security Co

- A. Offeror shall answer the following questions in accordance with Vernon's Texas Statutes and Codes Annotated Government Code 2252.002, as amended:

Is the Bidder/Offeror that is making and submitting this Bid/Offer a "Resident Bidder/Offeror" or a "non-resident Bidder/Offeror"?

Answer: Non-Resident Bidder

- (1) Texas Resident Bidder/Offeror- A Bidder/Offeror whose principle place of business is in Texas and includes a Contractor whose ultimate parent company or majority owner has its principal place of business in Texas.
- (2) Nonresident Bidder/Offeror- A Bidder/Offeror who is not a Texas Resident Bidder/Offeror.
- B. If the Bidder/Offeror is a "Nonresident Bidder/Offeror" does the state, in which the Nonresident Bidder/Offeror's principal place of business is located, have a law requiring a Nonresident Bidder/Offeror of that state to Bid/Offer a certain amount or percentage under the Bid/Offer of a Resident Bidder/Offeror of that state in order for the nonresident Bidder/Offeror of that state to be awarded a Contract on such Bid/Offer in said state?

Answer: No Which State: Missouri

- C. If the answer to Question B is "yes", then what amount or percentage must a Texas Resident Bidder/Offeror Bid/Offer under the Bid/Offer price of a Resident Bidder/Offeror of that state in order to be awarded a Contract on such Bid/Offer in said state?

Answer: \_\_\_\_\_

**Section 0900: Minority- and Women-Owned Business Enterprise (MBE/WBE)**

**No Goals Form**

SOLICITATION NUMBER: RWS0501  
PROJECT NAME: Security Guard Services

The City of Austin has determined that no goals are appropriate for this project. Even though goals were not assigned for this solicitation, the Offeror is required to comply with the City's MBE/WBE Procurement Program, if areas of Subcontracting are identified.

If any service is needed to perform the Contract and the Offeror does not perform the service with its own workforce or if supplies or materials are required and the Offeror does not have the supplies or materials in its inventory, the Offeror shall contact the Small and Minority Business Resources Department (SMBR) at (512) 974-7600 to obtain a list of MBE and WBE firms available to perform the service or provide the supplies or materials. The Offeror must also make a Good Faith Effort to use available MBE and WBE firms. Good Faith Efforts include but are not limited to contacting the listed MBE and WBE firms to solicit their interest in performing on the Contract, using MBE and WBE firms that have shown an interest, meet qualifications, and are competitive in the market; and documenting the results of the contacts.

Will Subcontractors, Sub-consultants, or Suppliers be used to perform portions of this Contract? (Check the box that is applicable below and follow the instructions as indicated; only check one box.)

- If **NO**, please sign the No Goals Form and submit it with your Offer.
- If **YES**, please contact SMBR to obtain further instructions and an availability list and perform Good Faith Efforts. Complete and submit the No Goals Form and the No Goals Utilization Plan with your Offer in a separate sealed envelope.

After Contract award, if your firm Subcontracts any portion of the Contract, it is a requirement to complete Good Faith Efforts and the No Goals Utilization Plan, listing any Subcontractor, Sub-consultant, or Supplier. Return the completed Plan to the Project Manager or the Contract Manager.

I understand that even though goals were not assigned, I must comply with the City's MBE/WBE Procurement Program if Subcontracting areas are identified. I agree that this No Goals Form and No Goals Utilization Plan shall become a part of my Contract with the City of Austin.

Whelan Security Co

**Company Name**

Gina Pruski - General Manager

**Name and Title of Authorized Representative (Print or Type)**

*Gina Pruski*

**Signature**

11/26/16

**Date**

**Minority- and Women-Owned Business Enterprise (MBE/WBE) Procurement Program No Goals Utilization Plan**  
 (Please duplicate as needed)

SOLICITATION NUMBER:	RWS0501
PROJECT NAME:	Security Guard Services

**PRIME CONTRACTOR / CONSULTANT COMPANY INFORMATION**

<b>Name of Contractor/Consultant</b>	Whelan Security Co		
<b>Address</b>	11044 Research Blvd, Suite B-415		
<b>City, State Zip</b>	Austin, TX 78759		
<b>Phone Number</b>	512-960-4029	<b>Fax Number</b>	512-960-4029
<b>Name of Contact Person</b>	Gina Pruski		
<b>Is Company City certified?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> MBE <input type="checkbox"/> WBE <input type="checkbox"/> MBE/WBE Joint Venture <input type="checkbox"/>		

I certify that the information included in this No Goals Utilization Plan is true and complete to the best of my knowledge and belief. I further understand and agree that the information in this document shall become part of my Contract with the City of Austin.

Gina Pruski - General Manager

**Name and Title of Authorized Representative (Print or Type)**

*Gina Pruski*

**Signature**

11/26/16

**Date**

Provide a list of all proposed Subcontractors / Sub-consultants / Suppliers that will be used in the performance of this Contract. **Attach Good Faith Effort documentation if non MBE/WBE firms will be used.**

<b>Sub-Contractor / Sub-Consultant</b>	None		
City of Austin Certified	MBE <input type="checkbox"/>	WBE <input type="checkbox"/>	Ethics / Gender Code: <input type="checkbox"/> Non-Certified
Vendor ID Code			
Contact Person		Phone Number	
Amount of Subcontract	\$		
List commodity codes & description of services			

<b>Sub-Contractor / Sub-Consultant</b>	None		
City of Austin Certified	MBE <input type="checkbox"/>	WBE <input type="checkbox"/>	Ethics / Gender Code: <input type="checkbox"/> Non-Certified
Vendor ID Code			
Contact Person		Phone Number	
Amount of Subcontract	\$		
List commodity codes & description of services			

**FOR SMALL AND MINORITY BUSINESS RESOURCES DEPARTMENT USE ONLY:**

Having reviewed this plan, I acknowledge that the Offeror (HAS) or (HAS NOT) complied with City Code Chapter 2-9A/B/C/D, as amended.

Reviewing Counselor \_\_\_\_\_ Date \_\_\_\_\_ Director/Deputy Director \_\_\_\_\_ Date \_\_\_\_\_

ORIGINAL



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## Executive Summary

We sincerely appreciate the opportunity to present our capabilities to The City of Austin and your serious consideration of Whelan as your security partner. We trust that this proposal along with our institutional knowledge of most of the properties in this RFP will continue to demonstrate our ability to deliver a significant return on your security investment.

Our vision at Whelan Security is to create a business partnership where The City of Austin employees and senior leadership are Promoters of our company because our employees are engaged to provide exceptional customer service. In order to accomplish that goal, we realize that we have to deliver a world-class customer service experience, and that is what we intend to do. Here is a quick snapshot of fast facts about Whelan:

- Privately-Held, Family-Owned, Conservatively-Managed Company
- One of the Largest Private Security Firms in the Nation
- \$175 Million in Annual Revenue with All Growth Organic
- Business Model Built Around People and Performance

After six decades in business and three generations of family ownership, one thing has never changed at Whelan Security as we have grown from a local to regional to nationally recognized firm - **our people make the difference**. We pride ourselves in an employee-centric culture built around our core **Mission and Values**. To fully grasp the scope of our culture, business philosophies and competitive differentiators, please read the **Hallmarks of Whelan Security** which can also be found in the "Why Whelan?" section of the proposal (Tab 2).

As you read our proposal, you will discover that high quality service features permeate our core security program, including our **10-Star Processes** of Employee Selection, Benefits and Training & Development, our **Truth Report** performance measurement tool, and a robust technology platform highlighted by our **Talent Management System (TMS) and Learning Management System (LMS)**. We believe that when compared side-by-side with other providers, these service features and other deliverables will demonstrate the compelling advantages of partnering with Whelan.

The City of Austin can expect the same degree of service, training, and expertise for your security operation that Whelan Security has delivered to many other partners. With our depth of experience, you can be assured that Whelan Security does in fact possess a thorough understanding of the vital role security has in ensuring the continuity of The City of Austin operations and maintaining the integrity of crucial processes and the protection of assets. We also take special care in addressing the following:

1. *Selection Process with retention of qualified and compatible staff*
2. *Efficient and Effective Communication to ensure a seamless transition*
3. *Clearly communicated Policies and Procedures to all personnel assigned to City of Austin*
4. *Professionalism and experience of Area management and Branch Support Staff*
5. *Support and Staffing capabilities in a high alert, elevated threat, natural/man-made disaster, or high profile event*



6. *Supervision and Accountability for all stakeholders*
7. *Financial Stability*
8. *Service Delivery and Quality Assurance through our Truth Report*

We are proud partners with the City of Austin. We have been providing our professional services to all Austin Water locations since February of 2013. When we started servicing the Austin Water account, there were 7 locations and a vehicle patrol. Over the last 3½ years, it has grown to 9 locations, 3 additional guard posts, additional patrol requirements, and we have added a fully operational Security Dispatch Center where we monitor over 110 cameras across the city 24/7. During the growth of Austin Water, we have assembled a great team of security officers. We have recognized over 21 officers via our “Security Officer of the Month” program and our “Making a Difference Award” program over the last 3½ years. Despite the increased coverage and the unemployment rate dropping significantly, we were still able to provide 100% coverage with below market wages. During our tenure, we have developed a great partnership with the team at Austin Water and we are excited about the opportunity to keep the partnership going.

Furthermore, in January of 2016 we were asked to provide on call security services at City Hall and the Municipal Building to augment the City security staff. During this time, the trust and reliability of Whelan security grew and by the end of July 2016, we were contacted by City Purchasing to determine if we were interested in replacing the incumbent provider for Building Services under an emergency services contract. In August, we successfully transitioned and began providing all of the on call services to City Hall/Municipal Building and replaced the current provider at Rutherford Lane, Technicenter, Municipal Court and Community Court. As with Austin Water, we have been able to fully support the growing security needs and provide 100% of the coverage needed with a dependable staff.

As the Austin General Manager, it would be my pleasure to continue to act as the Single Point of Contact as I will continue to directly manage the team supporting The City of Austin. On behalf of our entire team, I want to thank you again for considering Whelan Security I providing you with your security needs. If you have any questions about our service capabilities, please do not hesitate to give me a call at (512) 960-4029.

Best Regards,

A handwritten signature in black ink that reads 'Gina Pruski'.

Gina Pruski  
General Manager - Austin  
Whelan Security



**Tab 2 - Business Organization**

Provide the following information:

- a. Full name and address of your company and identify parent company if you are a subsidiary. Indicate whether you operate as a partnership, corporation, or individual. Include the State(s) in which incorporated or licensed to operate. State how long your company has been in business.

Whelan Security Co.  
11044 Research Blvd, Suite B-415  
Austin, TX 78759

Whelan Security Co is a privately owned company that is not incorporated in Texas but is licensed to provide uniformed security officer services in the State. Whelan was founded in 1949 in Missouri and we have been servicing clients in the Austin area since 2004.

Whelan has full-service offices and/or management presence in 50 markets in 35 states and the District of Columbia. Whelan currently serves the states of Alabama, Arizona, Arkansas, California, Colorado, Delaware, Florida, Georgia, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maryland, Massachusetts, Michigan, Minnesota, Mississippi, Missouri, Nebraska, Nevada, New Jersey, New Mexico, North Carolina, Ohio, Oklahoma, Oregon, Pennsylvania, Tennessee, Texas, Utah, Virginia, Washington, and Wisconsin. All expansion into these markets has been through organic growth.

- b. Authorized Negotiator: Include name, address, and telephone number of person in your organization authorized to negotiate Contract terms and render binding decisions on Contract matters.

Gina Pruski  
General Manager  
11044 Research Blvd, Suite B-415  
Austin, TX 78759  
(512) 960-4029



- c. Your company's organizational capacity to fulfill the requirements contained within the Scope of Work and Supplemental Purchasing Provisions. Include your company's mission, financial resources, organizational stability, dedicated resources, industrial knowledge, and unique knowledge, skills, and abilities.

**Whelan Security has been servicing the Austin Water as your security partner since February 2013. Our experience allows us to possess an understanding of the unique requirements and intricacies that our competitors do not have. There is no substitute for hands on experience and knowledge when it comes to the safety and security of individuals and the protection of the city's assets. In addition to our unique knowledge of the operation at Austin Water, the City Building Services Department asked us to provide services at Rutherford Lane, Technicenter, Municipal Court and Community Court, City Hall and the Municipal Building so we have gained valuable institutional knowledge at all of these locations as well. As the incumbent at all of these locations the transition will be smooth and the potential for personnel turnover will be minimal. This will occur because the officers are already familiar with Whelan Security and enjoy working with us. With the increased wages, we expect turnover to significantly decrease and our officers will be happier and more engaged, thus providing the best possible service to the City.**

## **Why Whelan?**

With \$175M in annual revenue, 7,000 employees and 800 clients in 50 markets coast to coast, we are exactly who we want to be at Whelan Security – a third generation, family-owned boutique firm and one of the smallest national contract security companies in the industry. We are large enough to service and provide the necessary resources for contracts of any size, but small enough to maintain personal relationships and active involvement at the contract level from our senior management team to ensure the delivery of world-class service.

We are often asked about the secret of our success (“our secret sauce”) or what has differentiated us in a highly fragmented and crowded industry. While we could speak to topics addressed throughout this proposal (including our creative recruiting strategy, rigorous selection process, exhaustive training and professional development programs, comprehensive employee benefits, industry-leading QA program, robust technology platform or great leadership), the answer is much simpler – easy to explain but sometimes difficult to grasp. Our secret is the unique culture of our family business – one that offers distinctive benefits to employees and customers alike.

Inherent strengths of a family business include a caring environment, a long term perspective, stable leadership, a strong identity based on shared objectives, meaningful traditions and deeply rooted family values. Family businesses tend to care more than others about the long term value



of the brand and creating a sustainable legacy through a commitment to core values that cascade throughout the organization. In addition, family businesses foster closer contact with management, deeper relationships, and operate with less bureaucracy. In our company, we often speak about an inverted organizational chart and servant leadership, and we mean it!

At Whelan, we have a strong commitment to quality service, but an even stronger commitment and deep compassion for the care and concern of our employees. It is a culture dedicated to employee engagement, servant leadership, and the promise of delivering outstanding customer service. It is a culture in which the expectation is that security officers feel a genuine sense of belonging and a genuine sense of fulfillment for their contributions. We value people, we value development and we value strong, open and transparent relationships.

Founded in 1949 in St. Louis, Whelan Security has enjoyed a rich heritage of service excellence for 67 years. While other security companies have merged, consolidated, downsized or sold, Whelan is still owned by the same family and driven by the same principles of integrity and conservative business ethics that date back to founder James T. Whelan. For the last decade, we have been one of the fastest growing firms in the industry, and yet our growth remains organic - one client and one employee at a time. Technological innovation and a performance-based business model epitomize our forward thinking organization, and yet we offer the historical stability of a company that has been in business since 1949. A credentialed and experienced leadership team promotes our conservative business values and employee-centric culture. These are just a few of the characteristics that describe Whelan Security.

In addition to our experience with the City of Austin, Whelan has been providing world class security service to our customers since 1949. Over the last 67 years, we have developed and expanded upon our service to municipalities and critical infrastructure sites throughout the U.S.

Below you will find examples of our experience and expertise for municipalities, critical infrastructure and event services.

As a company that is deep in the mix of servicing several of the nation's critical infrastructures, we recognize the seriousness and impact that a poorly secured facility of this stature can have. Here is a partial list of the experience we have serving these markets: **Lambert-St. Louis International Airport, Ameren UE, City of Loveland, Board of Public Utilities (KC), City Utilities of Springfield, Loudoun County Public Libraries, etc.**

In addition, Whelan successfully provides service to many recognizable companies. A partial list of our major clientele includes: Alliance Data, Amdocs, American Red Cross, Archer Daniels Midland, Cassidy Turley, CB Richard Ellis, CDW, Commerce Bank, Cox Communications, Discovery Communications, Discover Financial, Enterprise Holdings, Golub Realty, Granite Realty, Grubb & Ellis, Hewitt & Associates, Hines, Invista, Jones Lang LaSalle, JP Morgan Chase, Lucas Film, Marathon Oil, Minnesota Vikings, Nissan, Peabody Energy, PM Realty, Rackspace, Redico



Management, REIT Management, Southwest Airlines, Spectra Energy, St. Anthony's Hospital, St. Louis Cardinals, Toyota, TransWestern Realty and Woman's Hospital.

### **Our company mission is "To Deliver Maximum Value to Our Customers"**

Our mission statement serves two very important functions. 1) In lieu of lengthy regimented operational manuals, our mission provides the foundation upon which all business decisions are made. 2) It is the source of our entire performance-based approach to customer service, and offers a glimpse into the difference in management philosophy at Whelan from other security firms – a philosophy that says, "We will deliver the best value for your security dollar by exceeding performance expectations and living up to our promises." It is also important to note who we in management recognize as our customers – both our paying clients and our employees. We prescribe to the theory that if we take great care of our employees, they will in turn help us to take great care of our clients.

Over the years, security companies have been challenged to do two things – differentiate themselves from one another and establish world-class service levels. At Whelan, we believe there are five hallmarks of our company that differentiate us from our competitors and create an opportunity for us to provide unique, world-class service. These hallmarks are derived from third party surveys of our clients and represent the characteristics that our client promoters indicated they most appreciate about Whelan – **so these don't come from marketing, but rather directly from client opinion surveys.** The relevance and importance of these five hallmarks have also been validated by the most recent *IOMA Security Guard Firm Ratings and Benchmarks Report* and Whelan Core Values.

#### **Hallmark #1 – Management Responsiveness and Professionalism**

The IOMA Benchmark Report rates responsiveness as the single most important issue in its Client Criticality Rating. Responsiveness and professionalism of our staff are also rated as the top two attributes our clients most appreciate about Whelan according to our client surveys. We believe responsive service with a real sense of urgency can only be delivered through great leaders, which is why "leadership" is one of our 10 core values on the Mission and Values Card carried by all of our employees. Averaging approximately 20 years of industry experience, our team of security management professionals creates great relationships with our clients and employees and responds proactively to their individual needs.

What does this mean to our customers?



- Proactive management with a real sense of urgency
- Highly qualified branch, region and corporate level support
- Great customer service

## **Hallmark #2 – Great Security Officers**

In an industry that often ignores front-line employees, Whelan views our employees as our most important asset and sustainable competitive advantage. “Respect,” “loyalty,” and “empowerment” are 3 of our 10 core values because we proudly acknowledge that our product is people. We support and equip our people through a management culture of servant leadership and faith in the inverted organizational chart, through which front-line employees are at the top of the chart, and all supervisors, managers and executives support UP to the most important person – the security officer. We believe that true success and world-class customer service is achieved and delivered through highly engaged employees who represent Whelan and our clients more professionally than security personnel in other companies. Research shows that engaged employees are 27% less likely to miss work, 51% less likely to turnover, 62% less likely to have a workplace accident and significantly more likely to deliver great customer service.

At Whelan, our employee-centric culture makes the big difference but we also recognize that our core service delivery programs of employee selection and development are key components to creating engaged employees. Our 10-Star Screening Process administered through our Talent Management System is among the most rigorous and stringent in the industry. It is not easy to get a job with Whelan for a reason. Our 10-Star Training Program delivered through our Whelan Academy of Professional Development is thorough and comprehensive. From employee recognition programs to employee opinion surveys to internal advancement opportunities to our Learning Management System, all of our programs are designed to create engaged employees. In support of this hallmark, industry-wide buyers in the IOMA Benchmark Report rated employee background checks and stability of personnel as the 2<sup>nd</sup> and 3<sup>rd</sup> most critical issues, while the surveys of our clients indicated that professionalism and quality of personnel is the 2<sup>nd</sup> most critical area to them.

What does this mean to our customers?

- Servant leadership from Whelan management to our security personnel
- Highly motivated and qualified site security personnel
- Confidence in the integrity of our hiring and training processes
- Great internal and external customer service



### Hallmark #3 – Flexibility and Customization

At Whelan, we will always advise of the benefits of standardization in order to drive efficiency, cost-effectiveness and consistency, but as a privately-held company who answers only to our clients and our employees as opposed to stockholders, money managers or parent companies, we have the ability to provide highly customized services that are unique among larger security firms. The IOMA Benchmark Report rates the attributes of flexibility and customization as the 5<sup>th</sup> and 7<sup>th</sup> most important issues to buyers of contract security services. Whelan clients ranked our agility, flexibility and willingness to customize our program to fit their constantly changing needs as the 3<sup>rd</sup> characteristic they most appreciate about Whelan in the surveys. The largest national and global firms simply can't do this because of their bureaucracy. Whelan clients never have to settle for a cookie-cutter, one-size-fits-all program. In fact, our core service deliverables often become differentiators because of the way we can customize recruiting, training and technology programs. This is the reason “flexibility” is one of our 10 core values.

What does this mean to our customers?

- Ability to quickly adapt to meet your changing needs
- Efficiency through standardization
- Specific solutions rather than general solutions
- Great customer service

### Hallmark #4 – Performance-Based Business Model

Two of the company values on our Mission and Values Card are “quality assurance” and “results.” According to the IOMA Benchmarks Report, the attributes of performance, quality assurance and continuous improvement all rank within the 10 most critical issues to buyers of our services (4<sup>th</sup> and 9<sup>th</sup>). Security firms were rated lowest in the same report in their ability to “develop meaningful and concrete ways to measure contract performance,” so this is an area that is not only important to clients but also needs improvement from an industry-wide perspective. We believe customers are seeking **complete transparency** in their partnership with their contract security firm, and we are proud to say that Whelan has always been an industry innovator and leader in this critical area.

The cornerstone of our commitment to quality assurance and **return on investment** is our performance measurement tool, The Truth Report. Whelan has developed and designed this report specifically with the intent of capturing measurable performance data in order to assess real service delivery. Unlike other performance scorecards, where subjectivity and opinion allow for negative results to be covered up, The Truth Report provides our customers with an analysis of **objective** service areas supported by real quantifiable data that simply does not allow for any component of our delivery system to be hidden. Taking this to the next level, Whelan clients can



view this KPI data at any time via our eHub Client Portal, giving our clients complete transparency into our service delivery metrics and performance in real-time. As a customer should expect, all positive AND negative results will be documented and reported in our unceasing efforts to offer **“The Value of Performance.”**

What does this mean to our customers?

- No excuses – just results
- ROI can be quantitatively measured
- Elimination of complacency through our continuous improvement process
- Nothing is hidden from you – complete transparency
- Great customer service

#### **Hallmark #5 – National Company with a Boutique Business Philosophy**

Of the 8,000 contract security companies in America, almost all are either national/global firms built through public stock, private equity funding or M&A activity, or small local firms with limited resources. Whelan is a 65+ year old, privately-held, 3<sup>rd</sup> generation family-owned company that has achieved 100% of our growth organically – one client and one employee at a time. Operating in 50 markets coast to coast, we are one of the largest security companies in America, but the only one that has maintained the personal touch and feel of a boutique firm. Each client should feel like they are our only one, which is supported by the 4<sup>th</sup> and 5<sup>th</sup> ranked characteristics they most liked about working with Whelan in our client surveys – good relationship with management and with on-site staff. Each employee should feel like they are a part of our family. Whelan embodies the philosophy of a conservative Midwestern, family-owned organization. Our business values are built around integrity, so it will come as no surprise that the first two values on our Mission and Values Card are “truth-telling” and “promise keeping.” Whelan is operationally innovative, but still does business philosophically the old-fashioned way, which means you can trust our people to make the right decision when it comes to managing our relationships and taking care of our clients and employees.

What does this mean to our customers?

- Large company resources with small company personal touch
- Confidence that Whelan will be Whelan for a long time
- Consistency of service through consistency of ownership
- You can trust us as a business partner
- Great customer service



- d. Your company’s organizational structure. Provide an organizational chart which identifies leadership and reporting responsibilities, and which describes how your team will interface with the City’s Department Contract Manager. If partnerships/subcontractors are proposed, identify their placement in the organizational structure.

Whelan has been supporting both Austin Water and the City of Austin without the need for a partner or subcontractor and we will continue to support the needs of this contract without either one.

In support of our employee-centric culture designed around the concept of creating “engaged” employees, Whelan has always prescribed the theory of the inverted organizational chart where management supports “up the line” to our most important asset, the security officer.



### Senior Management/Corporate Support

The senior leaders and owners of Whelan not only drive the strategic direction of the company, but are active “hands-on” managers in the business. Executive management is available to any client or employee at any time, and can be reached at [info@whelansecurity.com](mailto:info@whelansecurity.com) or **1-888-4WHELAN**. The average functional/industry experience of Whelan’s C-Suite is 29 years.

Whelan’s Corporate Center in St. Louis supports the branch operations in every market. Corporate support mechanisms are in place in the areas of sales and marketing, customer service,



operations, human resources, training, risk management, information technology, finance and executive management.

### **Regional Management**

The Austin branch office is supported by Jack C. Serpas, CPP, who is a Regional Vice President (RVP). Similar to Corporate senior leaders and owners, Jack takes an active role in the customer service to both our clients and employees and works directly with the General Manager in Austin. Jack will support the City of Austin accounts and he has more than 35 years of functional/security industry experience.

### **Local Management**

The Austin branch office is directly overseen by Gina Pruski. Gina has been the General Manager in Austin before the inception of the Austin Water contract. In her role as the GM she will continue to be the Single Point of Contact for the City contract. For larger sites that have on site supervision Gina acts in a supporting capacity to the Site Supervisor for their daily needs. At smaller sites, she supports the staff directly. She also ensures that working schedules are done ensuring 100% coverage and addresses any personnel issues in a timely manner. Our local branch management team is also available to any client or employee 24 hours per day, 7 days per week, and serves the sole purpose of supporting both clients and security personnel.

### **Local Staff**

The Austin staff functions in various areas including customer service, operations/scheduling, payroll and billing, human resources and training. In addition to Gina, the Austin Branch office has a Client Services Manager (CSM), Field Support Supervisor (FSS), Human Resources Manager, Employee Services Specialist and Business Development Manager.

### **Account Manager/Site Supervisors**

Account Managers are experienced security or customer service professionals who offer a skill set similar to a Director of Security level. Account Managers typically manage a single larger account and are salaried. Site Supervisors serve in the role of managing the security force, training, inspections and client liaison at a moderately-sized single account. Site Supervisors typically work a day shift in the schedule during usual client business hours and are hourly.



### **Shift Supervisors**

Shift Supervisors support in the areas of personnel management, training and inspections for the officers working that particular shift typically in moderate to large accounts.

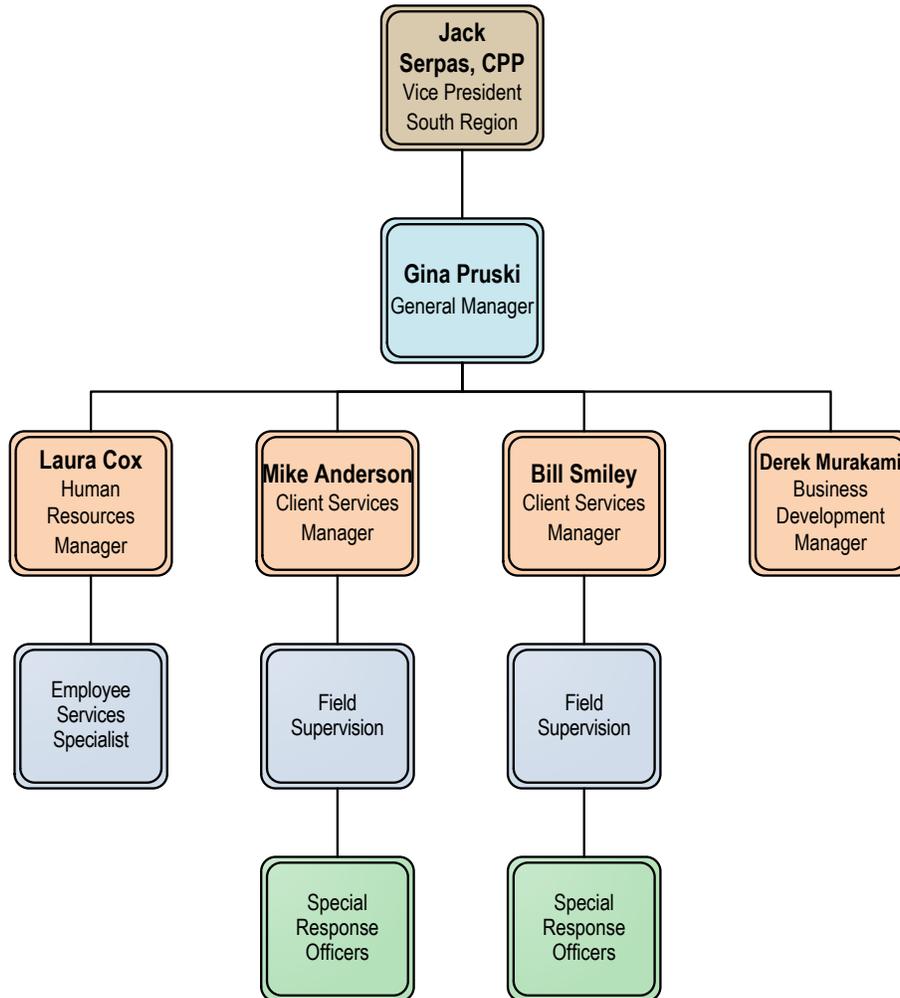
*Employee inspections and site training are managed through the combined efforts of operational branch staff (GM, CSM, FSS), Account Manager, Site Supervisor and/or Shift Supervisors.*

### **Special Response Officers**

For those occasions where a regular security officer calls-off for duty or takes vacation, Whelan provides a team of Special Response Officers (SRO's) who are cross-trained at multiple sites and available to work any shift. SRO's are generally in training to be supervisors and are the highest paid security officer level employees in our organization, ensuring a high quality replacement officer to our customers on those occasions when the regularly scheduled officer cannot be present.



## Austin Organizational Structure 2016





### **Jack C. Serpas, CPP - VP South Region**

Jack brings nearly thirty five (35) years of senior leadership experience in contract security services to Whelan Security. In his role at Whelan, Jack is responsible for the strategic direction, expansion and operation of Whelan's business throughout the southern region with specific responsibility for maintaining consistent, high-quality service to our customers. Before joining Whelan, Jack most recently served as Vice President of Operations for the newly formed Critical Infrastructure Services Division of Securitas. Prior to that, he served as Region President, South Central Region from 1999 – 2012. In that role, he was responsible for all sales and operations for a six state region with more than 10,000 employees and annual revenues up to \$300,000,000.

### **Gina Pruski - General Manager**

Gina graduated from The University of Texas in 1997 with a BA in Business Economics. She enjoyed 19 year tenure with the largest privately held grocery store retailer in Texas, founded in 1905 and still family owned, H-E-B Grocery Stores. After graduating Gina applied for, and was accepted into their Leadership Program. Gina completed the program in 3 years and went on to lead operations in several stores, culminating with an assignment as Unit Director over a \$48M retail store with more than 15 managers reporting to her. In that role she developed multiple future leaders for the company while at the same time driving a customer service mentality that led to her team improving customer survey scores into the 91st percentile. Gina joined Whelan as Branch Manager of our Austin and San Antonio operations in September of 2012. She has grown the office by more than 100% during her tenure with the organization.

### **Laura Cox - Human Resources Manager**

Laura graduated from Texas A&M University with a Bachelor of Arts in Psychology with a minor in Business Management. Prior to joining Whelan, she was in human resource management for Target for over 6 years. She has demonstrated a track record of striving for excellence and creating an engaging workforce. Laura's objective for the Austin/San Antonio branch is to ensure the overall talent management, employee engagement and compliance are primary drivers to the overall success of the branch. Laura is a member of the Society for Human Resources Management (SHRM) and recently obtained the PHR (Professional in Human Resources) certification.

### **William G. Smiley IV – Client Services Manager**

Prior to joining Whelan, Bill spent 12 years in the US Army where he served as an Army Instructor. As a civilian, Bill continued to serve his community as an In-Charge 911 Paramedic for several large 911 systems in the Houston area. Prior to that, Bill managed the University of Houston Veterans' Services Office for over five years. In that position Bill led the modernization effort of the Information Technology infrastructure supporting the department, grew services delivered to student-veterans, and introduced new marketing and community outreach programs for



student-veterans that led to increased graduation rates for over 1500 student-veterans at University of Houston. Bill brings a proven track record emphasizing team building and introducing innovative practices leading to significant increases in customer service satisfaction metrics and unit profitability.

**Derek Murakami - *Business Development Manager***

Derek graduated from the University of Hawaii with a degree in business. Prior to joining Whelan Security, Derek spent 17 years with Securitas Security Services in Honolulu in the role of Business Development Manager for the Hawaiian Islands and the U.S. Territory of Guam. In that role, he was responsible for the sales and marketing functions and strategies helping develop the territory to over 2,600 security officers and \$80 million in annual revenues. Prior to his role at Securitas, Derek was in the real estate industry for 8 years selling residential and commercial real estate for one of the largest brokerage firms in Hawaii.

- e. Your company's financial information in a separate sealed envelope in the same package as your original copy of your Proposal. Demonstrate your company's financial strength and resources to fully execute the work. Financial Capacity will be scored on a pass/fail criteria rather than points. If your company fails the Financial Capacity criteria, the City may not evaluate or consider your company's Proposal.

See enclosed envelope.



## Office of the Secretary of State

January 17, 2014

A search of our records reveals the following information for the entity record selected.

Entity Name: WHELAN SECURITY CO.  
Registered in Texas as: WHELAN SECURITY CO.  
Entity Type: Foreign For-Profit Corporation  
Jurisdiction: MISSOURI, USA  
File Number: 9549306  
Registered: May 21, 1993 Effective: May 21, 1993

The status of the entity is in existence.

The name and address of the registered agent and office in Texas is:

CT CORPORATION SYSTEM  
1999 BRYAN ST., STE. 900  
DALLAS, TX 75201-3136  
USA

The entity recorded the following assumed name(s) with this office:

The entity has not recorded any assumed name certificates with this office.

The management information from our computer records lists:

PATRICK A TWARDOWSKI SECRETARY	2777 GULF SHORE BLVD N UNIT 8 SOUTH NAPLES, FL 34103 USA
PATRICK A TWARDOWSKI DIRECTOR	2777 GULF SHORE BLVD N UNIT 8 SOUTH NAPLES, FL 34103 USA
GREGORY J TWARDOWSKI PRESIDENT	4 PORTLAND DRIVE SAINT LOUIS, MO 63131 USA
GREGORY J TWARDOWSKI DIRECTOR	4 PORTLAND DRIVE SAINT LOUIS, MO 63131

*Come visit us on the internet at <http://www.sos.state.tx.us/>*

Corporations Section  
P.O.Box 13697  
Austin, Texas 78711-3697



Nandita Berry  
Secretary of State

## Office of the Secretary of State

DANIEL V TWARDOWSKI  
TREASURER

DANIEL V TWARDOWSKI  
DIRECTOR

USA  
12058 CARBERRY  
SAINT LOUIS, MO 63131  
USA  
12058 CARBERRY  
SAINT LOUIS, MO 63131  
USA



## Office of the Secretary of State

The undersigned, as Secretary of State of Texas, does hereby certify that the attached is a true and correct copy of each document on file in this office as described below:

WHELAN SECURITY CO.  
Filing Number: 9549306

Public Information Report (PIR)

December 31, 2013

In testimony whereof, I have hereunto signed my name officially and caused to be impressed hereon the Seal of State at my office in Austin, Texas on January 17, 2014.



*NANDITA BERRY*

Nandita Berry  
Secretary of State



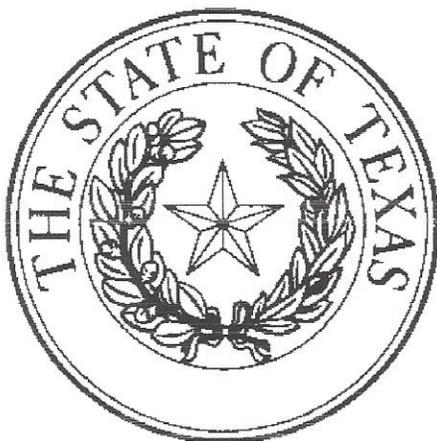
## Office of the Secretary of State

### Certificate of Fact

The undersigned, as Secretary of State of Texas, does hereby certify that the document, Application For Certificate Of Authority for WHELAN SECURITY CO. (file number 9549306), a MISSOURI, USA, Foreign For-Profit Corporation, was filed in this office on May 21, 1993.

It is further certified that the entity status in Texas is in existence.

In testimony whereof, I have hereunto signed my name officially and caused to be impressed hereon the Seal of State at my office in Austin, Texas on January 17, 2014.



*NANDITA BERRY*

Nandita Berry  
Secretary of State



### **Tab 3 - Experience & Qualifications**

Provide the following information:

- a. Your company's relevant experience, qualifications, and expertise providing services described in the Scope of Work. If partnerships/subcontractors are proposed, describe your company's experience in managing these relationships. Letters of Recommendation that your company has received may be included.

**Whelan Security has been providing our professional services to Austin Water as their security partner since February 2013. In addition, we were selected to provide services to City Hall, the Municipal Building, Rutherford Lane, Technicenter, Municipal Court and Community Court for the past 3 months after replacing the original contractor. Our hands on experience allow us to possess an understanding of the unique requirements and intricacies of each property that our competitors simply do not have.** We have developed a unique hiring profile for each specific location and understand how to ensure that an officer is a proper job match for the site. We have gained a unique insight into the challenges of each property and how to effectively deal with a number of different situations that arise during our shifts. We have a comprehensive understanding of the scope of work and believe that there is no substitute for real world experience and knowledge when it comes to the safety and security of individuals and the protection of the City's people and assets.

In addition to our experience with Austin Water and the other City properties, Whelan has been providing world class security service to our customers since 1949. Over the last 67 years, we have developed and expanded upon our service to municipalities and critical infrastructure sites throughout the U.S. Currently Whelan is one of the largest security companies in the Country employing 7,000 employees with revenue in excess of \$175M annually.

Of the 8,000 contract security companies in America, almost all are either national/global firms built through public stock, private equity funding or M&A activity, or small local firms with limited resources. Whelan is a 65+ year old, privately-held, 3<sup>rd</sup> generation family-owned company that has achieved 100% of our growth organically – one client and one employee at a time. Operating in 50 markets coast to coast, we are one of the largest security companies in America, but the only one that has maintained the personal touch and feel of a boutique firm. Each client should feel like they are our only one. Each employee should feel like they are a part of our family. Whelan embodies the philosophy of a conservative Midwestern, family-owned organization. Our business values are built around integrity. Whelan is operationally innovative, but still does business philosophically the old-fashioned way, which means you can trust our people to make the right decision when it comes to managing our relationships and taking care of our clients and employees.



What does this mean to our customers?

- Large company resources with small company personal touch
- Confidence that Whelan will be Whelan for a long time
- Consistency of service through consistency of ownership
- You can trust us as a business partner
- Great customer service

Whelan has full-service offices and/or management presence in 50 markets in 35 states and the District of Columbia. Whelan currently serves the states of Alabama, Arizona, Arkansas, California, Colorado, Delaware, Florida, Georgia, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maryland, Massachusetts, Michigan, Minnesota, Mississippi, Missouri, Nebraska, Nevada, New Jersey, New Mexico, North Carolina, Ohio, Oklahoma, Oregon, Pennsylvania, Tennessee, Texas, Utah, Virginia, Washington, and Wisconsin. All expansion into these markets has been through organic growth.



Below you will find examples of our experience and expertise for municipalities and critical infrastructure.

### **Municipalities and Critical Infrastructure Experience**

As a company that is servicing several of the nation’s critical infrastructures, we recognize the seriousness and impact that a poorly secured facility of this stature can have. Here is a partial list of the experience we have serving these markets: **Minneapolis St. Paul International Airport, Lambert-St. Louis International Airport, Ameren UE, City of Loveland, Board of Public Utilities (KC), City Utilities of Springfield, Loudoun County Public Libraries, etc.**



In addition, Whelan successfully provides service to many recognizable companies. A partial list of our major clientele includes: Alliance Data, Amdocs, American Red Cross, Archer Daniels Midland, Cassidy Turley, CB Richard Ellis, CDW, Commerce Bank, Cox Communications, Discovery Communications, Discover Financial, Enterprise Holdings, Golub Realty, Granite Realty, Grubb & Ellis, Hewitt & Associates, Hines, Invista, Jones Lang LaSalle, JP Morgan Chase, Lucas Film, Marathon Oil, Minnesota Vikings, Nissan, Peabody Energy, PM Realty, Rackspace, Redico Management, REIT Management, Southwest Airlines, Spectra Energy, St. Anthony's Hospital, St. Louis Cardinals, Toyota, TransWestern Realty and Woman's Hospital.

Whelan will not require the services of a partner or subcontractor to fulfill the requirements of this RFP as we have been providing most of the coverage already.

**\* We have included a few Letters of Recommendation from our valued clients**

- b. Names, titles, and qualifications of all employees (including the Single Point of Contact) who will be actively engaged in this project, and provide resumes for all employees that will perform work under the resulting Contract (limit 2 page per person). Do not include the experience of employees who did not actively participate. All employees shall have a minimum of five years of experience in security, loss prevention, or law enforcement. Security education or degree may be substituted for one year of experience.

**\*Attached are the resumes for the Austin area staff that will interact and oversee management of this account, including Gina Pruski who will be the SPOC.**



- c. A copy of your company's and any subcontractor/partner/joint venture license by the Private Security Bureau-Texas Department of Public Safety. A statement on company letterhead that your company is in good standing with all relevant licensing and regulatory agencies with no unresolved complaints, history of suspension, fines or other disciplinary actions, and has continuously maintained your license for the past five years. If the Offeror is a partnership/joint venture, this information shall be submitted for each partner.

Our company is in good standing with all relevant licensing and regulatory agencies with no unresolved complaints, history of suspension, fines or other disciplinary actions, and we have continuously maintained our license for the past five years.

November 17, 2016

To whom it may concern,

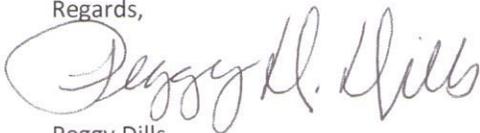
It is with great pleasure that I recommend Whelan Security Company for security services. Whelan Security has been a valuable partner with 816 Congress since 2008. 816 Congress is a 434,801 sf Class A office building located a couple of blocks from the Texas State Capitol. They are providing 24/7 coverage and function as both security and concierge front desk duties.

Since the beginning, Whelan Security has provided us with excellent officers. I consistently receive compliments from customers and staff on how well the officers perform their job duties and how helpful they are. Whelan Security is very responsive to the needs of our business. Their officers truly enjoy working here and that is the result of how well the Whelan Security branch office supports, engages, and recognizes the officers.

Since using Whelan for security services we have had the privilege of working directly with many fine people in their organization.

Please feel free to reach out to me if you have any questions.

Regards,



Peggy Dills  
Property Manager  
Cousins Properties Incorporated  
816 Congress Ave. Suite 300  
Austin TX, 78701



November 13, 2016

To Whom it May Concern:

I am writing to recommend the services of Whelan Security.

Harlan Clarke is a leading provider of best-in-class integrated payment solutions, marketing services, and retail products. Our Corporate Headquarters is a highly secure office complex where 600 employees office. Whelan provides 24/7 security coverage for us, manning three posts. The officers operate a visitor management data base, provide executive escorts, monitor an extensive security camera system, and ensure policy compliance regarding employee entrance protocol using electronic access cards.

Their management staff has been extremely professional and very responsive to our specific needs and their officers are well trained and customer service oriented.

We have received a number of compliments from employees and visitors about the Whelan security staff and we are very pleased with the level of service that they have provided.

If you have any questions, please feel free to contact me.

*Ben Jacklin*

**Ben Jacklin**  
**Senior Manager - Physical Security Operations**  
**Harland Clarke Holdings**  
Global Security Team  
15955 La Cantera Parkway  
San Antonio, TN 78256  
W: 210-694-1062 C: 210-862-7116



November 16, 2016

Dear Sir / Madam

Re: Letter of Reference for Whelan Security

Whelan Security has been providing on-site security for Lucifer Lighting Company since February 1<sup>st</sup> of 2016. We have been very pleased with their service, overall they do an outstanding job. The officers that they provide are extremely courteous and professional. The site manager works well with myself when meeting our changing needs due to our operation. The daily reports are well documented and precise.

Even though they have only been on-site a short amount of time, I am confident that we will continue with a long working relationship with Whelan Security. We feel very secure knowing that they are providing the highest level of security for our thirteen acre facility.

Thank you,

Greg Odom

Facilities Manager

Lucifer Lighting Company



November 28, 2016

To prospective Whelan Security customers,

Hello, my name is Mark Terry, Director of Global Enterprise Security for Rackspace Hosting. I would like to take this opportunity to share my thoughts regarding Whelan Security with you. Whelan Security has been more than a security staff provider to Rackspace, they have consistently been a proactive partner in our physical security strategy and planning.

Going the extra mile has never been an issue for Whelan, more than once I have requested emergency security coverage of sites that are not within our contract, every time this request has been met in an expedient and professional fashion.

Having worked with other security providers in the past and with speaking with current contact Whelan employees I strongly feel Whelan strives to take well above average care of their employees, this is evident by the low turnover we experience and the positive attitude exhibited by their staff members.

Please feel free to reach out to me directly if you would like to discuss my experience with Whelan Security, due to the exceptional service they have provided I am definitely a promoter.

Best regards,

Mark Terry

Director  
Global Enterprise Security  
mark.terry@rackspace.com  
phone: (210) 312-5473  
mobile: (210) 379-4783



TK Holdings Inc.

4611 Wiseman Boulevard

San Antonio, Texas 78251

TEL 210.250.5000

FAX 210.250.5055

28 November 2016

To whom it may concern:

I am writing this letter of recommendation on behalf of Whelan Security. We have been customers of Whelan for over 10 years, and we have been very satisfied with the on-site service they have provided for our Security needs.

We operate a 24-hour/3 shift manufacturing facility and small corporate office. Whelan has been flexible to the intensity of our work environment, and (when necessary) their officers have handled emergency situations well. They have also been very consistent with day-to-day transactional and administrative activities.

We have enjoyed good communication between local officers and our own local leadership team—they truly are part of 'our family.' They are professional and diligent.

We maintain a positive, open relationship with Whelan's local and regional management team. We stay in regular contact and are impressed with their responsiveness to our needs.

In short, we consider ourselves satisfied customers, and would certainly recommend Whelan to other companies looking for security solutions.

If you would like to talk directly by phone, I can be reached at 210-250-5032.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Suzanne M. Caballero', with a long horizontal line extending to the right.

Suzanne M. Caballero

TK Holdings Inc. – San Antonio Operations

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# BENNE DAVIS



## **Experience**

Lead Supervisor ▪ 2016 - Present  
Whelan Security Co. ▪

Confirm presence and activities of scheduled security officers at assigned sites. Identify and notify replacement personnel to assume vacant guard assignments. Perform the duties of security officers when necessary. Provide direction and training to site officers and contract employees as needed to accomplish service goals. Review site documentation, activity and guard tour reports. Monitor welfare of security personnel working after-hour and remote assignments. Provide officer backup when investigating irregularities. Respond to alarm notifications and direct authorized personnel in accordance with issue and protocol. Meet and provide access to law enforcement agencies to secured and/or energized areas as needed. Provide periodic reports to management regarding site activities, irregularities, and identifying needed action. Work outside scheduled hours to ensure consistent coverage, attend training classes, meetings and other activities as needed to meet the business needs of the organization and the workgroup. Assume on-call duty as assigned, responding to security needs and reporting to duty as necessary.

## **Experience**

Military Supervisor ▪ 1999 - 2012  
US Marines ▪

Leads and supervises Military Police squads, to include area security and force protection patrol operations; performs duties Military Police Patrol Supervisor; provides technical and tactical guidance to subordinate personnel; responsible for the health, welfare, morale and training of thirty Soldiers, and over \$1,000,000 worth of vehicles and equipment. Provides analysis, integration, and synchronization of MP operations in support of multiple operations; serves as the senior functional staff non-commissioned officer responsible for advising the Brigades and the Brigade Commander on matters relating to MP operations; provides personal staff support to the commander for law enforcement issues involving U.S. military and civilian personnel; serves as the Force Protection/Antiterrorism Officer for the Regiment; reviews and enforces force protection and physical security measures across the Regiment; conducts inspections and vulnerability assessments. Responsible for the daily supervision and operations of a military police combat support team; responsible for the training, readiness, professional development. Maintains accountability and maintenance of equipment, to include one vehicle and weapons system valued in excess of \$1,000,000. provides technical and tactical guidance to peers and subordinates in support of military police operations.

## **Education**

Park University  
Bachelor of Science degree in Criminal Justice

# WILLIAM G. SMILEY IV

## **Relevant Experience**

Client Services Manager ▪ November 2016 - Present

Whelan Security Co ▪ 11044 Research Blvd Suite B-415 Austin, Texas 78759

Operations leader responsible for management, employee development, operational support for client accounts to include scheduling, payroll, compliance, post order development, and performance metrics tracking, employee recruiting, discipline, recognition, training, and inspections.

## **Relevant Experience**

US Army Instructor ▪ October 1991- January 2008

Ft. Sam Houston, Texas

University of Houston Veterans' Services Office ▪ July, 1998 – January 2004

Program Coordinator

Managed the modernization effort of the Information Technology infrastructure supporting the department, grew services delivered to student-veterans, and introduced new marketing and community outreach programs for student-veterans that led to increased graduation rates for over 1500 student-veterans at the University.

## **Skills**

- Operations Management
- Team Leadership
- Information Technology management
- Recruiting/ Retention
- Training and Development
- Course Coordination
- Skills Instruction

## **Education**

University of Houston

Currently completing Bachelor of Science in Biochemistry

# DEREK MURAKAMI

## Relevant Experience

Business Development Manager ▪ February 2015 - Present  
Whelan Security Co ▪

Responsible for new sales by prospecting for new clients through networking and cold calling. Responsible for qualifying and adding new prospects to the database on a regular basis. Once prospects are qualified, the BDM (with assistance from key Whelan leaders) take the lead on account planning and generating proposals, pricing and presentations. Once a contract is sold, the BDM will help to manage the transition process and maintain an open line of communication with the client. The BDM is expected to build upon a culture of employee engagement and set the example for all employees in the branch of servant leadership and personal commitment to the Whelan Values

## Relevant Experience

Business Development Manager ▪ March 1997 – September 2014  
Securitas Security Services ▪

Responsible for acquiring business which resulted in the office growing from 300 employees to 2,700 employees and \$80M in annual revenue. Heavily involved with both HR Team and Operation Team to ensure compliance with contract requirements and to deliver a seamless transition; follows-up regularly with clients to assess satisfaction with services.

## Competencies

- Skill in persuasive oral and written communications, including effective executive-level presentation skills.
- Demonstrated skills in the areas of sales and business development.
- Demonstrated energy, drive, determination and persistence, even when confronted with rejection.
- Ability to present information effectively and respond to questions from groups of managers, customers, and prospects.
- Ability to analyze sales data and develop recommendations and solutions.
- Excellent planning, organization and time management skills.
- Ability to carry out multiple assignments concurrently.
- Ability to interact effectively at all levels and across diverse cultures.
- Ability to be an effective team member and handle project assignments responsibly.
- Ability to adapt to changes in the external environment and organization.
- Courteous telephone manner.
- Strong customer service and results orientation.

## Education

University of Hawaii  
B.B.A Marketing

# GINA PRUSKI



## **Relevant Experience**

General Manager ▪ September 30, 2012 - Present  
Whelan Security Co ▪ 11044 Research Blvd Suite B-415 Austin, Texas 78759

Responsible for managing the business of the Austin/ San Antonio branch to include financial management, personal sales, profitably growing the branch/market, personal management, and hourly staff recruiting. Also accountable for the operational support to assigned accounts to include post order development and meeting performance expectations. Other regular duties include the building of management staff for the branch, compliance to the Whelan Mandatory Requirements, and maintaining/ growing client relationships throughout the region.

## **Relevant Experience**

Unit Director ▪ September 1992 – August 2011  
HEB Grocery ▪ Varies location around Austin Texas

Accountable for a multi-million dollar operation to increased sales, profitability, and great customer satisfaction. Facilitated an enjoyable work environment through positive relationships, employee recognition programs, retention strategies, and the development of future leaders.

## **Skills**

- Operations Management
- Security Management/Loss Prevention
- Team Leadership
- Business Development
- HR/Recruiting
- Training and Development

## **Education**

University of Texas at Austin  
Bachelor of Arts in Economics with a minor in Business

Austin Community College  
Associates Degree in Business Administration

## JACK SERPAS, CPP



### **Experience**

Region Vice President ▪ 2014 - Present  
Whelan Security Co. ▪

Responsible for the strategic direction, expansion and operation of Whelan's business throughout the assigned region with specific responsibility for maintaining consistent, high-quality service to our customers. Oversees operations for a territory which includes Texas, Louisiana and New Mexico. Jack has been in the security industry for his entire career and has been actively involved in industry-specific organizations including Crime Stoppers, the Energy Security Council (ESC) Board of Directors and ASIS International, through which he is a Certified Protection Professional (CPP).

### **Experience**

Region President ▪ 1999 - 2012  
Securitas Security Services USA, Inc. ▪

Served as Region President, South Central Region from 1999 – 2012 for Securitas. In that role, he was responsible for all sales and operations for a six state region with more than 10,000 employees and annual revenues up to \$300M. He most recently served as Vice President of Operations for the newly formed Critical Infrastructure Services Division of Securitas.

### **Education**

Northwestern State University  
Bachelor of Science degree in Business Administration.

# LAURA COX



## Relevant Experience

Human Resource Manager ▪ July 2014 - Present  
Whelan Security Co ▪

Responsible for providing HR direction and counsel to the branch employees. Regularly analyze the engagement of the officer staff to implement additional engagement plans. Manage the hiring process to ensure consistent, effective and efficient hiring of new officers. Oversee the training and post assignments for new officers. Provide counseling and administration of health benefits. Ensure compliance with federal, state and local laws including all security license processes.

## Relevant Experience

Human Resource Manager ▪ August 2008 – May 2014  
Target ▪

Acted as primary contact for 230 employees as the head of human resources. Conducted all performance reviews, and oversaw succession planning for the store and district. Oversaw orientation and training for all new employees (exempt and non-exempt). Managed the weekly schedule and payroll for entire store operations.

## Competencies

- Assessing job candidates
- Attention to detail
- Knowledge of multiple HRIS systems
- Conflict resolution
- Creating relationships
- Customer service
- Employee relations management

## Education/ Certifications

Texas A&M University  
B.S Psychology, minor in Business

PHR, Professional Human Resource Certification

## MICHAEL ANDERSON



### **Experience**

Client Service Manager ▪ 2014 - Present

Whelan Security Co. ▪

Direct supervision and oversight of approx. 2650 weekly billable hours for approximately 80 unarmed security officers in support of 18 sites. Serves as liaison between Whelan Security and our clients; meets regularly with clients to address problems and offer solutions, provide status updates and ensure contract compliance. Participates in recruitment, selection, hiring, orientation, training and continual development of staff assigned to accounts. Motivates and ensures that subordinates deliver high quality service and are punctual, alert, comprehend and follow post orders, and display professional appearance and conduct. Ensures officers are proficient in utilizing Teleteam for clocking in and out, Whelanview for completing daily activities report and incident reports when appropriate. Evaluates service quality for good performance and initiates progressive corrective action including retraining and progressive discipline, applies and documents positive reinforcement and coaching. Inspects client sites to reinforce officer safety rules, adequate coverage, security supplies and equipment; responds to calls for assistance, reports of accident or injury, and significant incidents reported by security officers. Responsible for payroll using Winteam, scheduling and reducing overtime, fill all open post and call-off without overtime

### **Experience**

Field Supervisor ▪ 2013 – 2014

Universal Protection Services ▪

Direct supervision and oversight of approx.. 3500 weekly billable hours for approximately 100 armed and unarmed security officers in support of 40 sites for HEB Grocery stores in San Antonio and surrounding area. Motivates and ensures that subordinates deliver high quality service and are punctual, alert, comprehend and follow post orders, and display professional appearance and conduct. Ensures officers are proficient in utilizing CyCops for clocking in and out, completing daily activities report and incident reports when appropriate. Evaluates service quality for good performance and initiates progressive corrective action including retraining and progressive discipline, applies and documents positive reinforcement and coaching. Inspects client sites to reinforce officer safety rules, adequate coverage, security supplies and equipment and ensure compliance with post orders; visits client representatives to ensure satisfaction with services provided. Responds to calls for assistance, reports of accident or injury, and significant incidents reported by security officers. Fill all open post and call-off without using overtime, personally stands vacant posts when necessary to ensure contracted coverage is provided

## **Experience**

Director of Operations ▪ 2007 - 2012

Chenega Integrated Systems, LLC. ▪

Provide day to day operational support and oversight to multiple contracts valued at over \$145 million for Air Force Installations; Army Installations, GSA Contract and Federal Protective Services contracts, approx.. 15,000 weekly billable hours, managed all programs associated with armed contract guard services with sites in AK, CO, CA, ND, MO, MD, NE, NY, NJ, OK, TX, Wash DC, WVA, VA, protecting these sites from terrorist attacks, with over 700 employees. Responsible for successful contract execution and management of budget, schedules, quality, customer satisfaction, and staff. Manage all operation aspects of Program Activity including; cost management, schedule management, date management, and other related program activities. Act as principle liaison with client, prime contractor, employees, and company corporate personnel. Identify problems within the contract and reviewed related information to develop and evaluate options and implement solutions. Maintain financial visibility and ensure profitability of all sites  
Responsible for hiring, mentoring, coaching, disciplining, evaluation, and writing/monitoring personnel improvement plans. Completed the contract transition in an impressive 45 days to full performance. Establishes policies and procedures for subordinate managers to be in compliance with the Performance Work Statement (PWS). Generate various reports/deliverables including monthly status reports to appropriate customers and management personnel. Required to implement and support the Safety Management System and ensure that all company personnel adhere to all applicable safety policies, and perform all assigned duties in a safe work manner Identify and support company business development activities and growth opportunities within my region. Authored several winning Technical Proposals and pricing for Government contracts Conducted Management Investigations involving Company employees and adjust personnel problems among program team members. Intimate knowledge of all Human Resources laws; regulations, and policies. Intimate knowledge and working relationship with local Unions and experienced at negotiations.

## **Education**

American Intercontinental University

Bachelor of Science degree in Criminal Justice



# Texas Department of Public Safety

## *Certificate of Licensure*

The Private Security Board certifies that:

**WHELAN SECURITY COMPANY**

**B07179F**

*Is Duly Licensed as*

Security Contractor  
Guard Company

  
Director, Texas Department of Public Safety

**EXPIRES: 6/30/2017**

This certificate affirms the above stated company is licensed pursuant to Texas Occupations Code 1702. The license will expire on the date stated above.  
Texas Department of Public Safety, Regulatory Services Division, 5806 Guadalupe Street, Austin, Texas 78752  
[www.dps.texas.gov](http://www.dps.texas.gov)





**Tab 4 – Program Plans**

Provide your proposed solution to accomplishing the services indicated in the Scope of Work.

Specifically include a:

- a. Operations Management Plan for accomplishing the work described in the Scope of Work.  
Specifically:
  - i. Describe how your company will manage and control daily operations and your company's long range operations plan.

As the current provider for Austin Water and the City Building Services properties we believe that our current operations program has consistently delivered a high quality service. Our Austin branch management team is available to any client or employee 24 hours per day, 7 days per week, and serves the sole purpose of supporting the security accounts and personnel. It is important to note that our after-hours response team is local as opposed to an answering service, national call center or dispatch center to assure quick and proper response to our local employees and clients. Branch Staff functions in various areas including customer service, operations/scheduling, payroll and billing, human resources and training.

The purpose of the Operation Plan is to outline additional key performance indicators for the operations and provide a strategic roadmap regarding a comprehensive security program that puts a keen emphasis on customer service and taking care of our employees.

The key to any successful contract security program hinges on the following four key components:

- 1) Selection of the right Personnel for each respective assignment
- 2) Ongoing Training and Development of Personnel
- 3) Continuously Supervising and Coaching
- 4) Offering steady Leadership that allows us to hit Key Performance Indicators

Our primary goal is to take the security program and tailor it in a way that benefits not only the City of Austin, but also all internal and external stakeholders within the organization. We are eager to improve our already outstanding team even further to provide an elite staff of security personnel and become a model account for our Austin market. To achieve this goal, we have devised a strategic plan for your account. This roadmap will guide us as we focus our efforts in the following areas: the training, development and image of our security staff; building and maintaining relationships with DCMs; and improving customer service using our exceptional Customer Service Program.

Our plan is to continue to use the City of Austin as the model account for Whelan Security in Texas. We will continue to invest in more infrastructure in order to have the local resources



needed to ensure that the program at City of Austin is always moving forward, and to ensure the best in class service.

In 2013 when we started the contract with Austin Water we did not have a local HR Manager or a Field Supervisor but we have since added both positions and moved into a larger office, this illustrates our commitment in investing in personnel to help support this contract.

The cornerstone of our commitment to quality assurance and **Return on Investment (ROI)** is our industry leading and proprietary performance measurement tool, **The Truth Report**. Drawn from the Best Practices of technology and engineering firms combined with our own internal productivity experts, Whelan has developed and designed this report specifically with the intent of capturing measurable performance data in order to assess real service delivery. Unlike other performance scorecards, where subjectivity and opinion allow for negative results to be covered up, The Truth Report provides our customers with an analysis of 10 **objective** service areas supported by real quantifiable data that simply does not allow for any component of our delivery system to be hidden. As a customer should expect, all positive AND negative results will be documented and reported in our unceasing efforts to offer “**The Value of Performance.**”

What is the cost of low-price security?

- High employee turnover
- Poorly trained security officers
- Poor image of security officers
- High liability and safety risk

How can you assure the best value for your security dollar?

- Quality service at a fair price
- Focus on safety
- Excellent performance
- Return on Investment

Whether utilizing The Truth Report simply as a measuring stick of your Return on Investment (ROI) from partnering with Whelan or as the source of a performance-based contract, the objective is to strive for quality assurance and continuous improvement. On a monthly basis, the Whelan Account Manager and General Manager will compile all data required in order to eliminate the administrative task of scoring the measurement tool. Each site Account Manager is the primary owner of the document and has the first line of accountability for quality performance and problem resolution at each location. Then, once a quarter, an average score from the previous three monthly reports will be tabulated, and The Truth Report will be presented by the Account Manager and General Manager to the customer with backup documentation supporting each section. In many cases, a member of the Whelan senior team will attend these quarterly review



meetings to analyze and discuss the previous quarter’s performance, as well as identify any areas for improvement opportunities.

This process creates an outstanding platform of dialogue on our performance trends, analysis of failing performance and plans for resolution. Most important, the report provides substantiation confirming that you are receiving the proper return on your security investment as a justification against pressure to buy the lowest price during tough economic times. Any profit reduction or bonus negotiated as part of a performance-based contract will be determined and paid out quarterly based on The Truth Report score.

The Truth Report consists of 10 quantifiable and verifiable categories that have been selected as the most important key performance indicators from surveys done with dozens of security experts and practitioners. However, these categories can be changed or adjusted to fit each customer site needs. Each critical service area is graded in a range from “Exceptional” to “Below Average” based on the level of performance in each category, generating a score from 5 down to 1. Therefore, the maximum possible score is 50 with all 5’s, and targeted threshold score is 40 (average of 4 across all categories). So a raw score of 40, or average of 4 (very good) in each category is a requirement that each Project Manager is expected to meet. Anything below this total would require analysis of the data resulting in plotting an immediate corrective action course. See the following table for the grading system that is utilized.

Points	Grade
5	Exceptional
4	Very Good
3	Good
2	Average
1	Below Average

### Key Measurement Categories

- Safety Violations
- Employee Retention
- Forced Overtime
- Payroll and Billing Accuracy
- Inspection Frequency
- Inspection Results
- Training Frequency
- Training Results
- Documentary Accuracy
- Customer Service Feedback



The greatest value of The Truth Report is that it not only grades the performance of the security officers on the account, but also the management support of those officers. Detailed specifics of scoring in each category are listed on the following pages.

### Safety Violations

Whelan is held accountable to manage our contracts in the safest possible manner and strive for zero safety violations that result in a lost-time injury incident according to OSHA regulations. This category is a zero tolerance policy, so this score is derived each month based on whether or not there have been any safety incidents resulting in lost time for an employee.

Score	Safety Violations
5	100%
4	N/A
3	N/A
2	N/A
1	1 or more lost time incident

### Employee Retention

Employee retention is probably the most critical success factor of any contract. While this issue is a direct result of many of the actions in the other categories, it is very important that our management activities result in a high level of employee retention, in order to ensure consistency of service to our customers. This score is derived based on the retention percentages of staff from the beginning of the month to the end of the month.

Score	Employee Retention
5	95%
4	90%
3	85%
2	80%
1	Less than 80%

### Forced Overtime (not including short notice extra coverage)

In the spirit of sufficient staffing, some positions will be filled with forced overtime hours of regularly assigned staff based on call-offs, openings or vacations. Through proper scheduling, this should be controlled and kept to a minimum. This score is calculated on the basis of total weekly overtime hours worked by regular staff as a percentage of total hours, and averaged for the number of weeks in the month.

Score	Forced Overtime
-------	-----------------



5	3% or less
4	4% or less
3	5% or less
2	6% or less
1	Greater than 6%

### Payroll and Billing Accuracy

It is critical that our branch and corporate support staff, in conjunction with on-site management, provide error-free payroll and billing services. This ensures that employees are paid properly and on time and customers receive accurate invoices in a timely manner. This score is derived from the average number of errors for each cycle period, regardless of contract size.

Score	Payroll and Billing Errors
5	0
4	2% or less
3	4% or less
2	6% or less
1	8% or less

### Inspection Frequency

Whether handled by on-site supervision, management or branch personnel, it is incumbent upon us to “inspect what we expect.” The following score is determined by the percent of personnel who are inspected at least one time a month and documented by inspection reports.

Score	Inspection Frequency
5	100%
4	80%
3	65%
2	50%
1	Less than 50%

### Inspection Results

All personnel inspections will receive a pass/fail score based on a threshold calculated from the inspection/appraisal report. Key elements evaluated during the inspection will be appearance, attitude and job knowledge (evaluated via a separate IQA test that will be administered typically during the same visit as the inspection). This score will be ascertained based on the average score of all inspection reports during the month.



Score	Inspection Results
5	5
4	4
3	3
2	2
1	Less than 2

### Training Frequency

In addition to the recommended training program, Whelan management and supervisors are required to administer brief five-question training tests, known as Individual Quality Audits (IQA), to ensure ongoing understanding of key concepts at each account. This score will be derived based on the percentage of personnel tested during the month.

Score	IQA Testing
5	100%
4	80%
3	65%
2	50%
1	Less than 50%

### Training Results

The IQA tests contain five questions on each test covering a variety of topics relevant to each customer site. This score will be ascertained based on the average score of all personnel tested through the utilization of an IQA during the month.

Score	IQA Results
5	5
4	4
3	3
2	2
1	Less than 2

### Documentary Accuracy

Security reports should be factual, legibly written based on observations and not opinions, completed in black ink, using clear and professional language. Since compliance in this area is so



critical, reports written outside of the boundary of those rules or where an exception is found will be tabulated based on percentage of total reports.

Score	Exceptions
5	5% or less
4	10% or less
3	15% or less
2	20% or less
1	Greater than 20%

### Customer Service Feedback

Unsolicited comments speak volumes about the professionalism and performance of a security staff. Whenever Whelan management or the client receives such comments from internal groups such as customer personnel or visitors, those comments will be evaluated and tabulated, utilizing a positive to negative comment ratio. If other means of quantifiable measurement are available (i.e. employee/tenant/visitor online surveys, customer satisfaction cards, etc.), these can be incorporated into this score.

Score	Positive to Negative C/S Ratio
5	2:1
4	1.5:1
3	1:1 or no feedback
2	1:1.5
1	1:2



 <b>whelan security</b> <small>The Value of Performance</small>		THE TRUTH REPORT		
Time Period: [enter date]		Company Name		
<b>1. Safety Violations</b>		<input type="text" value="0"/>		
Comments:				
<b>2. Employee Retention</b>		<input type="text" value="0"/>		
Comments:				
<b>3. Forced Overtime</b>		<input type="text" value="0"/>		
Comments:				
<b>4. Payroll and Billing Accuracy</b>		<input type="text" value="0"/>		
Comments:				
<b>5. Inspection Frequency</b>		<input type="text" value="0"/>		
Comments:				
<b>6. Inspection Results</b>		<input type="text" value="0"/>		
Comments:				
<b>7. Training Frequency</b>		<input type="text" value="0"/>		
Comments:				
<b>8. Training Results</b>		<input type="text" value="0"/>		
Comments:				
<b>9. Documentation Accuracy</b>		<input type="text" value="0"/>		
Comments:				
<b>10. Customer Service Feedback</b>		<input type="text" value="0"/>		
Comments:				
<b>Cumulative Truth Report Score</b>		<input type="text" value="0"/>	/	50



- ii. Describe how your company will ensure Guard coverage at shift changes; and outline your plan/process for supporting City's required response times.

First of all, our company policy requires that the all officers remain on site until properly relieved. In addition, we utilize a technology called **TeleTeam** which is an automated, interactive tele-monitoring system that ensures consistent post coverage. With **TeleTeam**, security officers must telephone in to the system at the beginning of the shift and at the end of each shift as identified in the contract. **TeleTeam** logs the call and recalls back to the post for verification automatically. If an Officer fails to call **TeleTeam**, our Austin Branch team is immediately notified so that we are proactively solving any potential open post situations. It is important to note that **TeleTeam** is caller ID capable so the officers must call in using the site specific phone as opposed to a personal phone.

For those occasions where a regular security officer calls-off for duty or takes vacation, Whelan has a team of Special Response Officers (SRO's) who are cross-trained at multiple sites and available to work any shift.

- b. Comprehensive Work Plan for accomplishing the work described in the Scope of Work. Specifically address the following:

- i. Enhancements, best practices, and improvements upon the City's current Security Guard Services Program. Innovative and efficient methods will be considered for evaluation, provided the proposed method is consistent with goals of the City and meets regulatory requirements.

We will continue to identify ways to improve productivity and service as well as lower costs through our Truth Report Program. This will be accomplished by involving employees at all levels to identify methodologies to improve the variety of business processes employed to meet the specifications and requirements of our contract. We will also audit the costs and financial factors associated with our service and seek to identify ways to reduce costs, enhance efficiencies, deploy technology and create innovative methods to protect the people, intellectual property, and physical assets of our client. Within Whelan we have multiple cost control measures outlined in our SOP that range from vehicle costs controls to cellular phone cost management, to overtime management, branch office expense management down to management of expenses at the client site.

Whelan utilizes carefully selected technology to support our operational processes. It is our goal through these processes and tools to manage your security contract professionally and efficiently. The end result is congruent with our mission statement – **“To Deliver Maximum Value to Our Customers.”**

*We are currently utilizing technology to assist with post management at Waller Creek, Ullrich Water Treatment Plant and Travis Water Treatment Plant via the use of our proprietary V-Post system. The V-post system at these sites offer paperless reporting, electronic real-time notification, and customized Daily activity reports which the client has full access to at anytime. We are currently providing V-Post free of charge to the City of Austin and will implement it at other sites that allow our officers computer and internet access.*



For the Austin Water patrol, we suggest using our WhelanView V-Tracker. V-tracker will ensure that all patrols are recorded electronically and in real time using both electronic bar codes and GPS.

More information about both V-Post and V-Tracker is included below.

### eHub Client and Employee Portal



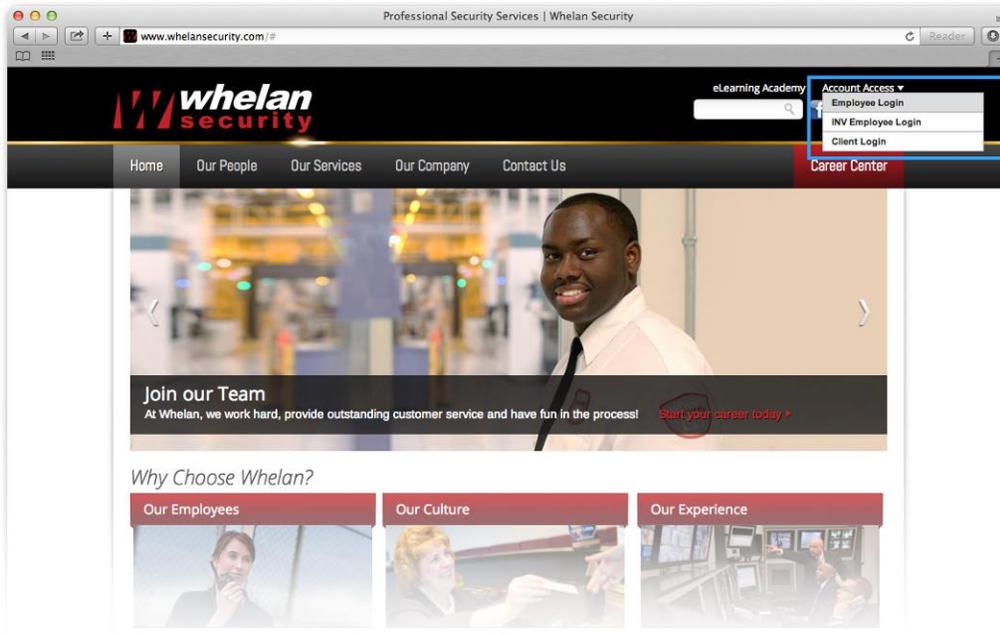
At Whelan Security, our goal is to continue to earn your business each and every day and to continue to make it easier for you to do business with us. With that in mind, we are pleased to provide to our customers an account-specific portal which allows us to enhance communication, knowledge-sharing, and reporting specific to your account. In addition, the information provided through this automated mechanism called eHub drives accountability and transparency from us to our customers and continues to increase the quality of our service.



Through our client and account specific portals, the City of Austin can do the following:

FEATURE	BENEFIT
View current and past invoices and supporting documentation for the past 18 months	<ul style="list-style-type: none"> <li>• Provides a repository for invoice reconciliation</li> <li>• Reduces billing-to-payment turnaround time</li> </ul>
Print or export invoices in a variety of formats	<ul style="list-style-type: none"> <li>• Export financial information for reports, projects, visuals and easy sharing</li> <li>• Maintain paper copies</li> </ul>
Submit paperless requests for additional work	<ul style="list-style-type: none"> <li>• Eliminates manual processes</li> <li>• Convenient and easy-to-use</li> <li>• Reduces response time</li> </ul>
Receive request confirmations and view status of requests	<ul style="list-style-type: none"> <li>• Reassures customers in real-time that requests are being addressed</li> </ul>
View Employee Turnover Reports	<ul style="list-style-type: none"> <li>• Review employee turnover by job</li> <li>• Increase knowledge-sharing</li> </ul>
View Employee Roster Reports	<ul style="list-style-type: none"> <li>• Understand exactly who is working your site(s)</li> </ul>
View Compliance Reports	<ul style="list-style-type: none"> <li>• Increases accountability that every employee meets the job site requirements</li> </ul>
Perform inspections/surveys	<ul style="list-style-type: none"> <li>• Increases quality of service</li> <li>• Provides accountability</li> <li>• Decreases paper and processing time</li> <li>• Automates inspection process</li> <li>• Photos add verification and clarity</li> <li>• Be notified when inspections have been completed</li> </ul>
View results & deficiencies	<ul style="list-style-type: none"> <li>• Decreases response time on deficiencies</li> <li>• Results display quality goals (see our Quality Assurance section for more details)</li> </ul>
View scheduled work at job sites	<ul style="list-style-type: none"> <li>• Stay informed on work performed at job sites</li> <li>• Ensures accountability</li> </ul>
View messages, events, links, images and documents	<ul style="list-style-type: none"> <li>• Receive job-specific or global information</li> <li>• Improve communication lines</li> </ul>

In addition, eHub provides the same automated portal for our employees to give them the ability to modify personal data such as insurance beneficiaries, investment vehicles, address changes and tax deductions, print pay stubs, review work schedules and receive safety alerts and other mass communications from Whelan.



Account Access at [www.whelansecurity.com](http://www.whelansecurity.com)

eHub can easily be accessed from Whelan’s website ([www.whelansecurity.com](http://www.whelansecurity.com)). For assistance accessing your personal account as well as a personal tutorial, please contact your local Whelan representative or call our corporate support center at 1-888-4Whelan.

## Talent Management System (TMS)

In order to attract qualified talent, Whelan has adopted technology to enhance our recruiting and qualification efforts. Recruiting, applicant tracking, assessment, pre-employment background screening, and on-boarding are processed through our **Talent Management System (TMS)**. This online system automates all job requisition postings via the career center of our website ([www.greatsecurityofficers.com](http://www.greatsecurityofficers.com)) as well as dozens of career web hosting sites such as Monster and CareerBuilder. In addition, the TMS sources candidate capabilities via a series of pre-qualification questions, tracks applicant flow and hiring trends, and documents and reports EEOC data and Affirmative Action requirements.

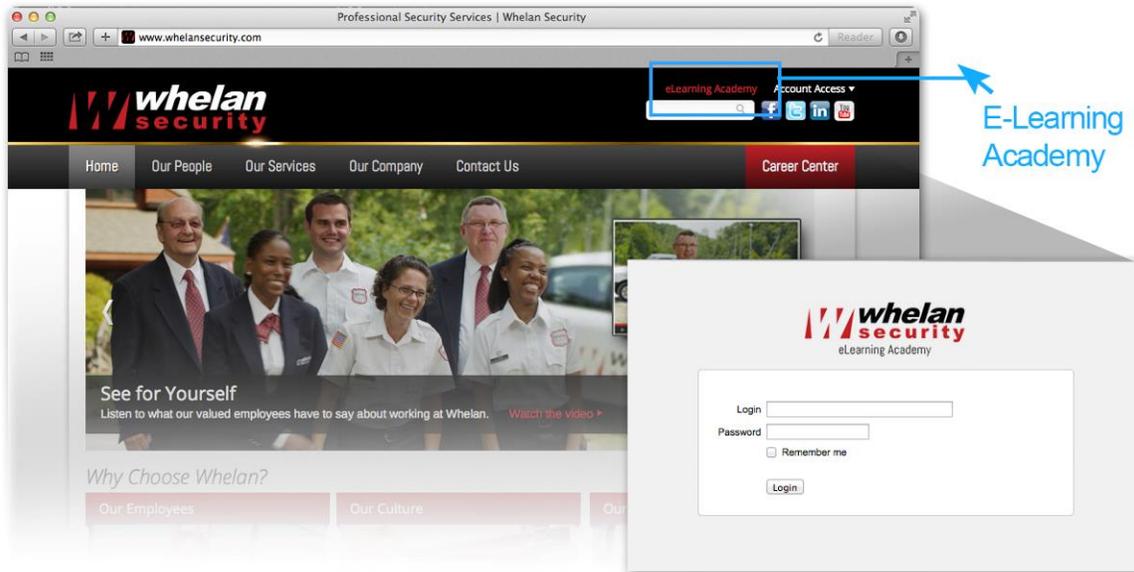
The Talent Management System has allowed our Hiring Managers to be more effective, efficient, and discerning in our selection process. Since the launch of the TMS in 2010, only 1 out of every 12 applicants was hired by Whelan out of over 260,000 applicants, illustrating both the quantity and quality of our recruiting, talent management and background check processes.

Through the automated TMS, Whelan can quickly locate the best available and most qualified candidates for your site. Our goal is **“matching the right people to the right environment.”**



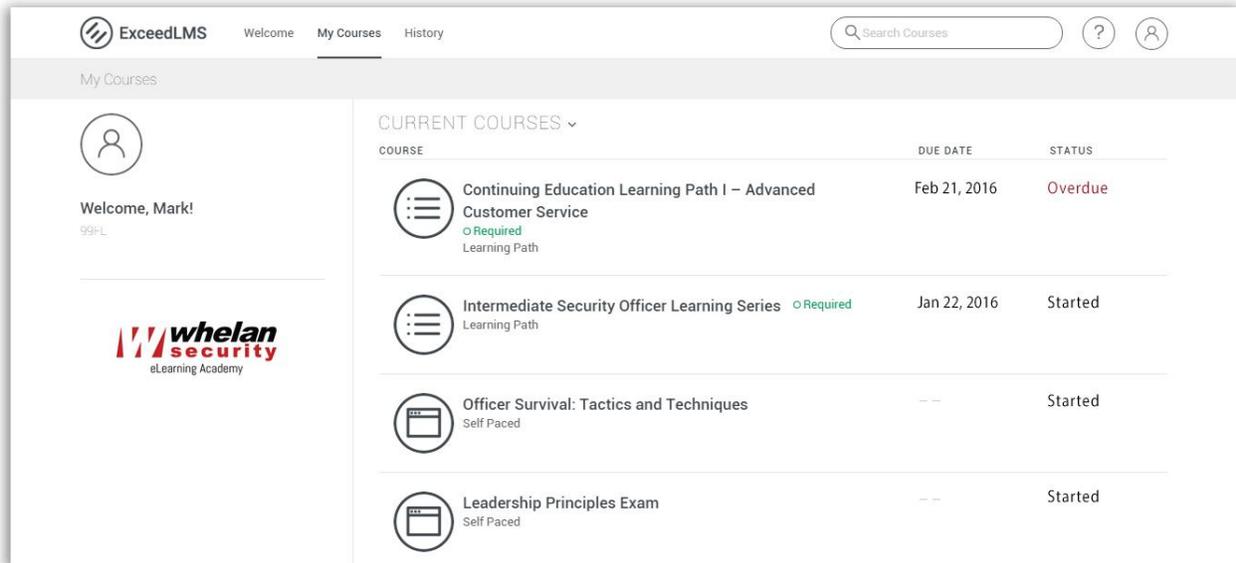
## Learning Management System (LMS)

Developed in partnership with Intellum and RedVector, Whelan has created/launched hundreds of online training modules available to all employees. Upon selection into our company, each employee is provided a unique password into the system, and can enter our eLearning Academy via [www.whelansecurity.com](http://www.whelansecurity.com) 24 hours a day, 365 days a year.



*eLearning Academy Login Screen*

Technology is used to track all training for every employee through our Learning Management System (LMS). This system is tied to our eLearning Academy to automate and track the training progression of every Whelan employee. This process is used to ensure that properly trained personnel are placed on jobs to meet post-specific training requirements.



Sample Student Course List

## WhelanVIEW Technology Tools



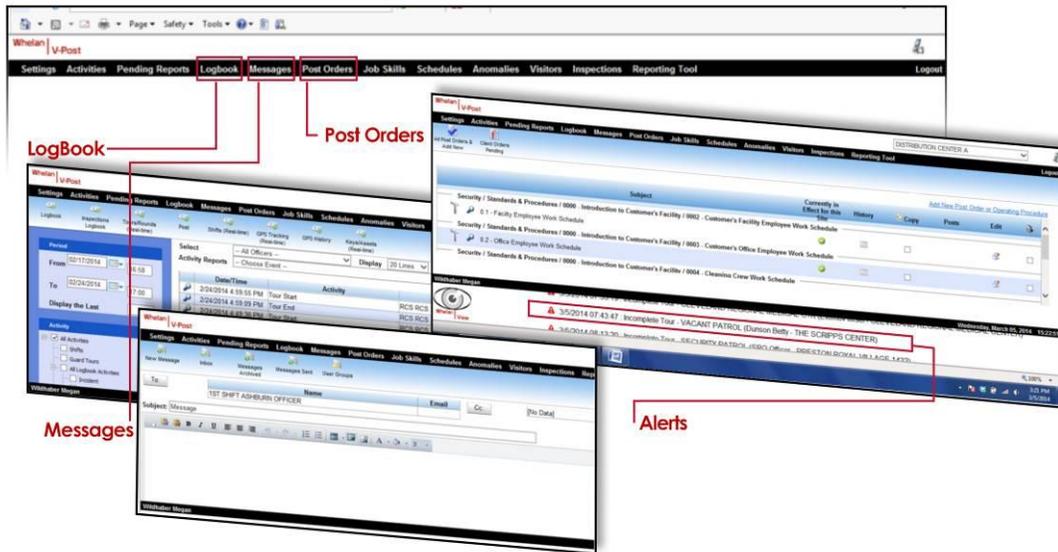
Through our Strategic Technology Alliances, Whelan can deploy a myriad of technology tools to our security officers and security managers on the same robust and virtual **WhelanVIEW** platform. This platform allows our officers to capture and report critical information from the field while supervisors can track their exact locations. In turn, this presents you with an extraordinary “view” into your security operations. Being alerted electronically of incidents and events in the field within seconds of their occurrence gives you the distinct advantage of being able to mitigate security issues in a timely and efficient manner.

The primary difference of our technology platform from all the others is the ability to customize to meet the needs of each customer. **WhelanVIEW** is not a “one-size fits all” or a “cookie cutter” solution, but rather a scalable technology designed to fit the unique needs of each customer.

A general description of each **WhelanVIEW** tool and its associated features is described below:



## V-Post *Interactive guard post management system*



**V-Post** is an interactive guard post management system used for information sharing and communication between security officers, supervisors, managers and customers. V-Post is an essential compliment to the officers assigned to any facility, guaranteeing state-of-the-art information management. **V-Post** is offered in two different versions as highlighted below:

### V-Post

(always free to our customers who provide computer and access)

- Capture time and attendance data
- Complete electronic daily activity reports
- Complete electronic incident reports
- Complete electronic pass-down logs

**V-Tracker** is a handheld portable platform which combines V-Post, V-Tour, and V-Inspector. Effectively carry out and monitor your security guard operations, including post order delivery, incident reporting, guard tour verifications, quality of service verifications, post order delivery, voice communications, and GPS tracking.

- Process and report key activity in real-time
- Automate processes for wireless push and pull of information
- Track personnel and verify locations via GPS and NFC (Near Field Communication)





- Generate web-based alerts and reports per customer specifications
- Trend incident reporting (with pictures)
- Capture 'clean' information via input validation

## **WinTeam Automated Payroll, Billing and Scheduling System**

Whelan utilizes a payroll, billing and scheduling system called WinTeam, a software product of Team Financial. This automated management system integrates scheduling, payroll and client billing and ensures that proper shift scheduling will drive correct payroll, which in turn will drive correct billing. Some of the benefits of WinTeam include:

- Complete integration with payroll and billing to eliminate errors
- Instant selection and availability status of personnel to accommodate scheduling changes and minimize scheduling inefficiencies such as unnecessary overtime
- Automated tracking of security officer training and capabilities to match with the Essential Functions Profile for your site

- ii. **Process for removing and replacing Guards whose performance does not meet the standard Guard duties and expectations as described in the Scope of Work.**

We will remove an officer based on the request of the DCM. In the event a request is made to remove an officer immediately we will utilize our Special Resource Officers to fill the vacancy. If the DCM has notified Whelan of a performance issue with an officer but does not request an immediate removal from the schedule then Whelan uses a progressive disciplinary approach to managing and improving employee performance.

Whelan Security has a progressive disciplinary policy that allows for communication and training when there are performance issues among our officers. By going through a multiple step procedure, it ensures the officer has had the opportunity to improve his/her behavior. If it is apparent that he/she is not a proper job match, the officer will be asked to come to the branch office to discuss the removal from their job site. We will develop a strong understanding of the hiring profile for each post so there would rarely be a need for an immediate removal.

**\* Please see the attached Progressive Disciplinary Policy and Disciplinary Notice forms regarding our procedure.**



- iii. Provide a samples of typical DOR and IR forms utilized by your company.

**\* Please see attached sample Post Activity Report (DOR) and IR.**

- c. Communication Plan for coordinating with internal and external customers to accomplish the tasks described in the Scope of Work. Specifically:
  - i. Describe how your company will communicate information and/or changes to internal customers such as the DCM, site staff, and other City staff.

We believe that effective communication between City of Austin and Whelan Security management personnel is essential to ensure that security needs are being consistently met. The following tiers are utilized to manage the Whelan Security client relationship:

Tier One – Whelan Security site supervisors, Officer Davis (Austin Water) and Officer Taggart (Building Services) will communicate daily with the local DCM representative.

Tier Two – Whelan Security Client Service Manager, Bill Smiley, will assess compliance during scheduled meetings and telephone conversations with each DCM representative.

Tier Three – The Whelan Security General Manager, Gina Pruski, will be responsible for having scheduled discussions with designated DCM personnel to address any areas of concern. Additionally, she will oversee specific quality assurance audits to provide written documentation for compliance purposes.

Tier Four – Whelan Security Region VP, Jack Serpas, will meet with the DCM representatives. These meetings will occur as mutually agreed upon and will review all service operations to date.

Tier Five – Whelan Security corporate management will periodically meet with a corporate level designee to ensure all areas of the service delivery program are consistent with the service compliance areas as set forth by City of Austin.

- ii. Describe how your company will communicate information to external customers such as visitors, Contractors, vagrants or trespassers.

Whelan officers are trained to be ambassadors for our clients as we will be representing the City of Austin at all of the assigned sites. Our Customer Service Training includes the *Give 'em the Pickle* Program, a nationally recognized customer service training video that is utilized by the *Ritz-Carlton* for all of their service employees. Born out of this training is the Whelan Customer Service Challenge based upon the 3 Steps of Service taught by the *Ritz-Carlton*. This training teaches our security officers how to consistently deliver customer service in every interaction with tenants, guests, visitors and employees of our clients.



- Step 1:** *Warm and Sincere Greeting*
- Step 2:** *Fulfillment of Needs (including how to deliver unwelcome information based on Post Orders)*
- Step 3:** *Fond Farewell*

The Warm and Sincere Greeting should always include a “good morning, afternoon or evening,” the Fulfillment of Needs should always include a “how can I help you today?” and the Fond Farewell should always include “have a great day or evening” and the words “my pleasure.” Our challenge to our security personnel is to deliver this customer service approach consistently with a smile, eye contact and confidence EVERY SINGLE TIME!

In addition, we will have site specific Post Orders which will list the protocol for communicating with different contractors, vendors and others. Training on the Post Orders will be mandatory before an officer can work a post.

- iii. Describe how your company will handle and respond to internal and external customer complaints. Describe what practices and processes will be implemented to rectify such complaints.

For internal complaints, Whelan has established an Employee Ethics and Compliance ReportLine. The ReportLine is available to accept reports or complaints 24 hours a day, 7 days a week. The employee may choose to make a call or web-based report anonymously; however, providing their name will allow a more direct and personal investigation and response. The sole purpose of the ReportLine is to provide a direct link for the employee to report any ethics, compliance, or policy concerns to the appropriate person so that the issue can be promptly escalated and resolved.

All reports through Whelan’s ReportLine are automatically logged in Whelan’s web-based Case Management system which allows us to document all activities in a single, centralized database. The Case Management System allows Whelan officials to oversee investigations, manage workflow and track trends across the organization. It also provides us with a history of all investigations – from initial notification through final resolution.

All Customer complaints will handled directly by Gina Pruski, General Manager, and the SPOC for this contract in a timely manner. Once a complaint is received various members of the Branch team will be involved to investigate the details and decide upon a resolution based on the nature and seriousness of the complaint. Regional managers and or corporate management may be alerted as well. Gina will communicate directly with the DCM to ensure their satisfaction with the resolution of the issue.

- iv. Describe how your company will manage and communicate information in an emergency situations, and in situations when mischievous, and/or criminal activities occur.



Communication is always important but it is critical in emergency situations. For an officer to be effective he or she needs to be completely familiar with the role that they play in the event of an emergency. All officers will receive initial and remedial training on the emergency procedures contained within each site specific Post Orders Manual. In all cases the SPOC will be notified immediately and fully briefed on the situation. The SPOC will ensure that the responsible DCM is also notified as soon as possible.

**\* The attached is a sample of our emergency response procedures.**

## EMERGENCY RESPONSE



The security officer's response in an emergency situation will be very important in the outcome of that situation. In this section, we have detailed the officer's response to a fire emergency, medical emergency, maintenance emergency, criminal activity, and power failure. We also have created emergency response charts located in the appendix of this manual. The officer should review these documents during any spare time while on duty. The most important response an officer can have during an emergency is to remain calm. Many people in the building will turn to security for answers to questions, to ask for assistance, etc. If the officer is unsure or overly excited, the situation could escalate. Being properly trained and confident in how to respond will help assure that the officer remains calm. Once the situation has started, the officer must respond in the manner described in this section. Each step must be completed before the next step is started. Once each step is completed, the officer must follow the instructions of the emergency service personnel, City of Austin, or Whelan Security management.

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### RECOGNIZING AN EMERGENCY

To recognize an emergency, an officer will first need to know what an emergency is. An emergency is any event that requires an immediate action. An emergency can happen at any time, to anyone, and anywhere. Fast recognition of an emergency can save lives and prevent damage to the client's property. A security officer is likely to be the one that will discover an emergency. One of the best ways to recognize an emergency is through the officers' senses; hearing, sight, and smell. While on patrol of the client's facility, an officer may smell and see smoke coming from an electrical closet. This is one of the reasons that smoking, eating and drinking is not allowed while an officer is on rounds. Emergencies are often noticed by something that is unusual that catches the officers' attention, so stay alert.

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### PREPARING FOR AN EMERGENCY

To be prepared for an emergency, an officer must understand the basic function of security, fire and life safety equipment, policies and procedures as well as the facility in which they are assigned.

Some of the basic items to be aware of:

**Emergency Phone Numbers:** Most communities have emergency numbers listed that dial directly into the dispatcher of the service needed. Calling on this number will allow an officer to give more detailed information directly to the responding agency.

Numbers should include:

- ❖ Local and State Police
- ❖ Fire
- ❖ Emergency Medical Services (EMS)
- ❖ Poison control center
- ❖ Public works
- ❖ Water department
- ❖ Electric Services
- ❖ Elevator company
- ❖ On call facilities personnel

**Locations of In-house Firefighting Equipment:** Not all emergencies happen during normal business hours; often the security officer is the only personnel on site to assist public safety agencies. To be prepared, an officer should know the location of the following equipment and systems:

- ❖ Riser Locations
- ❖ Fire Pumps
- ❖ Fire Extinguishers
- ❖ Fire Alarm Panels and Master Boxes
- ❖ Halon and other forms of Pre-Action fire suppression systems
- ❖ Fire Department Knox Boxes

**Emergency Lighting:** Power failures happen frequently and without notice. An officer needs to be able to locate emergency lighting in the dark.

- ❖ Flashlights
- ❖ Emergency Generators
- ❖ Electrical circuits that are tied into the UPS or Emergency Generator
- ❖ Electric rooms
- ❖ Location of Emergency Supplies
- ❖ Consider making a disaster cart. This cart would then be able to be brought out to an incident. The cart should include the following:
  - Sheets or a roll of plastic.
  - Barricades and caution tape
  - Sand
  - Wood planks and plywood sheets
  - Duct Tape, wire, rope and other forms of binders.

**Medical Supplies:** Even if an officer is not trained in first aid, by knowing the location of medical equipment, and assisting in bringing the needed equipment to an incident can be of great value.

- ❖ First Aid Kits
- ❖ Body Substance Isolations (BSI) gear such as Latex or Rubber Gloves, Face shields and disposable gowns
- ❖ AED units
- ❖ Emergency Eye wash stations

**Engineering and Maintenance Equipment:** When dealing with an incident often maintenance personnel are not readily available. Knowing the location of the following can prevent major damage from occurring at the client's facility.

- ❖ Water shut-off valves
- ❖ Circuit breaker locations and the main switchgear locations
- ❖ Natural gas shut-off valves.
- ❖ Air handler shut- offs
- ❖ Boiler rooms
- ❖ Telephone rooms
- ❖ Elevator machine room.

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**BASIC EMERGENCY ACTION PLAN** All security officers must follow the basic Emergency Action Plan. This basic plan can be used for all types of emergencies, from a leaking water pipe in the ceiling to a catastrophic event such as a large fire. This plan is to be used as the initial response to all emergencies and should be used in conjunction with the facility's emergency/disaster continuity plans.

To keep the basic emergency response plan simple, remember the acronym CAR, Check, Alert, and Response:

**C H E C K :**

Never enter an emergency location without first observing the area. During this initial observation the officer must look for anything that might be hazardous or may cause injury to others and/or themselves. Hazardous situations would include: fire, smoke, downed electrical wires, machinery operating in the area, traffic, toxic fumes, etc. The officer's personal safety comes first in all emergencies. An escape route needs to be thought of as the officer approaches the event. Security officers can get themselves into trouble by not thinking about how to get out of the area if the scene becomes unsafe.

Thoroughly observe the scene; this may give the officer insight on what response is needed, by the security department as well as additional departments and EMS.

For example:

- ❖ A security officer is dispatched to a medical emergency where a person lying on the ground and is unconscious. As the officer approaches the person, the officer sees a ladder lying on the ground next to the person. Based on the information, the officer can assume that the person fell from the ladder and has sustained a head, neck or back injury.
- ❖ The officer observes a motor vehicle accident with the windshield shattered like a spider web. This could indicate that the victim has hit their head on the windshield and it is safe to assume that there is a head and neck injury. This is also known as the mechanics of injury.
- ❖ The security officer is on patrol and finds water leaking from a ceiling. The officer should investigate by looking for the source of the leak. In the ceiling he/she observes that the water is coming from a sprinkler pipe. Based upon this observation, the security officer

knows that the facilities department will need to be alerted. However, if the water is observed coming from the roof due to heavy rains, then the facility department might not need to be notified until morning.

The security officer should see if there are any bystanders that could be of assistance. They can call 911 or tell the responding officers what has happened. Bystanders can also assist by helping keep other bystanders away from the incident.

**ALERT:**

*“The biggest headache when responding to a call is dealing with an over excited security officer that does not have any information for the officer arriving on scene”*

One of the main functions the security department performs is the notification of an incident to local public safety officials. Sadly this is where security officers and the public fail the most. The biggest issue in reporting an emergency is the lack of information given to the dispatcher by the person making the call.

- ❖ An example of the lack of information occurred at Edgewater Technology. Edgewater Technology had a disgruntled employee who, on the day after Christmas, went on a shooting spree, killing co-workers with a rifle. The Police Department received numerous 911 calls about the shooting. Unfortunately, all the calls they received lacked detail. As a result, responding officers did not know what was going on inside the facility, other than the possibility that gunshots were fired. Had detailed information been given to the police, officers might have entered the facility, and the outcome may have been different with some of the victims possibly saved. Instead, the officers had to remain outside until the area tactical entry team assembled on site, and determined what was occurring inside.

When placing a call for assistance from public safety officials, the security officer will need to give the following information:

- ❖ Their name
- ❖ The account name
- ❖ The address including cross streets
- ❖ The nature of the assistance needed
- ❖ Details of what is happening
- ❖ What action is being taken by security/building management?
- ❖ Where in the building the public safety officials need to go and if they are going to be met by security.



Never hang up with the dispatcher until the operator determines the call is complete. If the dispatcher has further questions they may want the security officer to stay on the line until officials arrive on site. If further information has become available and the dispatcher has already disconnected, the security officer should not hesitate in making a second call to update the dispatchers. In addition, some town's 911 operators have been trained to provide emergency medical care advice to the person calling 911. If the officers are not trained in first aid and the dispatcher is able to give advice, attempt to bring the telephone to the victim and follow the advice given.

In most municipalities, the 911 operator acts as a “middle man”, taking in the information from the caller and then passing the information to the appropriate departments. This system is designed for the average person. However, as a security professional, we will have information that a typical 911 operator may not be overly concerned with, whereas a fire or police department’s dispatcher would be. Each location must maintain a listing of local emergency department numbers. It is recommended that these numbers be used in the event of an emergency. However, if these numbers are not readily available the security officer should not hesitate in calling 911. By placing a detailed 911 call or a call directly to a department dispatcher, you can assist the dispatcher by giving clues as to what kind of equipment and response is needed. The following are true examples of information helping a dispatcher with the response and of an excessive response as a result of a 911 call:

- ❖ At approximately 1130 hours, on a sunny day, there was a large explosion in front of an account in St. Louis, Missouri. At the same time of the explosion, the power failed in the building. The fire alarm sounded and light smoke was in the main switch gear room. The officer on duty placed a call to the St. Louis Fire Department and explained in detail what had happened. The fact that the officer informed the dispatcher that there was an explosion, the power was out, there was smoke in the building, that the fire alarms were functioning, and the building was being evacuated, saved the fire department approximately five to ten minutes. The information that was given to the dispatcher had indicated that a transformer had exploded. Transformer incidents are classified as a HAZMAT incident. Responding fire crews knew prior to arriving on scene that HAZMAT precautions were required. Had the officer relied on just the automated fire alarm, responding units would have been delayed in taking action by first determining what has happened, and then by taking the necessary HAZMAT precautions.
- ❖ An officer called 911 for a smoke investigation. The officer stated to the 911 operator that there was smoke coming from the roof and there was a possible structure fire. The fire department was dispatched to a structure fire. Four engines, one ladder truck, an ambulance, two chiefs and three police cars responded. Had the call gone directly to the fire department the response would have not have been as excessive.

**Calling 911 from your workplace: (See Section 6 and Section 10 for more information on 911 response)** Some companies have a PBX telephone system that allows a person direct access to an outside line on all 911 calls. If the company does not have this type of system then the officer placing the call will need to dial 9-911 or whatever the outside line access number is.

**Calling 911 from a cellular telephone:** There are two different ways cellular telephones can be used to call for help. The first way is to dial 911. The second way is to dial the “\*”key followed by “77” (\*SP). Both ways will connect the caller to the state police dispatch center. When using a cellular telephone it becomes even more essential to know the exact location of the emergency. The state police dispatcher will obtain as much information needed to transfer the call to the appropriate agency.

#### **R E S P O N S E :**

The response to an emergency greatly depends on the nature of the emergency. The response can be as simple as placing a bucket under a water leak to evacuation of the building. For a proper response to an event the officer needs to be aware of their building and the site emergency procedures located in the post order manual.

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**DUTY TO ACT**

A security officer has a duty to act when they are working. This means that at any time during an officer's shift, they will be required to respond to emergencies. A Duty to Act during emergencies at our clients' facilities is one of the reasons that officers are not allowed to leave the site during their assigned shifts.

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**EVACUATION PROCEDURES**

During an emergency situation, such as an evacuation, it is important for all officers to recognize their responsibilities. Evacuations may take place due to any number of situations, however, more often than not, take place due to fire, natural disaster, bomb threat, or a suspicious package. In the event there is a bomb threat or a suspicious package, it is the client or client representatives decision whether or not to evacuate the facility.

**EVACUATION GUIDELINES:**

In the event that the facility needs to be evacuated the following procedures should be followed.

When the "All Clear" is given by the senior ranking Fire Official (Building Management if a drill) the following procedure should be followed:

1. Assist with the receptionist (normal operating hour) in conducting proper access control procedures. (check all ID badges of persons re-entering the facility)
2. Patrol the perimeter of the facility to ensure that all perimeter emergency exits are re-secured.

**Site Specific orders: PO 11**

- The security command officer/shift supervisor(depending on shift) on duty is responsible for contacting Corporate Security management during an emergency evacuation and to receive further instruction
- After permission is given to evacuate the facility, security may be instructed to use the Public Address System to read the prepared evacuation message.
- Each floor/area captain, or tenant representative of the facility is responsible for the evacuation of their assigned area, to include restroom checks and the assistance of any disabled employees or visitors in their space.
- The list for disabled employees is the Special Needs Information List. The Special Needs Information List will be maintained by Facility Management and will be found in the Fire Depository Box in The Fire Command Center.
- Security staff will assist in the evacuation plan by reporting to predetermined positions where they can direct personnel out of the building and to their rally points. NOTE: Security personnel are not authorized to reenter floors during fire emergencies. They are to remain on the first floor our designated outside areas to assist with directing occupancy to safety.
- After the facility has been evacuated security will be responsible for securing the building and assisting emergency services where possible.
- Under no circumstances will any individual be allowed to enter the facility unless the Fire Chief or Police Official has given the "all clear", and the client representative has directed re-entry.
- When re-entry is authorized, use all normal access control procedures to identify individuals unless instructed to use other procedures by the client.
- Log the incident in the Daily Activity Report and complete an Incident Report.

# FIRE EMERGENCY

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## SECURITY OFFICERS PROCEDURES

Security officers should never endanger themselves during a Fire Emergency.

### Site Specific:

The sprinkler system that runs through protected areas is controlled within the facility.

A water flow alarm will activate when there is a water flow in the sprinkler lines. Sprinklers are normally activated by heat, and will automatically sound an alarm at the central station monitoring company, dispatching the fire department.

### **If any of these alarms activate, follow the procedure below:**

When the client contact is available:

- Notify the client contact/building engineers.
- Provide a description of the activated alarm and location.
- Verify that the Fire Department received the alarm.
- Meet the fire department and direct them to the alarm location, provide required keys and building diagrams.
- Meet the fire department and direct them to the alarm location, provide required keys and building diagrams. (BOC should provide)
- Await further instructions.

When the facility is closed or there is no client contact on site:

- Verify that the Fire Department received the alarm.
- Meet the fire department and direct them to the alarm location, provide required keys and building diagrams (BOC will provide).
- The Fire Department will take control of the scene.
- Notify the client contact/maintenance on call and your supervisor as soon as possible to receive further instruction.
- Document all arrival and departure times of emergency services, and all actions taken.

Describe the incident in the Daily Activity Report and complete an incident Report.

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## FIRE LEADERSHIP

In the event of a fire in a facility such as yours, the Fire Department will arrive and take over in a matter of minutes after an alarm is sounded. Once the fire department arrives on site, they assume responsibility of the facility until they announce an “all clear” status.

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## FIRE FIGHTING AND FIRE PREVENTION

The first responsibility of security personnel is to prevent fires on the property. Fire is one of the greatest threats to client’s assets and poses a significant risk of loss of life. A good safety inspection while making rounds and reporting of potential fire hazards is the best way to prevent fires.

The second major responsibility of Whelan Security personnel is the early detection of fires already in progress, and a correct and immediate response once a fire is found. When on rounds, security officers should be alert for any sign that a fire is in progress. Some of the early signs of fire are smoke, strange

odors, and sounds such as the crackling sound made by fire. Any such early warning signs should be located and checked out.

#### **FIRST ACTIONS:**

In the event a fire is found, the first action the security officer must take is **TO SOUND THE ALARM**. The officer should **NOT** try to fight the fire him/herself. The security officer could be overcome by smoke while fighting the fire, and lose the opportunity to warn others and get professional fire fighting personnel to the scene. **ALWAYS SOUND THE ALARM FIRST**. If you are carrying a radio, call the Main Desk to report the fire and its exact location. If not carrying a radio, find the nearest fire alarm pull station and sound the alarm, or go to the nearest phone and call the Front Desk or the City Fire Department. Speak with a calm and controlled voice; give the exact location of the fire and what type of fire it is.

#### **SECONDARY ACTIONS:**

The following are the next in the series of actions security personnel must take in the event of a fire in the facility. These duties will be separated among security personnel if more than one security officer is on duty at the time:

1. If the fire is small and contained, such as a wastebasket fire, find the nearest proper-type fire extinguisher and make an effort to put out the fire.
2. Alert others in the building and assist in the evacuation of the building, keeping everyone evacuated at least fifty (50) feet from the building and out of the way of arriving fire fighting apparatus.
3. Use available fire fighting equipment to fight the fire if you can safely do so. Otherwise, leave the area to avoid being harmed by smoke and fumes.
4. Proceed to the area where the Fire Department will arrive, and direct them to the location of the fire.
5. Contact Whelan Security as well as client personnel on the Emergency Notification List.
6. Note times and activities on the log (or some other place for subsequent transfer to the log).
7. Begin noting personnel in the area who might be witnesses, conditions prior to the fire, and anything out of the ordinary that may be relevant to the investigation into the cause and origin of the fire.

#### **FIRE CLASSIFICATIONS:**

A fire is very dangerous, but it can be even more so if the wrong equipment is used in fighting it. Because of this, a fire classification system has been established that has made it easy to match the correct fire extinguisher to the correct type of fire.

Fires are divided into four types. It is important to use the correct fire extinguisher in combating the blaze. The four classifications are:

**CLASS A:** This fire is distinguishable by the fact that it leaves an ash. Some of the materials that burn in a Class A fire are wood, cloth, leaves, or rubbish (example: this is the class of fire that people have in their fireplaces).

**CLASS B:** Class B fires are ignited by flammable liquids. Examples are gasoline, oil, or lighter fluid (example: a charcoal grill is started by class B fires).

**CLASS C:** These are electrical fires. They are common in fuse boxes.

**CLASS D:** Metals that are flammable cause class D fires. Examples are sodium, magnesium, or potassium.

**USE OF AN EXTINGUISHER** When combating a fire, the extinguisher used must be the same class as the fire. If a Class “A” extinguisher is used to put out a class “C” fire, it could cause an explosion if the electrical current is still flowing. The following is an explanation of the contents and purposes of each type of extinguisher.



**Class A Extinguishers** will put out fires in ordinary combustibles, such as wood and paper. The numerical rating for this class of fire extinguisher refers to the amount of water the fire extinguisher holds and the amount of fire it will extinguish.



**Class B Extinguishers** should be used on fires involving flammable liquids, such as grease, gasoline, oil, etc. The numerical rating for this class of fire extinguisher states the approximate number of square feet of a flammable liquid fire that a non-expert person can expect to extinguish.



**Class C Extinguishers** are suitable for use on electrically energized fires. This class of fire extinguishers does not have a numerical rating. The presence of the letter “C” indicates that the extinguishing agent is non-conductive.



**Class D Extinguishers** are designed for use on flammable metals and are often specific for the type of metal in question. There is no picture designator for Class D extinguishers. These extinguishers generally have no rating nor are they given a multi-purpose rating for use on other types of fires.



Just knowing what class of fire you are dealing with, and the ability of your fire extinguisher, is not enough. If you do not know where the extinguishers are located or how to use them, then they should remain on the wall. It should become a part of your routine while on patrol to look for the extinguishers and read the directions. Different style extinguishers are used with different methods. Also check to see if they have been serviced, and that they are in an accessible area. Any problems with the extinguishers should be reported to your supervisor immediately.

Some general tips on how to use an extinguisher are:

- ❖ Always sound an alarm and notify people in your area before you use an extinguisher.
- ❖ Plan your escape in advance.
- ❖ Select the correct extinguisher for the fire.
- ❖ Hold the extinguisher in one hand.
- ❖ Aim the extinguisher at the base of the fire.
- ❖ If it's a liquid, aim the extinguisher at the inner wall of the container.

- ❖ Keep an exit at your back at all times. Know how to escape if the fire spreads.

Proper fire safety and prevention can protect property and resources, but most importantly, it can save lives.

Even though extinguishers come in a number of shapes and sizes, they all operate in a similar manner. Here's an easy acronym for fire extinguisher use:

**P A S S -- Pull, Aim, Squeeze, and Sweep**



**Pull** the pin at the top of the extinguisher that keeps the handle from being accidentally pressed.



**Aim** the nozzle toward the base of the fire.



Stand approximately 8 feet away from the fire and **squeeze** the handle to discharge the extinguisher. If you release the handle, the discharge will stop.



**Sweep** the nozzle back and forth at the base of the fire. After the fire appears to be out, watch it carefully since it may re-ignite!



**Congratulations** -- you did it!!!

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**PREVENTION INFORMATION**

One of the leading causes of property damage is fire. Unfortunately, most fires begin as a result of carelessness by employees or visitors. With that in mind, we will discuss an extremely important role of the security officer; fire prevention and what security can do to extinguish a fire before it get out of control.

The most effective way to learn how to prevent fires is to learn how they start. A fire goes through four stages. The time it takes for a fire to accelerate to the next stage varies depending on the type of fire. The progression of a fire hazard can take a few minutes or a few days.

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#### THE FOUR STAGES OF A FIRE

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There are four distinctive stages a fire goes through. There are no constraints with a fire; each fire is different and as a result each of the four stages can vary in time.

- Incipient Stage:** During this stage the initial products of combustion are given off. There is no smoke or flame, and heat is not detectable.
- Smoldering Stage:** At this stage of a fire, smoke is visible, but neither flame nor heat is detectable
- Flame Stage:** In this stage of the fire smoke and flame are clearly visible, but heat is still hardly noticeable.
- Heat Stage:** Now the fire is at full force; the heat is strong, and the fire is growing at a rapid rate. The fire is extremely dangerous.

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#### ACCELERANTS TO A FIRE

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For a fire to sustain itself three factors have to be present. If one of these three factors is removed from a fire, either by consumption or by an extinguishing agent, the fire will extinguish itself.

- Oxygen:** Fire is fed by oxygen. It draws oxygen out of the air, and the fire expands in search of more.
- Heat:** Heat may come from many sources such as the sun, electrical apparatus, etc. Different substances will begin spontaneous combustion when they reach a specific temperature.
- Fuel:** Fuels are the instigator of combustion. Solid or liquid substances will not combust until they reach their boiling point and form a gaseous state.

Security personnel must acknowledge how easily a fire can start. Some materials used daily can self-combust. Most people, even the most educated, sometimes do not realize the simplicity of a fire occurring. Therefore, it is left to security to find potential fire hazards, and to prevent a fire before it occurs.

When patrolling the facility, you should look for these common fire hazards (remember to report all problems, even ones that you have corrected):

- ❖ Dirt and disorder
- ❖ Accumulation of rags
- ❖ Cigarette smoking
- ❖ Open flame-heating devices
- ❖ Defective or worn electrical equipment
- ❖ Combustible or corrosive substances
- ❖ Unmarked emergency exits
- ❖ Dirty machinery
- ❖ Heating equipment
- ❖ Appliances
- ❖ Wood, boxes, and paper
- ❖ Gasoline, paint thinner, or other hazardous materials

## MEDICAL EMERGENCIES

Responding to a medical emergency may be one of the most stressful situations that you as an officer will face. The way each officer responds can and will affect the outcome of the medical emergency. It is imperative that each officer performs his or her assigned duty as calmly as possible. An excited officer will impede on the team effort to resolve the medical emergency and can cause undo stress on the victim.

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### **NON-CERTIFIED OFFICER'S RESPONSE**

In the event there is a medical emergency with anyone in the building, an officer should be dispatched to the scene of the incident. The responding officer should be sure to write down all the information received about the situation from associates in the area who may be witnesses so it can be relayed to the emergency services personnel. The responding officer should call for an ambulance (911) and explain that there is a medical emergency in the City of Austin location.

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### **CERTIFIED OFFICER'S RESPONSE**

When responding to a medical emergency the security officer must follow the guidelines listed below:

- A. Upon receiving notification of a medical emergency, the officer will need to immediately retrieve the Medical Emergency Jump Kit. (First Aid Kit) and respond quickly to the emergency. (DO NOT RUN)
- B. Upon arriving at the location, notify the Control Room Officer via radio that you are on site.
- C. Don your personal protective equipment, i.e. disposable gloves.
- D. Check the area, insuring it is safe for you to help the victim. Check the condition of the victim, and what has happened to the victim. Check for any life -threatening conditions and consciousness.
- E. If the victim appears unconsciousness, the responding officer must do the following.
  - a. Tap the victim's shoulders and shout, "Are you OK?"
  - b. If the victim does not respond, inform the Sentinel Desk and Control Room Officer via the radio. Verify that EMS is on the way.
  - c. Check for breathing. Do not move the victim at this time. Ensure the victim is breathing by looking, listening and feeling for breathing.
  - d. If you cannot tell if the victim is breathing, gently roll the victim onto his/her back, while supporting the victim's neck and head.
  - e. Tilt the head back and open the jaw. Again look, listen, and feel for breathing.
  - f. If the victim is not breathing, give two rescue breaths. If the breaths do not go in, follow your training on unconscious choking.
  - g. If the breaths go in, check for victim's response. If there is a response, but no breathing, follow your training on rescue breathing.

- h. If there is no response, follow your training on CPR.
  - i. If the victim is breathing and has a pulse, check the victim from head to toe.
  - j. Follow your training on caring for shock and await EMS arrival.
- F. If the victim is conscious, the responding officer must do the following.
- a. Before any care can be given, consent must be obtained from the victim.
  - b. Follow your training on checking a conscious victim.
  - c. Follow your training on injuries or sudden illness.
- G. Keep the Control Room Officer updated via the radio. The security officer on post will be updating EMS, so it is imperative you inform control of the victim's condition.
- H. Assist with EMS when they arrive on site.
- I. Write and file an Incident Report.

## Site Specific

- **medical Emergencies:**
  - If command center receives a call concerning a medical emergency follow the procedures below:
    - Confirm the type of emergency and name, location, and call back number of the caller. Let the caller know that help will be arriving quickly.
    - Call the Whelan Site mgr. and the Health Center to notify of emergency and location.
    - Radio for a patrol officer to the location for assistance.
    - Contact the ST Director of Operations and manager and provide information and location of incident.
    - Remain alert for possible incoming 911 calls or request for a 911 call by security.
    - Document the details of call and follow up in DAR and Incident report.
- **911 Calls:**
  - 911 calls placed from any ST owned phone will appear as an alarm in the 911 notification system. The alarm notice will provide the location and name of caller. The command center will also be able to hear the call through the phone intercom while it is conducted. If a 911 call alarm is received officers will follow the procedures listed below:
    - Call Whelan Site mgr. (shift supervisor in evening shifts) first and provide location of emergency call.
    - Radio to security of the 911 and request patrol officer to location
    - Contact SE Security Director and Manager with location and any details known.
    - Acknowledge 911 alarm to disengage the audible alarm siren by pressing keys CTRL and A together on keyboard.
    - Wait for call back from Security personnel on scene for further information and/or instructions.
    - If 911 call was completed (actual call/not miss dial) notify front desk and BOC of potential arrival of emergency vehicles and EMT/Police/Fire.
    - Document call and details observed from command, including times of EMT arrival and departure and facility to which the victim is transferred if known in an incident report and DAR.

- 911 Calls placed by Security Command:
  - If a call is received requesting security to call 911 the officer will ask for type of emergency (medical, fire or police) and BRIEF description of emergency to provide to 911 dispatcher. Let caller know that the call is being made and hang up.
  - Contact lobby officer and have them begin notifications to Security management with location of incident.
  - Dial 911 and wait for dispatcher. Answer questions as asked and speak clearly.
  - Provide type of emergency (Medical, Fire, Police) and answer with known facts.
  - Provide location as applicable
  - Do not end call until 911 dispatcher releases you.
  - Once call is ended contact Health Center and Building operations and let them know of incident and insure they are aware of arrival of emergency services and where to respond.
  - Document details of call, any known facts of emergency, responder arrival and departure times and if transport to hospital is done the facility where victim is taken.

## CRIMINAL ACTIVITY

While on patrol or monitoring with the CCTV system, an officer may witness criminal activity in progress. If this occurs the following action should be taken.

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**VIOLENT OR EMERGENCY PROCEDURE** Under no circumstance is the Whelan security officer to attempt to apprehend the suspect with force. This includes chasing the suspect or following him/her off the grounds. The correct actions to be taken are:

- A. Dial 911 to reach the Police Department. Calmly inform the police you are the security officer at City of Austin. Provide them with a detailed description of the activities on the property.
- B. Notify the Site Supervisor/Account Manager.
- C. Follow the directions of the Site Supervisor/Account Manager.
- D. Continue to monitor the activity so you can give a complete report to the police when they arrive. Your report should answer the following questions:
  - Who?** How many people, how were they dressed, approximate age, full description of person(s), type and color of the vehicle, and license plate numbers (if possible).
  - What?** What did they do and what are they doing now?
  - When?** When did this start? What is the current time sequence?
  - Where?** Where exactly are they, where is their car, which way is it pointing, and where did they go?
  - Why?** Why were they there (i.e. to steal from the facility)?
  - How?** How did they or how are they accomplishing their activities? (i.e., instruments used to break windows)
- E. File a complete Incident Report.

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**NON-VIOLENT, NON-EMERGENCY PROCEDURE** If the incident is not violent or an immediate emergency, the following procedures should be taken:

- A. Notify the Site Supervisor
- B. Follow the directions of the Supervisor
- C. File a complete Incident Report

**NOTE: Under no circumstances will any Whelan security officer leave the post either on foot or in a vehicle to pursue any suspect.**

## **CRIME SCENE SECURITY**



Crime scene security is often overlooked by security as they respond to an emergency. Many crime scenes have become useless and tainted to police and investigators because the crime scene has had numerous persons in and around it. When an officer is aware of a crime scene, they should not touch or move any item in the area. The area will need to be secured before the police arrive. To accomplish this, the officer must remain outside the crime area and prevent any spectators from entering the scene. A log will need to be started detailing who has entered the

crime scene, for what purpose and if anything was touched. This log will need to be turned over to the investigators. No item should be removed from a possible crime scene until trained investigators have arrived.

### **EVIDENCE COLLECTION AND PRESERVATION PROCEDURES:**

1. Whelan Security officers will cooperate with law enforcement agencies in the preservation or collection of evidence, in accordance with the appropriate legal statutes.
2. Evidence may be an article, object, medical photograph, statement, visual, or an observation which may assist in the solution of any suspected crime. Included may be clothing, objects in an unusual state, aspects of physical injury, blood or other body fluids, observation of odors on or about a victim or suspect, statements made by a victim or suspect, or even the emotional condition of a victim or suspect.

### **CONDITION OF EVIDENCE:**

1. Physical condition should be kept in its original state.
2. The fewer people who handle objects, the less likely the chances of destroying the evidence, such as fingerprints.
3. Any procedure or occurrences, medical or otherwise that alter the original condition of any evidence should be carefully documented. Include the name of the person or persons who altered the condition, how the condition was altered and why it was altered.

## BOMB THREATS



The majority of bomb threats are communicated by telephone. However, during the past few years, "mail bombs" have become more prevalent and are now considered a cause for concern. The following are guidelines to follow in case of a bomb threat. Each situation of this nature must be analyzed separately, and decisions to evacuate, etc. must be made with consideration for the specific details.

### **PURPOSE OF MAKING A BOMB THREAT**

There are two main reasons for someone to make a bomb threat. The first is the caller has knowledge of or believes that there is a device planted and wants to minimize injuries by having the facility evacuated prior to the detonation. The second reason and the most common is the person making the threat wants to create confusion and disrupt normal business practices. These types of threats are generally received on Fridays or days when the weather is nice, such as the first real nice day of spring. This type of day will see an increase in bomb threats. Since September 11, 2001, the punishment for making a false bomb threat has been increased, resulting in far fewer "day off" type threats.

### **RECEIVING A TELEPHONED THREAT**

If an officer receives a telephone bomb threat the officer should:

- Keep the caller on the line as long as possible and ask the caller to repeat the message.
- Record as accurately as possible every word spoken by the caller.
- If the caller does not volunteer the precise location of the bomb or the time of possible detonation, ask the caller for this information.
- Pay particular attention to peculiar background noises such as: motors running, background music, and any other noise which may give a clue as to the location of the caller.
- Listen closely to the voice of the caller (male or female?); the caller's temperament (calm or excited?); and particularly note any accent in the caller's speech or any speech impediment.
- Immediately following the termination of the telephone call, notify each individual and local authority on the Emergency Contact List.
- Check internal telephones as bomb threats are sometimes made from within the client facility.
- Since local law enforcement personnel will want to interview the officer who received the call, the officer will need to remain on site and available until such an interview is conducted.

### **TELEPHONED THREATS NOTIFICATION PROCEDURES:**

In the event that a telephoned bomb threat is received, the below listed persons/agencies will be contacted to provide assistance in formulating and executing a response.

- a. Notify the Police Department (911).
- b. Determine who is the client employee on site and brief that person of the status (don't brief that person on the phone or radio. Speak to that person face to face).
- c. Follow all client management instructions on building evacuation, notifications to company personnel, etc.
- e. Notify the Area Manager

f. Notify the Site Supervisor

It is the responsibility of Whelan Security to document all action taken when a bomb threat is received. Specifically:

- Time, date, and location of the telephoned threat (see Bomb Threat Report)
- Instructions to staff and time that Emergency Action Staff was alerted
- Notification time to authorities and the time of their arrival
- The time that the search is initiated and the number of searchers involved
- Exact words used by the caller. Peculiarities in caller's speech, background noises and any other pertinent information (i.e. age, sex, etc.) that can be discerned (use Bomb Threat Report at the end of this section)
- All preventive or counter measures taken in response to the telephoned threat
- Observations and problems
- A copy of the documentation is to be sent via FAX to the Whelan Security Corporate Office as soon as possible.

**BOMB SEARCHES** Our client is responsible for conducting an overall search of the facility, but may be assisted by Whelan Security and the local police department. Be sure that while conducting the search, any suspicious or unidentifiable objects are NOT touched. The police department will notify the bomb squad, who will enter the building, take charge of the scene and either disarm or remove the device from the building.

It is imperative that personnel involved in the search be advised that their mission is only to search for and report suspicious objects. Searchers should be advised NOT to move, jar or touch the object or anything attached to the object. The removal and disarmament of a possible bomb or suspicious object must be left to the professionals in explosive ordinance disposal.

- During the search of the building, searchers should maintain communication with Security Control via internal telephones.

**CAUTION: The use of radios and cell phones during the search can be dangerous. The radio/cell phone transmission energy can cause premature detonation of an electric initiator (blasting cap).**

When conducting a search for a suspected device the search teams should be familiar with the area they are searching. The search team should enter the area to be searched using the layered search technique. Conduct a search by using the so-called "Layer Technique". This search technique is done by making a back-and-forth-visual inspection of the search area, starting downward from the floor and moving upwards to the ceiling as follows:

- A. Floor (foot) level to knee level
- B. Knee level to waist level
- C. Waist level to shoulder level
- D. Shoulder level to ceiling level

- If a strange or suspicious object is located, it should NOT be touched or disturbed in any way. Report the location and an accurate description of the object to the person designated to receive this information.
- Barricade the area in which the object was found with a clear zone of 300 feet until the object has been removed or disarmed.
- If the decision is made to evacuate the facility, use the same signal as that used for evacuation in case of fire (the use of a different signal for bomb threats could create unnecessary excitement and confusion during evacuation).
- Immediately establish controls to prevent unauthorized access into the facility.
- Turn off all electrical equipment prior to evacuation (the decision to cut off all electrical power at the Main Switch should be made by management with consideration given to maintaining sufficient lighting for search teams).
- Evacuate the persons to a safe distance away from the building to protect them against debris and other flying objects if there is an explosion.
- Pre-emergency plans should include a temporary relocation in the event that the bomb threat materializes and the building is determined to be unsafe.

**VEHICLE SEARCH PROCEDURE** This procedure is intended to provide an overview of improvised explosive devices (IEDs). IED is a term for an explosive device that is constructed in an improvised manner designed to kill, maim, or destroy property. These devices are categorized by their container (i.e., vehicle bombs) and by the way they are initiated. IEDs are homemade and usually constructed for a specific target.

This procedure will provide officers with basic information on conducting a search of a motor vehicle for an IED.

By far the most devastating (may contain thousands of pounds of explosives), vehicle bombs can be the easiest to conceal. Indicators may include inappropriate decals or an unfamiliar vehicle parked in your area. The device can be placed anywhere in the vehicle. A vehicle bomb is intended to create mass casualties or cause extensive property damage.

**STOPPING THE VEHICLE:**

When stopping a vehicle, the officer should position their body so that they are not directly in front of the path of the automobile or truck. Maintain a stance that would enable the officer to move quickly to the side if the vehicle is unwilling to stop or if the operator is unable to see the officer. To stop a vehicle the officer will do the following:

1. The officer will place their hand out to their side with their palm facing the vehicle at the point where the vehicle is to stop.
2. If the vehicle starts to pass the officer, back up and maintain a close visual on the passengers.
3. Approach the vehicle with caution

**Note: The U.S. Mail is not to be stopped or prevented entry.**

### **BODY POSITIONING:**

The officer's body position is very important to the officer's safety. By following these steps an officer will be able to protect himself/herself if the vehicle starts to move, or if the door is opened violently.

- The officer should set their feet offset from each other to remain balanced and stable.
- The officer should position their body so that their left shoulder is aligned with the side mirror, facing the driver at an angle to minimize their body exposure to the individuals inside the vehicle.
- The officer will need to place their left arm approximately 2 inches from the car door at a slight bend. This method can be used to prevent injury if the car door is opened unexpectedly.
- This positioning will help cushion against the door's momentum and give leverage to control the door in an emergency situation.

### **INTERVIEWING:**

- Speak to the driver and passengers with a controlled but friendly tone.
- While interviewing the individuals, the officer should keep an eye on the surrounding area.
- Ask the driver to place the vehicle in park. If a complete inspection is required, such as the engine compartment and the under carriage, ask the driver to turn the vehicle off and place the keys on the dashboard so the officer will be able to monitor them. In addition, by having the driver place the keys on the dashboard will enable the officer to have more control over the vehicle and the passengers.
- If at any time during the inspection an officer does not feel correct about allowing a vehicle on property, the security officer has a right to restrict entry.

### **GIVE THE PROPER GREETING:**

- Politely ask the driver for their license or picture identification using the proper greetings, (sir, ma'am, please, and thank you). **(If the officer suspects something suspicious, this would be the time to remember as much information on the identification as possible.)**
- Ask permission to inspect the vehicle.
- Ensure that the officer asks the driver to place the vehicle in park.
- If a driver refuses to show an ID or inspection of the vehicle, do not allow the vehicle on property.
- If an unauthorized vehicle begins to enter the property, contact the supervisor and observe and report as much information on the vehicle and driver as possible.
- Follow the vehicle at a safe distance and maintain communications with the supervisor on duty.

- While interviewing, inspect the interior of the vehicle around the driver and passengers for anything out of place. i.e. weapons, explosives, etc.

**CONDUCTING THE PRIMARY SEARCH:**

Politely ask the driver to access the trunk area. The driver may need to turn off their car to do this manually. The security officer is NOT to take the keys and access the trunk themselves. With box trucks and other forms of delivery vehicle the driver is exit the vehicle and accesses the cargo area. If a driver refuses to does this, access will be denied.

- The officer inspecting the vehicle must routinely check with the same method each and every time. This is done to ensure a complete and thorough search of the entire vehicle. In addition, this ensures that there is no prejudice of the searching method to the occupants of the vehicle.
- If while conducting a search, the officer finds anything suspicious, they should inform their supervisor of the situation immediately.
- Shouting one of the three key words, “GUN”, “BOMB”, and “CLEAR” will alert the surrounding officers or pedestrians to evacuate from the area.

**MISCONCEPTIONS ABOUT BOMB THREATS**

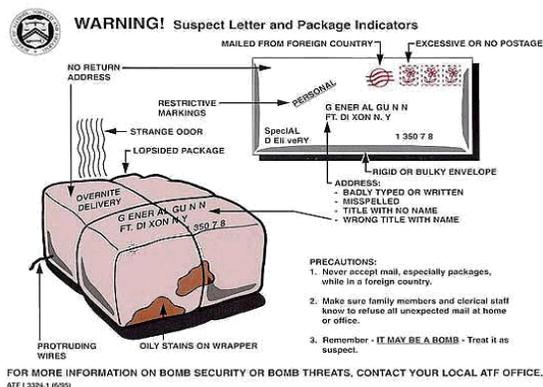
Public Safety Officials will call in the Bomb Squad to search for the bomb. This is not true. Searches of a building are conducted by employees, security and building management.

Public Safety Officials will order evacuations. This is not the case; the decision to evacuate is left to the building management.

The Bomb Squad will respond to all Bomb Threats. They are only called when an object is found.

**MAIL BOMBS AND SUSPIOUS PACKAGES**

It is important to be alert for suspicious parcels, but keep in mind that a mail bomb is an extremely rare occurrence. To illustrate just how rare, Postal Inspectors have investigated an average of 16 mail bombs over the last few years. By contrast, each year, the Postal Service processed over 170 billion pieces of mail. That means during the last few years, the chances that a piece of mail actually contains a bomb average far less than one in 10 billion!



Still, those who are familiar with the characteristics of suspect parcels can help to avert a tragedy. Although the appearance of mail bombs may vary greatly, the following represents characteristics that have repeatedly shown up:

- Mail bombs may have excessive postage. Normally a bomber does not want to mail a parcel over the counter and have to deal face-to-face with a window clerk.
- The return address may be fictitious or non-existent.
- The postmark may show a different location than the return address.
- Mail bombs may bear restricted endorsements, such as "Personal" or "Private." This is particularly important when the addressee does not usually receive personal mail at the office.
- Mail bombs may display distorted handwriting, or the name and address may be prepared with homemade labels or cut-and-paste lettering.
- Parcel bombs may be unprofessionally wrapped with several combinations of tape used to secure the package, and may be endorsed "Fragile--Handle with Care" or "Rush--Do Not Delay."
- Letter bombs may feel rigid, or appear uneven or lopsided.
- Package bombs may have an irregular shape, soft spots or bulges.
- Mail bombs may have protruding wires, aluminum foil, or oil stains, and may emit a peculiar odor.

If you become suspicious of a mailing and are unable to verify the contents, observe the following safety precautions:

- Don't open the article.
- Isolate the suspect parcel and evacuate the immediate area.
- Don't put it in water or a confined space, such as a desk drawer or cabinet.
- If possible, open windows in the immediate area to assist in venting potentially explosive gases.
- Don't worry about possible embarrassment if the item turns out to be innocent. Instead, contact the Postal Inspection Service and your local police department.

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#### **BIO-TERRORISM**

Bio-terrorism is now a real threat in the United States. With the anthrax mailing that occurred late in 2001, concerns have risen on how to handle a possible bio-terrorism attack. For a bio-hazard attack to work, possible victims need to be exposed to the hazard by either direct contact, indirect contact and by inhalation. The anthrax victims of 2001 were the result of direct contact with the anthrax pathogen that was sent through the mail in a powder form.

The way to handle a possible bio-terrorism attack is to follow the mail bomb guidelines for suspicious packages and mail. Unfortunately, in most cases a letter laced with a powder substance may not be noticed until the envelope has been opened. If this scenario occurs the following procedure should be followed:

- Do not touch or move the package.
- Use proper body substance isolation when handling the victim (see blood borne policy).
- Call the local fire department and inform them that a suspicious package that contained an unknown substance was opened.
- Notify facilities and have the air handlers shut down in the area where the package was opened.
- Have the person and all those that were in the area when the package was opened detained near the area of exposure. Normally security will not detain an individual; however in this instance the officer will need to have these people detained. A contaminated person can spread the pathogen if

allowed to leave the area. If a person needs to be detained, instruct them in a polite and professional manner, that they may have been exposed and need to remain in the area to ensure their own well being.

- Seal off the area where the package was opened. As a general rule this area should be the same area that is handled by the same air handler unit.
- Make all proper notification to Whelan Security and all management.

#### **POSSIBLE BIO-HARZARD SCENARIOS:**

Security officers should be aware of two particular suspicious mail scenarios as outlined below that have been presented to Four Oaks Place tenants and employees.

**Scenario # 1** – Suspicious unopened letter or package marked with a threatening message such as “anthrax”:

1. Do not shake or empty the contents of any suspicious envelope or package.
2. Alert your management team and have them call security to inform them of the situation.
3. Place the envelope or package in a plastic bag or some other type of container to prevent leakage of contents.
4. If a container is unavailable, cover the envelope or package with anything (e.g., clothing, paper, trashcan, etc.) and do not remove its cover.
5. Remain at your desk in order to inform responding personnel.
6. When instructed to go wash your hands with soap and water to prevent spreading any powder to your face.
7. Security will then direct you to a predetermined waiting area.
8. Management personnel will list all people who were in the room or area when the suspicious package or letter was recognized. Give the list to both the local public health authorities and law enforcement officials for follow-up investigation and advice.

**Scenario # 2** –Envelope with powder and powder spills out onto surface.

1. DO NOT attempt to clean up the powder. Cover the spilled contents immediately with anything (e.g., clothing, paper, trashcan, etc.) and do not remove this cover.
2. Alert your management team and have them call Security to inform them of the situation.
3. Remain at your desk in order to inform responding personnel.
4. When instructed to do so, wash your hands with soap and water to prevent spreading any powder on your face.
5. Security will then direct you to a predetermined waiting area.
6. Management personnel will list all people who were in the room or area when the suspicious letter or package was recognized. Give this list to both the local public health authorities and law enforcement officials for follow-up investigations and advice.
7. Remove heavily contaminated clothing as soon as possible and place them inside a plastic bag, or some other container that can be sealed. This clothing bag should be given to the emergency responders for proper handling. Security personnel will assist you in finding a location in which to remove clothing and shower.
8. Shower with soap and water as soon as possible. Do not use bleach or other disinfectant on your skin.

9. If possible, list all people who were in the room or area, especially those who had actual contact with the powder. Give this list to both the local public health authorities so that proper instructions can be given for medical follow-up, and to law enforcement officials for further investigation.

# BOMB THREAT REPORT FORM

Instructions: Be calm and courteous. Listen; do not interrupt the caller. Notify the security officer by prearranged signal while caller is on the line.

DATE: \_\_\_\_\_

TIME: \_\_\_\_\_

Exact words of caller:

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## QUESTIONS TO ASK:

1. When is the bomb going to explode? \_\_\_\_\_
2. Where is the bomb right now? \_\_\_\_\_
3. What kind of bomb is it? \_\_\_\_\_
4. What does it look like? \_\_\_\_\_
5. Why did you place the bomb? \_\_\_\_\_
6. How is the bomb going to be detonated? \_\_\_\_\_

## TRY TO DETERMINE THE FOLLOWING (Circle the appropriate):

**Caller Identity:** Male Female Adult Juvenile Age \_\_\_\_\_

**Voice:** Loud Soft High pitched Deep Raspy  
Pleasant Intoxicated Other \_\_\_\_\_

**Accent:** Local Foreign Region \_\_\_\_\_

**Speech:** Fast Slow Distinct Distorted Stutter  
Nasal Slurred Lisp

**Language:** Excellent Good Fair Poor Foul  
Other \_\_\_\_\_

**Manner:** Calm Angry Rational Irrational Coherent  
Incoherent Deliberate Emotional Righteous Laughing

**Background Noises:** Office Sounds Factory Sounds Bedlam Trains  
Animals Music Quiet Voices Mixed  
Airplanes Street traffic Party atmosphere



City of Austin preferred bomb threat/suspicious call form:

## ***SUSPICIOUS TELEPHONE CALL REPORT***

COMPLETE DURING THE TELEPHONE PHONE CALL

This information is vitally important. You must pay particular attention to detail about what is being said so that others can evaluate the credibility of the incident and determine the proper response.

- **REMAIN CALM --- DO NOT PANIC.**
- **DO NOT INTERRUPT THE CALLER.**
- **KEEP THE CALLER TALKING AS LONG AS POSSIBLE.**

EXACT words of the SUSPICIOUS CALLER:

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Date: \_\_\_\_\_ Time: \_\_\_\_\_

**IF THE SUSPICIOUS CALL IS A BOMB THREAT INFORM THE CALLER THAT THE AREA IS OCCUPIED AND PEOPLE COULD BE HURT. ASK THESE QUESTIONS FIRST AND THEN ASK THE QUESTIONS IN THE "BASIC" SECTION.**

When is the bomb going to explode?

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What city and building (where) was the bomb placed?

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What does the bomb look like?

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What kind of bomb is it (mechanical, chemical, etc.)?

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What will cause the bomb to explode?

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Did you place the bomb?

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### **ASK THESE BASIC QUESTIONS:**

What is your name?

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Where are you?

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Why are you doing this?

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**B  
A  
S  
I  
C**

How can we get back in communication with you?

I don't have very much experience here. Can you call back in a couple of minutes to speak to someone who knows more about these things than I do?

**COMPLETE AFTER THE TELEPHONE PHONE CALL**

Report the incident IMMEDIATELY to your Direct Report Supervisor

**AND CONTACT CORPORATE SECURITY**

Contact your local Corporate Security.

You're Full Name (print): \_\_\_\_\_ Work  
Telephone #: \_\_\_\_\_  
Your Title: \_\_\_\_\_ Alternate Telephone#: \_\_\_\_\_  
Direct Reporting Supervisor: \_\_\_\_\_

Supervisor's Work Telephone#: \_\_\_\_\_

IDENTIFYING CHARACTERISTICS:

<b>P E R S O N</b>	_____	Male	_____	Female
	_____	Younger	_____	Older
	_____	Approximate Age		

<b>M A N N E R</b>	_____	Calm	_____	Distraught
	_____	Sincere	_____	Laughing
	_____	Coherent	_____	Incoherent
	_____	Excited	_____	Normal
	_____	Angry	_____	Pleasant
	_____	Rational	_____	Irrational
	_____	Nervous	_____	Non-emotional

<b>T O N E</b>	_____	Loud	_____	Soft
	_____	High Pitch	_____	Low Pitch
	_____	Monotone	_____	Animated
	_____	Raspy	_____	Gruff

<b>S P E E C H</b>	_____	Fast	_____	Slow
	_____	Distinct	_____	Non-Distinct
	_____	Lisp	_____	Stuttered
	_____	Nasal	_____	Deep
	_____	Clearing Throat	_____	Cracking Voice
	_____	Deep Breathing	_____	Ragged
	_____	Disguised	_____	Cursing
	_____	Whispered	_____	Rural
	_____	Slurred	_____	Educated
	_____	Foreign Language	_____	Accent

Language Spoken if known (country): \_\_\_\_\_

**BACKGROUND NOISES OR OBSERVATIONS** (check all that apply)

Office Machines \_\_\_\_\_ Animals \_\_\_\_\_ Airplanes \_\_\_\_\_

Factory Machines \_\_\_\_\_ Silence \_\_\_\_\_ Trains \_\_\_\_\_

Street Traffic \_\_\_\_\_ Music \_\_\_\_\_ Voices \_\_\_\_\_

Radio/Television \_\_\_\_\_ Other \_\_\_\_\_  
(Explain in detail what you checked that applied :)

\_\_\_\_\_

Time call ended: \_\_\_\_\_

Did you think caller was reading the message? \_\_\_ Yes \_\_\_ No

Did the voice sound familiar? \_\_\_ Yes \_\_\_ No

If voice was familiar, who did it sound like? \_\_\_\_\_

## MAINTENANCE EMERGENCIES

When a problem in the building is noticed while on patrol, or when a maintenance problem is reported by an employee, an incident report should be filled out, and the Facility Management office should be notified. If the problem requires immediate attention, then the situation must be classified as a maintenance emergency. If a maintenance emergency occurs after hours, use the following procedures.

**GENERAL GUIDELINES** Inspect the problem and obtain as much information as possible. Where is the problem located? Is there an obvious reason for the problem? Are there any products or office materials that are damaged or in danger?

- B. Contact the site supervisor, then the emergency coordinator, and inform him/her of the situation.
- C. Follow the instructions of the Emergency Coordinator and/or Site Supervisor
- D. Notify the Whelan Communications Center at 800-823-8828.
- E. Write an Incident Report.

**POWER FAILURE** In the event of a power failure the officer on duty will need to ascertain if the problem is in the area or just affecting the facility. When the area being affected by the outage is determined the officer will need to call \_\_\_\_\_ and ask them if they are aware of the problem. If they are, find out what the ETA on restoring the power might be. After finding this information out the officer will need to notify the building manager and the on call engineer. The data rooms are only on an Un-interrupted Power Supply (UPS) system that will fail in about nine minutes after the outage begins.

**ELEVATOR EMERGENCIES AND ENTRAPMENTS** In the event that someone becomes trapped inside an elevator, the patrol officer will be dispatched via the command center. Upon receiving a call from the command center the patrol officer should follow the procedures outlined below:

1. Immediately respond to the elevator and establish communication with persons trapped inside.
2. Stay in constant verbal contact with those entrapped (for support purposes), including informing them of the estimated time of arrival of the elevator maintenance personnel/emergency assistance.
3. Should the situation require emergency medical assistance, immediately contact the Fire Department at (911)
4. Complete an incident report with all pertinent information upon release of those entrapped.

**NOTE: Security personnel should not attempt to extract occupants involved with an entrapment. Only elevator service personnel, along with emergency assistance personnel (i.e. Fire Department) are authorized to extract occupants. If the elevator is not working properly, but no one is trapped, the situation is considered a non-emergency maintenance issue.**

Specific orders;

The Lobby Desk receives calls for elevator entrapments/emergencies through a dedicated console at the lobby. When a call occurs the officer will find out where the elevator is, it's cab number, how many people are entrapped, if everyone in the elevator is ok and if medical attention is needed?

The Lobby Desk Officer will then contact BOC via two-way radio and the security shift-supervisor on duty, also by two-way radio. The call sign for an elevator entrapment is "Code Green." The location of the elevator cab number will be announced.

During day shifts the responding officers will be the Site manager and a rover if available. The officers will locate the cab and make contact with the occupants to determine if they are alright or if medical issues are occurring. Officers will speak with the elevator occupants at intervals to help them remain calm and to let them know that help is coming.

The command center officer will maintain contact with the officers responding and BOC to monitor the situation and to assist with calling emergency services if needed. Officers are not to assume the elevator service company has been contacted by BOC. ASK and CONFIRM.

The lobby officer will maintain contact with the person via the lobby console unit until the entrapment is resolved. Documentation (incident report) is to be provided by Lobby, Responders and Command for all entrapments.

Security will not at any time assist with opening the elevator doors forcibly to allow occupants to leave. It is dangerous and prohibited. It is the responsibility of BOC and the elevator service co. to safely release those trapped.

**WATER LEAKS** The potential damage caused by a water leak can be extensive and costly. Fast action by the security officer when encountering a water leak will reduce the damages. There are several different types of water leaks an officer may encounter.

The first and most common are plumbing issues in restrooms and utility closets. When one of these problems is observed the officer will need to assess the level of the leak. Minor dripping can be controlled usually by placing a pail or bucket under the water leak. This type of leak can be water flowing under pressure.

The security officer should contact the facilities on-call engineer if they are unsure about the severity of the leak *before* they attempt to shut off the domestic water valve.

The second type of water leaks is a result of weather. These types of leaks are generally found near windows and along the top floor of the facility. In this case there is not much that can be done by the security officer. The officer should attempt containment of the water if possible. If necessary, computers and personal belongings may need to be moved out of the way to prevent damage.

In all cases of water leaks an Incident Report will need to be generated.

**NATURAL GAS LEAK** If at any time a gas leak is reported the security officer will need to notify the appropriate Whelan Security Management as well as the engineer on

duty. Both the engineer and the manager will respond to the area that the leak was reported from. If during after hours the officer will need to respond to the area.

If a gas leak is discovered the property manager will make the decision on whether or not to call the Sioux City Fire Department and evacuate the building. Natural gas is extremely explosive and fast action will save lives in the event of a gas building up and detonation. Gas Company will need to be notified as well.

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**HAZARDOUS MATERIALS COMMUNICATION SYSTEMS**

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Security officers may encounter two different types of hazardous material labels in addition to the radioactive labels listed later in this section.

**HAZARDOUS MATERIAL IDENTIFICATION SYSTEM :**

The first type of label is the Hazardous Material Identification System (HMIS). These labels are placed on small containers and storage rooms. The label is broken into four color-coded sections. The top section is blue which indicates the health risk. The second line is red, which is for the fire reactivity the material has; the third line is yellow and stands for the material’s reaction to water, air, etc. The last line is white and states the protective equipment required by rescue personnel by using a letter code. For the blue, red, and yellow lines numbers 0-4 are used to indicate the severity of the risk. “0” is minimal hazard, “1” slight hazard, “2” moderate hazard, “3” serious hazard and “4” for severe hazard. The letter code used in the white section is:



- A. Safety glasses
- B. Safety glasses and gloves
- C. Safety glasses, gloves and apron
- D. Face shield, gloves, and apron.
- E. Safety glasses, gloves, and dust mask
- F. Safety glasses, gloves, dust mask, and apron
- G. Safety glasses, gloves, and respirator
- H. Safety glasses, gloves, apron and respirator
- I. Safety glasses, gloves, respirator and full body suit and boots.



**NFPA DIAMOND :**

The second type of label that the officer will encounter is the NFPA Diamond. The color and number in each of the four sections of the diamond indicate the type of hazard. The color and numeric code is the same as the HMIS labels. The codes are red for fire, blue for health, and yellow for reactivity. The numbering system is “0” minimal, “1” slight hazard, “2” moderate hazard, “3” serious hazard and “4” for extreme hazard. The white diamond on this label stands for any special hazards the material has such as “W” for a water reaction, “Ox” for material that reacts to oxygen, “R” for any material that is radioactive and “C” for material that is corrosive. This identification system bases the codes on a fire being present in the area where the material is being stored.




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**GASOLINE AND DIESEL FUEL SPILLS**

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Gasoline and diesel fuel spills can occur at the City of Austin. Any leak from a motor vehicle or tractor trailer’s fuel tanks constitutes a spill. When notified of a spill, the security officer will

need to respond to the location and assess the severity of the leak. When assessing the severity of the leak the officer should keep the following in mind:

1. Fuel is highly flammable- Liquid will turn into vapor that can be ignited by sparks, heat, or flame.
2. Vapor mixed with air can become explosive.
3. Vapor is heavier than air and can travel along the ground to an ignition source.
4. Liquid and vapors are lighter than water and will travel along the surface of run-off water.
5. Liquid and vapor can be toxic. Inhalation of fumes can cause dizziness, irritation to the eyes and throat and possible suffocation.

**RESPONSE PROCEDURES:**

If the spill is minor in nature (i.e. small drip from a tank with a puddle less than a foot in diameter) the officer should notify the facilities department and have “speedy dry” spread on the leak.

If the spill is major in nature (i.e. a steady dripping from the tank with a puddle greater than a foot in diameter or where there is fuel pooling) the officer should:

1. Notify the Fire Department and inform them of the fuel spill.
2. Eliminate all sources of ignition within eighty (80) feet in all directions around the spill.
3. Do not walk through, touch or stand in the fuel spill.
4. If possible and if the officer’s safety is not compromised, attempt to stop the leak or place a bucket under the leak.
5. Attempt to contain fluid from spreading or entering drainage systems or waterways by using earth, sand, “speedy-dry” or other non-flammable absorption material.
6. Notify the client representative.
7. Notify the site supervisor/account manager.
8. Follow all instructions from the site supervisor/account manager, client representative and the Fire Department.
9. Complete an Incident Report.
10. Notify the Whelan Security Office.

# Emergency Notification Numbers:

**FIRE** ... **911**



**POLICE** ... **911**



**AMBULANCE** ... **911**

General emergency numbers are provided below. Other Emergency contact numbers will be provided by either the client contact, the security shift supervisor on duty or Allied Management.

Police.....	9-911
Fire .....	9-911
Ambulance .....	9-911
PD (Non-Emergency).....	311
FD (Fire Control use).....	311

## Emergency client notifications

The following personnel should be notified immediately once an emergency or an incident involving the facility occurs.

- 1.
- 2.
- 3.
- 4.
- 5.

Whelan Management contacts in case of emergency

<u>Personnel:</u>	<u>Phone:</u>	<u>Cell:</u>
<b>General Manager - Gina Pruski</b>	<b>512-960-4029</b>	<b>512-626-6265</b>
<b>Client Service Manager - Bill Smiley</b>	<b>512-960-4029</b>	<b>512-364-3356</b>
<b>Region Vice President - Jack Serpas</b>	<b>713-977-0030</b>	<b>281-794-3810</b>
<b>Human Resources Manager - Laura Cox</b>	<b>512-960-4029</b>	<b>512-937-8332</b>

## Disciplinary Notice Form

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---

Employee Name: \_\_\_\_\_

Today's Date: \_\_\_\_\_

Branch Location: \_\_\_\_\_

Account Name: \_\_\_\_\_

---

---

Date of Occurrence: [Click here to enter a date.](#)

Specific Cause of Notice: [Choose an item.](#)

Reason for Notice: [Choose an item.](#)

Has employee been previously counseled? [Choose an item.](#)

Dates of Prior Counseling or Discipline:  
\_\_\_\_\_

---

***\*\*See Whelan Discipline Policy or Collective Bargaining Agreement (CBA) for progressive discipline process***

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***Situation Statement: Describe the problem or situation; Use dates, facts and times; List the policy violation.***

***Action to be Taken: Include such items as appropriate standards, training/additional assistance that will be provided, time frames, expectations of future behavior, consequences of further violations or failure to perform up to standards, etc.***

***Employee Remarks:***

**Acknowledgment:**

*I have read and understand this notice and have been given the opportunity to make appropriate remarks. I further understand that improvement must be immediate and sustained. Failure to take immediate corrective action may result in further disciplinary action, up to and including termination.*

---

Manager Signature

Date

---

Witness Signature

Date

---

Employee Signature

Date

# INCIDENT REPORT



REPORT NUMBER	DATE (MM/DD/YY)	TIME	hours
---------------	-----------------	------	-------

**SITE INFORMATION:**

PROPERTY NAME:			
ADDRESS:	CITY:	STATE:	

**INCIDENT TYPE:**

<input type="checkbox"/> Vehicle Accident	<input type="checkbox"/> Lost/Missing/Found Property	<input type="checkbox"/> Power Failure	<input type="checkbox"/> Police Assist
<input type="checkbox"/> Property/Equipment Damage	<input type="checkbox"/> Theft	<input type="checkbox"/> Spill/Leak	<input type="checkbox"/> Employee Complaint
<input type="checkbox"/> Fire Alarm	<input type="checkbox"/> Trespassing	<input type="checkbox"/> Employee Assist	<input type="checkbox"/> Visitor/Guest Complaint
<input type="checkbox"/> Vandalism	<input type="checkbox"/> Medical Emergency	<input type="checkbox"/> Visitor/Guest Assist	<input type="checkbox"/> Disorderly Conduct
<input type="checkbox"/> Other (please describe)			

**PERSONS INVOLVED (continue on another sheet if necessary)**

**Check One:**  Complainant  Owner  Witness  Victim  Suspect  N/A

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ M.I. \_\_\_\_\_  Tenant  Visitor  N/A

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Business Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

**Check One:**  Complainant  Owner  Witness  Victim  Suspect  N/A

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ M.I. \_\_\_\_\_  Tenant  Visitor  N/A

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Business Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

**SUSPECT DESCRIPTION: Approx Height \_\_\_\_\_ in Approx Weight \_\_\_\_\_ lbs Approx Age \_\_\_\_\_ yrs**

Race	Gender	Features	Hair
<input type="checkbox"/> Caucasian <input type="checkbox"/> Hispanic <input type="checkbox"/> African American <input type="checkbox"/> Other _____	<input type="checkbox"/> M <input type="checkbox"/> F	<input type="checkbox"/> Clean Shaven <input type="checkbox"/> Beard <input type="checkbox"/> Goatee <input type="checkbox"/> Mustache <input type="checkbox"/> R/X Glasses <input type="checkbox"/> Sunglasses <input type="checkbox"/> Hat	<input type="checkbox"/> Black <input type="checkbox"/> Brown <input type="checkbox"/> Blonde <input type="checkbox"/> Other _____
Clothing Description (type and color)	Jacket	Shirt	Pants
			Shoes

**VEHICLE DESCRIPTION**

Make: \_\_\_\_\_ Model: \_\_\_\_\_ Color: \_\_\_\_\_

Lic Plate: \_\_\_\_\_ State: \_\_\_\_\_ D.L. # \_\_\_\_\_ D.L. State \_\_\_\_\_

Insurance Company: \_\_\_\_\_ Policy # \_\_\_\_\_

**OTHER DETAILS:**

**Weather Conditions:**  Rain  Dry  Damp **Light/Visibility:**  Light  Dark  Fog  Other \_\_\_\_\_

**CCTV Coverage?**  Yes  No **Photo's Taken?**  Yes  No

**NOTIFICATIONS**

	NAME	DATE (MM/DD/YY)	TIME (hours)
<input type="checkbox"/> Property/General Manager	Name: _____	_____	_____
<input type="checkbox"/> Facility/Maintenance Manager	Name: _____	_____	_____
<input type="checkbox"/> Account/Site Security Manager	Name: _____	_____	_____
<input type="checkbox"/> Safety Manager	Name: _____	_____	_____
<input type="checkbox"/> Customer/Client	Name: _____	_____	_____

# INCIDENT REPORT



**NARRATIVE SECTION:**

*Officer should describe the details of the incident being as specific as possible.*

REPORTING OFFICER'S NAME (Print):

OFFICER SIGNATURE:

DATE (MM/DD/YY):





## **Purpose**

The purpose of this Policy is to communicate guidelines for responding to violations of Company policies and/or various performance problems. This policy is not intended to be all-inclusive, and the Company reserves the right to disregard the Progressive Discipline Policy as it deems necessary. Nothing in this Policy is intended to, nor does it, alter an employee's status as an at-will employee.

Whelan is committed to managing all employee performance deficiencies and misconduct in a consistent, timely, and equitable manner, free from emotional overtones or personality differences.

## **Policy**

It is the policy of Whelan Security ("Whelan") to ensure standards of fairness and impartiality in all matters regarding employee conduct. Whelan believes that by taking an aggressive, proactive approach using a combination of corrective counseling and progressive discipline, employees will be provided with specific feedback, timelines, and action plans for improvement.

For all discipline and/or termination decisions, it is important to consider the context of the situation within the realities of the law and Company policies. In other words, each act of adverse personnel action has within it the potential for legal proceedings.

## **Procedure**

Discipline is intended to be corrective in nature and to prevent any further occurrences, the disciplinary approach taken may vary at the Company's discretion on, among other things, the seriousness of the offense, the circumstances under which it occurs and job duties.

All behaviors that are subject to discipline will fall under three (3) main categories, unless the offense is deemed serious enough to warrant immediate dismissal:

1. Attendance
2. Rules, Regulations, & Policies
3. Job Performance

Within each category the progressive steps below are to be followed:

1. Verbal Warning
2. First Written Warning
3. Final Written Warning/Suspension
4. Termination

These steps, described in more detail below, should be used in a progressive manner within each

category, consistent with the severity of the policy violation and/or performance problem.

There are generally four issues that determine what step of progressive discipline is necessary:

1. the nature and seriousness of the infraction;
2. whether it is a first time or repeat offense;
3. past handling of similar disciplinary problems with other employees, and;
4. whether there are special circumstances impacting the level of needed response

In some cases, depending on the severity of the situation, progressive discipline may not be an option. In this event, the Branch Manager must consult the Director of Human Capital (Whelan Support Center), prior to taking action to terminate the employee.

All disciplinary conversations between an employee and the supervisor should take place in private with another Whelan supervisor present, when possible.

For each step in the progressive discipline process, documentation should be completed on the *Whelan Disciplinary Notice Form*. A signed copy should be provided to the employee as well as kept in the employee's personnel file. Every *Disciplinary Notice Form* should be filled out in its entirety including but not limited to; the date the form is issued, the specific basis or cause(s) of the disciplinary form, the action necessary to resolve the situation, etc.

It is imperative that the employee sign the disciplinary form acknowledging that the conversation occurred. If the employee disagrees with any writing on the form, the employee may note his/her remarks on the form. However, if the employee deliberately refuses to sign the disciplinary form, someone at the supervisor's level or higher, who can attest that the meeting took place, shall right "employee refused to sign." Note that the employee signature on the *Disciplinary Notice Form* does not indicate that the employee necessarily agrees with the feedback, only that the discussion took place and s/he had the opportunity to write comments.

An employee may choose to exercise the "Weingarten" right, which allows an employee to request the presence of a co-worker during an investigatory interview for which the employee reasonably believes may result in disciplinary action against them. According to the NLRB, employers are not required to inform employees of this right. If this right is invoked by an employee, stress to both employees that the "witness" is only there for observation and should not participate in the conversation.

## **Progressive Discipline Steps**

For those behaviors considered minor, or less serious, the first approach should be an informal, yet specific, counseling session. The counseling session should provide specific examples of how the employee's performance has not met expectations, as well as, outline actions the employee should take to correct the problem. All coaching and counseling sessions should be well documented and kept in the employee's personnel file.

When counseling sessions do not improve the employees' performance, more formal disciplinary action is needed.

**Verbal Warning:** Issued for the first infraction within each category and provides the opportunity for the supervisor to identify the problem, state the Company's expectations and explain the adverse consequences if not corrected. The supervisor should stress that further disciplinary action will result if the performance or behavior does not improve.

**Written Warning:** If the employee's performance or behavior does not improve, a written warning should follow. The supervisor should again state the purpose of the corrective action and inform the employee of the performance expectations and required changes. The supervisor should convey the seriousness in the written warning and explain the possible future steps if the performance or behavior does not improve.

**Final Warning:** A final warning will be given for the third violation and may be followed by suspension or termination. This warning provides the employee with a final opportunity to remedy the unacceptable performance or behavior.

**Suspension:** This step is typically applied when a situation presents itself that requires an investigation. The suspension is unpaid and should typically range from one to three scheduled work days. If the investigation reveals no wrong-doing, the employee will be paid for the lost time.

Before suspending an employee, prior approval must be received from the Whelan Support Center.

**Termination:** When all the above efforts fail, the final step in the progressive discipline process is termination. **No termination will commence without prior review and approval by Mark Porterfield and/or Jeff Weiss.** Before finalizing the decision to discharge an employee, a few questions should be asked; is there an employment agreement; is the decision the result of a fair, proper procedure (does the punishment fit the crime); have other employees who have committed the same offense also been terminated; is the employee a member of a protected class; will the documents in the personnel file support the action if legally challenged; and have we considered all alternatives? It is recommended that the Branch Manager have another "witness" in the room while the termination is being conducted. **Only Branch Managers have the authority to terminate employees after reviewing all documentation with the Whelan Support Center.**



**Tab 5 – Recruitment, Staffing & Retention Strategies**

Provide your proposed solution for recruiting, screening, staffing, and retaining Guard staff to accomplish the services indicated in the Scope of Work. Specifically include your company's:

- a. Recruitment Strategy for attracting employees that will perform the work described in the Scope of Work.
  - i. Describe your company's approach, plan, and process to recruit and source candidates. Include how your strategies will change as demand for services varies.
  - ii. Describe how your company will recruit diversified candidates.

As the incumbent provider for Austin Water and for a number of the Building Services locations, we are currently providing the personnel to fulfill the schedule provided. For new posts and to accommodate increases in coverage we have a detailed screening and hiring process that ensures that we hire the best applicants for the City of Austin.

Our customized plan for City of Austin will ensure that enough high-quality individuals are being recruited to allow for Whelan Security to keep all employee positions filled with industry-best talent. An Essential Functions Profile will be maintained on each security position at City of Austin. The Account Manager will submit a Personnel Requisition when positions come available with as much advance notice as possible. And even when we are fully staffed, we will never stop sourcing for high quality candidates to call when new positions arise. The recruiting process, though managed by human resources/personnel, is a team effort within the branch.

The mission of our Recruiting Plan is to recruit superior talent by marketing the benefits of working with Whelan Security and City of Austin to the right people through the utilization of the best recruiting resources. Simply stated, the mission is to continuously deliver the ***right person to the right position at the right time***. Our recruiting plan addresses the following questions:

***Who Are We Looking For?***

First, and foremost, there is a distinct difference between “hiring” and “selecting”. Our expectation is that we “select” applicants for employment at Whelan Security – rather than “hire” applicants simply because they applied for employment. We never hire to fill open posts – rather we “select” only the best employees that will help build our business and protect our reputation. Hiring employees is easy – selecting ONLY those employees that meet our applicant profile is much more difficult. Our chosen path is the difficult path.



Throughout the “selection” process, the goal is to be continuously hiring the best talent. Our goal is to fill every position at City of Austin with A-players and always maintaining strict discipline in our selection process.

The ideal Whelan Candidate:

- Is Dedicated, Disciplined, and Reliable
- Always presents himself/herself in a professional manner
- Is Respectful of others and has a Positive Attitude
- Shows good judgment in personal and professional life
- Is highly motivated to be successful and Results oriented
- Exhibits strong communication skills
- Is a team player with a customer-centric attitude

### **Security Officer Profile**

The Security Officer is assigned to City of Austin to perform services as set forth by contract. In addition to the applicant profile characteristics identified above, the following additional requirements must be met to be considered for employment:

- Must be 21 years of age, unless otherwise specified by branch
- Possess a High School Diploma or GED equivalent
- Successfully pass the HR interview
- Successfully complete a comprehensive background investigation, which includes submission to a criminal background check and drug screen
- Successfully complete the pre-screening checklist, language, spelling test, behavioral assessment
- Be able to meet state and local requirements for security licensing
- Successfully complete the required Whelan pre-employment training program
- Be Well Groomed and Comply with the Whelan Personal Appearance Guidelines



- Display a Positive Attitude
- Be Highly Motivated
- Be Results Oriented
- Strongly Believe In Our Core Values and To Our Company's Mission, "The Value of Performance."
- Must be a U.S. citizen, or a legal alien possessing appropriate work permit or visa.
- Must be fluent, orally and in writing in the English language.
- Must possess a valid driver's license and clean MVR (if motorized patrols are required).
- Must have the ability to successfully complete a written, validated examination indicative of their ability to understand and perform their assigned duties in an efficient manner consistent with company policy and all applicable laws.
- Must have been honorably discharged if served in a branch of the military service.
- Must provide a telephone number and have reliable transportation.
- Must possess the capacity to acquire a good working knowledge of all aspects of the job.
- Must have the ability to operate under stressful situations.

### **Supervisor Profile**

The Supervisor is responsible for directly supervising the activities of his/her personnel and ensuring that all Policies and Procedures are adhered to. The Supervisor is responsible for training and monitoring the performance of the Security Officers. In addition to all of the requirements of a Security Officer, the following additional requirements are recommended for a Supervisor position:

- 5 years of experience as a Security Officer or Law Enforcement and a minimum of 2 years in a supervisory role
- Possess excellent customer service skills
- Possess excellent verbal and written communications skills
- Possess excellent leadership and training skills
- Have a thorough knowledge of Post Policies and Procedures



- Be able to objectively evaluate personnel within their charge
- Good Management and Project Management skills

### **Account Manager Profile**

The Account Manager is responsible for all aspects of security, manpower needs, schedules, supplies/equipment, administrative functions, training, evaluations, supervision, accounting, and overall safety. The Account Manager is directly responsible to the client and to Whelan Management and is on call twenty-four hours a day, seven days a week. In addition to all of the requirements of Security Officer and Supervisor, the following requirements are recommended for a Project Manager:

- A minimum of two years Security Supervisor experience or three or more years of Supervisor/Management experience in a related field.
- Possess superior customer service skills
- Possess superior verbal and written communication skills
- Possess superior leadership and training skills
- Have a thorough knowledge of Post Policies and Procedures
- Be computer literate
- Possess superior administrative experience in payroll, scheduling, maintaining operational files, and writing policies and procedures

### **How to Attract the Best Candidates**

The quality, not quantity, of candidates is the focus of the recruiting plan. The standard recruiting tool has been classified advertisements with little time spent on maximizing the use of an employee referral program, or creating other recruiting sources. Our goal at Whelan is to develop and manage an employee referral program and to reach out and establish additional recruiting sources for City of Austin. The resources we use are as following:

### **Mass-Media & Social Media Advertising Strategy**

In today's hiring environment, it is of utmost importance to be adaptive to what works within our geographic area. In Austin, our targeted applicants are those who are actively looking for employment from online job search engines such as Indeed, Snagajob, ZipRecruiter and Craigslist. Currently, Indeed is our best recruiting source allowing us to not only advertise our open positions, but also allows our recruiting team to individually email selected resumes. Our company has invested in a corporate Indeed account which allows our local recruiting team to utilize every aspect of Indeed. Also, social media is a very effective tool for advertising our positions. We



regularly use Facebook and LinkedIn to communicate to applicants that we are recruiting. To ensure we are reaching a diverse variety of possible applicants, we continue to utilize local papers and Green Sheet as well.

### **Employment Branding & Employee Referral Program**

A long term recruiting strategy for Whelan Security is employment branding. What better way to represent your company than the actual officer in the field spreading your name? Getting the word out that the City of Austin is a great place to work through our officer is an effective tool in attracting talent.

The Whelan Employee Referral Program was designed to encourage Whelan employees to invest in the company by recommending and recruiting friends, family members, and even strangers. In general, candidates recommended by employees tend to be better qualified and employees familiar with the position will convey their experiences and feelings to others in a positive way. This speeds up the new employees' assimilation into the workplace and tends to foster quicker productivity. The bottom line is that employee referrals remain the best and most cost effective method for sourcing candidates

In order to provide the proper incentive to employees, we developed a monetary program. The standard referral bonus program calls for \$50 paid to the referring employee once the referred employee hits 90 days of employment. At the Austin branch, we often have additional incentive programs up to \$200 per referral.

### **Alumni & Former Applicants**

At Whelan, we hire less than 10% of the viable (qualified) candidates that apply for employment. Many of those not hired or interviewed in the past are great candidates for future openings. It is our job to continuously contact these former applicants in order to generate interest in future assignments.

In addition, many good employees resign for what they believe are greener pastures elsewhere. We will continuously contact these former employees (who left on acceptable terms with good work records) in order to generate interest in future assignments and let them know that we want them back on the Whelan Team and introduce them to the benefits of working at City of Austin.

### ***Other Recruiting Sources***

There are several different sources that we can utilize to recruit from by reaching into the local community surrounding City of Austin. Our recruiting team has built strong relationships with multiple locations of Workforce Solutions (the North, East, South & Killeen Centers). Furthermore, we take pride in being an employer of our Veterans. We continually participate in local Veteran Job Fairs. These job fairs have not only help us find high quality applicants for our City of Austin locations, but also helps our veterans, many of which are transitioning out from their time at Fort Hood.



- a. Staffing Strategy for obtaining employees that will perform the tasks described in the Scope of Work.
  - i. Describe your company's approach, plan, and process to interview, identify, and hire candidates. Include any testing and screening that candidates will perform before being offered employment.

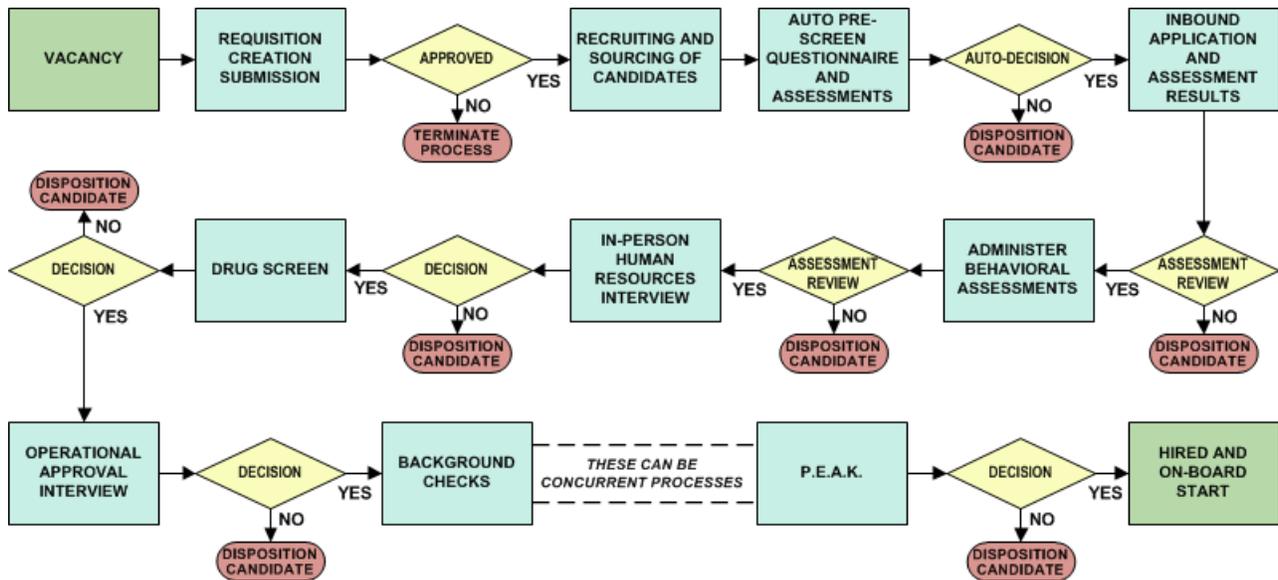
Whelan has developed a culture built around successful human capital management through the concept of “creating engaged employees.” In the book called *12: The Elements of Great Managing*, the author teaches that pay and benefits are certainly important factors, but there are 12 other management principles that a company and leader should adopt in order to create engaged employees. Research has shown that engaged employees are much less likely to turnover, much less likely to be late for work or call off from work, and much less likely to experience a workplace accident. At Whelan, we teach our managers the principles of this book, which include concepts such as praise and recognition, listening and responding to employees’ opinions, placing employees in a position where they can succeed, and creating career growth and opportunities. Through this management approach, we have been very successful in recruiting, attracting and retaining high quality personnel as evidenced by our high employee retention rates.

Beginning with our recruiting efforts to attract employees who are seeking careers all the way to the final background check, our selection process goes well beyond technical requirements. Every step of the way, our human resources processes are designed to ensure we employ only the best qualified individuals for your security program. Recognizing that successful personnel placement goes beyond maintaining a pool of talent, Whelan accurately matches the skills, attributes and traits of the officer with the skill requirements of the post to which they are assigned. The ultimate goal of our personnel selection process is “**matching the right people to the right environment.**”

If our people are truly our most valuable asset, then we must pursue high quality talent through a variety of sources. Attracting quality candidates is a critical component to providing high quality security staffing services. At Whelan, our diverse employee benefits packages, training and development programs and career progression opportunities allow us to garner talent that might not traditionally consider the contract security industry as a career. In order to attract qualified talent, Whelan has adopted technology to enhance our recruiting and qualification efforts. Applicant Tracking, Assessments, Pre-Employment Background Screening and On-Boarding are processed through our **Talent Management System (TMS)**.



This online system automates all job requisition postings via our career center at ([www.whelansecurity.com](http://www.whelansecurity.com)) or ([www.greatsecurityofficers.com](http://www.greatsecurityofficers.com)) as well as many online recruitment websites such as Monster and CareerBuilder. In addition, the TMS sources candidate capabilities via a series of pre-qualification questions, tracks applicant flow and hiring trends, and documents and reports EEOC data and Affirmative Action requirements. Please see our standard TMS workflow in the flow chart below, which is detailed on the next few pages in our 10-Star Screening Process.



The Talent Management System works in concert with other traditional recruiting methods to complete our extensive recruiting plan:

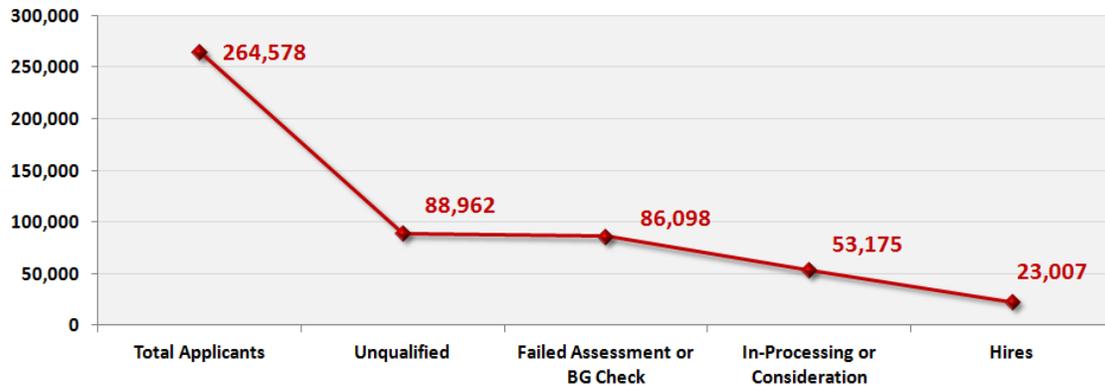
- Employee and Client Referrals
- Military and Veterans Groups
- Colleges, Technical Schools, and Churches
- Social Media and Newspaper Ads
- Job Fairs
- Direct Recruitment from Service Industries such as Restaurants, Retail and Hospitality





Whelan Security’s recruitment procedures have helped our Hiring Managers to be more effective, efficient and discerning in our employee selection process. Since the launch of the TMS in 2010, only 1 out of every 12 applicants was hired by Whelan out of over 260,000 applicants. Please see the graph below pulled directly from our Talent Management System in support of this data.

### APPLICANT RESULTS 2010 - 2015



### 10-Star Screening Process

At Whelan, we have benchmarked our employee selection process against the best in the security industry and identified the screening criteria that we believe best allows us to provide superior security personnel to our clients. Through the implementation of best practices and innovative solutions, Whelan has built an unrivaled employee selection and background screening platform that has the depth and breadth to satisfy the demanding needs of our customers. Whelan offers the comprehensive **10-Star Employee Screening Process**, which includes the following:

#### ★ **Basic Requirements, General Criteria & E-Verify**

After a jobseeker searches for and reviews a detailed requisition via our Career Center ([www.greatsecurityofficers.com](http://www.greatsecurityofficers.com)), they will be required to submit their Talent Profile. Once the profile is submitted, the jobseeker will be required to respond to an online pre-screening questionnaire that includes “knock-out” questions that will automatically screen the jobseeker out of the system if he or she doesn’t meet minimum qualifications. This pre-screening questionnaire assists the Hiring Manager to be more efficient by only focusing their energy on qualified applicants.

As part of the pre-screening questionnaire, candidates must meet age (21) and government eligibility requirements, including proper I-9 credentials (US Citizenship). Using information reported on an employee’s I-9 when they meet with a Hiring Manager, we utilize E-Verify (managed by the Department of Homeland Security in partnership with the Social Security Administration) to determine and confirm the eligibility of our new employees to work in the U.S.



Qualified or “screened-in” jobseekers are automatically invited to take initial assessment tests electronically through our Talent Acquisition and Assessment Center to pre-determine their scoring on a future proctored assessment test.

## **Assessment Testing (Aptitude and Behavioral)**

All candidates are administered a series of assessment tests through our Talent Acquisition and Testing Center. In total, we have over 1000 assessments at our disposal for client customization opportunities, but we have selected five core assessments that address a variety of aptitude and behavioral topics. The first three core assessments are aptitude tests and a part of the pre-screening process prior to meeting with a Hiring Manager, and the last two are behavioral tests that can be taken online or proctored in the office by the Hiring Manager.

### **Aptitude Tests**

The first three tests called “Prove-Its” are intended to evaluate applicant aptitudes in grammar and spelling, reading comprehension and customer service skills. These tests help measure general intelligence, cognitive ability and basic verbal skills. Research has proven that cognitive ability, objectively measured, is the single greatest predictor of job performance – for any position. All three tests must be passed in order to move forward in the process, after which the Hiring Manager will conduct an initial telephone interview (face to face if the candidate is in the office using our computer kiosks) prior to moving the candidate forward to the Behavioral Assessments.

### **Behavioral Assessments**

Predicting the performance of applicants in future work environments can be a challenging task. Upon completion of the three core aptitude tests and the telephone interview, the candidate is provided two behavioral assessments called “Selectors” that assist us in predicting overall job success. The first of the two behavioral assessments is called the **Counter Productivity Indicator (CPI)**. The CPI is designed to assess honesty, emotional maturity, propensity for violence, reliability and productivity. The second behavioral assessment called the **Service Associate Selector** also provides an individual profile of each candidate’s likely strengths and “soft spots” in the areas of experience, confidence, stability, agreeableness and conscientiousness.

Whelan’s Talent Acquisition and Testing Center has a broad range of proven performance-predicting questions designed to elicit responses that reveal candidate personality traits, biographical history, and problem solving ability. This data is then translated into a candidate profile of strengths and development needs.



### **3 Application, Interviews and Job Matching Assessment**

All candidates for employment must complete a detailed application and participate in a formal interview process. Initial conversations with candidates provide an opportunity to verify that they fit basic requirements as specified online (age, education, government eligibility, local licensing requirements, proper I-9 credentials, DD214 with honorable discharge if in U.S. military, proximity to accounts and scheduling flexibility).

Subsequent discussions including a **Structured Behavioral Interview** are extensive and include evaluations of appearance, attitude, demeanor, mental alertness, general intelligence, integrity, interpersonal communication skills, specific job-related qualifications, job knowledge and career objectives. The Structured Behavioral Interview has been created based on competencies required for job success as well as desired interview logistics. The competency-based items have scoring criteria to provide an objective way to rate candidates' interview responses.

*The next five background checks (Stars 4-8) are completed by a licensed 3<sup>rd</sup> party employment screening background check firm to ensure consistency, completeness and validity of information.*

### **4 Education Verification**

Candidates must possess a high school diploma, GED or equivalent, and certified diplomas or the equivalent proof of education prior to employment at Whelan.

### **5 Prior Employment References**

One of the most commonly falsified pieces of information is an applicant's employment history. At Whelan, a thorough investigation of previous employment going back ten years or the last three employers is conducted on all candidates considered for employment. Subjects investigated include absenteeism, tardiness, conduct, job performance, and reason for separation from previous employers. If an applicant has prior military experience, they are required to provide a copy of the DD214 indicating an honorable discharge.

### **6 Character References**

In addition, three character references are completed on each applicant to gain more knowledge of the candidate's integrity.

### **Social Security Number Trace & Validation**

The social security trace is a primary step in background screening and is almost universally the first search performed on job applicants in the United States. This trace acts as a measure of



applicant honesty, identifying and revealing names associated with a specific social security number as well as past and present addresses (residential history), which is essential to criminal and court record searches. The validation searches the Social Security Administration database to identify any irregularities that may exist with a social security number. The trace identifies all known addresses associated with a social security number and the validation determines if the social security number has been stolen or falsified.

### **8 Criminal Background Investigation & OFAC Prohibited Parties Search**

Candidates with records of felony convictions or misdemeanors (or nolo contendere plea) of a job-related or moral turpitude nature for a minimum seven-year period immediately preceding application are not suitable for employment with Whelan. Criminal background checks to the county level are completed on all candidates considered for employment with Whelan. All of our criminal background investigations are conducted by an industry-leading, employment screening company and all county criminal background checks are investigated in person at the county courthouse by a representative of our 3<sup>rd</sup> party background check firm.

Whelan's criminal background investigation also includes an OFAC federal database search to identify "prohibited parties." A prohibited party is defined as "specially designated nationals, terrorists, narcotics traffickers, blocked persons and vessels and parties subject to various economic sanctioned programs who are forbidden from conducting business in the United States, as well as entities subject to license requirements because of their proliferation of weapons of mass destruction." One of the common uses of this check is for Patriot Act compliance.

### **9 Drug Test**

As part of our commitment to a drug-free workplace, all candidates considered for employment must pass a chemical test and analysis for the detection of illegal use and/or abuse of controlled substances. In addition to pre-employment screening, testing is also conducted for reasonable suspicion, post accident and can be provided on an account specific basis where legally applicable as part of the company's Chemical Abuse Prevention Program.

### **10 P.E.A.K. Performer Program (Pre-Employment Assessment of Knowledge)**

Prior to final selection for employment with Whelan, the employee must complete the P.E.A.K. Performer Program (Pre-Employment Assessment of Knowledge). This program was developed in conjunction with a widely-respected national security training organization, and entails the completion and passing of 12 modules and tests to confirm the candidate's security aptitude and knowledge. Each test requires a passing score of 70. Please see the assessment modules below:



- Asset Protection & Security
- Human and Public Relations
- Report Writing
- Communications
- Patrols & Fixed Posts
- Physical Security & Crime Prevention
- Fire Protection & Life Safety
- Criminal Law & Criminal Liability
- Civil Law & Civil Liability
- Ethics, Deportment & Professional Conduct
- Investigations
- Emergency Situations

Once a candidate has been approved by Whelan’s Hiring and Training Managers as a qualified Whelan employee, the **final placement** is not completed until the CSM, Site Supervisor, Account Manager and/or client interviews and approves the candidate for assignment, and Welcome to Whelan Orientation including Customer Service, Safety and any other contractually required Specialized Site Training such as First Aid/CPR is completed.

- ii. Describe your company’s training plan to ensure that the knowledge, skills, and abilities are obtained to complete the work described in the Scope of Work. Include your company’s Training Manual for routine services, patrol services, crowd and event management. The City may request modifications to your company’s training plans and manuals and will have final approval.

The 10 Star Training below is part of our standard hiring process. After completing the standard 10 Star training program, our officers will receive mandatory site specific training.



**\*We have included a Training Overview which details the specific topics of instruction and also a customized training plan for the Waller Creek location as a sample of our detailed OJT training.**

## **10-Star Training Program (Whelan Academy of Professional Development)**

Whelan views training as one of the most critical elements of a successful security program and fundamental to the performance of professional security officers. Our training program is built around two key principles:

- Supporting our recruiting model of attracting career-minded individuals
- Utilizing technology to bolster our in-person training with interactive efficiency

Based on our focus upon these principles, we place a significant emphasis on employee development and progression.

Our **10-Star Training and Development Program** is provided through our **Whelan Academy of Professional Development** and managed through our **Learning Management System (LMS)**, which is an automated platform used for the administration, documentation, tracking and reporting of all of our training programs listed below. The LMS manages training and educational records, distributes courses over the internet, and automates record-keeping and employee registration. This technology is used to ensure that properly trained personnel are placed on jobs to meet all post-specific training requirements as well as to utilize the data as part of employee promotion decisions. Upon selection into our company, each employee is provided a unique password into the system, and can enter our eLearning Academy via [www.whelansecurity.com](http://www.whelansecurity.com) at any time, 24 hours a day, 365 days a year.

The 10-Star Training and Development Program provided through the Whelan Academy of Professional Development includes the following essentials, all of which are offered through a combination of classroom and on-site training, as well as interactive online learning tools and self-study modules.



### **Welcome to Whelan Orientation**

All candidates who have successfully completed and passed the P.E.A.K. modules (Star 10 of Employee Selection Process) will go through Welcome to Whelan Orientation prior to being sent to the job site to begin work. This orientation includes an overview of Whelan's history, business



philosophies and culture, Mission and Values, explains our policies, procedures and operating systems and details employee benefits. The orientation also includes the following:

- Safety Program
- First Aid/CPR/AED Training (based on client contract/pre-assignment or within 90 days)
- Customer Service Training

Our Customer Service Training includes the *Give 'em the Pickle* Program, a nationally recognized customer service training video that is utilized by the *Ritz-Carlton* for all of their service employees. Born out of this training is the Whelan Customer Service Challenge based upon the 3 Steps of Service taught by the *Ritz-Carlton*. This training teaches our security officers how to consistently deliver customer service in every interaction with tenants, guests, visitors and employees of our clients.

**Step 1:**            *Warm and Sincere Greeting*

**Step 2:**            *Fulfillment of Needs (including how to deliver unwelcome information based on Post Orders)*

**Step 3:**            *Fond Farewell*

The Warm and Sincere Greeting should always include a “good morning, afternoon or evening,” the Fulfillment of Needs should always include a “how can I help you today?” and the Fond Farewell should always include “have a great day or evening” and the words “my pleasure.” Our challenge to our security personnel is to deliver this customer service approach consistently with a smile, eye contact and confidence EVERY SINGLE TIME!

The content of this training can be delivered either through in person classroom training or interactive online technology in rural settings or stand-alone accounts.

## **On-the-Job Training (OJT)**

Once an employee completes our Welcome to Whelan Orientation, he or she begins their site specific on-the-job training if there is on-site training required beyond post order knowledge. On-the-job training programs are created at applicable client locations through the combined efforts of the client, the Whelan on-site manager (where applicable) and a branch staff member. This training is often administered by supervisory level personnel or a qualified training representative. Newly assigned personnel should be able to demonstrate an understanding of policies, procedures and job requirements upon their assignment at any facility or post. OJT training, where applicable, focuses on the site specific duties to be performed by security personnel assigned to the contract including any specific security concerns – and shall additionally include the following:



- Requirements and Duties of Post Assignment
- Performance of Special Assignments
- Emergency Procedures and Contacts
- Post Order Procedures and Processes – Post Specific

Remedial training will be conducted as necessary for those security personnel who demonstrate a lack of knowledge to adequately perform their assigned duties.

**\*See attached OJT sample and Inspection Checklist.**

### **Individual Quality Audits (IQA)**

A key component of training comprehension and retention of knowledge is a continuous education process. Whelan has developed 12 monthly topical training tests called IQA's which are designed to inspire ongoing understanding of critical concepts at each account. Where required and when utilized, IQA's are administered at the same time as personnel inspections are completed by Whelan site or branch level management. If requested by the client, the assessments can be customized to individual site locations. Remedial training will be conducted as necessary for those security personnel who demonstrate a lack of knowledge as evidenced through IQA results.

**\* See attached sample IQA.**

### **In-Service Training/Table-Top Exercises**

In-service training classes are provided on a contractual basis at client request. These classes and training programs can be delivered through traditional classroom instruction, table-top exercises or on-line coursework, and cover a variety of topics such as Emergency Preparedness, Active Shooter, Non-Violent Crisis Intervention, Advanced Customer Service, Workplace Safety, CFATS, CVI, OSHA 10 Safety Training, First Responder and Bloodborne Pathogens – to name a few. In addition to labor costs, some of these courses include additional course material costs as well.

The Advanced Customer Service module incorporates elements of customer service training from world-class service organizations such as Ritz-Carlton, Southwest Airlines, Disney, Lexus and Chick-fil-A. This course not only expands upon the concepts taught to all of our employees during the Welcome to Whelan Orientation (including *Give 'em the Pickle* video, Ritz Guest Satisfaction Measurements and 3 Steps of Consistent Service) but also provides customer service skills training from another highly acclaimed organization called Learning International.



## eLearning Basic Security Officer Learning Series

While Stars 2-4 of our 10-Star Training and Development Program are delivered as part of site specific training at various intervals at the job site, the Basic Security Officer Learning Series is the next level of employee development training beyond the Welcome to Whelan Orientation. This Learning Path consists of 10 online training modules available to our employees on a voluntary basis. Many of the topics in this series are similar to those assessed in the P.E.A.K. step of our selection process and serve to reinforce that information. All 10 modules of the Basic Series must be completed before moving onto the next stages of our Whelan Academy of Professional Development.

- Patrol and Observation
- Note Taking and Report Writing
- Importance of Documentation
- Safety
- Understanding Liability and Loss Prevention
- Public Relations and Communications
- Crisis Management
- Access Control
- Terrorism
- Legal Aspects of Private Security

## eLearning Intermediate Security Officer Learning Series

Upon completion of the Basic Security Officer Learning Series, our employees are invited to complete the Intermediate Security Officer Learning Series on a voluntary basis. This Learning Path consists of 9 online training modules. Many of the topics in this series are similar to those assessed in the P.E.A.K. step of our selection process and serve to reinforce that information. All nine modules of the Intermediate Series must be completed before moving onto the next stages of our Whelan Academy of Professional Development.

- Automated External Defibrillators
- Elevator Safety



- Facility Fire and Life Safety Systems
- Fire Life Safety and Building Evacuation
- Media Management
- Workplace Violence
- Bomb Threats
- Harassment
- Indicators of Terrorist Surveillance

Upon completion of both the Basic and Intermediate Learning Series, our employees receive access to our Advanced Continuing Education Learning Series. In addition, completion of both Basic and Intermediate Learning Paths is one of the considered qualifiers for promotion or potential assignment to a supervisory position within our company. If selected for a supervisory position, the employee will be required to complete the Supervisory Learning Path 1 that is detailed later in the program.

### eLearning Advanced Continuing Education Learning Series

Once an employee has completed both the Basic and Intermediate Learning Series, he or she is eligible to begin training in our Advanced Continuing Education Learning Series. This series provides our employees with free access to over 400 different online training modules covering nearly every topic relevant to the security field. Many of these modules were developed by a well-respected and industry leading interactive training organization called Critical Information Network (CINet).

We are happy to provide the titles of all 400+ online modules in this curriculum upon request, but have highlighted below the different Learning Paths that we have developed for our employees to complete. Unlike the Basic and Intermediate Series Learning Paths, these do not need to be completed in any particular order.

- Continuing Education Learning Path I: Advanced Customer Service
- Continuing Education Learning Path II: Advanced Security Procedures
- Continuing Education Learning Path III: Advanced Patrols and Fixed Posts
- Continuing Education Learning Path IV: Advanced Emergency Situations & Workplace Violence



- Continuing Education Learning Path V: Advanced Fire Protection and Life Safety
- Continuing Education Learning Path VI: Advanced Officer Safety and Survival
- Continuing Education Learning Path VII: Advanced Human and Public Relations
- Continuing Education Learning Path VIII: Advanced Investigations
- Continuing Education Learning Paths IX-X: Supervisory Learning Paths I and II

Upon completion of each Advanced Continuing Education Learning Path, our employees earn a Special Recognition Certificate. In addition, the completion of Learning Paths in this Advanced Continuing Education Learning Series can be tied directly to wage increases specific to a client contract.



### **eLearning Supervisory Learning Series**

The Advanced Continuing Education Learning Series includes two Supervisory Learning Paths. All Whelan employees moving into or hired for hourly Site Supervisor roles must complete the Supervisory Learning Path I online modules within the first 90 days on the job to remain in his or her supervisory role. These modules include:

#### **Supervisory Learning Path I**

- Principles of Leadership I
- Principles of Leadership II
- Effective Communications
- Employee Performance Evaluations
- Time Management
- Behavior and Motivation
- Counseling and Sexual Harassment
- Substance Abuse
- Discrimination and Affirmative Action
- Career Development Opportunities



Prior to moving into a higher-level position of salaried Project Manager (or Account Manager), an employee must complete both the Supervisory Learning Path I Series and the Supervisory Learning Path II modules. CSM's, NAM's and MSS's are also required to complete this learning path. These modules include:

### **Supervisory Learning Path II – Supervisory Excellence**

- Customer Service as a Security Function
- Emergency Preparedness and Crisis Management
- Handling Multiple Priorities
- Leadership Principles
- Professional Standards
- Security's Role in Reducing Business Risk
- Sexual Harassment
- Supervisor Communication



### **9 Management Training**

#### **Operations Leadership Academy**

Salaried employees who have completed the Supervisory Learning Path I and II will be given the opportunity to participate in the Operations Leadership Academy and internal certification process. This course takes a deeper dive into topics such as leadership, transactional customer service, relational customer service, employee engagement, interviewing, employee discipline, training, safety, scheduling, post order development, KPI reporting, personnel inspections and value-added services. Salaried Project Managers (Account Managers), CSM's, NAM's and MSS's are provided this training and internally certified upon completion.

#### **GM Leadership Academy**

General Managers and RVP's complete an expanded version of the Operations Leadership Academy that also includes elements of sales, human resources and financial training.



 **Specialized Training**

Whelan’s training curriculum offered through our Whelan Academy of Professional Development provides courses and on-line modules that can be relevant to any vertical market segment that we serve, including Commercial Real Estate, Manufacturing/Industrial, Residential, Critical Infrastructure, Healthcare, Education and more. In direct alignment with our company value of “flexibility,” we work with our clients to select specialized training curriculum that is most relevant to each client site and industry, as opposed to a “one-size-fits-all” vertical market program.

b. Retention Strategy for keeping employees that will perform the services described in the Scope of Work.

i. Describe your company's retention, diversity, and team goals.

*We realize that the retention of qualified incumbents will be critical to continuously delivering a high level of service over the term of the contract. If awarded the contract we expect to retain most if not all of the current staff as they will receive an increase in pay to the current Living Wage. In addition, we intend to pay more than the minimum Living Wage to approximately 60% of the Austin Water staff and approximately 40% of the overall staff at all locations combined.*

*As required by contract, the minimum wage will be \$13.50/hour. For Austin Water, please see the wage structure below.*

*Security Officer I = \$13.50  
Security Officer II = \$13.75  
Security Officer III = \$14.00*

*For other departments please see the wage structure below.*

*Security Officer I = \$13.50  
Supervisor/Lead Officer = \$14.50*

*As an incentive for continued performance, we intend to conduct evaluations of every officer and offer a merit based pay raise upon the anniversary of the contract.*

**\* We have attached a sample officer evaluation for review.**



Our team goal is to live up to our **10-Star Core Values**. When we meet each of the core values then we will always be able to meet our officer's and client's expectations through immediate and honest communication.

**“The people of Whelan Security are good, moral men and women of honor and integrity who understand the difference between right and wrong. Integrity carries beyond the business environment into our homes and the people with whom we choose to associate. If we have nothing else, we have our integrity. Those without it are not welcome.”**

Our 10-Star Core Values that guide us:

 **1 Truth-Telling** – By being transparent and candid, we earn credibility and respect

 **2 Promise-Keeping** – We are committed to keeping our promises

 **3 Respect** – We are considerate, courteous and attentive to our employees, clients and vendors

 **4 Loyalty** – Our internal and external associates can count on our allegiance and dependability

 **5 Empowerment** – We believe in and trust our well-trained employees and hold them accountable for their actions

 **6 Discipline** – Driven by a culture of discipline, we will provide consistent, high quality services

 **7 Leadership** – Through innovation, foresight and initiative, we will remain an industry leader and expect employees to lead by example

 **8 Flexibility** – We will offer unique services to each client by always remaining agile



**9 Quality Assurance** – We are passionate about quality and measuring the results of our performance

**10 Results** – We hold ourselves accountable to achieve results for our clients, employees and ownership

### Mission and Values Card

In order to emphasize the importance of our mission and values to our employees and clients, we require all security officers, supervisors, managers and owners to carry a Mission and Values Card with them at all times while on duty, and preferably at all times in general. This card contains information about both the mission and values, how to apply these principles in our everyday working environments, how to work together based on these philosophies and how to provide the best value to our external customers – you!

The card also contains the information about our call-in automated timekeeping system, which is the mechanism through which are employees are paid. The Mission and Values Card is a mandatory part of our standard uniform, and is discussed during every employee inspection, every training class and every internal meeting.



- ii. Describe your company's approach to building strong employee relationships, morale, and long-term career trajectories. Describe what approach your company will utilize to collect job satisfaction, morale, and development information.



In an industry that doesn't value front-line employees, Whelan views our employees as our most important asset and sustainable competitive advantage. "Respect," "loyalty," and "empowerment" are 3 of our 10 core values because we proudly acknowledge that our product is people. We support and equip our people through a management culture of servant leadership and faith in the inverted organizational chart, through which front-line employees are at the top of the chart, and all supervisors, managers and executives support UP to the most important person – the security officer. We believe that true success and world-class customer service is achieved and delivered through highly engaged employees who represent Whelan and our clients more professionally than security personnel in other companies. Research shows that engaged employees are 27% less likely to miss work, 51% less likely to turnover, 62% less likely to have a workplace accident and significantly more likely to deliver great customer service.

We also believe it is important to know how our current officers feel about their place of work. We are continually taking the pulse of our current officer staff to ensure we are providing them everything they need. Our current Human Resource department will personally reach out to newly placed officers to ensure they feel confident about their training and are happy with their new job site. Furthermore, officers are given the opportunity to anonymously provide feedback to our branch office through New Hire and Exit Surveys. They are managed through our Corporate HR department and results are then given to the local team to ensure we are doing everything possible to improve our onboarding/ training process or basic work environment. ***Also, our Corporate HR department will facilitate two annual opinion surveys to all current officers. This is once again anonymous and provides our current officers an opportunity to not only rate us but also allows for written comments. Overall, in both these surveys, our local branch office rates very high on our accessibility to our officers and their willingness to refer other people to our employment.***

At Whelan, our employee-centric culture makes the big difference but we also recognize that our core service delivery programs of employee selection and development are key components to creating engaged employees. Our 10-Star Screening Process administered through our Talent Management System is among the most rigorous and stringent in the industry. It is not easy to get a job with Whelan for a reason. Our 10-Star Training Program delivered through our Whelan Academy of Professional Development is thorough and comprehensive. From employee recognition programs to employee opinion surveys to internal advancement opportunities to our Learning Management System, all of our programs are designed to create engaged employees. In support of this hallmark, industry-wide buyers in the IOMA Benchmark Report rated employee background checks and stability of personnel as the 2<sup>nd</sup> and 3<sup>rd</sup> most critical issues, while the surveys of our clients indicated that professionalism and quality of personnel is the 2<sup>nd</sup> most critical area to them.



What does this mean to our customers?

- Servant leadership from Whelan management to our security personnel
- Highly motivated and qualified site security personnel
- Confidence in the integrity of our hiring and training processes

Great internal and external customer service!

In support of our employee-centric culture designed around the concept of creating “engaged” employees, Whelan has always prescribed the theory of the inverted organizational chart where management supports “up the line” to our most important asset, the security officer.



iii. Describe your company’s incentive, recognition, and longevity programs for employees. Outline your firm’s plan for retention through financial incentives, including bonuses, merit raises and other increases to employee pay rates. Provide the percentage increases anticipated as available to your employees by year for the term of this Contract.

iv. Describe your company’s development program for employees.



During our tenure at Austin Water we have recognized 21 officers through our Officer of the Month program and our Making a Difference Award. In addition to being recognized with our client and their peers, they are provided with a monetary gift as well. We will create a special Officer of the Month Award just for the City of Austin contract.

As required by contract, the minimum wage will be \$13.50/hour. For Austin Water, please see the wage structure below.

Security Officer I = \$13.50  
 Security Officer II = \$13.75  
 Security Officer III = \$14.00

For other departments please see the wage structure below.

Security Officer I = \$13.50  
 Supervisor/Lead Officer = \$14.50

As mentioned earlier, as an incentive for continued performance, we intend to conduct evaluations of every officer and offer a merit based pay raise of about 2% upon the anniversary of the contract.

In addition to a higher wage, Whelan is proud to offer the following **10-Star Fringe Benefits Package**. Below is a list of standard benefits and incentives we offer.

 **Major Medical Insurance**

Whelan offers three major medical insurance options as well as an MVP option from which our clients can select. Each of these plans meets current Affordable Care Act requirements of qualified, affordable, uncapped plans. Each of these major medical plans includes four tier levels of employee, employee plus child, employee plus spouse or family.

Costs can either be absorbed into the billing rate or direct billed per participant as incurred – see Rate Section for more details. We will be happy to provide full plan details upon request. Basic features are included below:

Features	Major Medical – UHC Base	Major Medical – UHC Buy-Up	Major Medical – UHC Premium	Minimum Value Plan
<b>Deductible</b>	\$1500	\$500	\$600	\$5000
<b>Coinsurance</b>	70%	70%	80%	60%
<b>Doctor Visit Co-Pay</b>	\$0 Preventative or \$30 Non-Preventative	\$0 Preventative or \$25 Non-Preventative	\$0 Preventative or \$20 Non-Preventative	\$0 Preventative or 60% covered after Deductible
<b>Specialist Co-Pay</b>	\$60	\$50	\$40	60% covered after Deductible
<b>Hospitalization</b>	70% covered after	70% covered after	80% covered after	60% covered



	Deductible	Deductible	Deductible	after Deductible
<b>Emergency Co-Pay</b>	\$250	\$200	\$250	60% covered after Deductible
<b>Prescription Co-Pay</b>	\$15/40/75	\$10/35/70	\$10/30/60	Deductible + \$10/35/60
<b>Out of Pocket Max</b>	\$5000	\$5000	\$4500	\$5400
<b>Maximum Benefit</b>	Unlimited	Unlimited	Unlimited	Unlimited

### **2 Minimum Essential Coverage/Limited Medical Health Insurance**

Whelan offers a Limited Medical plan that meets the employee mandate of the ACA Minimum Essential Coverage (but doesn't meet the employer mandate). Employees who are offered the MVP plan described above are also eligible for this plan. This plan provides cost-effective benefit options that satisfy the basic needs of our employees. These limited medical indemnity plans are not intended to replace or become an alternative to a comprehensive major medical plan but they do include 100% coverage (in-network) for preventative benefits. We will be happy to provide more information on the Minimum Essential/Limited Medical Plan upon request.

### **3 Voluntary Supplemental Benefits**

Additional voluntary supplemental insurance plans are offered to all of our employees:

- Dental Insurance
- Vision Insurance
- Short-Term Disability
- Accident/Critical Illness Indemnity
- Cancer Insurance
- Life Insurance (Term and Whole Life)
- Legal Access Plans (Identity Theft, Family Legal Protection, LegalGuard Plan)

### **4 Whelan Branded Uniforms**

High quality and branded uniforms are provided to all Whelan personnel. Primary "military style" and "soft-look" uniforms are pictured below. Other styles can include "corporate look" and "casual style." Some contracts include cleaning and maintenance of uniforms.



### 401(k) Plan

Whelan is proud to offer a comprehensive 401(k) Retirement and Savings Plan. All employees age twenty-one or older are eligible to participate after ninety days of employment. Employees may contribute on a pre-tax basis up to 90% of eligible earnings. A discretionary match is provided by the company in accordance with company performance.

Unlike most companies with few investment options, Whelan Security's 401(k) offers a broad range of investment options from leading money managers. In addition to individual funds, employees can now also select portfolio allocator models that range from lower risk and reward potential to higher risk and reward potential. This new asset allocation program is designed to help participants optimize their investment.

### Paid Vacations & Holidays

Unless otherwise specified by contract or Collective Bargaining Agreement, our vacation policy for full-time officers allows for one week after one year, two weeks after five years and three weeks after ten years of service. This policy may be amended to comply with the vacation policy of a client. Incumbent personnel retain seniority with respect to vacation benefits. We dispense vacation pay on the employee's anniversary date so that they are receiving their money as soon as they have earned it, allowing the employee to utilize it however and whenever they see fit.

Unless otherwise specified by contract or Collective Bargaining Agreement, employees working holidays are paid time and a half wages for the following six major holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas. Other holidays can be included at client request.



### **Cash Pay Card/Direct Deposit**

As an alternative to traditional paychecks, Whelan offers direct deposit to all employees who have checking and savings accounts. However, since many employees do not have bank accounts, Whelan has developed a cash pay card, called the ADP TotalPay Card, which combines the benefits of direct deposit with the convenience of ATM credit and debit cards. Employees using the cash pay cards do not need bank accounts and there are no credit checks. The participants can use the debit card to withdraw money at virtually any ATM and purchase products at any retail store.

### **Anonymous Employee Hotline (ReportLine)**

Whelan has established an Employee Ethics and Compliance ReportLine. The ReportLine is available to accept reports or complaints 24 hours a day, 7 days a week. The employee may choose to make a call or web-based report anonymously; however, providing their name will allow a more direct and personal investigation and response. The sole purpose of the ReportLine is to provide a direct link for the employee to report any ethics, compliance, or policy concerns to the appropriate person so that the issue can be promptly escalated and resolved.

All reports through Whelan's ReportLine are automatically logged in Whelan's web-based Case Management system which allows us to document all activities in a single, centralized database. The Case Management System allows Whelan officials to oversee investigations, manage workflow and track trends across the organization. It also provides us with a history of all investigations – from initial notification through final resolution.

### **Employee Assistance Program (EAP)**

In an effort to help employees balance work, life and family, Whelan offers a no-cost, confidential employee assistance program for employees and their family members. The program provides support, guidance, and resources for issues related to education, lifestyle, wellness and fitness, dependent care, legal and financial and working smarter. The plan features include unlimited phone consultations with an EAP Counselor available 24/7, referrals to local counselors with up to three sessions at no charge, state-of-the-art website featuring planning tools, and free consultations with financial and legal professionals – plus discounts on legal services. Additional resources can be found on the interactive website.

### **Employee Recognition Program**

Whelan has developed an Employee Recognition Program in acknowledgment of our security officers, supervisors and managers for outstanding performance and loyalty to the organization. The program includes but is not limited to the following elements:



### ***“Values” Employee Magazine***

This is a high-quality professionally developed employee magazine that is mailed to all of our employees (and clients). Features include employee stories, client profiles, ownership reports and highlights of employee programs, as well as public recognition and praise for the employees receiving many of the awards listed below.

### ***“A Salute to Excellence” Newsletter***

We distribute an electronic newsletter to all of our employees recognizing and praising significant employee accomplishments that occurred during the previous quarter.

### ***Shining Star Awards***

- **Officer of the Month** (Specifically for City of Austin)
- **Officer of the Year** (Distributed at each Branch/Strategic Account and Company-Wide)
- **James T. Whelan Award** – The Founder’s Award recognizes employees who have exemplified the Whelan ideals and core values over an extended period of employment

### ***Making a Difference Awards***

This special award recognizes employees for “above and beyond” behavior that truly exemplifies positive customer service attributes and/or performance.

### ***Employee Longevity Program***

We celebrate employee tenure at 1, 3, 5, 10, 15, 20, 25, 30, etc. years of service with certificates, gifts and public recognition from management.

### ***Safety Suggestion Awards***

Discretionary awards are given to employees that submit safety suggestions which help reduce the risk of injury at client facilities.

### ***Account-Based Recognition Programs***

Many accounts have customized recognition programs that reward employees for exceeding account-specific objectives.

### ***Special Awards***

We recognize employees who distinguish themselves through exceptional performance of duty or who demonstrate courage, and we celebrate outstanding performance, teamwork, and perfect attendance.

### ***Referral Bonuses***

Monetary awards are provided to employees that refer new employees and/or new accounts to Whelan.



- v. Include a sample of the retention and success metrics your company will utilize to measure your company's recruitment, staffing, and retention performance.

We utilize our Truth Report to effectively measure performance on a number of critical deliverables. A more comprehensive overview of the entire Truth Report is provided in Tab 4 but the one snapshot contained here specifically addresses retention of personnel. Our goal is a minimum Truth Report score of 4.

Employee retention is probably the most critical success factor of any contract. While this issue is a direct result of many of the actions in the other categories, it is very important that our management activities result in a high level of employee retention, in order to ensure consistency of service to our customers. This score is derived based on the retention percentages of staff from the beginning of the month to the end of the month.

Score	Employee Retention
5	95%
4	90%
3	85%
2	80%
1	Less than 80%

- vi. Include your company's retention and turnover rates for the last three years. Explain any counter measures or solutions your company has implemented to combat turnover. Explain the primary cause of any high turnover percentages.

Over the past three years as the unemployment rate dropped our turnover rate has increased. As a result, we have become much more aggressive and creative in all of our recruiting activities. While it has been a challenge recently to recruit quality applicants given the current City Living Wage of \$11.40/hr we still have been able to ensure that we are able to staff 100% of the contracted positions. Please note that the information below is for our company and that our turnover rate is still among the lowest in the industry.

Year	Turnover %
2015	73.7%
2014	61.7%
2013	53.9%



At Austin Water, 71% of our staff has been with us for over 2 years and we expect this number will continue to rise with this new contract. All of these officers currently receive a week of paid vacation and all full time officers will receive two weeks of vacation on their 5<sup>th</sup> year anniversary. In addition, any officer that is currently enrolled in our healthcare plan will retain their benefits with no lapse in coverage.

Yrs on City Water Account with Whelan	Employee Retention
4-5 yrs	17%
3-4 yrs	17%
2-3 yrs	37%

vii. Include the size and composition of your company's current workforce, and any predictable changes to this workforce (such as retirement and promotions). Describe your staffing plan if current workforce enhancements are needed to fulfill the services required under the Scope of Work.

Whelan employs over 7,000 employees and currently we have approximately 100 officers in the Austin area. We don't anticipate any changes to our area management team. As the incumbent provider for all of Austin Water and a number of the other City locations we are currently staffing all shifts on a daily basis including the on call work for City Hall and the Municipal Building. Since we are fully capable of providing the staffing required by this contract we don't anticipate needing additional enhancements, however we remain fully committed to investing in more infrastructure as we have done in the past.

# INSPECTION CHECKLIST



## EMPLOYEE INFORMATION:

NAME:		EMPLOYEE'S SUPERVISOR:	
START DATE:		POSITION:	LOCATION:

## GENERAL COMPLIANCE

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Does the employee have a valid security license and proper identification?
<input type="checkbox"/> Yes	<input type="checkbox"/> No		Does the employee know where the Whelan Employment Handbook is located?
<input type="checkbox"/> Yes	<input type="checkbox"/> No		Is a safe workplace being maintained?*

## APPRAISAL RATINGS

## RATING

RATING CATEGORY	5	4	3	2	1
Knowledge of Mission and Values Card (automatic score of "1" if no card in possession)	<input type="checkbox"/>				
Quality of Uniform Appearance	<input type="checkbox"/>				
Quality of Grooming Standards	<input type="checkbox"/>				
Knowledge of Site					
Knowledge of Post Orders					
Cleanliness of Workspace	<input type="checkbox"/>				
Quality of Reports	<input type="checkbox"/>				
Attitude and Demeanor	<input type="checkbox"/>				
Customer Service Skills	<input type="checkbox"/>				
Knowledge of Equipment					
General Job Satisfaction (must enter their reason in the comments section)	<input type="checkbox"/>				
<b>OVERALL AVERAGE SCORE (this is the score that will be entered on the Truth Report)</b>					
<b>SCORING MATRIX: 5=Excellent 4=Very Good 3=Good 2=Average 1=Below Average</b>					

## Training

What training/ did you conduct with the Security Officer?	

## OFFICER FEEDBACK/INPUT

Are there any areas of your job function which you do not fully understand?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Do you feel you are in need of any additional training?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Do you have any comments, concerns or recommendations?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

## COMMENTS


EMPLOYEE SIGNATURE:	TIME:	DATE:
SUPERVISOR SIGNATURE:	TIME:	DATE:



## WALLER CREEK TRAINING FORM

SECURITY OFFICER'S NAME:

Training Item	Date	Trainer's Initials	Trainees Initials
<p><b><u>Starting Your Shift</u></b></p> <p>The first thing you need to do when you start your shift is clock in through our Team Time feature.</p> <ul style="list-style-type: none"> <li>• 1-800-961-7029</li> <li>• Job #: 1486</li> </ul> <p><b><u>Pass Downs</u></b></p> <p>You need to receive the off duty Officers Pass Down information from the shift prior to yours. Ensure you understand their Pass Down fully.</p> <p><b><u>Proper Relief</u></b></p> <p>Monday thru Friday both 3<sup>rd</sup> Shift Officers must remain on post until all three (3) 1<sup>st</sup> Shift Officers arrive. No exceptions. This is to ensure there are no open posts.</p>			
<p><b><u>Customer Service</u></b></p> <p>The Whelan Customer Service Challenge is based upon the 3 steps of Service as taught by The Ritz-Carlton. This philosophy teaches you how to consistently deliver exceptional customer service in every interaction with tenants, guest, visitors and employees of our clients.</p> <ul style="list-style-type: none"> <li>• <b>Step 1: Warm and Sincere Greeting</b> <ul style="list-style-type: none"> <li>○ Ensure the candidate understand a warm and sincere greeting should always include a “Good Morning, good afternoon or good evening. Always look the individual in eye and acknowledge their presence with a warm smile.</li> </ul> </li> <li>• <b>Step 2: Fulfillment of Needs</b> <ul style="list-style-type: none"> <li>○ If the individual approaches with a question or request, use the phrase “How can I help you today?” If you must deliver unwelcome information based on property rules, address it in a kind and patient manner.</li> </ul> </li> </ul>			



## WALLER CREEK TRAINING FORM

<ul style="list-style-type: none"><li>• <b>Step 3: Fond Farewell</b><ul style="list-style-type: none"><li>○ At the completion of all interaction. Be sure to give those with whom you are interacting with a fond farewell by saying, “Have a great day or evening” and respond to expressions of gratitude with, “My pleasure”.</li></ul></li></ul>			
<p><b><u>Attention to Duties</u></b></p> <p>Complete attention to the protection of a client’s property is necessary for the most efficient performance of security work. Your duties include much more than patrolling a post, standing Fire Watch, etc. We expect you to take an interest in the job.</p> <ul style="list-style-type: none"><li>• As a security officer you must pay full attention to your duties. The reading of books or newspapers, or any other form of diversions, is prohibited while on duty. Other forms of diversions are also not allowed<ul style="list-style-type: none"><li>○ Watching Television</li><li>○ Radios and Ipods</li></ul></li></ul> <p><b>THINK SECURITY-THINK PROTECTION-THINK PREVENTION</b></p>			
<p><b><u>Following Instructions</u></b></p> <p>As a security officer you will receive instruction for the carrying out of your duties from you Manager or higher. It is absolutely essential that you obey these instructions even though you may not like them.</p> <p>If the client tasks you with something that is not in the Post Orders, let them know you will take care of their needs, then call your Client Service Manager for guidance.</p>			
<p><b><u>Client Rules</u></b></p> <p>Security Officers/Supervisors must be familiar with all rules and regulations governing personnel on client’s premises. Ensure you read and understand the Post Orders as it pertains to your site.</p>			
<p><b><u>Telephone/Cell Phone</u></b></p> <p>The site telephone is to be used only for matters related to the performance of your duties as a security officer. No personal or long distance calls are to be made from the post.</p>			



## WALLER CREEK TRAINING FORM

<p>The Security Officer on duty is expected to answer the AWU phones at all times.</p> <ul style="list-style-type: none"> <li>• Answer all calls as promptly as possible and never any later than the second ring.</li> <li>• Give the name of the client and say,             <ul style="list-style-type: none"> <li>• “Good Morning (or Afternoon), (Client Name) Security, May I help you?”</li> </ul> </li> <li>• Always make sure to have a pad and pen to take notes or messages as required.</li> <li>• Personal cell phone usage must be limited to lunch and breaks, in the designated break area, not at your post.</li> </ul>			
<p><b><u>Use of Whelan and Client Equipment</u></b></p> <p>Unless authorized by your manager or contractually required, the personal use of any equipment or facilities owned by any client or Whelan Security is strictly prohibited. This includes, but is not limited to the following:</p> <ul style="list-style-type: none"> <li>• Vehicles</li> <li>• Telephones</li> <li>• Computers</li> <li>• Office areas</li> </ul> <p>You have access to the COA Computers for viewing cameras, checking your COA emails only. At no time are you to use the COA Computers for the following:</p> <ul style="list-style-type: none"> <li>• Checking Social Media sites</li> <li>• Checking your personal email</li> <li>• Any other task that does not involve our duties at Waller</li> </ul> <p>Use of personal Equipment is not authorized, this includes but is not limited to the following:</p> <ul style="list-style-type: none"> <li>• Cell phones</li> <li>• Tablets / Ipads</li> <li>• Computers/Laptops</li> <li>• Smart Watches</li> <li>• Ipod/headphones/earbuds</li> </ul>			



## WALLER CREEK TRAINING FORM

### TAPS

TAPS is on the 2<sup>nd</sup> Floor Suite 200, they service visitors who need any of the following permits:

- Fire Hydrant
- Dillo Dirt
- Liquid Waste Haulers
- Manifest Books
- Bulk Water

TAPS is open:

Monday, Wednesday – Friday

- 0800-1130
- 1300-1330

When you have a visitor on site for the TAPS Office, you must ask them what they are there for and then place a phone call to the TAPS Office notifying them about the visitor.

(512) 972 – 0000

Tuesday Taps is closed except for those visitors who are coming for the following:

- Dillo Dirt
- Liquid Waste Haulers
- Manifest Books
- Fire Hydrants
- Bulk Water

**\*Only send the visitor up to TAPS after you have talked to someone at TAPS and they granted access.**

There is another TAPS location at Barton Springs, their hours of operations are:

Monday – Friday

- 0800-1100
- 1300-1400

(512) 974 – 8734

### CCTV Camera Review

The Waller Creek Lobby Desk has monitors that show the different CCTV cameras on site. These are here for you to be able to scan the property during slow times and enables you to view potential violations.



## WALLER CREEK TRAINING FORM

Whenever you are not checking someone in/out you should be using your spare time to review the cameras and update your Daily Activity Reports.

If you are viewing the cameras and see something suspicious, you should call the Waller Creek Roving Officer on the radio and pass on the information for them to investigate.

Anytime you dispatch the Roving Officer, you must complete a Daily Activity Report entry detailing what you saw and your course of action. If the situation warrants an Incident Report, this will be accomplished by the Security Officer that was dispatched to the scene.

### **Daily Activity Reporting**

A Daily Activity Report is used to log anything and everything you did during your tour of duty. Below are some examples of when you need to provide a DAR entry:

- Start of Shift
- Pass Down Information
- Restroom/Lunch Breaks (Time left/Time returned)
- Who relieved you for these breaks
- Any tasks that you completed
- Dispatching of Officers
- Anything out of the ordinary scope of your normal shift
- End of Shift

You will not be able to utilize the WhelanView Reporting system until you have access to the COA Computers. Until you get that access, you are required to fill out a paper Daily Activity Report for each of your shifts.

### **Speed Gate Operations**

The Speed Gates at Waller are badge access, if someone enters through them without badging in, the alarm will sound, therefore it is important for you to pay attention to who is entering the gates with/without a badge at all times.

### **Visitor/Contractor Log Books**

Every section of these logs has to be filled out completely before you issue the Visitor/Contractor a badge



## WALLER CREEK TRAINING FORM

### Visitors

All Visitors on site must have a contractor or visitor badge. There is a log maintained at the Lobby Desk for this purpose.

All Visitors must have a sponsor in order to go past the speed gates. With that, they must know who they are there to see and you must place a phone call to that individual and see if they are ready to meet with the visitor. **(Never send someone past the speed gates without verifying with their sponsor)**

A Visitor will not be able to use the badge at the speed gate, so you will have to use the access button located at the Lobby Desk to grant them access without setting off the alarm.

- Push Left Button for access to the left speed gate
- Push Right Button for access to the right speed gate

If at any time the speed gate sounds an access alarm, you must have the individual turn around and badge again. Doing so will help you determine if their badge is on restricted access, suspended or if the Employee is on a BOLO.

### Badge Inventories

Every shift is at the Lobby Desk is required to complete a Badge Inventory. This allows us to keep track of every badge issued, returned, and missing. These are to be completed and turned into the Lead Officer at the following times:

- 0730 Monday thru Friday

### BOLO'S

City of Austin Human Resources are in charge of issuing BOLO's (Be On The Lookout). They will bring the form down to the Lobby Desk with all of the details on the individual.

- Name
- Site Assigned to
- Termination/Suspension/Return to work

If you are working a post and someone with a BOLO enters the site, you are to instruct them that they are not allowed on site and that they have to leave.

If the individual says that they are there to meet with Human Resources, you should call the HR team and receive confirmation before issuing them a badge. In most cases the HR team will come down and escort the individual into the building.



## WALLER CREEK TRAINING FORM

BOLO's can also be found in WhelanView under the Documents section.

In many cases, the Driving Patrol Officer will come by Waller Creek to pick up copies of the BOLO to bring to the other COA sites. Please ensure there are at least 5 copies ready for this.

**\*Reminder, never leave a BOLO out in the open for the public to view. These are confidential documents of Austin Water Utility. BOLOS must be stored in the BOLO box located at the Lobby Desk.**

### After-Hours Patrol

On Saturdays and Sundays the Lobby Desk Officer is supposed to make continuous patrols of the property. These areas are lined out below.

Monday thru Friday's you are not to start the continuous patrols until 1800 Hours.

#### Patrol Areas

- Each floor of the building
- Roof Access and Penthouse (10<sup>th</sup> Floor)
- Surrounding Grounds
  - Creek Side (View from the property)
  - Creek Bridges (View from the property)
  - Underneath Building Structures
  - Employee Parking Areas
  - Each Floor of the Garage
- All unoccupied offices on the 3<sup>rd</sup> Floor (Gold Star on Door), these offices include:
  - Anna Bryan-Borja
  - Emily Roberts
  - Jeremy Sutton
  - Debbie Walters
  - Teresa Wood
- Ensure all AWU Vehicles parked on 10<sup>th</sup> Street are locked and windows rolled up
  - You only need to check the vehicles on the Waller Creek side of 10<sup>th</sup> Street, do not cross the street.

Perimeter doors are to be checked to ensure they are locked and latched.



## WALLER CREEK TRAINING FORM

### 1400-1800 Patrol Duties

Monday thru Friday there is an Officer designated for continuous patrols of the property. They are also there to help give Officers a break if they need. Below are the areas that this Officer must patrol during their tour of duty.

#### Patrol Areas

- Surrounding Grounds
  - Creek Side
  - Creek Bridges
  - Underneath Building Structures
  - Employee Parking Areas
- Each Floor of the Garage
- You are not authorized to leave the property during patrols, this includes your personal vehicle.

### Suggested Patrol Procedures

#### Saturday and Sundays

Patrols should be done every hour a minimum of 45 minutes' worth, after your 45 minutes of patrolling, you should spend the next 15 minutes updating your DAR and monitoring the cameras in the Lobby.

- 1<sup>st</sup> Four (4) Hours of your shift
  - 1 Interior Patrol
  - 3 Exterior and Garage Patrols
- 2<sup>nd</sup> Four (4) Hours of your shift
  - 1 Interior Patrol
  - 3 Exterior and Garage Patrols

#### Monday thru Friday

##### 1400-1800 Officer

- These patrols should be continuous unless you are relieving for breaks

#### After Hours

- 1<sup>st</sup> Four (4) Hours of your shift
  - 1 Interior Patrol
  - 3 Exterior and Garage Patrols
- 2<sup>nd</sup> Four (4) Hours of your shift
  - 1 Interior Patrol



## WALLER CREEK TRAINING FORM

○ 3 Exterior and Garage Patrols			
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### WALLER CREEK SOC TRAINING

<p><b><u>Pass downs</u></b></p> <ul style="list-style-type: none"> <li>• The first thing you are required to do when you start your shift in the Waller Creek SOC is to check all pertinent pass downs from the prior shift. You must review these every day and initial under the pass down acknowledging that you have read and understand the information.</li> <li>• Pass downs can also be found in the WhelanView Reporting Software. Ensure you read these as well.</li> <li>• Ensure at the end of your shift that you are logging in the pass down book any information you received during your shift.</li> </ul>			
<p><b><u>SOC Etiquette</u></b></p> <ul style="list-style-type: none"> <li>• The following are prohibited while stationed in the SOC <ul style="list-style-type: none"> <li>○ Propping your feet up on the desk</li> <li>○ Eating anything at the desk</li> <li>○ Drinking anything not in a spill proof container at the desk</li> <li>○ Changing the channels on the Television</li> <li>○ Turning off the lights</li> <li>○ Make sure you keep a normal tone of voice as there are AWU Employees on the other side of the wall and loud noises will disrupt their work day</li> </ul> </li> <li>• You are authorized to eat your lunch on the black filing cabinets located on the North Wall of the SOC</li> </ul>			
<p><b><u>Continuum</u></b></p> <ul style="list-style-type: none"> <li>• You will need your own personalized login for the Continuum System. These are obtained through AWU Security. <ul style="list-style-type: none"> <li>○ It takes a little while for your login to come back, so it is authorized to use another Officer's information until you receive yours.</li> </ul> </li> </ul>			



## WALLER CREEK TRAINING FORM

- |   |  |  |  |
|---|--|--|--|
| <ul style="list-style-type: none"><li>• When not responding/acknowledging alarms, the SOC Officers primary responsibility is to continuously review cameras looking for suspicious activity.</li><br/><li>• The Continuum will provide alerts for the following sites on the Event Viewer:<ul style="list-style-type: none"><li>○ Waller Creek Center</li><li>○ Webberville Road</li><li>○ Glen Bell</li></ul></li><br/><li>• The alarms will come up on the Event Viewer screen with color codes indicating the level of the alarm<ul style="list-style-type: none"><li>○ Green – General Alarm</li><li>○ Red – High Priority Alarm</li><li>○ Orange/Brown – Panic Alarm</li></ul></li><br/><li>• Waller Creek Alarms<ul style="list-style-type: none"><li>○ The alarm will tell you the location of the event</li><li>○ You need to pull up the camera for the location of the alarm and monitor the area</li><li>○ Dispatch the Waller Creek Patrol Officer to the location of the alarm to investigate</li><li>○ Once Waller Creek Patrol Officer has determined the cause of the alarm, you should follow the appropriate procedure located in the Post Orders.</li></ul></li><br/><li>• Webberville Road Alarms<ul style="list-style-type: none"><li>○ The alarm will tell you the location of the event</li><li>○ You need to pull up the camera for the location of the alarm and monitor the area</li><li>○ If the situation warrants it, you can dispatch AWU Patrol to the location</li><li>○ Once the AWU Mobile Patrol Officer has determined the cause of the alarm, you should follow the appropriate procedure located in the Post Orders.</li></ul></li><br/><li>• Glen Bell Alarms<ul style="list-style-type: none"><li>○ The alarm will tell you the location of the event</li><li>○ You need to pull up the camera for the location of the alarm and monitor the area</li><li>○ If the situation warrants it, you can dispatch AWU Patrol to the location</li><li>○ Once the AWU Mobile Patrol Officer has determined the cause of the alarm, you should follow the appropriate procedure located in the Post Orders.</li></ul></li></ul> |  |  |  |
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## WALLER CREEK TRAINING FORM

**\*Trainer needs to explain every type of situation that may arise and the proper course of action to take.**

**\*If at any time you witness an illegal activity on camera, dispatch APD and follow the reporting guidelines**

- Building Layout
  - The Continuum provides a map of Waller Creek, Webberville Road and Glen Bell locations on the main screen in the SOC
  - Using this will allow you to “drill down” on the exact location of Access Alarms as well as give access to areas that individuals may need
  - You can view all floors/gates/doors in Waller Creek from this screen
- Acknowledging Continuum Alarms
  - When you are ready to acknowledge an alarm and clear it, you must enter in the information every time. Never acknowledge an alarm without leaving a note as to what was performed and the outcome of the investigation.
- Acknowledging Alarms (Travis WTP #4)
  - The alarm will come through the Continuum System
  - Travis WTP #4 also has this same system, so they should be alerted to the alarm and location
  - If the Officer at Travis is currently on a Patrol Round call them on the site Cell Phone and notify that there is an alarm and where the location is.
  - While the Travis Officer is investigating you are required to monitor all of the Travis Plant Cameras.
  - If you view something illegal, notify the Austin Police Department (APD), Waller Security Manager Mike Martell and CSM Steven Finch immediately

### Gentec

- You will need a personalized login for this computer application, which is obtained through AWU Security.
- Until your personal login is made available, it is authorized to use another Officer’s login to gain access to this system
- Gentec is one of the systems you can use at Waller Creek to



## WALLER CREEK TRAINING FORM

monitor cameras, open gates (Not Waller Creek), answer alarms etc.

- To open a door after someone was vetted
  - Go to the bottom left corner of the screen and select “Show area view”
  - Select the site you are needing
    - There is a list of cameras and doors identified by a picture of a door, camera or gate
  - Left click and hold the door you are needing and drag the icon into one of the camera view boxes
  - On the right hand side a “Dashboard” will appear
    - To unlock click the unlock picture (Padlock)
    - Once the door is shut, it will automatically relock itself
    - Continue to monitor the camera to ensure that no one tries to “piggyback” or the gate/door does not relock itself
  
- Choosing a Camera
  - To select a specific camera
    - Left Click (Show Area View)
    - This will bring up a list of site cameras to choose from
    - Left click and hold then drag the camera you wish to view into a viewing box located on the monitor
  
- Alarm Notifications
  - When an alarm goes off on the Gentec system, it will bring up a white box giving you specific step by step instructions on how to handle this alarm event. Follow these instructions at all times.
  
- Acknowledging Alarms
  - Highlight the alarm by left clicking on it
  - Four (4) Options will pop up for you to choose
    - Snooze – Quiets the Alarm
    - Forward – Send it to another individual
    - Acknowledgment
    - Force Acknowledgment
  - Before you can choose any of the above options, you must do an investigation. Continue to monitor the alarm area and dispatch the Mobile Patrol Officer if available (times listed below).
  - Once a you are confident the alarm response is complete



## WALLER CREEK TRAINING FORM

<ul style="list-style-type: none"> <li>▪ Left click the acknowledgment button             <ul style="list-style-type: none"> <li>• This will bring up an entry box where you will be able to enter your title (Name) and explanation for the alarm</li> <li>• Then click create (This will shut the alarm off and create a file that Mike Martell will be able to review)</li> </ul> </li>   <li>• Gentec Monitors the following sites             <ul style="list-style-type: none"> <li>○ North Service Center</li> <li>○ South 1<sup>st</sup> Service Center</li> <li>○ Webberville Road (Only Cameras)</li> <li>○ Summit</li> <li>○ Waller Creek Center (Only Cameras)</li> <li>○ East Service Center (Tim Louvre)</li> </ul> </li>   <li>• AWU Mobile Patrol Hours             <ul style="list-style-type: none"> <li>○ Monday – Friday (1800-0600)</li> <li>○ Saturday &amp; Sunday (24 Hours)</li> </ul> </li> </ul>			
<p><b><u>DS (Digital Security)</u></b></p> <ul style="list-style-type: none"> <li>• This system monitors cameras at Glen Bell and Travis WTP #4</li>   <li>• Connecting/Disconnecting from a unit             <ul style="list-style-type: none"> <li>○ No login is required for the DS System</li> </ul> </li>   <li>• Viewing a connected unit             <ul style="list-style-type: none"> <li>○ Left click on the screen that you wish to view</li> </ul> </li> </ul>			
<p><b><u>Door Unlock Requests</u></b></p> <ul style="list-style-type: none"> <li>• Business Hours (0600-1800)             <ul style="list-style-type: none"> <li>○ Ask the individual for their Supervisors name and call them to verify that the individual is authorized for access to the requested site</li> </ul> </li>   <li>• Using Outlook to verify             <ul style="list-style-type: none"> <li>○ Using the main computer you can access the AWU Main page                 <ul style="list-style-type: none"> <li>▪ Go to the Address book and type in the name of the employee</li> <li>▪ Doing this will pull up additional information (i.e. Phone numbers, sites they are assigned to etc.)</li> </ul> </li> </ul> </li> </ul>			



## WALLER CREEK TRAINING FORM

- Using Gentec to verify
  - After Hours
    - Left click the blue security symbol (upper left corner)
    - At the bottom of the screen (Blue Bar), click browse all tasks
    - Type the individuals name in the upper left corner
      - As you start typing, you will notice that a list of names will populate with pictures
    - Double Left Click the person in question
      - Pull up the cameras for the door/gate they wish to enter so you can verify the picture against the actual person
      - When you left click the person's name on the system, it will pop up a box that will show whether or not the individual is an active employee with AWU
      - If that individual is not an active employee, refer to the BOLO Documents located in WhelanView. If the person is on a BOLO, you must notify them that they are to leave the site immediately and document everything in an Incident Report.

**\*If you are unable to verify the individual through video/picture, follow the procedure below for authorizing access.**

- After Hours (1800-0600)
  - Notify the individual to contact their direct Supervisor, and have that person call the Waller Creek SOC to verify that they are allowed access to the requested site

### Fire Alarms

- Simplex Grinnell is the company that monitors the Fire Alarms for all AWU sites
- If you receive a Fire Alarm



## WALLER CREEK TRAINING FORM

<ul style="list-style-type: none"> <li>○ Simplex will call the Waller Creek SOC and notify them that they are receiving an alarm</li> <li>○ If they ask you for a password, it is located on the SOC desk</li> <li>○ You will dispatch the patrol officer to the location of the alarm to investigate the situation             <ul style="list-style-type: none"> <li>▪ The Patrol Officer will go to the location and look/smell for signs of fire                 <ul style="list-style-type: none"> <li>● If no signs of fire exist, Patrol will notify the SOC that it is all clear</li> <li>● If there is a verified fire patrol will immediately exit the area and notify the SOC that there is a fire</li> <li>● SOC at that point will dispatch the Austin Fire Department (AFD), contact the Facilities Department, and notify them that there is a confirmed fire, and they will direct the SOC Officer what to do next step by step</li> <li>● Facilities is the only department authorized to evacuate the building</li> </ul> </li> </ul> </li> </ul>			
<p><b><u>Elevator Entrapments</u></b></p> <ul style="list-style-type: none"> <li>● If someone is trapped in an elevator and pushes the call button, it will ring into the Waller Creek SOC</li> <li>● The SOC will call Facilities Management during business hours. Facilities will then take care of the entire process</li> <li>● During after-hours the Waller Creek SOC will call the Elevator Company (Schindler) and the Fire Department</li> <li>● All Elevator Entrapments will warrant an Incident Report</li> </ul>			
<p><b><u>Additional Duties</u></b></p> <ul style="list-style-type: none"> <li>● ACS Door/Badge Troubleshooting             <ul style="list-style-type: none"> <li>○ This pertains to if there is a door ajar alarm                 <ul style="list-style-type: none"> <li>▪ Dispatch a patrol officer to the location to ensure the door is secure</li> </ul> </li> <li>○ If an individual complains about Badge Issues                 <ul style="list-style-type: none"> <li>▪ Notify Waller Security Manager Mike Martell giving him all of the pertinent information</li> </ul> </li> </ul> </li> </ul>			



## WALLER CREEK TRAINING FORM

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| <ul style="list-style-type: none"><li>• Submitting a Work Order (For non-Security Equipment)<ul style="list-style-type: none"><li>○ If you discover faulty equipment<ul style="list-style-type: none"><li>▪ You can accomplish this by utilizing the AWU Email service provided to you</li><li>▪ Email Waller Security Manager Mike Martell with high priority issues</li></ul></li></ul></li></ul> |  |  |  |
|---|--|--|--|

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Lead Officer Signature

Date of OJT Completion

1. Make a copy of this Checklist for your files.
2. Your Supervisor must send the original, completed Checklist to the Branch Office.

## Training Overview

1. Pre-Site Training: *12 – 16 Hours*
  - A. State approved training course and exam for Level II License.
  - B. Mandatory security training videos and testing that must be completed by every officer before beginning on site. The video topics are listed below.
    - Asset Protection and Security
    - Civil Law and Civil Liability
    - Communication
    - Report Writing
    - Criminal Law and Criminal Liability
    - Investigations
    - Physical Security and Crime Prevention
    - Patrols and Fixed Posts
    - Emergency Situations
    - Terrorism: The Security Challenge
    - Security Officer Safety
    - Human and Public Relations
    - Ethics, Deportment, and Professional Conduct
    - Fire Protection and Life Safety
  - C. Welcome to Whelan: Orientation class for all new officers. This class introduces officers to Whelan Security and it will go over the rules and regulations of their employment.
2. Site Training: *8-40 hours (depending on site)*
  - A. Whelan 10 Star On the Job Training Checklist: OJT Checklist to be completed by every officer once they have arrived to their assigned work location.
  - B. Site Specific On the Job Training Checklist: OJT specifically written by Whelan Security for their assigned work location. These OJT checklists are developed using the site post orders.
3. Post-Site Training:
  - A. Learning Management System (LSM): eLearning continuing education series available
    - Basic Security Officer Series
    - Intermediate Security Officer Series
    - Advanced Security Officer Series
    - Supervisory Learning Path- Mandatory for all newly promoted site or shift supervisors – *8 hours*
  - B. Individual Quality Audits (IQA): Monthly tests administered to every security officer by a Supervisor. The IQA's consist of a relevant security topic narrative and then followed by a graded test.
  - C. Officer Inspections: Monthly inspections done with every officer to assess their knowledge of the site and to ensure they are in compliance with policies and procedures.



# Security Officer Performance Review

Employee Name: _____	Location: _____
Employee Job Title: _____	Date Hired: _____
Manager's Signature: _____	Date: _____
GM/BM Signature: _____	Date: _____
Employee Signature: _____	Date: _____
HR Review By: _____	Date: _____

**Next Evaluation Date:** \_\_\_\_\_

Describe the employee's contributions and professional strengths or weaknesses in each of the categories below. Illustrate specific, detailed examples of goals, results and job related behavior since the last review. Rate each category according to the scale. Ratings must support and be substantiated by narrative comments. Continue comments on a separate sheet if needed. Send to HR for review prior to finalizing and then return a fully signed original to HR.

### DEFINITION OF RATINGS

**SIGNIFICANTLY EXCEEDED EXPECTATIONS (5):** Produces the highest quality work possible. Little to no room for improvement is needed. Generally considered a “superstar” by Whelan and the assigned client.

**EXCEEDED EXPECTATIONS (4):** Consistently exceeded all relevant performance expectations. Shows initiative and versatility, works collaboratively, has strong technical & interpersonal skills or has achieved significant improvement in this area.

**MET EXPECTATIONS (3):** Met relevant performance expectation. Seldom exceeded, and seldom falls short of desired results. Demonstrates acceptable level of skills or experience.

**MET SOME EXPECTATIONS (2):** Sometimes Met the relevant performance expectation. Very rarely exceeded and often falls short of desired results. Lacks appropriate level of skills or is inexperienced/still learning the scope of the job.

**FAILED TO MEET EXPECTATIONS (1):** Consistently falls short of the relevant performance expectation. Immediate improvement required.

Significantly Exceeded Expectations	Exceeded Expectations	Met Expectations	Met Some Expectations	Failed to Meet Expectations
5	4	3	2	1



**CRITERIA AND PERFORMANCE STANDARDS**

<b>JOB PERFORMANCE</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
Demonstrates competence in required job skills and knowledge.					
Attendance, punctuality, time management.					
Understanding and mastery of process, methods and procedures for current assignment.					
Executes duty in accordance with Post Orders.					
Properly prepares and maintains required reports and logs (proper grammar, diction and capture of vital information).					
Properly reports all security violations.					
Demonstrates proactive commitment to safety.					
Demonstrates professionalism and customer service oriented attitude at all times.					

<b>COMMUNICATION &amp; TEAMWORK</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
Open to constructive critiques on how to improve.					
Demonstrates teamwork (example(s) needed).					
Engaged in meeting or exceeding the needs of the customer.					
Gets involved and goes beyond the assigned role.					
Demonstrates initiative in carrying out duties and responsibilities.					

<b>PERSONAL PERFORMANCE – CORE VALUES (RECITE)</b>	<b>Yes</b>	<b>No</b>
Truth Telling		
Promise Keeping		
Respect		
Loyalty		
Empowerment		
Discipline		
Leadership		
Flexibility		
Quality Assurance		
Results		



OVERALL RATING	5	4	3	2	1

**SIGNIFICANT ACHIEVEMENTS/CONTRIBUTIONS/COMMENTS**

**EMPLOYEE COMMENTS (NOT REQUIRED)**

# IQA Administration Form: Foundations for Surveillance – November 2016

Officer's Name: \_\_\_\_\_

Date: \_\_\_\_\_

Client Site: \_\_\_\_\_

Job Number: \_\_\_\_\_

Inspecting Supervisor: \_\_\_\_\_

**Q1**

Covert operations are intended not to be known or recognized.

- A. True
- B. False

**Q2**

Personal operations are the least expensive in the long run.

- A. True
- B. False

**Q3**

Equipment requirements vary depending on the location, nature, and goal of the operations.

- A. True
- B. False

**Q4**

A proper understanding of privacy issues is only important if the case goes to court.

- A. True
- B. False

**Q5**

Electronic surveillance could include.

- A. CCTV
- B. interception of radio transmission
- C. interception of other electronic information
- D. All of the above

**Q6**

Considerations for the retention of records could include:

- A. Company policy
- B. statutes of limitation
- C. storage space
- D. All of the above

**Q7**

Overt personal surveillance:

- A. relies on being properly concealed
- B. could deter some incidents
- C. Both of the above
- D. Neither A nor B

**Q8**

A simple camera surveillance system will often include:

- A. a camera
- B. a recorder
- C. a cable and connections
- D. All of the above

**Q9**

A uniformed officer is an example of a \_\_\_\_\_ operation.

**Q10**

The recording of a video signal from a camera located behind the air vent of an elevator is an example of a \_\_\_\_\_ operation.

# of Correct Answers: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

## Answer Key

Q1.) A. True

Q2.) B. False

Q3.) A. True

Q4.) B. False

Q5.) D. All of the above

Q6.) D. All of the above

Q7.) B. could deter some incidents

Q8.) D. All of the above

Q9.) Overt Personal

Q10.) Covert Electronic

# FOUNDATIONS FOR SURVEILLANCE

In most popular media, the concept of surveillance is either portrayed as a man in a wrinkled, coffee-stained suit or an extremely large, sophisticated and complex electronic array, which requires three or more people to monitor. In reality, the typical surveillance operation falls between these.

The basic goal of surveillance is the obtaining of information, which might not be immediately available, without a concerted effort and a focused attention. In most cases, it is the watchful, knowledgeable, and sometimes lucky selection of points of focus that yield the best results. In other cases, it is the act of watching that produces results, as will be discussed later.

Of utmost importance in all surveillance operations is a proper understanding of privacy and the limits to which one can surveil another without violating legal restrictions, company policy, or common sense.

## GENERAL TYPES

Surveillance operations can be broken down into a matrix of sorts with the headers being *covert* and *overt* on one side, and *personal* and *electronic* on the cross-referenced edge. As such, it is only appropriate that the bulk of this discussion be framed within the four possible combinations of these types.

- Covert operations are those done in secret without the knowledge of those being observed. Blending with the surroundings is critical to the success of these operations.
- Overt operations are out in the open, and can usually be easily identified as what they are.
- Personal operations are those carried out in person by individuals or teams of operatives. Although the initial set-up of such an operation may not be overly expensive, the continued use of manpower quickly increases the amount of required funding and quickly outweighs the cost of electronic alternatives.
- Electronic operations can range from CCTV systems to transmission interception and receipt of other electronic information. Usually, the operators are well out of sight, even if the equipment is clearly visible.

## COVERT PERSONAL SURVEILLANCE

The act of watching another from a location of concealment, or in a manner in which this act is not obviously being carried out. This is the main focus of the services of some investigators in dealing with cases such as marital

strife, insurance fraud, and even in law enforcement investigations. In referencing the fact that this is personal rather than electronic, it should be noted simply that some electronics are usually involved, but this is often limited to a camera, a voice recorder for the retention of comments on the observations, and similar low-end electronics. The primary advantage of this method is that it provides for the human decision making option as the situation evolves. By being on the scene, the operative(s) can determine how to refocus the operation to obtain better results. The major drawback is that this is extremely manpower intensive. In order to not attract too much attention, it is best to randomly exchange operatives so that the same person is not in the area for an extended period of time drawing potential interest though being conspicuous. When performing vehicle surveillance, this is even more of an issue, as specific vehicles can be easily recognized if they are continuously passing into and out of view.

These operations can yield interesting results stemming from the fact that, when properly executed, those observed are not aware that others are paying attention to them.

## OVERT PERSONAL SURVEILLANCE

This type of operation ranges widely in its application. Most people in the field of protection engage in this type of operation on a regular basis without realizing that it falls within this type of category. This is the execution of visible and open inspection, such as when on patrol. The act of gathering information is shared in importance with the deterrent value of such an operation. The person executing these duties may be looking for specific types of incidents or situations. Through their presence, and the fact that they are paying attention to their surroundings and the persons in those surroundings, this may cause those in the area to reconsider intentions of violating company policy or legal restrictions.

The performance of this type of operation is most likely to alter the behaviors and responses of persons in the observed environment due to the fact that there is clearly a person paying attention to those present.

## COVERT ELECTRONIC SURVEILLANCE

The use of hidden cameras, voice and electronic recording equipment, and similar devices falls within this category. It is within this type of operation that the surveillance agent must pay the closest attention to privacy issues, as the unwelcome observation of persons, under certain circum-

stances, may violate the state or federal restrictions on such actions. Care must be taken and counsel sought when designing such operations, so that the violation of such restrictions does not occur.

Some equipment options might include: pinhole cameras; cameras concealed in sprinkler heads, clocks, books and other non-descript items; scanners, tuned to permissible frequencies; and even long-range audio amplifiers as permitted. The equipment selection, given the right budget, can look very much like the property of a movie spy. The actual selection is often limited only by the budget of the operation.

Much like personal covert operations, this method often yields very interesting results. Those being watched are not, if properly executed, aware of the fact that they are being observed. As a result of this, they will act in a manner that is completely natural to them in the given environment.

### **OVERT ELECTRONIC SURVEILLANCE**

The classic examples would be the pan/tilt/zoom camera domes found in most department stores. These do provide a significant amount of information to a trained operator, but also a very visible deterrent to certain types of crime. Often, if the recordings of such a system are replayed, persons can be seen behaving in one manner, then looking up to find that a camera is in the area and immediately altering the previous behavior to bring it more in line with the expectations of that environment. It is not that the devices themselves have any potential to bring harm to the individual. It is the concept that, absent of a clear view of the operator of the system, there is no way to know if the camera watching that specific area is being paid attention to at the given moment. It is the fear of possibly being observed that provides the deterrent factor in this case. It is because of this that CCTV systems, in such setting as industrial locations and employee-only areas of other types of businesses, should be placed in such a manner as to make it plainly obvious that CCTV is in use, but without providing a view of the monitors themselves. Those in the area should know that observation occurs, but not be able to determine which area at any given time is being observed.

### **EQUIPMENT REQUIREMENTS**

As previously stated, the equipment may range widely. In the case of personal surveillance, either covert or overt, it may be as simple as binoculars, a camera, a mini-recorder, and a note pad. The initial outlay might be as low as a few hundred dollars, and the equipment retained over a period of many operations. In electronic operations, the initial outlay may be thousands, or tens or hundreds of thousands, of dollars. This is based upon the scope and sophistication of the intended operation. As an example, moderate grade pan/tilt/zoom camera operations require not only the camera dome itself, but also a Control Unit, video cabling, power sources and cable, and a method of recording the input. A single P/T/Z camera, in a stand-alone system,

could be thousands of dollars and would still have to be manned at least occasionally.

The equipment must be appropriate to the nature and scope of the operation if it is to be of optimal effectiveness. Experience and common sense will dictate the exact requirements.

Regardless of the nature and method of the operation, the underlying goal of obtaining information must also be addressed in the equipment. If this information is to be used in a truly effective manner, it must be recorded in some way. Certainly in cases of criminal and civil actions, the best possible method of recording the information should be sought. To appear in court without physical evidence, which could be inspected and reviewed, would be of almost no use at all. In many cases, simple still photographs can make a significant impact. If videotape can be made through camcorders or more complex systems, this often makes cases, such as insurance fraud.

### **PRIVACY ISSUES**

Although the pursuit of justice and the protection of personal or company property are highly important, it is also critical that the laws protecting privacy be honored and protected. As such, it is essential that the basic concepts be understood in addition to the researching of laws, which would have bearing on the specific operation to be undertaken. Do not ever assume that the privacy laws of one area apply wholly to another area.

As an example, in some states, the recording of a telephone conversation may not be done without the prior knowledge and consent of both parties on that call. In other states, only one person must be aware of the fact that a recording is being made. In some cases, the employer may listen in to employee telephone conversations, resulting from legal permissions, specific content in the employee hiring agreement or employee handbook, or through the fact that the telephones are owned by the employer, and provided only for the execution of work-related duties. Without a clear understanding of the laws and restrictions that apply to the location in which you intend to perform a surveillance operation, it could be very easy to violate those laws.

Although there are many “rules of thumb” on this issue, the fact is that local laws vary so widely that there is no single clear message that can be sent, other than to research those that apply to your target area.

### **RECORDING AND RETENTION**

As identified in the equipment topic, it is best to make some durable record of the surveillance operation’s results. In some cases, this can prove a suspicion; in others, it could be used to defend the execution of practices of those involved in the operation. The materials produced by such activities should be retained for a period of time that is appropriate for the material and actions identified through that investigation, or for the locally defined period of time that those

involved might be allowed to enter into a civil action, whichever is the longer period of time. In short, be prepared to prove your case for however long it might be an issue, and be prepared to defend your operation against civil accusations. In some cases, there are companies that have a policy that directs all closed case materials to be destroyed after a certain period of time. In some cases, this is a two-year retention policy. Research these directives before executing them. In some states, those involved are permitted as long as four years to file civil suits. It would be in the best interest of those involved that they have supporting evidence should this occur within the allowed period of time. Again, research the laws and restrictions that apply to not

only your location, but also the specific location where the operation takes place.

Save everything if possible. Especially in retaining video and imagery evidence, as you never know what might be seen in the secondary areas of the image. Some cases have begun and been proven based on the background scene in video recordings. Even when the primary action, the focus of the video, did not prove to be a violation as previously thought. Pay attention to your background, and review all materials with this in mind. If storage space becomes an issue, it might be that noncritical materials have to be discarded. Review these materials prior to removal to ensure that there is nothing of value in them.

# 10 STAR OJT TRAINING CHECKLIST



SECURITY OFFICER'S NAME:

CLIENT OR WORKSITE NAME:

*Note: This document is a template and all training topics and items may be changed to be site specific with the exception of the Seven Signs of Terrorism which should remain in the template and be discussed with every new trainee.*

## WHELAN SECURITY ORIENTATION

Training Item	Date	Trainer's Initials	Trainees Initials
Whelan Security History			
Standards of Conduct			
Whelan Security Policies			
Standards of Employment			
CPR Training			
First Aid Training			
Job Description			
Post Orders			

## GENERAL INFORMATION ABOUT FACILITY

Training Item	Date	Trainer's Initials	Trainees Initials
Restroom Location			
Smoking Areas			
Lunch/Break Area			
Parking			
Stairwell Location			
Elevator Location			
Work Hours			
Holidays			
Facility Layout			

## ADMINISTRATION

Training Item	Date	Trainer's Initials	Trainees Initials
Property Management and Staff			
Chief Engineer and Staff			
Parking Manager			
Tenant Contacts			

# 10 STAR OJT TRAINING CHECKLIST



## FACILITY ORIENTATION: KEY LOCATIONS

Training Item	Date	Trainer's Initials	Trainees Initials
Facility/Building Hours			
Facility/Building Address & Phone Numbers			
Building Interior Tour			
Building Exterior Tour			
Parking Garages			
Emergency Generator Location			
Cooling Tower/Roof Access			
Building Dock/City Dock			
Credit Union/Mezzanine			
Freight Elevators			

## KEY RESPONSE LOCATIONS

Training Item	Date	Trainer's Initials	Trainees Initials
Fire Control Room			
Fire Pump Room			
Electrical/Mechanical Room			
Fuel Storage			
Hazardous Material Area			
Elevator Rooms			
Garage Elevator Room			
Telephone Room			
Computer Room			
P.A. System Operations			
Elevator Rises			

## SECURITY OPERATIONS

Training Item	Date	Trainer's Initials	Trainees Initials
Equipment and Functions			
Alarm Response			
Elevator Manual Operations (Business/After Hours)			
Access Control			
Emergency Phone Numbers			
CCTV and Camera Operation			
DVR/ VCR Operation			

## 10 STAR OJT TRAINING CHECKLIST



Garage Parking Responsibility			
Key Control			
File Cabinet			
Telephone Procedures			
Emergency Response			
X-Ray Machine Procedures			
Pass On Log Location			
Lobby Console Computer Operations			
Information Restrictions			
Visitor Sign In Log/Procedures			
Console Etiquette			
Elevator Emergency Phone			
Visitor & Contractor Assistance			
Delivery Policy			
Intercom Phone Procedures/Responsibility			

### SEVEN SIGNS OF TERRORISM

Training Item	Date	Trainer's Initials	Trainees Initials
<b>SURVEILLANCE</b> - Someone recording or monitoring activities. This may include the use of cameras (either still or video), note taking, drawing diagrams, annotating on maps, or using binoculars or other vision-enhancing devices.			
<b>ELICITATION</b> - People or organizations attempting to gain information about military operations, capabilities, or people. Elicitation attempts may be made by mail, fax, telephone, or in person.			
<b>TEST OF SECURITY</b> - Any attempts to measure reaction times to security breaches or to penetrate physical security barriers or procedures in order to assess strengths and weaknesses.			
<b>ACQUIRING SUPPLIES</b> - Purchasing or stealing explosives, weapons, ammunition, etc. Also includes acquiring military uniforms, decals, flight manuals, passes or badges (or the equipment to manufacture such items) or any other controlled items.			
<b>SUSPICIOUS PERSON OUT OF PLACE</b> - People who don't seem to belong in the workplace, neighborhood, business establishment, or anywhere else. Includes suspicious border crossings and stowaways aboard ship or people jumping ship in port.			
<b>DRY RUN/TRIAL RUN</b> - Putting people into position and moving them around according to their plan without actually committing the terrorist act. This is especially true when planning a kidnapping, but it can also pertain to bombings. An element of this activity could also include mapping out routes and determining the timing of traffic lights and flow.			
<b>DEPLOYING ASSETS</b> - People and supplies getting into position to commit the act. This is a person's last chance to alert authorities before the terrorist act occurs.			

# 10 STAR OJT TRAINING CHECKLIST



## RADIO PROCEDURES

Training Item	Date	Trainer's Trainees	
		Initials	Initials
Call Signs			
Dispatch Signals			
10 Codes			
Emergency Response			
Radio Silence			
Radio Etiquette			
Routine Response			

## FORMS COMPLETION

Training Item	Date	Trainer's Trainees	
		Initials	Initials
Officer Sign In Log/Time Sheets			
Daily Activity Reports			
Maintenance Reports			
Incident Reports			
Authorized Absence Request Form			
Transfer Form			
Employee Opportunity Meeting Form			
Key Log			
Lost and Found Report			
Contractor/Tenant/Vendor Log			
Cleaning Crew Log			
Bomb Threat Reports			

## EMERGENCY PROCEDURES

Training Item	Date	Trainer's Trainees	
		Initials	Initials
Fire Response			
Building Incidents			
Medical Emergency			
Bomb Threats			
Elevator Entrapment			
Severe Weather			
Power Failure			
Work Place Violence			
Mail Room Response			
Waste Disposal			

# 10 STAR OJT TRAINING CHECKLIST



All 10 Stars and their subsections have been explained and or shown to me by either my Account Manager, Site Supervisor, or a Site Training Officer. My initials under each section indicate my completion of each section and my underlying signature indicates that I have an understanding of the procedures and or systems within my area of operation and have completed my training.

---

Signature

Date of OJT Completion



**Tab 6 – Schedule & Timeline**

Provide the following information assuming a start date of February 6, 2017 at 12:00 am:

- a. Mobilization Schedule
- b. Timeline of Transition and Transition Plan.

**As the incumbent provider, little transition will be required to retain Whelan security as your security provider for Austin Water, Building Services, and Municipal/Community Courts. Our transition will consist of having on site meetings with all of our clients to communicate the news that we will be staying. We will also solicit feedback from them so we can make any needed changes at their request. In addition to client meetings, we will have on site officer meetings to communicate the great news that we will be staying as their employer, to communicate their pay increase, and to ensure the officers will be worry free when it comes to their tenure and benefits.**

However, if we are selected for the remaining locations we aren't presently doing our transition plan is detailed below.

New account start-up procedures are critical to the success of any client relationship. It is our goal at Whelan to minimize the volatility of change by ensuring as seamless a transition as possible with very little involvement required of the client.

Our transition methodology is based on the U.S. Military's backward planning concept. First we identify the critical event (contract start date) and when it must occur, often referred to in military circles as "take the enemy" day. We will then identify and create a list of all of the necessary actions that must occur prior to the critical event in order to ensure the desired outcome, and manage backwards from that event. Whelan can cite a successful track record of relevant past performance and proven expertise in managing large, complex, and multi-site locations. Our experience gives us the confidence to design and support our business for any client in using "best in class" practices which are based on leveraging efficiencies, innovation, measurable results, and continuous improvement.

Upon award of contract, we will immediately assemble and deploy a transition/program development team. This team will be comprised of key Whelan Security representatives and functional practitioners in the areas of security operations, human resources, benefits, training, finance, and administration, with the size of the team determined by the size and scope of the transition. The critical objective of each individual assigned to the Transition Team will be to launch a transparent transition and design and initiate the appropriate business processes needed to support our new business opportunity.

***\*Please see the attached sample Transition Plan***



## Transition Timeline and Plan

As part of the transition, we will provide a detailed weekly Transition Matrix Spreadsheet that details and color codes all tasks to be completed each week and identifies the responsible employee for each task. This spreadsheet is updated and provided to our client contacts on a weekly basis. Please see a sample of this matrix below:

			TRANSITION PLAN																																			
ABC Company	Scheduled Date of Completion	Whelan	John Smith	Ann Williams																																		
30 Day Transition Time Line	Completed Task	Transition	Pam Jones	Mike Adams																																		
Critical Path Items	Contract Start Day	Team	Bob Johnson																																			
Transition Time Line	Responsible Party	Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7	Day 8	Day 9	Day 10	Day 11	Day 12	Day 13	Day 14	Day 15	Day 16	Day 17	Day 18	Day 19	Day 20	Day 21	Day 22	Day 23	Day 24	Day 25	Day 26	Day 27	Day 28	Day 29	Day 30	Day 31	Day 32	Day 33	Day 34	Day 35	Day 36	
<b>Contract Start Date</b>																																						
<b>Administrative</b>																																						
Transition Meeting with All Functional Areas	All																																					
Equipment Needs Identified	Smith																																					
Contingency Plan Developed for Sudden Start Up Needs	All																																					
Uniforms Ordered	Jones																																					
Equipment Ordered	Smith																																					
Transition Team Meeting with Site Clients	Johnson																																					
SNAP'S Security Survey to Determine Security Gaps	Smith																																					
SNAP'S Security Survey Results	Smith																																					
Billings Formats Finalized and Put in System	Adams																																					
Automated Transition Updates	Smith																																					
<b>Personnel</b>																																						
Job Fair and Orientations with Current Personnel	Jones, Williams																																					
Placement of Recruiting Ads in Paper, Web and Job Services	Jones, Williams																																					
Development of Job Descriptions for Each Position	Jones, Williams																																					
Recruiting of New Personnel	Jones, Williams																																					
Background Check Process Completed on Incumbent Personnel	Jones, Williams																																					
Incumbent Personnel Complete PEAK Program and Offered Job	Jones, Williams																																					
Background Checks Completed on New Personnel	Jones, Williams																																					
New Personnel Complete PEAK Program and Offered Job	Jones, Williams																																					
Personnel Trained On Site	Johnson																																					
All New Employees Entered into Payroll System	Adams																																					
Benefits Administration for Personnel	Williams																																					
<b>Operations</b>																																						
Review of Current Post Orders	Smith																																					
Review of Current Emergency Plans	Smith																																					
Development of New Post Orders and Emergency Plans	Smith																																					
Development of Dispatch/Communications Plans	Smith																																					
Post Orders/Emergency Procedures Finalized and Approved by Client	Smith																																					
Truth Report KPI's Developed and Approved	Johnson																																					
IOA Training Tests Developed and Approved	Johnson																																					
<b>Insurance &amp; Legal</b>																																						
COI Issued	Adams																																					
Contract Signed	Adams																																					

Sample Transition Matrix Spreadsheet

The transition matrix and plan is broken down into four key functional areas – administrative, personnel, operations and insurance/legal.

For each transition, we will customize site specific steps that align closely to steps in the Transition Timeline spreadsheet that will be precisely followed.

### Administrative Plan

The administrative plan includes the critical step of the initial transition meeting followed by other key administrative tasks.

#### Key task dimensions include:

- Transition Launch Meeting with all functional team members from Whelan and Client
  - ✓ Identification of selection criteria for security officers at each site
  - ✓ Articulation of Critical Success Factors for each plan phase and major tasks
  - ✓ Detailed assessment of staffing and training needs and issues
  - ✓ Information systems needs assessment



- ✓ Outline of transition benchmarks, measurements, time frames and phase deliverables
- ✓ Plan validation with key representatives
- ✓ Discussion of labor relations issues
- ✓ Development of “pre-launch” checklist
- Contingency Plan Developed for short-notice Start-Ups
- Equipment needs identified
- Uniforms ordered
- Equipment ordered
- Weekly transition update meetings with site clients
- SNAPS Security Survey to determine gaps
- SNAPS Security Survey results
- Billing formats finalized and entered into our system
- Automated transition updates through communications portal (if applicable)

### **Personnel Plan**

The personnel portion of the transition plan includes all areas related to personnel and human resources. The most critical step of the entire transition is the job fair(s) and orientation(s) with the incumbent personnel to determine who may be eligible and qualified to transition to Whelan and to answer frequently asked questions about benefits, tenure, compensation, policies, procedures and company culture and defuse rumors that may be occurring about the change – thus the reason that this is the first task completed immediately after the Transition Launch Meeting.

#### **Key task dimensions include:**

- Job fair(s) and orientation(s) with current personnel
- Placement of recruiting ads and job postings
- Development of job descriptions for each position
- Recruiting of new personnel
- Background check process completed on incumbent personnel
- Incumbent personnel complete PEAK program and offered job
- Background checks completed on new personnel
- New personnel complete PEAK program and offered job
- Personnel trained on-site
- Employees entered into payroll system
- Benefits administration for personnel



## **Operations Plan**

### **Key task dimensions include:**

- Review of current post orders
- Review of current emergency plans
- Development of new post orders and emergency plans
- Development of safety program
- Post orders/emergency procedures/safety program finalized
- KPI's developed and approved
- IQA Training Tests developed and approved

## **Insurance and Legal Plan**

### **Key task dimensions include:**

- Certificate of insurance issued
- Contract signed

## **Continuous Operations**

Once the partnership shifts from transition to service phase on the start date, Whelan will continue to identify ways to improve productivity and service as well as lower costs through our Quality Assurance Program. We will also audit the costs and financial factors associated with our service and seek to identify ways to reduce costs, enhance efficiencies, deploy technology and create innovative methods to protect the people, intellectual property, and physical assets of our client. We believe efficiencies can be achieved in the areas of safety and workers compensation, customer and employee satisfaction, incident management, training, security assessments, development of Account Management, turnover control and constant KPI evaluation.

## **Online Transition Communication Technology**

In addition, we have developed online transition technology that allows us to communicate among all internal transition team members and with all external client contacts demonstrating tasks that are due and tasks that have been completed. We are more than happy to utilize this software for your transition, and will provide a demonstration upon request during our presentation. Please see a screen shot of this online technology below reflecting the Milestones page of the site:



A screenshot of a web browser displaying the Whelan Security workspace milestones page. The browser window title is 'Company XYZ Transition Workspace - Milestones - Central Desktop - Windows Internet Explorer'. The address bar shows the URL 'http://whelansecurity.centraldesktop.com/transitionworkspace/milestones'. The page header includes the Whelan Security logo and navigation tabs for 'My Workspaces', 'Dashboard', 'My Tasks', 'My Calendar', and 'Favorites'. Below the header, there are navigation links for 'Transition', 'Home', 'Files &amp; Discussions', 'Tasks', 'Milestones', 'Time', 'Calendar', 'Forum', 'Target Transition Team Directory', 'Settings', and 'People'. The main content area is titled 'Company XYZ Workspace Milestones' and features a 'New Milestones' dropdown menu. Underneath, there is a section for 'Achieved Milestones' with a 'RESERVED' status. The milestone title is 'Transition of Company XYZ in \_\_\_\_\_'. The description includes a 'Contract Launch Milestone Overview' and a paragraph of text. At the bottom of the milestone, there is a user profile for 'Mark Porter' who completed the milestone on 'Feb 23'. To the right of the user profile, there are four links for 'Transition Week 1 (Task List)', 'Transition Week 2 (Task List)', 'Transition Week 3 (Task List)', and 'Transition Week 4 (Task List)'. On the right side of the page, there are sections for 'Tips' and 'Useful Views'.

Sample Transition Workspace - Milestones



**Section 0602: Purchasing Office Exceptions Form**

**Solicitation Number:** RWS0501 Security Guards Services

The City will presume that the Offeror is in agreement with all sections of the solicitation unless the Offeror takes specific exception as indicated below. The City, at its sole discretion, may negotiate exceptions to the sections contained in the solicitation documents or the City may deem the Offer non-responsive. The Offeror that is awarded the contract shall sign the contract with the accepted or negotiated sections.

Copies of this form may be utilized if additional pages are needed.

Accepted as written.

Not accepted as written. See below:

**Indicate:**

- 0300 Standard Purchase Terms & Conditions**
- 0400 Supplemental Purchase Provisions**
- 0500 Scope of Work**

Page Number	Section Number	Section Description
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**Alternative Language:**

**Justification:**