



# Security Proposal Prepared for The Village of Oak Park

*Presented by:*

Sean Keating, Area Vice President





November 3, 2025

**The Village of Oak Park**

Attention: Marlin Jackson, Parking and Mobility Services Manager, Development Services Department

Email: marlin.jackson@oak-park.us

**Re: Request for Proposals Security Services for Municipal Support**

Any organization can claim that they're the leader. That they're the best. At Securitas, we back up our position with distinctions that are both proven and quantified. Those distinctions center on our stability and focus, our continuous innovation, and our integrity. That stability includes our being fully focused on the success of our officers and clients -- not on absorbing our last, or next, acquisition. As the incumbent security provider at The Village of Oak Park, we understand the unique challenges that you face, and we continually strive to provide outstanding service. During the years we have supported The Village of Oak Park, we have created and continue to improve upon a specialized program that tailors to the unique needs of The Village of Oak Park.

We hope to continue to build on our business relationship and I am excited to be presenting our company's proposal. We'd like to begin reintroducing our company by mentioning the cultural and structural advantages that Securitas has over other security service providers:

- Securitas' most valuable resource is our people. In the **Timeline** section, we explain our best practices for recruiting and retaining the security staff supporting our clients. Our eight-step selection and hiring process leads the industry, as does our wage, benefit and Incentive programs supporting our security officers. We also highlight how our robust Human Resources department recruits and assists our security officers.
- The **Procedures** section details the development and transition to an outstanding security program. Our approach establishes and maintains a partnership based upon transparency and accountability. We have reintroduced some of the team in our **Team Expertise** section and would invite the review committee to visit our local office and observe our people-based culture! By limiting the number of relationships each of our teams' support, we manage our security programs directly and with attention. We dedicate resources to know security officers by name, and circumstance, and to working closely with clients.
- Today, Securitas can provide single source end-to-end service delivery of physical security, systems integration, patrol response, and investigations. In our **Tools & Reporting** section, we have included information regarding our integrated solution, including SecuritasVision and MySecuritas touring and reporting systems. Securitas is raising the bar for innovation with security technology and other equipment resources.
- Our Training details in the **Timeline** section outlines our commitment to both short term (orientation, new-hire and initial site specific) training and long term (ongoing and professional development) training. We customize training to each client site and track compliance with real time transparency for our clients.
- Our Quality Assurance program is outlined in the **Description of Approach** section. Utilizing KPI, metrics, and scorecards; Securitas is committed to service delivery and verification of the same.
- **Transition Planning** pose a variety of challenges. As the incumbent, we believe that continuing to utilize our security services has many advantages for you as a client. You will have continued uninterrupted service; not need to recreate Post Orders, training programs, order replacement equipment, hire new staff, or change the communication and management processes. However, there are benefits to having a fresh set of eyes reviewing the security program and updating parts of the program that should be refreshed or improved upon. Accordingly, Securitas will take this opportunity to review the site programs, following our outstanding Transition Plan. Your District Manager will share with you any changes or updates suggested. Securitas managers are experts in transitions. In 2024, they transitioned over \$500 million in services from in-house private security and other contract security providers using our **Excellence in Service** process.

Thank you again for the opportunity to provide this proposal to you and to, hopefully, continue our business partnership in support of The Village of Oak Park. Please contact me if you have any questions or require further information.

***We appreciate the generally fair and common sense approach in the RFP. Please note Securitas USA and the Village of Oak Park have already negotiated that certain Professional Services Agreement, dated October 11, 2022 (the "Current Contract"). If we are selected as the winning bidder, we would be happy to discuss doing business under terms and conditions similar to the Current Contract. Thank you, and we look forward to continuing to be your security provider and working with you towards a mutually-acceptable contract."***

Sincerely,

A handwritten signature in black ink that reads "Sean P Keating". The script is fluid and cursive, with the first letters of each word being capitalized and prominent.

Sean Keating | Area Vice President  
Securitas USA Downtown Chicago | 150 S Wacker Dr | Chicago, IL 60606 | Suite LL50  
Mobile: 630-660-2080 | [sean.keating@securitasinc.com](mailto:sean.keating@securitasinc.com)





## Table of Contents

Cover Page. . . . .	1
Cover Letter. . . . .	2
Executive Summary Village of Oak Park . . . . .	5
1. Description of Approach. . . . .	10
2. Team Expertise. . . . .	15
Management Resumes. . . . .	23
3. Section IX - References. . . . .	26

## 4. Sample Documents:

---

4. Sample Documents. . . . .	29
Post Orders - TOC. . . . .	30
Sample Incident Report. . . . .	35
Sample Tour Report. . . . .	36
5. Fee Structure. . . . .	38
Pricing Details. . . . .	40
6. Timeline. . . . .	41

## Required Documents

---

Section VI - Organization of Firm. . . . .	55
Certificate of Secretary. . . . .	57
Section VII - Compliance Affidavit . . . . .	58
Section VIII - MWDBE and EEO Report . . . . .	60
Addendum 1-security-rfp-vehicle-requirements-10.23.25. . . . .	62
Addendum 2-security-rfp-qa-posting-10.23.25. . . . .	64
Certificate of Insurance. . . . .	67
License. . . . .	69
Rear Cover Page. . . . .	70

# Executive Summary of RFP Response

## *Overview of Proposed Services & Capabilities*

### Continued Partnership and Commitment to Excellence

As we approach our third year of partnership, I would like to express my sincere appreciation for the trust and collaboration we've built together. Our relationship has evolved into a true partnership- one defined by open communication, shared goals, and mutual commitment to quality and service. Our team remains focused on maintaining consistent service, responsiveness, and operation excellence. As we present this proposal, we remain mindful of the importance of cost efficient and value optimization. Our approach is designed to maintain the highest standards of safety and service, but also to ensure competitive, sustainable solutions that are aligned with your operations goals and financial priorities.

### Company History

- Global annual revenues of over \$14.9 billion.
- North America annual revenues of nearly \$6 billion.
- Securitas acquired Pinkerton in 1999.
- Securitas acquired Burns International and smaller companies in 2000.
- In July 2003, all U.S. operations united under the single name of Securitas Security Services USA, Inc.
- In 2015, Securitas AB acquired the electronic assets of Diebold, becoming a leading provider of electronic security solutions and services to business customers.

### Recent Growth

- Diebold's Electronic Security, North America (electronic security solutions)
- Infratek Security Solutions, Norway (electronic security solutions)
- Draht+Shutz, Germany (electronic security solutions)
- JC Ingeniería, Chile (electronic security systems)
- Most Recent Acquisition – Stanley Security

### Concierge Security Experience for First Class Office Buildings

The Securitas Certified Concierge Security Professional program is our white-gloved customer service training.

In this program we teach security officers how to work with a hospitality mindset and take ownership in the client experience. The 'white glove' approach is about delivering exemplary – prompt and tailor-made – services to customer with acute attention to detail.

It's about being present, showing compassion and caring about how people feel. It's being welcoming and making sure clients and guests are comfortable and have an exceptional experience. To succeed in a concierge environment, security officers are expected to provide a personal touch and provide genuine care to guests at their assigned locations.

The local Securitas team is years of experience providing these "white glove" services to our clients in the downtown Chicago market. We have provided **client references**, along with a more detailed description of what's included with our concierge services.

We provide security services to Class A office building across Chicagoland.

A few examples are the following:

**City of Chicago- Department of Fleet & Facility Management**

77 W Wacker Dr  
13,925 HPW  
Length of service: 2 years

**Avison Young – Chicago, LLC**

500 W Monroe  
558 hpw  
Length of Service: 2 years

\*See RFP response for details. References have also been provided.

## Work Execution Plan Overview

Securitas delivers a customized service solution to achieve your performance goals. We accomplish this through our “Service Wheel” and the Service Excellence program, a five-category framework that integrates service delivery, management, and measurement. These five categories are the primary drivers of our success and consist of **People, Procedures, Tools, Training and Feedback**. Components within each of these five categories guide our service teams, measure and report performance and ensure that we meet the unique requirements of each client and each “facility”.

## Recruitment, Hiring and Selection

We take seriously our responsibility to select only those security officers who possess the appropriate skills, qualifications and aptitudes for each client location. Every officer we hire has undergone personal interviews, reliability testing and reference checks to determine our comfort level with the individual's ability to represent Securitas USA and our clients in a professional manner. We then screen officers to help provide a good match between the officer's aptitudes and our client's site. All applicants must take an aptitude test as part of the pre-employment process. We rely on Pinkerton Employment Screening for comprehensive human resource employment solutions that incorporate standardized best practices and maximize productivity throughout the entire employee life cycle. Pinkerton offers a battery of psychometric and behavioral tests that provide accurate assessments and profiles of current employees as well as prospective candidates. Pinkerton offers a wide variety of reliable aptitude tests and behavior profiling.

Our eight-step proven process is described further in our RFP response.

## Benefits/Incentive Plans

Securitas offers its security officers benefits and incentives programs that are unmatched in the security services industry. Securitas has also invested in several new programs and resources to further support our employee's development and well-being.

Securitas USA Benefits comply with local union standards.

At union sites, each officer will receive union benefits which include healthcare coverage, paid time off, vacation, sick time, dry cleaning, pension and holidays.

Benefits and incentives offered by Securitas to all eligible employees have been detailed in our RFP response.

## Equipment, Supplies and Uniforms

We have several uniform styles available depending on client requirements.

As a standard company policy, all uniforms and equipment are furnished without charge or deposit to our security officers. Our uniforms are issued to employees at the local branch offices designated to provide services to our clients. Each branch office maintains an appropriate supply of uniforms to adequately satisfy the needs of security officers and clients.

It is the policy of Securitas to supply and maintain very high-quality uniforms for all of its uniformed Officers. In addition to their cautionary effect on those people who come in contact with them, they also are an extra cause for self-esteem on the part of the Officers who wear them.

## Training Program

Summary of our training program includes:

- Level 1 Training: Introduction to Security
- Level 2 Training: Career Development, Site Specific Training and Advanced Certification Training (ACT)
- Level 3 Training: Specialized Training
- E-Learning and the Securitas On-line Academy
- Ongoing professional development
- Annual refresher training
- Value-added training solutions
- Additional specialized training programs per industry/market
- Supervisor training



## Personnel Management and Support

Securitas USA puts great emphasis on empowering local branches to have the ability to rapidly respond to client's needs. In addition, Securitas limits the number of client relationships per branch. This approach has a tremendous impact on service levels and provides the local operation the time to specialize on the clients they serve and the employees they support. It is a core belief of Securitas USA that management by name and not by number creates the best foundation for a meaningful security solution.

Your Securitas relationship is spearheaded by your **District Manager, Olivia Gonzalez**. This is the client relationship primary point of contact. Our Securitas Security Management Program gives District Managers the knowledge to develop complete security packages for our clients. To be a knowledge leader and understand all aspects of security operations to determine client needs, including:

### Management Overview

- Site Supervision: Shift Supervisors, Field Supervisors, Flex Force
- District Supervision: Area Vice President, District Manager, Human Resource Manager, Recruiter, Training Manager, Scheduling Manager, Accounts Payable/Receivable
- Regional Support Teams: Region President, Vice President of Sales, Vice President of Human Resources and Training, Regional Controller

### 24/7 Staff Coverage

All of Securitas USA's branch operations are generally open Monday-Friday from 8 AM to 5 PM local time. Our offices are closed on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. All management/supervisory personnel, including your dedicated District Manager, are equipped with cellular telephones to allow for 24-hour/7 day access by customers and employees.

We have processes in place to ensure cover for the following:

- Open Shift Coverage
- Emergency/Special Event Coverage

## Business Continuity/Disaster Recovery Program

The foundation of Securitas' operational success is built on our philosophy of being close to our clients. We accomplish this through our independent district model which enables a flat organizational structure yielding a higher level of customer service. Each district is an autonomous unit which is limited in size to assure client and employee satisfaction. Every district is supported by area, region and corporate services. As each district is an autonomous unit existing client programs are not impacted by the inclusion of new or additional client business regardless of the size or scope of need. Upon notification of award of contract, Securitas USA will engage a similar autonomous unit as well as develop customized succession and continuity plans unique to your facilities and needs.

Significant effort and financial resources have been committed to minimize the impact of known threats to Company operations. Constant vigilance and continued effort and investment ensure currency of the Disaster Recovery Plan. Securitas USA is confident in its ability to be the uninterrupted provider of quality security services, products and support, protecting our customers, associates and investors.

## Technological Advancements/Innovative Tools and Technology

Securitas USA is a large corporation with many software solutions that are used to run our business. The company has completed a major transformation to replace existing back-office business systems such as Peoplesoft/Oracle Financial, HR, and Payroll among other systems. Modernization of other technology tools and services and providing corporate systems and workers with a stable, secure computing environment has been our primary objective.

Additional examples of the tools and technology Securitas provides our clients:

- **Workforce Management (WFM):** Electronic timekeeping and scheduling automation which ensures accuracy and confidence. Scheduling data includes post names, employee information and client information. Scheduling data automatically drives both payroll and billing transactions.
- **MySecuritas:** A secure Client Portal that gives instant access to your facility's critical information in real time. You have the capability to access this data 24 hours a day, 365 days a year.
- **SecuritasVision:** A secure scalable web-based application that helps us bring innovation, accountability and efficiency to your facility. It can be deployed at a single property or across your entire organization, and combines incident management, tour verification, task scheduling and incident alert notification in one easy-to-use application.
  - Post Confirmation System – electronic, proprietary officer check-in system that verifies posts are staffed.
  - Proof of Visit System – documents supervisor inspections.
- **National Communications Center:** 24/7 call center for clients and security officers.
- **Post Orders Document System (PODS) -** PODS is a proprietary software program that ensures all the client's requirements are being met in the post orders. This template ensures consistency and provides our officers with the detailed information needed to perform their jobs to your expectations.

## Alternative Integrated Guarding Solutions

We continually seek methods to meet each client's unique security requirements while keeping the client's business goals and budget in mind. We are dedicated to using our resources and experience to create security solutions that address the rising costs of the security profession.

Securitas Integrated Guarding balances the expertise and innovation of two or more core security services — **On-site Guarding, Remote Guarding, Mobile Guarding and Electronic Security**— to cater optimal protection to your organization and unique security needs.



## Quality Management Program

The Client Excellence Platform, also known as the CEP, is the face of Securitas when it comes to Client Relationship Management. Essentially, the Securitas CEP has been developed to boost the efficiency and quality of your security program. The CEP provides our District Managers with a single, centralized platform to capture site interactions, document policies and procedures, house essential documents, create post orders and manage client contact.

### Value of the CEP to our clients:

- Improve compliance and reduce risk through new post order creation and management process.
- Drive operational efficiency and effectiveness through new service delivery history functionality.
- Maintain consistent, compliant service through the management of essential documents.

The Service Delivery History tool in the CEP allows us to keep a running record of all contact with our clients. The CEP is the one place where every action, issue, and important fact about servicing our clients, and building the relationship is recorded. Maintaining a communication tool that is easily accessible and easy to use is yet one more important step in providing *world class service delivery* to our clients.

### Performance Management

Using the CEP, District Managers will create the Client Service Plan and the framework for the Service Enhancement Plan and Service Delivery History. Together with established KPIs, the District Manager develops the framework for Quality Assurance processes including contract governance, cost control, quality control, continuous improvement, and safety.

We strive to deliver consistent and reliable service, quick response by management and individualized attention to each client's needs. The core elements of our service excellence program include:

- **Client Service Plan:** The primary tool used to measure and monitor client security goals.
- **Service Enhancement Plan:** A plan used to implement and monitor improvement actions.
- **Service Delivery History:** Documentation of meetings/communications between client and Securitas management.
- **Client Service Review:** Our monthly 'report card.' Clients help rate and define a variety of performance categories to help ensure we consistently meet or exceed expectations.



## 1. Description of Approach:

Securitas' empowered, hands-on, and highly localized management spends more time with clients, understands their businesses more intimately and directs their officers and operations more actively in the field. To our customers it is critical that we translate our size and experience to the local level and in support of each and every client relationship. **Account Management, after all, is local.**

Securitas USA puts great emphasis on empowering local branches to have the ability to rapidly respond to client's needs. In addition, Securitas limits the number of client relationships per branch. This approach has a tremendous impact on service levels and provides the local operation the time to specialize on the clients they serve and the employees they support. It is a core belief of Securitas USA that management by name and not by number creates the best foundation for a meaningful security solution.

- Securitas has systematically aligned its guarding organization to enable an unmatched focus on clients and officers. With smaller client portfolios, Securitas client teams see what others miss – a key factor in enabling our industry-best 90% client retention rate.
- Securitas has made a multimillion-dollar investment in global technology platforms that empower clients and provide complete visibility to the guarding operation. These platforms provide transparency of spend, schedules, incidents, reporting, exceptions, and training.
- The Securitas commitment to client value was further validated when Securitas earned one the industry's prestigious Outstanding Security Performance Award (OSPA) for Outstanding Contract Security Guarding Company. The research-based award is presented by the only global system for recognition of outstanding performance in the security industry and recognizes a provider with proven results that make a positive difference to its clients and the industry.

In this section, we will provide details of your local Securitas supporting Branch and their approach to the establishment of your Security Management Program.

Your Securitas relationship is spearheaded by your **District Manager**. This is the client relationship primary point of contact. Our Securitas Security Management Program gives District Managers the knowledge to develop complete security packages for our clients. To be a knowledge leader and understand all aspects of security operations to determine client needs, including:

- The critical operational and risk analysis process to determine what type of security program is required.
- How to analyze physical security options that allow manpower, systems, and technology to work together.
- How to use widely accepted tools to measure probability and impact, as well as the fundamentals of information security to provide security expertise.
- How to specialize and remain knowledgeable of the local market.

Knowledge, training, and expertise in security is key to developing security solutions for our clients.





## Methods of Account Development

We will continue to develop, together with you, procedures and goals for your Security Management Program. It is Securitas' mission to provide the most outstanding security solutions possible. To accomplish this mission, our Branch teams will discover the needs of the Program and Scope of Services. Guided by the **Securitas Service Wheel**, the Branch team will accomplish the following:

- Identify and develop **Procedures** required to organize the Security Program.
- Choose the appropriate **Tools** (Technology and communications).
- Organize the standard, introductory, site specific, and on-going **Training** for the team.
- Establish the quality assurance, supervision, and communication chains for **Feedback**.
- While never losing focus on the recruiting, selection, and support of our **People**.



Securitas District Managers begin the process of supporting a client contract with the aid of the *Securitas Service Initiation Workbook*. The Workbook is designed to help Branch teams ensure the successful start-up of a new contract. The Securitas Service Initiation Workbook includes Transition and Implementation Plans, **Safety Inspection Checklist**, and Post Order Requirements Survey.

This 72-page guidebook helps to ensure standardized and consistent service starts smoothly and provides a foundation for ongoing success. Our Service Excellence approach consists of four (4) stages; Transition, Service Implementation, Client Service, and Quality Control/Continuous Improvement.

## Feedback and Performance Management

The Client Excellence Platform, also known as the CEP, is the face of Securitas when it comes to Client Relationship Management. This program is the primary quality assurance program for our organization. All interactions with current and future clients are housed on this database. It promotes world-class service delivery by linking a standard service delivery method and tools to the service cycle for our clients. Securitas involves technology to organize, automate, and synchronize our Risk Assessment, client interaction, customer service, and actual service provided to our clients.

**The reason we utilize the CEP is to:**

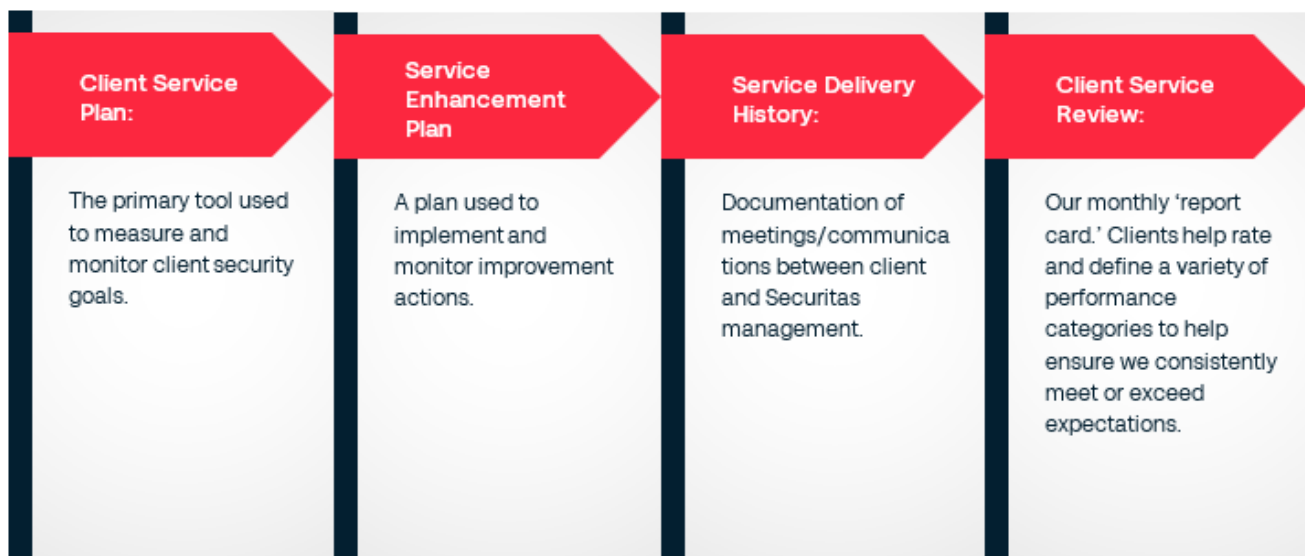
- Maintain one consistent platform
- Provide one face to our clients
- Use a common language across fields
- Improve compliance and reduce risk
- Drive Operational Efficiency & Client Retention

The Service Delivery History tool in the CEP allows us to keep a running record of all contact with our clients. The CEP is the one place where every action, issue, and important fact about servicing our clients, and building the relationship is recorded. Maintaining a communication tool that is easy to find and use is yet one more important step in providing World Class Service Delivery to our Clients. All members of the branch team must be kept up to date on important events with our Clients and the CEP assists with achieving this objective.

We document the various stages of the Securitas Client relationship, to ensure the District Manager servicing our clients are organized and stay on task with Client timelines, policies and procedures. Our District Managers need a way to track what our clients value and desire from Securitas and the CEP provides this. We strive to deliver consistent and reliable service, quick response by management and individualized attention to each client's needs. The core of Client Excellence Platform and a roadmap are needed to build a successful Client Relationship.



The elements of the CEP include:



## Implementation

Within the Service Implementation stage are our specific work plans to deliver well-trained & well-suited security professionals for security services. Those work plans cover the operational essentials of recruiting/acquiring/screening candidates with mission profiles, retention, benefits, onboarding, discipline, and expectations, 'ramp up' staffing plan, contingency/additional staffing plans, training plans, program management plan, operations plan, technology implementation, creating/sharing program analytics & KPI, contract governance, cost control, quality control, continuous improvement, and safety.

We are guided by these stages from notification of award to post-service initiation service enhancements, completed after 60 days of service. In collaboration with your designees, our teams will establish a Service Plan that outlines specific relevant service goals and defines supporting Key Performance Indicators (KPIs) for each site. This plan serves as a road map for managing and monitoring service performance.

***Key elements include program risk assessments, staffing and succession plans, training, safety, management and cost control mechanisms.***

## Securitas Risk Assessment



The Securitas Risk Assessment helps to identify unique security concerns. This assists with providing full transparency in all aspects of security and supports customized recommendations for effective security enhancements to help reduce risk.

We have the knowledge and expertise to provide the most cost-effective security solution whether it be manpower, technology, or a combination of each. Our goal is to establish Securitas as the Knowledge Leader at the point of sale and become the single provider for all services.

The Securitas Risk Assessment starts with a detailed analysis of the client site or sites to identify unique vulnerabilities. Information gathered during the Risk Assessment supports recommendations of effective security enhancements that help





reduce risk and liability, improving crisis preparation. This information is then used to prioritize risks and develop customized, data-driven security solutions.

We gain insight as to where our clients may have concerns and improve upon their security operations and procedures. The Securitas Risk Assessment allows for a shift in focus from service replacement to service enhancement

The SRA initiates data-driven decisions to maximize efficiencies. The SRA is an initial step in the Client Service and Development Plans and should subsequently be conducted on an annual basis as a routine part of basic Security Operations assessments and Crisis Management Planning.

Emergency Item	Probability of Occurrence	Significance of Consequences	Subsidiary Rating
Industrial Material	High	High	High Risk
Threat	High	High	High Risk
Emergency Operations	High	High	High Risk
Access Control	Medium	High	Medium-High
Fire Safety	Medium	High	Medium-High
Transportation	Medium	Medium	Medium-High
Emergency Evacuation	Medium	Medium	Medium-High
Burglary	Low	Medium	High-Med
Order Loss	Low	Medium	High-Med
Collusion	Low	Low	Medium-Low
Harassment	Low	Low	Medium-Low

## The Service Plan

The Service Plan is the primary tool used to measure and monitor the local delivery of security services. After defining specific Service Goals, KPIs are established to measure the attainment of the goal. We regularly track the KPIs to assess how we are performing against an agreed upon Service Goal. They become the measuring stick by which performance is measured. Definitions for the KPIs are mutually determined, with your input, prior to implementation.

## Work Execution Plan

Securitas delivers a customized service solution to achieve your performance goals. We accomplish this through our “Service Wheel” and the Service Excellence program, a five-category framework that integrates service delivery, management, and measurement. Components within each of these five categories guide our service teams, measure and report performance and ensure that we meet the unique requirements of each client and each “facility”.

The following table lists the major Securitas components of each category.

Category	Major Components
<b>People</b>	<ul style="list-style-type: none"> <li>• Hiring Management System (HMS)</li> <li>• SEAT (Securitas Employment Assessment Tool)</li> <li>• Benefits, Incentives &amp; Recognition Programs</li> </ul>
<b>Procedures</b>	<ul style="list-style-type: none"> <li>• Transition &amp; Implementation Plan</li> <li>• Post Order Requirements Survey</li> <li>• Periodic Hazard Assessment</li> <li>• Client Service Plan</li> </ul>
<b>Tools</b>	<ul style="list-style-type: none"> <li>• A technology-based on-site guard management and tour tracking system</li> <li>• Post Orders Template</li> <li>• Real-time incident reporting and</li> <li>• WFM computerized scheduling, payroll, invoicing &amp; financial records tool</li> </ul>
<b>Training</b>	<ul style="list-style-type: none"> <li>• Supervisor training</li> <li>• License required training</li> <li>• Specialty training (First Aid/CPR/ AED, Fire Prevention, Industrial Safety, etc.)</li> <li>• Site-specific orientation</li> <li>• Ongoing professional development programs</li> <li>• Customer Service Excellence Training</li> </ul>



Category	Major Components
Feedback	<ul style="list-style-type: none"><li>• Client Excellence Platform (CEP)</li><li>• Client Development Plan</li><li>• Client Satisfaction Surveys</li><li>• Service Enhancement Plan</li><li>• Quarterly Business Reviews (QBRs)</li></ul>

Daily service is delivered by personnel on-site with support from the local branches listed below in the Account Management & Work Plan. “Branch” and “Area” resources provide supervision, management, administration, human resources and logistical support to on-site supervisors and guard teams. Securitas provides specialized oversight and support to ensure specific aspects are identified, planned for, delivered, measured, and reported.

**Post Orders** are required for every client post. Post Orders are a complete set of instructions from Securitas, informing the Security Officers of their Scope of Work and how to accomplish tasks at the client site. The Transition Team will gather the Post Orders information from the Request for Proposal (RFP), existing site security forms including previous Orders or SOP’s, the Site Risk Assessment (SRA), and from discussions with key client stakeholders.

With the assistance of PODS, our proprietary software program, Securitas will create, maintain, and update Post Orders. Updates occur as needed and reviews are conducted at least annually. To maintain transparency and shared expectations of the security program, clients have final approval of Post Orders.



## 2. Team Expertise:

### Securitas Overview and Experience

Securitas is the industry leader in Protective Services. While Securitas has vast capabilities and a global reach, we provide each of our clients with locally focused management and customer care. Securitas USA has over 400 branch offices situated throughout the U.S. The highly experienced, locally dedicated Securitas Management Team assigned to service the Village of Oak Park will work to develop meaningful partnerships with your management team through responsiveness and timely communication.

Global Revenue.....over \$14.9 billion

Worldwide Employees.....350,000+

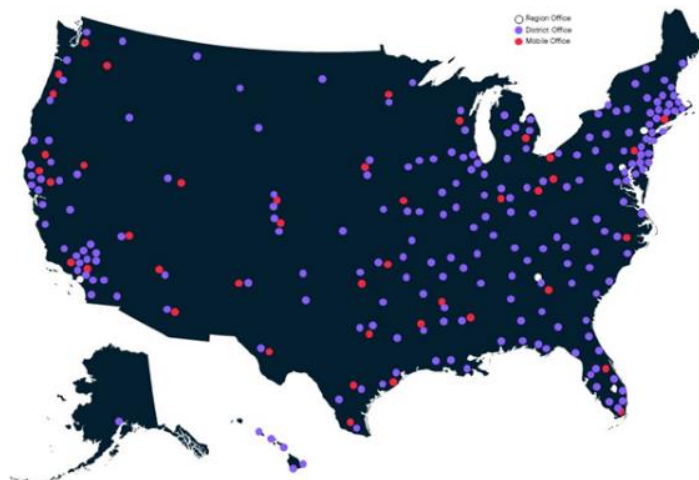
Number of Markets.....44

Number of Countries..... 90 worldwide

Annual Revenue (North America).....over \$5.9 billion

Employees (North America) .....over 99,000

Local District Managers .....500+ in the U.S.



As a purpose-led company, Securitas employees are united across the country and around the globe. Our purpose of “**We help make your world a safer place**” serves as a reminder of why our work is essential to our colleagues, clients, and our communities. We understand that safety is a necessity for all of us to enjoy life with friends, family, and success at work. Threats to our safety are ever increasing and becoming more complex.

***Therefore, our commitment to helping make the world a safer place is more important than ever.***

#### ONE Securitas:

Securitas is committed to delivering the same quality service for our clients across all markets we serve. We continuously strive for consistency and are ONE Securitas, driven as a united force by our global purpose of “Helping make your world a safer place.” One of our most recent initiatives, implementing a global communications platform, has further improved collaboration.



#### Innovation:

Over the past decade, the security industry has undergone a major transformation, the most exciting change it has ever



Securitas is at the forefront of this journey thanks to our persistent and continuous investments in integrated security solutions.

Since 2011, Securitas has invested in the future to become what we are today: the leading security solutions and electronic security company – as market leader in the US and most countries in Europe, with a strong presence in Latin America and a significant footprint in the AMEA region (Africa, the Middle East, Asia and Australia). We have made major investments in technology resources, hired thousands of engineers and technical support experts, integrated acquisitions and made substantial investments in equipment installations at our customers' sites.

Securitas incorporates a proactive management approach bringing together advanced technology and people to create a higher level of value and return on investment. We focus on elevating service, safety and security for all employees, visitors, and assets associated with our clients.

### Data-Driven Intelligent Services

Data-driven innovation is taking us into the next phase of our strategy; we are moving from reactive security to predictive security. The foundation for predictive security comes from digitization, which is enabling us to gather large amounts of data from incident reports, camera feeds, sensors and access control. Combining this information with data from external sources, such as crime statistics, provides advanced analytics that can help us predict criminal activities and stop them before they happen. We are investing in capturing, analyzing and responding to this data, which will further enhance client value and increase operational efficiencies.

### Integrated Guarding:

Securitas is committed to employing a full range of services leveraging technology to enhance each officer's effectiveness. Instead of employing more officers, we can utilize the tools to make each officer more effective. This, in turn, will allow us to both stabilize our labor force and offer health care benefits to all the full-time officers we employ, which means we will continue to attract the best officers in our profession while maintaining full compliance with the Affordable Care Act. As a global industry leader, we have firsthand experience with worldwide security trends and have developed protocols for a variety of scenarios. A company of our size offers a comprehensive approach — we can provide both the officers and the technology for a complete and flexible security plan to meet all of your security requirements.



### Investing in Our People:



It starts with our people. Our security officers remain the backbone of the services we provide. They face a more challenging security environment than ever before. Our business depends on being able to attract and retain people with the right skillset and values, to meet future demands. That is why fair wages, human rights and good working conditions play an important role in our approach. We aim to take care of our people – ensure that they are paid fairly, protected from harm and that they can live up to their full potential. Increasingly, we see this as our competitive edge.

Securitas' most valuable assets are our more than 99,000 employees in North America, it is our aim to be the employer of choice. In an industry with a high employee turnover rate in some countries, we see that ensuring a good working environment and providing fair wages gives us access to the best and most engaged talent in the sector. It is important that we attract people who reflect our values and that we empower them to deliver on our evolving security offering.

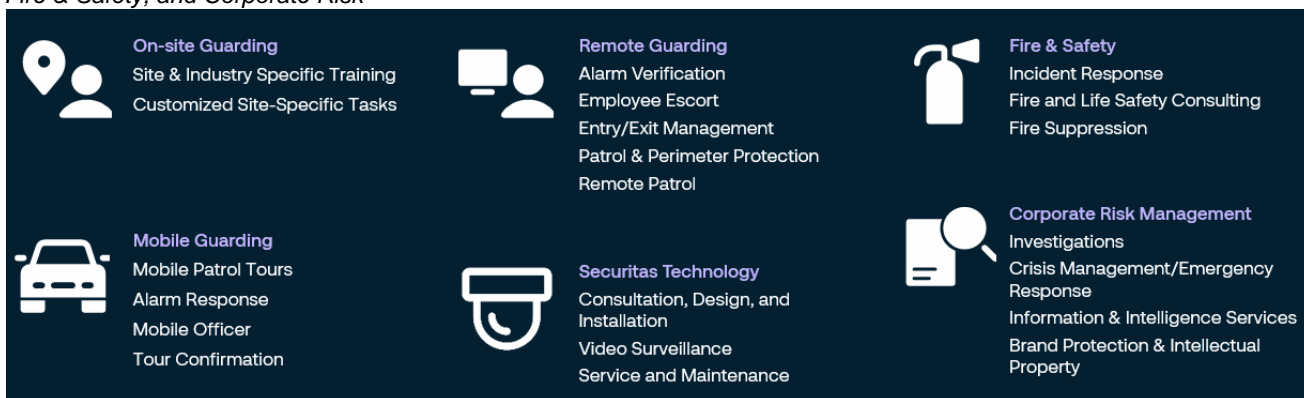
We are a member of the 100,000 Jobs Mission, an organization committed to assist veterans reentering the workforce. Since our becoming a member, we have hired over 40,000 veterans.

### Our Six Pillars of Protective Services





We aim to be your long-term strategic partner. Securitas is more than a traditional guarding company. Through our affiliated companies and specialty divisions, we can offer you a broader range of security solutions that will add value to the The Village of Oak Park. Our goal is to drive efficiencies within a client's security program and offer leading edge solutions. Our **Protective Services** include *On-site Guarding*, *Mobile Guarding*, *Remote Guarding*, *Electronic Security*, *Fire & Safety*, and *Corporate Risk*



*Management.*

## Stanley Acquisition – Electronic Security Capabilities

Securitas has acquired Stanley Security— which includes Stanley Healthcare and Stanley Products & Solutions. Stanley Security is a highly recognized security technology provider worldwide with substantial assets. By the numbers, this includes nearly 8,000 employees, 200 offices, 16 monitoring centers and over 500,000 clients, most of which are in North America and Europe. With this recent acquisition of Stanley, Securitas Technology now has 1,000 service technicians and 290 installers in the USA. Stanley brings significant, highly complementary momentum in security technology, innovation and solutions.

## Account Management Expertise

Key to a successful and effective staffing plan is a dedicated management structure. Securitas ensures quality service delivery and contract compliance for our clients through coordinated local management and support tiers. Accountability and responsiveness are present at each tier, aligning with your management representatives and your security needs.

Most client relationships succeed or fail based on the local management team's supervision and the ability to satisfy customer requirements. Securitas recognizes that qualified and experienced personnel who are dedicated to our clients' goals and objectives are a major factor in providing responsive and professional services.

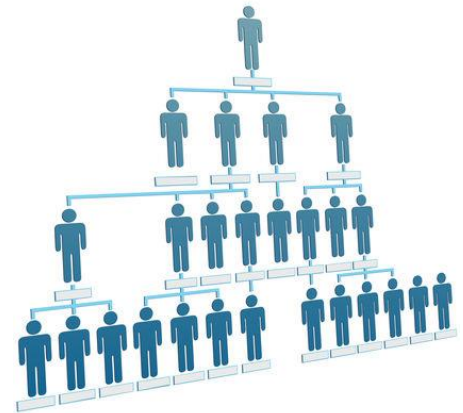
Although Securitas believes strongly in Integrated Guarding and Technological Solutions, we recognize that Security remains a people-based industry. Securitas is confident that our Flat Organization offers the best support for Security Officers and Clients because of our outstanding team of local individuals! We would welcome your visit to our offices at any time. We know that a comparison of security vendor offices and staff would show potential clients the value of our support teams.





## Branch Structure is close to the team – Span of Control

Securitas maintains the optimum number of District Managers for managing each account with precise planning and attention to detail. These District Managers utilize Securitas exclusive systems for hiring, training, scheduling, managing, and improving job performance. The resulting quality staff and efficient operations minimize job performance issues, scheduling challenges, unnecessary overtime, and any unforeseen problems which create additional service expenses. We take great pride in this careful management and planning system, as it translates to both quality service and lower costs for our clients.



Our branch structure is designed to support clients and our officers, with the highlights below discussed in depth elsewhere in the Full Proposal:

- District Managers support 15-20 client relationships and 100-200 security officers. The size of our branches allows our District Managers to know the team members by name, understand their needs and situation, and to work individually with each Security Officer towards their goals and the mission at each client site.
- Payroll is handled directly by the district teams ensuring fewer mistakes on paychecks or benefit enrollment and timely address to the Officers' needs.
- Delivery of equipment, materials, and uniforms needed for the site is timely. Security Officers need access to the resources supplied to represent the client and Securitas brand and the goals at the client site.

## Organization

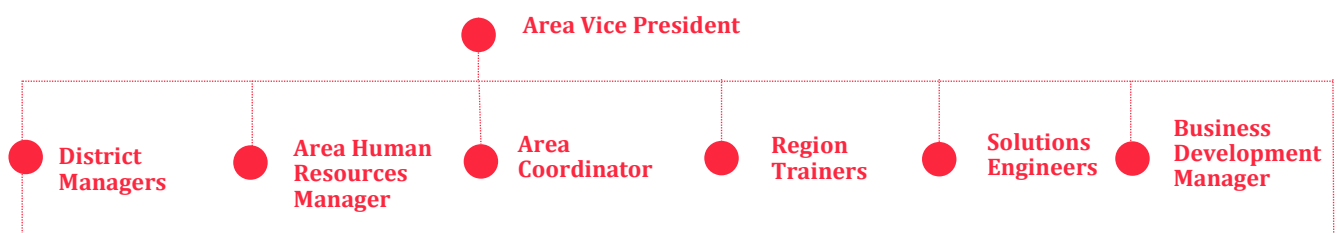
Securitas will establish your security operation as an individual business unit under a District Manager. Administrative support and oversight (e.g., IT systems and tools, recruitment, payroll, invoicing, administration of benefit plans, etc.) will be provided by the Securitas local branch Account Management team. The Securitas management team will draw on its 150+ years of security experience to ensure that the security operations are best in class and meet or exceed all customer expectations.

On a day-to-day basis, our approach to the operation would be that our personnel:

- Perform critical Security Functions in protecting property, employees, tenants, and visitors,
- Ensure full compliance with all procedures, Post Orders, regulations and directives
- Enforce compliance with all applicable security regulations by personnel in security sensitive areas of the facility,
- Adhere to detailed reporting protocols, including incident and activity reporting,
- Are well prepared for changing situations and regulations through robust training and communication planning,
- Perform a customer service role with a goal of achieving high standards and professionalism.

## Area Vice President (AVP) – Sean Keating

Sean has been employed by Securitas since 2006. He ensures the delivery of high-quality client service through regular contact with clients. He evaluates service quality to ensure that the Area office consistently and most effectively meets our clients' security needs. He also assists in the orientation of Area and District Managers. Sean ensures that the Area office and Districts have well-qualified individuals who are properly trained to carry out the organization's mission, coaches District Managers in strengthening their competencies used for developing and retaining business, and facilitates teamwork and the implementation of progressive services for each client.





## Your Flat Organization

With 450+ Branches located throughout the U.S.; Securitas USA puts great emphasis on empowering local branches to have the ability to rapidly respond to client's needs. In addition, Securitas limits the number of client relationships per branch. This approach has a tremendous impact on service levels and provides the local operation the time to specialize on the clients they serve and the employees they support. It is a core belief of Securitas USA that management by name and not by number creates the best foundation for a meaningful security solution.

## District Manager - Olivia Gonzalez

Olivia is responsible for overall security operations and security management for the Chicago Area. She ensures clients feel secure and regularly evaluates service quality to ensure that it is consistent and effective at meeting our client's security needs. Olivia manages approximately 15 customer portfolios and is responsible for maintaining and developing customer relationships through valued partnerships in their security programs. Olivia's branch specializes in providing security services to clients within a variety of industries: education security programs, hospitality, commercial residential/real estate, healthcare, agriculture, and telecommunications.

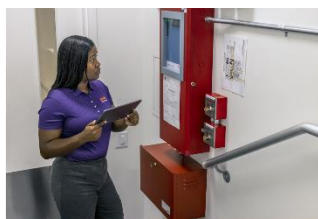
The district manager actively manages all client sites in his/her area. The district manager facilitates decisions to meet the needs of Village of Oak Park. The district manager meets regularly with the client contact at Village of Oak Park to evaluate service levels, and implement and refine our ongoing service plan. Some of the responsibilities of our district managers include:

- Client visits
- On-site training
- Maintaining contact
- Site development

We always welcome interactions with our branch office teams, however for ease of management, District Managers act as your single point of contact for the running of your security program and consultation of market trends, and future security program planning.



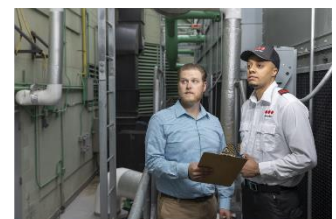
Meets Regularly with client representatives



Leads Transition & Implementation Plans for start-up & enhancements



Performs regular Key Performance Indicator (KPI) Assessments



Performs Supervision of the site staff



Ensuring that the site & officers have equipment & supplies for service



Oversees the Training curriculum and ensures trained Security Officers



Consultation & Security Program Design



Scheduling, payroll, & billing  
Organizing the moving parts

## Single Point of Contact but Not Alone



Securitas believes strongly in supporting our team members. Despite, or perhaps because of, their critical role in our organization, District Managers can not do it alone! Your local supporting branch has the following positions available to support:

## Field Service Managers

Spearheading field service, scheduling and training for each branch office are the Field Service Managers, who function as non-resident supervisors. Field Service Managers administer continuing training of the officers assigned to each facility. Since they are an important extension of the management team, proper selection and training are important. We have developed formal programs that include seminars, classroom training, video instruction and manuals designed specifically for field service personnel.

### **Field Service Managers and Site Visits**

Securitas maintains after hour Field Service and Post Inspection teams. Supervisory visits must include and cover all work shifts at every client post on the facility. These visits are performed on an unannounced, random basis.

We understand the importance of keeping our officers motivated and engaged in their roles and responsibilities. Our philosophy is to support our officers and create an environment that encourages career growth, personal development and open communication.

## Human Resources Manager

The human resources manager leads the hiring and selection process for all employees; oversees the interview process for candidate selection and manages benefits, employee relations and recruiting.

## Recruiters

The recruiters actively promote the employment opportunities at Securitas through numerous sources and works with state and local placement agencies to offer employment opportunities to qualified individuals. These sources include college and university groups, placement services and government agencies.

## Trainer

The trainer guides the introduction process, site-specific training and continuous training program development; is responsible for the preparation of training materials, classroom presentation and site-specific training; reviews all operations at Client sites to determine the best methods and materials for delivering the training.

## Human Resources – Compliance & Safety

The HR Specialist for Compliance and Safety supports the Human Resources Departments and Security Officers by verifying that all state, regional and local regulations are followed; that all licensing processes are adhered to; and that contracts and employment files are in compliance with policy and procedures.

## Equity, Diversity & Inclusion Director

The EDI Director for Employee Relations, Diversity & Inclusion supports the Human Resources Departments, Branch Offices and Security Officers in Employee Development, Retention, Conflict Resolution, Investigations, and Advancements.

## Solutions Engineer

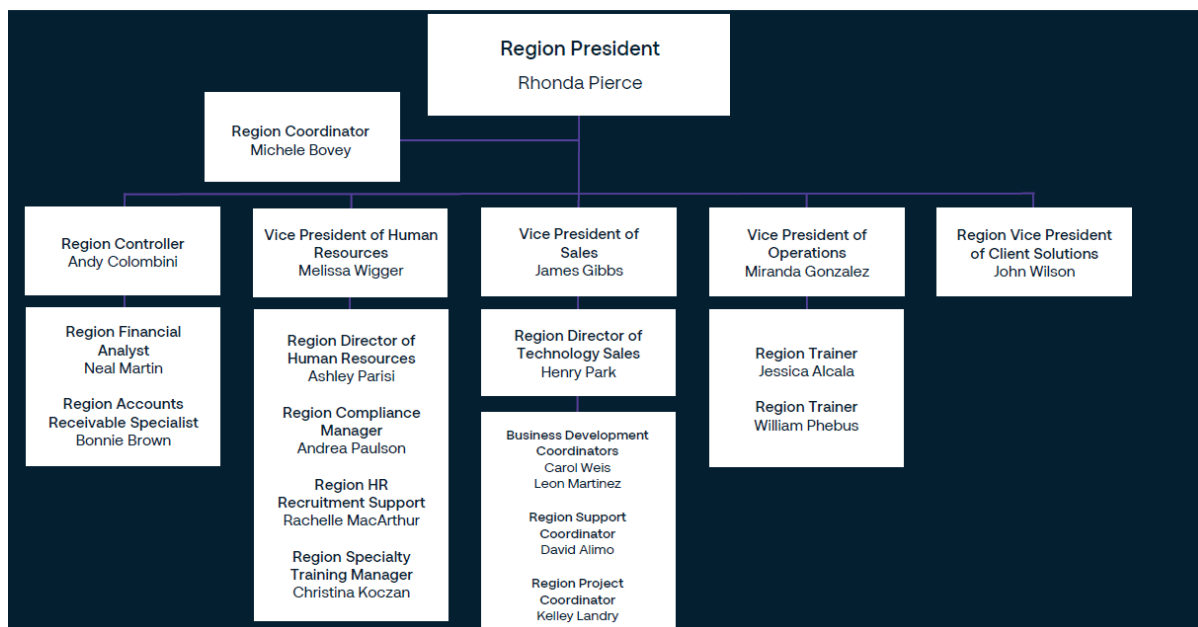
The Solutions Engineer supports District Managers, Business Development Managers and clients in the review, design, and implementations of Integrated Guarding Solutions that utilize technology. Solutions remain current on camera, access control, crowdsourcing, Remote Guarding, and many other technological systems available in the marketplace.





## Region Level Support

Securitas consists of five geographic regions. Our Regional is titled the North Central Region and is led by Region President Rhonda Pierce. The purpose of the region office is to guide and support the local Areas and district offices that, in turn, support our officers at client sites. Placing resources at the local level, where they can be used most effectively, is part of our mission as the industry leader to add value by being closer to our clients and to our security officers.



## Security Surveillance Equipment Experience

Securitas provides site specific training based on the client's current technology systems. Officers will be required to learn these systems with their District Manager and or Training Officers. A test is issued at the end of training to test their knowledge on current equipment. An 80% grade or higher is required prior to an officer monitoring video surveillance equipment.

Securitas also offers video-based patrols form the basis of an all-encompassing security solution. Our remote officers can conduct patrols once or several times per night by utilizing remote patrol. By logging into the camera network, they are able to conduct a full exterior patrol, noting and responding to any unusual behavior in your parking lots, along fence lines and in places which the naked eye alone cannot detect activity. On an interior patrol, our remote officers can check for unauthorized after-hours activity, perform firewatches, and conduct health and safety inspections. A Smarter Way to Patrol Your Premises Remote patrol gives you a proactive security presence that's ready to help deter trouble 24/7. Remote patrolling via strategically placed cameras gives you eyes on your weak spots that can monitor more consistently and cost-effectively than security officers alone. Partner network brings together industry's best Securitas USA has global agreements with some of the security industry's top innovators. This allows us to deliver the best possible technology and services in simple, cost-effective packages. A knowledge leader in security Remote Guarding, managed by Securitas USA, gives you state-of-the-art security in innovative and cost-effective packages. Cutting edge cameras and software create real-time security that helps prevent incidents, optimizes security officers' time and reduces costs. Securitas USA can design, install and maintain the technology equipment used for this service. Securitas USA offers a broad range of services that include specialized guarding, technology solutions, mobile guarding and corporate risk management; we customize offerings that are suited to the individual customer's needs.

## Parking Structure Security Experience



Securitas has serviced the Village of Oak Park's Parking structures in the past for over 17 years. In addition, Securitas also has experience servicing over 15 high-rise parking structures for Inter Park, LLC in the City of Chicago. These are similar in scope of services i.e. vehicle tours, and static guarding.

Securitas also secures multiple corporate offices and residential buildings with attached parking garages and or structures located in the building itself. Some of our recent clients throughout Illinois include: the JLL Portfolio, the AON Building, The Richard J. Daley Center, Chase Towers, NBC Tower, Amtrak Parking Garage.

Securitas may provide the following training for officers at parking facilities:

- Management of Aggressive Behavior (MOAB)/Non-violent Physical Crisis Intervention (CPI) provides the techniques of how to recognize aggressive or changes in behavior about to become more aggressive, how to respond to such behavior and uses instructors certified by the companies authorized to teach either de-escalation technique.
- Class on Officer Safety
- Class on Basic Report Writing
- Class on Security Sensitive Areas
- Drive for Life
- Ritz Carlton Customer Service Training
- Proper Techniques on Security Patrols

# Sean Keating

Area Vice President: Downtown Chicago

## Current Role

Sean ensures the delivery of high-quality client service through regular contact with clients in the Downtown Chicago area. He evaluates service quality to ensure that the Area office consistently and most effectively meets our clients' security needs. He also assists in the orientation of Area and District Managers. Sean ensures that the Area office and Districts have well-qualified individuals who are properly trained to carry out the Organization's mission, coaches District Managers in strengthening their competencies used for developing and retaining business and facilitates teamwork and the implementation of progressive services for each client.

## Experience

- |   |                             |
|---|-----------------------------|
| ➤ Area Vice President, Securitas Security Services USA, Inc.    | Present                     |
| ➤ Director of Operations, Securitas Security Services USA, Inc. | January 2017 – January 2018 |
| ➤ District Manager, Securitas Security Services USA, Inc.       | April 2011 – January 2017   |
| ➤ Security Manager, Securitas Security Services USA, Inc.       | April 2006 – April 2011     |

## Professional Affiliations, Training and Certifications

- Illinois Security Professionals Association, Board of Directors
- Building Owners Managers Association (BOMA), Member
- ASIS, Member
- Western IL University, Internship Program Mentor

## Education

- BS, Business Administration & Management – University of Phoenix  
Chicago Campus



# Olivia Gonzalez

District Manager: Downtown Chicago



## *Current Role*

Responsible for overall security operations and security management for the Chicago Area. Olivia ensures clients feel secure and regularly evaluates service quality to ensure that it is consistent and effective at meeting our client's security needs. Olivia manages approximately 15 customer portfolios and is responsible for maintaining and developing customer relationships through valued partnerships in their security programs. Olivia's branch specializes in providing security services to clients within a variety of industries: education security programs, hospitality, commercial residential/real estate, healthcare, agriculture, and telecommunications.

## *Experience*

- District Manager, Securitas Security Services USA, Inc. April 2022-Present
- Multi-Unit Area Manager, National Vision Inc. October 2018 – April 2022

## *Training and Certifications*

- PERC card

## *Education*

- DePaul University-pending
  - Bachelor's Degree in Business Administration
- Malcolm X Community College - Associate of Liberal Arts with Honors
  - September 2006-May 2009



# Bill Phebus



## Training and Development Manager: Downtown Chicago

### **Current Role**

Bill Phebus is a Safety and Security subject matter expert who provides engaging and impactful training seminars and tabletop exercises to the Chicago market. Topics include all manner of emergency response, security protocol and “best practices” but also include leadership, management and team building training for supervisors and account managers.

### **Experience**

Training and Development Manager, Securitas Security Services USA, Inc.  
Region Trainer, Securitas Security Services USA, Inc.  
Area Trainer, Securitas Security Services USA, Inc  
Security Site Supervisor, Burr Ridge Club  
Loss Prevention Manager, Belmont Technology

Present  
February 2017 – November 2020  
January 2016 – Feb 2017  
January 2014 – January 2016  
January 2010—January 2014

### **Professional Affiliations, Training and Certifications**

- ASIS International, Member
- ASIS Certified Protections Professional
- SHRM, Member
- SHRM Certified Human Resources Management Professional
- AHA Heart Saver CPR/AED/First Aid, Certified Trainer

### **Education**

- Bachelor's Degree in Human Resource Management,
- minor in Psychology
- Lewis University, Romeo IL.





SECTION IX  
REFERENCES AND LIST OF ENTITIES  
FOR WHICH SERVICES HAVE BEEN PERFORMED

Contractors shall furnish at least three (3) entities, preferably municipalities, that have used the Contractor's for similar services within the last three (3) years.

REFERENCES:

1. Name of Entity	<u>City of Chicago; Department of Fleet &amp; Facility Management</u>
ADDRESS	<u>1869 W Pershing Rd, 4th Fl</u>
	<u>Chicago, IL 60609</u>
CONTACT	<u>Glen Cross-Managing Deputy Commissioner</u>
PHONE AND EMAIL ADDRESS	<u>312-743-1000 / Glen.Cross@cityofchicago.org</u>
WORK PERFORMED	<u>We primarily perform access control and property protection</u>
	<u></u>
	<u></u>
	<u></u>
2. Name of Entity	<u>Avision Young - Chicago</u>
ADDRESS	<u>500 W Monroe, Chicago, IL 60661</u>
	<u></u>
CONTACT	<u>Sean Kehoe</u>
PHONE AND EMAIL ADDRESS	<u>312-831-0068 / Sean.Keahoe@avisonyoung.com</u>

WORK  
PERFORMED      Access control, monitor CCTV, manage dock, patrol 8 story  
parking garage

3. Name of Entity      Transwestern

ADDRESS      77 W Wacker Dr, Chicago, IL 60602

CONTACT      Myran Coronado-Brookover

PHONE AND  
EMAIL ADDRESS      312-917-4322 / myrna.coronado@transwestern.com

WORK  
PERFORMED      Access control, greet visitor/tenants, manage dock, monitor CCTV

LIST OF MUNICIPALITIES OR GOVERNMENT AGENCIES FOR WHICH THE CONTRACTOR HAS  
PROVIDED SERVICES DURING THE PAST FIVE (5) YEARS IF NOT NAMED ABOVE.

1. Municipality      \_\_\_\_\_

ADDRESS      \_\_\_\_\_

CONTACT      \_\_\_\_\_

PHONE AND  
EMAIL ADDRESS

---

WORK  
PERFORMED

---

---

---

---

2. Municipality

---

ADDRESS

---

---

CONTACT

---

PHONE AND  
EMAIL ADDRESS

---

WORK  
PERFORMED

---

---

---

---

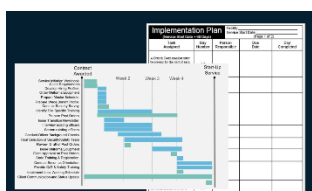


## 4. Sample Document:

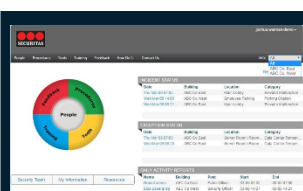
### Reporting Summary

Accurate and timely reporting of incidents and activities is crucial to managing a security operation and ensuring customer confidence and satisfaction. The ability to quickly share information and learn from best practices is an important element of operational success. Securitas USA provides interactive reports to your Management Team through MySecuritas and SecuritasVision. This robust management system provides reports which are exportable to Excel, Word and Power Point. Report samples include budget tracking, incident management, training compliance, scheduling reports, client service plan reports and customized KPIs. Report data is stored in a secure database for future reference in compliance with any applicable security audit requirements. Securitas can ensure that your security program runs most effectively by providing dynamic reporting, including:

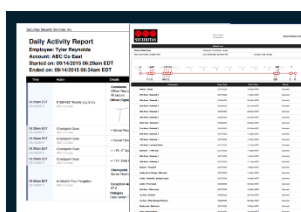
- **Transition and Implementation Plan** reporting: Guided by the *Securitas Service Initiation Workbook*; **Post Orders, Training Curriculum and Safety Checklist** documents are created that help guide the security program.
- **Client Excellence Platform (CEP)** reports: District Managers will create the **Client Service Plan** and the framework for the **Service Enhancement Plan** and **Service Delivery History**. Together with KPI established with you and any scorecard features for monthly meetings, the District Manager established the framework for Quality Assurance processes including contract governance, cost control, quality control, continuous improvement, and safety.
- Using **SecuritasVision**: Using our on-site guard management system to its fullest allows real time reporting of the activities performed by your Security Officers on site. **Daily Activity, Tour, and Incident Reports** track the performance of typical and unusual events as the Security Officer perform their work functions. Daily, Tour and Incident Reports will be written by the Security Officer involved in the activity and will be submitted electronically to the client and District Manager using our innovative Securitas Vision technology solution.
- **MyConnect Client Dashboards**: MyConnect allows clients visibility into the services Securitas provides. Components of the Service Excellence program and forms developed during transition are available for review and refinement, as living documents capturing the business partnership. Reports showing **Schedules, Budgets**, and Security Officer **Training Compliance** promote transparency into the security operation. Reports captured using SecuritasVision remain available for future reference and statistical analysis. Along with your District Manager, you may customize **Monthly Reports** for sharing amongst key stakeholders in your organization.



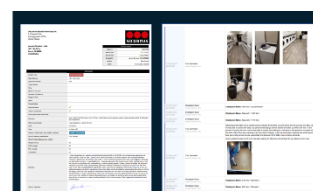
Transition & Implementation Trackers



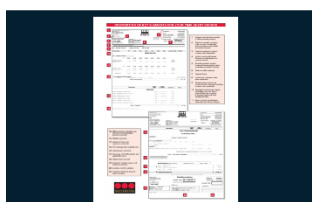
Client Dashboard includes Post Orders, schedules, training compliance, budgets



Daily Activity & Tour Reports



Incident Reports



Understandable Invoicing



Securitas Service Excellence Quality Assurance



Client Dashboard houses reports & tracks Incident Statistics and Benchmarking



Monthly Reports based upon preferred metrics



SECURITAS SECURITY SERVICES USA, Inc.

Post Orders  
Client Name  
Client Address  
Client Telephone Number

Approved by:

\_\_\_\_\_  
**Insert Client's Name**  
**Insert Client's Title**

\_\_\_\_\_  
**Insert Manager's Name**  
**Insert Manager's Title**

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date



## **Table of Contents** (\*\*=Standard Chapters)

<b>**1.0</b>	<b>POST DUTIES .....</b>	<b>6</b>
<b>**2.0</b>	<b>EMERGENCY TELEPHONE NUMBERS .....</b>	<b>8</b>
<b>**3.0</b>	<b>EMERGENCY RESPONSES.....</b>	<b>12</b>
<b>**4.0</b>	<b>ACCESS CONTROL.....</b>	<b>20</b>
<b>**5.0</b>	<b>PATROL .....</b>	<b>21</b>
<b>**6.0</b>	<b>CLIENT RULES, REGULATIONS AND SPECIALIZED DUTIES.....</b>	<b>28</b>
<b>**7.0</b>	<b>SECURITY OFFICER SAFETY .....</b>	<b>29</b>
<b>**8.0</b>	<b>TEMPORARY POST ORDERS .....</b>	<b>34</b>
<b>**9.0</b>	<b>REVISIONS TO ORIGINAL POST ORDERS .....</b>	<b>35</b>
<b>**10.0</b>	<b>GENERAL INFORMATION .....</b>	<b>36</b>
<b>**11.0</b>	<b>MISSION STATEMENT .....</b>	<b>37</b>
<b>**12.0</b>	<b>DISTRICT BIOGRAPHY.....</b>	<b>38</b>
<b>**13.0</b>	<b>SEXUAL HARASSMENT STATEMENT .....</b>	<b>39</b>
<b>**14.0</b>	<b>EMPLOYEE TRAINING RECORD.....</b>	<b>41</b>
<b>**15.0</b>	<b>COMMUNICATIONS .....</b>	<b>42</b>
	<b>CLIENT'S PLANT EMPLOYEE WORK SCHEDULE .....</b>	<b>43</b>
	<b>CLIENT'S OFFICE EMPLOYEE WORK SCHEDULE.....</b>	<b>44</b>
	<b>CLEANING CREW WORK SCHEDULE .....</b>	<b>45</b>
	<b>FACILITY SUMMARY WORK SHEET .....</b>	<b>46</b>
	<b>KEY ROUNDS .....</b>	<b>51</b>
	<b>RESTRICTED MOBILITY.....</b>	<b>55</b>
	<b>EVACUATION PROCEDURE.....</b>	<b>57</b>
	<b>RESPONDING TO A FIRE ALARM .....</b>	<b>59</b>
	<b>ACCIDENT/ILLNESS EMERGENCY RESPONSE INVOLVING INDIVIDUALS .....</b>	<b>63</b>

<b>ACCIDENT/ILLNESS EMERGENCY RESPONSE INVOLVING GROUPS OF PEOPLE .....</b>	<b>65</b>
<b>MAJOR POWER OUTAGE EMERGENCY RESPONSE.....</b>	<b>66</b>
<b>EMERGENCY RESPONSE FOR PEOPLE TRAPPED INSIDE ELEVATOR .....</b>	<b>68</b>
<b>SEVERE WEATHER WARNING EMERGENCY RESPONSE.....</b>	<b>69</b>
<b>PUBLIC RELATIONS.....</b>	<b>70</b>
<b>EMPLOYEE ACCESS CONTROL.....</b>	<b>73</b>
<b>EMPLOYEE ACCESS CONTROL.....</b>	<b>75</b>
<b>EMPLOYEE ACCESS CONTROL.....</b>	<b>76</b>
<b>EMPLOYEE ACCESS CONTROL.....</b>	<b>79</b>
<b>RANDOM PROPERTY INSPECTION .....</b>	<b>81</b>
<b>VISITOR ACCESS CONTROL.....</b>	<b>83</b>
<b>VISITOR ACCESS CONTROL.....</b>	<b>84</b>
<b>VISITOR ACCESS LOG.....</b>	<b>86</b>
<b>CONTRACTOR ACCESS CONTROL.....</b>	<b>89</b>
<b>CLEANING CREW ACCESS CONTROL.....</b>	<b>92</b>
<b>CONTRACTOR/VENDOR SIGN-IN LOG.....</b>	<b>94</b>
<b>INFREQUENT CONTRACTOR SIGN-IN SHEET .....</b>	<b>95</b>
<b>PACKAGE AND EQUIPMENT REMOVAL .....</b>	<b>96</b>
<b>INCOMING AND OUTGOING PACKAGE INSPECTION.....</b>	<b>99</b>
<b>MAIL DELIVERIES .....</b>	<b>102</b>
<b>MAIL/COURIER LOG.....</b>	<b>103</b>
<b>EMPLOYEE VEHICLE ACCESS CONTROL .....</b>	<b>104</b>
<b>VISITOR VEHICLE ACCESS CONTROL .....</b>	<b>106</b>
<b>TRUCK GATE ENTRANCE .....</b>	<b>107</b>
<b>TRUCK GATE EXIT .....</b>	<b>109</b>
<b>VEHICLE ACCESS LOG .....</b>	<b>112</b>

<b>AFTER HOURS EMPLOYEE ACCESS CONTROL .....</b>	<b>115</b>
<b>AFTER HOURS ACCESS DENIED .....</b>	<b>118</b>
<b>AFTER-HOURS DELIVERIES DENIED .....</b>	<b>120</b>
<b>KEYS.....</b>	<b>122</b>
<b>KEY CHECKOUT LOG.....</b>	<b>125</b>
<b>PARKING ACCESS CONTROL.....</b>	<b>127</b>
<b>PATROL RESPONSIBILITIES .....</b>	<b>128</b>
<b>PATROL PREPARATION.....</b>	<b>129</b>
<b>PERSONAL BEHAVIOR .....</b>	<b>131</b>
<b>PATROLLING AFTER HOURS.....</b>	<b>132</b>
<b>REPORT REQUIREMENTS .....</b>	<b>134</b>
<b>CONCLUDING PATROL .....</b>	<b>135</b>
<b>VEHICLE REQUIREMENTS .....</b>	<b>136</b>
<b>PARKING LOTS/GARAGES .....</b>	<b>138</b>
<b>ESCORT DUTY .....</b>	<b>140</b>
<b>OFFICE SPACE .....</b>	<b>141</b>
<b>CLEAN-DESK AUDIT .....</b>	<b>142</b>
<b>PATROLLING A WAREHOUSE .....</b>	<b>143</b>
<b>RESIDENTIAL AREA.....</b>	<b>144</b>
<b>INDUSTRIAL FACILITY.....</b>	<b>145</b>
<b>COMPUTER ROOM AND INPUT TERMINALS .....</b>	<b>146</b>
<b>SCHOOL .....</b>	<b>147</b>
<b>MONITORING PRODUCTS AND EQUIPMENT.....</b>	<b>148</b>
<b>CCTV .....</b>	<b>149</b>
<b>PRODUCT AND EQUIPMENT SPECIFICATIONS .....</b>	<b>150</b>
<b>DAILY VEHICLE INSPECTION CHECKLIST .....</b>	<b>152</b>



<b>CONSOLE DUTIES .....</b>	<b>153</b>
<b>HOTEL .....</b>	<b>154</b>
<b>BANK.....</b>	<b>157</b>
<b>FLAG DUTY .....</b>	<b>159</b>
<b>RETAIL .....</b>	<b>160</b>
<b>LOST AND FOUND .....</b>	<b>161</b>
<b>TELEPHONE SYSTEM .....</b>	<b>162</b>
<b>TAKING TELEPHONE MESSAGES.....</b>	<b>164</b>
<b>TALKING TO POLICE .....</b>	<b>166</b>
<b>CONTACTING A PERSON WITH A PAGER.....</b>	<b>167</b>
<b>PUBLIC ADDRESS SYSTEM .....</b>	<b>168</b>
<b>PUBLIC ADDRESS SYSTEM .....</b>	<b>169</b>
<b>TWO-WAY RADIO .....</b>	<b>171</b>
<b>CONSOLE EQUIPMENT .....</b>	<b>172</b>
<b>PATROL SYSTEMS CLOCK .....</b>	<b>173</b>
<b>EMPLOYEE CALL-OFF DUTY .....</b>	<b>174</b>
<b>RESPONDING TO CLIENT REQUEST OUTSIDE POST ORDERS.....</b>	<b>175</b>
<b>CLIENT REQUESTED CHANGES TO POST ORDERS .....</b>	<b>176</b>
<b>SECURITAS SHIFT CHANGE .....</b>	<b>179</b>
<b>EMPLOYEE CALL-OFF LOG .....</b>	<b>181</b>
<b>POST CONFIRMATION SYSTEM.....</b>	<b>184</b>
<b>TOUR CONFIRMATION .....</b>	<b>186</b>
<b>KEY 1 ROUNDS .....</b>	<b>187</b>
<b>KEY STATIONS .....</b>	<b>187</b>
<b>NATIONAL COMMUNICATIONS CENTER .....</b>	<b>188</b>

**Securitas Security Services, Inc.**  
 9 Campus Drive  
 Parsippany NJ 07054  
 United States



**ABC Co East**  
 9 Campus Drive  
 Parsippany NJ  
 07054  
 United States

*Incident Report	
Report #	43099938
Report Date	09/05/2019
Report Time	12:31pm EDT
Created By	Ashley Gomez #N/A
Position	Patrol Officer
Client	ABC Co East

Information	
Incident Type	Water Leak
Other Incident Type:	
Date	09/05/2019
Time	12:26pm EDT
Incident Location (area, apt number, et cetera)	2 FI \ Breakroom \ Closet Door
Which Supervisor was Notified	Samantha Green
Which Property Manager was Notified	Tim Baker
Police Involved	No
EMS Involved	No
Fire Involved	No
Arrest Made	No
Narrative	While on patrol I noticed a water leak in the second floor break room. Maintenance has been notified and the area has been sectioned off.
Photo 1	
Officer's Signature	





East-Wing1st Floor Tour

Route: East-Wing1st Floor Tour	Employee: Lisa McCombs	
Start: 10/30/2019 05:40am	End: 10/30/2019 05:41am	Duration: 1 Minutes



Checkpoint	Patrol Date	Patrol Time	Result
A East-Wing/Lobby/E1-105	10/30/2019	05:41am	Scanned
B East-Wing/IDF room/E1-125	10/30/2019	05:40am	Scanned
C East-Wing/Rear Entry Door	10/30/2019	05:40am	Scanned
D East-Wing/Storage room/E1-110	10/30/2019	05:40am	Scanned

100%	Checkpoints	4
	Scanned	4
	Missed	0

# Tour Details



Time	Action	Details
05:40am 10/30/2019	Checkpoint Scan Securitas EOC	Checkpoint Name: East-Wing/IDF room/E1-125
05:40am 10/30/2019	Checkpoint Scan Securitas EOC	Checkpoint Name: East-Wing/Rear Entry Door
05:40am 10/30/2019	Checkpoint Scan Securitas EOC	Checkpoint Name: East-Wing/Storage room/E1-110
05:41am 10/30/2019	Checkpoint Scan Securitas EOC	Checkpoint Name: East-Wing/Lobby/E1-105



## 5. Fee Structure:

Position	Wage Rate Per Hour	Bill Rate Per Hour	Overtime/Holiday Rate
Supervisor (40 hours per week)	\$24.30	\$38.37	\$57.55
Supervisor (40 hours per week)	\$24.30	\$38.37	\$57.55
Supervisor (40 hours per week)	\$25.10	\$40.85	\$61.28
Security Officer (40 hours per week)	\$20.10	\$33.57	\$50.36
Security Officer (16 hours per week)	\$19.30	\$31.91	\$47.87
Security Officer (40 hours per week)	\$19.30	\$31.30	\$46.96
Security Officer (32 hours per week)	\$18.50	\$29.71	\$44.56
Security Officer (16 hours per week)	\$18.50	\$30.23	\$45.35
Security Officer (40 hours per week)	\$18.50	\$29.62	\$44.43
Security Officer (32 hours per week)	\$18.50	\$29.71	\$44.56
Security Officer (16 hours per week)	\$18.50	\$30.76	\$46.13
Security Officer (40 hours per week)	\$18.50	\$29.62	\$44.43



Security Officer (16 hours per week)	\$18.50	\$30.23	\$45.35
Security Officer (16 hours per week)	\$18.50	\$30.23	\$45.35
Security Officer (40 hours per week)	\$18.50	\$30.15	\$45.22
Security Officer (40 hours per week)	\$18.50	\$30.15	\$45.22
Vehicle Cost: \$1181.33 per month plus fuel			
Annual Cost: \$855,824			



## Pricing Details

Securitas has a formidable reputation for providing high-quality security services for over one hundred and fifty years, this experience gives Securitas a deep understanding of the security needs of businesses and organizations. Using the latest security technology (video surveillance, access control systems, and intrusion detection systems) to protect our clients, and security guards trained to the highest standards, Securitas Security Services is the only option to provide true piece of mind.

### Our bill rates include the following items:

- Recruitment, background screening and hiring costs.
- Employee wages, payroll taxes and insurance.
- In accordance with the Affordable Care Act, the opportunity for all eligible employees to enroll in a subsidized ACA compliant Bronze medical plan.
- Excellence in Service performance recognition program.
- District award qualification for Officer of the Month, Officer of the Quarter and Officer of the Year.
- Free life insurance and paid time off / vacation typically 1 week after one year; 2 weeks after five years; 3 weeks after ten years (in accordance with any local / state laws that may apply).
- Complete uniforms for each season, including replacements as needed.
- Introductory, pre-assignment and paid on-site training.
- Advanced Certification Training 1, 2, and 3 with e-learning technology.
- Learning Management System to track completed courses and test scores.
- Monthly service review and planning meetings with local district manager.
- Computer-based post orders, including client emergency response procedures.
- Site-specific written test based on post orders and client policies.
- 24-hour National Communications Center.
- Department of Homeland Security SAFETY Act Designation.

Overtime/holiday rate will apply for the following holidays:		
New Year's Day	Memorial Day	Thanksgiving Day
Martin Luther King Day	Independence Day	Friday After Thanksgiving
President's Day	Labor Day	Christmas Day
Juneteenth		





## 6. Timeline:

Transitions pose a variety of challenges. As the incumbent, we believe that continuing to utilize our security services has many advantages for you as a client. You will have continued uninterrupted service; not need to recreate Post Orders, training programs, order replacement equipment, hire new staff, or change the communication and management processes.

However, there are benefits to having a fresh set of eyes reviewing the security program and updating parts of the program that should be refreshed or improved upon. Accordingly, Securitas will take this opportunity to review the site programs, following our outstanding Transition Plan. Your District Manager will share with you any changes or updates suggested.

Securitas managers are experts in transitions. In 2024, they transitioned over \$500 million in services from in-house private security and other contract security providers using our **Excellence in Service** process. To continuously improve our transition process, “best practices” and “lessons learned” are communicated to all levels of management to provide timely implementation.

A detailed transition schedule with timelines and action plans is shown below. **Our goal would be to reference our Transition and Implementation Plans to gain the benefits of a fresh perspective while maintain the Outstanding Staff Members and Best Practices.**

Transition & Implementation [Client]					Week													
					1	2	3	4	5	6	7	8	9	10	11	12	13	14
Activity	Start	Finish	Responsibility															
<b>Transition</b>																		
1 Award scenario finalized, contract awarded; transition account to Securitas on agreed date	1	1	Client, AVP & DM															
2 AVP and district manager have been identified and contacted and informed of the site.	1	1	AVP & district manager															
3 Activate Securitas Transition Management Team Teleconferences discussing the details of the transition plan action items will be conducted with all members of the transition team.	1	3	AVP															
4 Develop transition plan. Meet with Securitas team to discuss transition and finalize transition plan.	1	1	DM & AVP															
5 Conduct weekly Transition Team conference calls with all team members and client representatives to discuss progress on each action item outlined in transition plan. Outline any concerns or obstacles to success.	1	6	DM & AVP															
6 Meet with the client to present the Securitas USA Service Initiation Kit.	1	1	DM & HR Mgr.															
7 Conduct Operational Analysis	1	6	DM & HR Mgr.															
8 Conduct Risk Management Safety Inspection.	1	2	DM & HR Mgr.															
9 Complete Post Order Requirements Survey.	1	2	DM & HR Mgr.															
10 Work with client to prepare Post Orders.	1	4	DM & HR Mgr.															
11 Prepare Hiring Profile.	1	1	DM & HR Mgr.															
12 Order supplies and equipment.	1	4	Admin. Coordinator															
13 Order uniforms.	1	3	Admin. Coordinator & HR Mgr															
14 Review and prepare wage and benefit package.	2	3	DM HR Mgr.															
15 Prepare site specific training materials.	1	4	DM & Trainer															
16 Prepare master schedule.	3	3	DM & Acct Mgr.															
17 Select Account Manager	3	3	DM & AVP (Client)															
18 Recruit and select officers based on client requirements, recruiting internally/externally.	1	4	Admin. Coordinator & HR Mgr															
19 Meet with client to review Post Orders.	1	4	DM															
20 Issue and fit uniforms.	3	4	Admin. Coordinator & HR Mgr															
21 Meet with client to confirm Post Orders, brief on Transition Plan progress and discuss invoice procedures.	1	5	DM															
22 Conduct Security Officer Introduction Program to all new and incumbent security officers.	3	4	HR Mgr., DM															
23 Confirm all personnel files for full pre-screening documentation.	3	4	ALL HR Staff															
24 Conduct on-site specific training of security officers.	3	5	DM & Acct Mgr.															
25 Establish specific service start procedures.	3	5	DM															
26 Arrival of supervision.	4	5	DM															
27 Arrival of security officers.	4	5	DM															
28 Placement of equipment and supplies.	4	5	All Support Staff															
29 Actual take-over of facility responsibilities.	5	6	DM, Acct Mgr															
30 Working schedule that matches master schedule.	5	5	DM															
31 A branch team member must be present for the start of each new shift	5	5	DM & Acct Mgr., F&M & Sales															
<b>Implementation</b>																		
32 Visit the account daily so that all service is properly initiated.	5	5	DM & Acct Mgr. & Field Supervisor															
33 Schedule to be on-site the first time the client is back on-site after start-up.	5	5	DM & Acct Mgr.															
34 Review site specific training that has been performed.	5	6	Acct Mgr. & DM															
35 Review personnel assigned to site so they meet all standards.	5	7	DM, HR Mgr., Acct Mgr.															
36 Confirm that all contract requirements are being met.	5	7	DM & AVP															
37 Weekly meetings with the client during the implementation period.	5	12	DM															
38 Area vice president contacts the client (phone or face-to-face).	5	8	AVP															
39 Review first invoice with client (face-to-face).	9	10	DM															
40 Cross-train personnel and “back-up” personnel.	6	12	DM & Acct Mgr.-Trainer															
41 Introduce the Excellence in Service and other Securitas USA programs.	5	12	DM															
42 Provide Operational Analysis Recommendations	12	16	DM															
43 Review of Post Orders	11	16	DM															
44 Audit of Training all officers	10	17	Trainer, Acct Mgr. & DM															
45 Implementation of Vision Tour System/Client Connect Dashboard	10	11	DM & Technology Director															
46 Contract Compliance (Complete Review of all contract requirements)	8	14	AVP & DM															
47 License Compliance NC (PPSB)	5	12	Compliance Mgr. & HR Mgr.															
48 Off Hours Officer Inspections	6	18	Securitas Managers & Field Supervisor															
49 Uniform Audit	5	8	Securitas Managers & Field Supervisor															
50 Vehicle Audit & Maintenance	5	16	DM & Acct Mgr.															
51 Officer Performance Reviews & Evaluation for Post Assignment	9	16	DM & Acct Mgr.															



## Recruiting

Securitas utilizes a wide range of recruiting sources. Aside from the Talent Network, our recruiting resources include our recruiting web page, [www.securitasjobs.com](http://www.securitasjobs.com); local news media; college campus placement centers; state employment agencies; veterans' groups; senior organizations; local social service agencies; private industry councils, vocational centers; military organizations; law enforcement agencies; job fairs; employee referrals (which provide referral bonuses); and many other qualified employment sources listed in our best practices. In low unemployment areas, we may offer sign-on bonuses (based on length of employment).

To complete our mission of attracting a talented workforce, Securitas developed the position of recruiter/retention specialist that is utilized at selected district offices. Once we have hired the best individuals, we must work to retain them. To help ensure that competitive wages are paid, Securitas uses wage survey data from the Economic Research Institute to validate officers' wages vs. those paid in each U.S. metropolitan area.

In cases where we assume responsibilities from incumbent providers or in-house personnel, our goal is to recruit and retain as many of these individuals as possible who are qualified for employment with Securitas. We take seriously our responsibility to select only those security officers who possess the appropriate skills, qualifications, and aptitudes for each client location. Every officer we hire has undergone personal interviews, reliability testing and reference checks to assist in evaluating the individual's ability to represent Securitas and our clients in a professional manner. In addition, all employees are subject to a criminal background screen and drug test. We then screen officers to help provide a good match between the officers' aptitudes and our client's site requirements.

Securitas takes a focused and consistent approach to increasing retention and making Securitas the employer of choice. Our commitment to retention begins as an applicant completes our hiring process. We strive to make every person who walks through our doors feel special. Retention efforts continue with individual visits (or calls) to newly hired security officers to discuss any concerns. Securitas also uses a series of district and region awards that recognize excellent performance and consistently promote on-going education and development.



### The Securitas Talent Network

The Talent Network is an optimized career site to allow for easy job seeker interaction on any device. Once the job seeker submits a resume or subscribes our talent network, he or she is automatically enrolled to receive new, open positions as they become available. With some of the highest email open and click-through rates in the industry. The Securitas Talent Network has over 500,000 members and is one of the largest in the country.

With **The Talent Network** we are able to:

- Easily gain access to new candidate pools
- Capture vital contact information on interested candidates
- Automatically engage with top talent
- Create custom recruitment strategies geared toward individual client requirements



## Selection and Hiring of Personnel

The process begins with utilizing Oracle Recruiting Cloud (ORC)™ to hire and develop the best workforce in the industry. With ORC, Securitas can source and prescreen candidates, administer online assessments, and conduct background and drug screening before assignment. Moreover, the ORC application provides rich analytics and reporting capabilities that provide insight into critical talent acquisition.

The ORC tool is a web-based product that includes an on-line employment application and an applicant tracking tool to assist our HR staff in managing the hiring process. It is fully integrated with our third-party vendors for background checks, drug screening, and WOTC tax credit screening.

The implementation of ORC in Securitas' local offices has a very positive impact on operations, including:

- Increased applicant flow.
- Reduced time to hire.
- Better utilization of district office staff.
- Improved screening and hiring tools.
- Better hiring statistics to focus on process improvements.
- Compliance with company policies/procedures and federal/state/local regulations.

ORC allows Securitas applicants to complete their applications on-line at any time Securitas recruiters can then evaluate fully screened and tested applicants prior to interviewing them. The resulting increase in the number of qualified applicants has allowed Securitas to be more selective in our hiring process.

### Selection Process Overview

Our step-by-step process goes well beyond the industry norm to focus on selecting world-class employees. Moreover, our process identifies candidates who possess the traits we believe are critical to our organization; such as honesty, integrity, and a strong customer service orientation suited to the culture and operating environment of Village of Oak Park.

**Our security personnel must meet the following minimum hiring standards:**

- At least age 18.
- A reliable means of communication.
- A reliable means of transportation.
- The legal right to work in the United States.
- The ability to effectively speak, read, and write English (each tested to do so).
- A high school diploma or GED.
- Willingness to participate in the company's pre-employment screening process, including a background investigation and drug screen.

**Our screening process provides us the reasonable assurance that our prospective security officers:**

- Have a stable work history.
- Have well-developed interpersonal communications skills and professional composure to fit the client culture.
- Can withstand the scrutiny of a thorough interview and background investigation.
- Are drug free.
- Able to qualify for and obtain a state security officer license, where applicable.



**Required security officer competencies include:**

- Ability to provide high quality customer service.
- Ability to exercise good judgment and discretion in all business interactions with others.
- Ability to be an effective team member.
- Neatness in dress and grooming.
- Ability to deal courteously, tactfully, and effectively with others, both in person and on the telephone.
- Initiative, integrity, and high ethical standards.
- Ability to maintain professional composure when dealing with unusual circumstances.



## Step 1: Job Application

This step provides information that will assist in:

- Pre-screening of applicants.
- In-depth interviews and background screening with emphasis on employment stability, work experience, and personal background. During this step, each candidate is required to complete the online application and an Evaluation of Report Writing Skills.
- During the employment application process, the applicant is required to complete a pre-employment assessment to evaluate situational judgment traits. Candidates being considered for armed positions are subject to a second profile, the Securitas 16pf Protective Services Report (Securitas 16pf), which is designed to test for emotional adjustment, integrity/control, intellectual efficiency, and interpersonal relations and is widely used by military, law enforcement, and private security companies.

## Step 2: Initial Interview

The first pre-employment interview is conducted to identify each applicant's skills, work style, personality, career interests, and suitability for the position.

## Step 3: Background Verification

Securitas utilizes an accredited background screening company to conduct pre-employment background verifications that meet or exceed state security officer licensing requirements.

Our required background verification includes the following:

- Military service - (DD 214) - nature of separation.
- County criminal records search for misdemeanors and felonies. Search all counties of residence and work history for 7 years.
- National Criminal and Records Locator (National Sex Offender Registry, Sanctions, OIG/GSA/OFAC).
- Credit check where permitted by state law (when required for legitimate business reasons by our clients).
- Social Security Number trace to include address history and alias report
- Department of Motor Vehicles driver's license search for all driving positions.
- Employment verification (7-year work history).
- Personal reference checks.
- Education verification.



## Step 4: Drug Screening

Securitas USA prohibits the use, possession, consumption, manufacture, sale, purchase, transfer, dispensation, distribution and/or transportation of alcohol, illegal drugs and/or controlled substances while on duty, on Company and/or client premises, or in Company or client vehicles.

Drug and alcohol testing may be conducted in the local Securitas office using an oral drug screening device or oral alcohol screening device where state laws permit. If the result is inconclusive, the donor will be directed to a lab-based collection facility to submit a urine specimen or a breath alcohol confirmatory test.

Where state law or client contract require lab-based testing, donors will be directed to a local collection facility to provide a 5-panel urine or hair follicle drug specimen and/or breath alcohol test.

Any employee or candidate who refuses to take an alcohol and/or drug test will be disqualified from the hiring process or separated from employment.

Our oral screening device is a six-panel screen that is designed to detect the presence of the most commonly used drugs:

- Marijuana (THC)
- Cocaine
- Opiates
- Methamphetamine
- Amphetamine
- Phencyclidine

It provides results in 15 minutes, with no chance of sample adulteration or cross - contamination. Should a confirmation test be required, Securitas utilizes Substance Abuse and Mental Health Services Administration (SAMHSA) certified laboratories to perform gas chromatography and mass spectrometry (GC/MS) tests.

Securitas uses an accredited third-party agency to assist district offices through:

- Collection/test site identification, legal compliance, and management services.
- Data management, records retention, and education and training services.
- Quality control services and performance monitoring.
- After hours and post-injury/accident drug and alcohol testing services.
- An automated system to receive confidential test results quickly to help expedite the hiring process.

Securitas USA can utilize other drug testing panels to screen for specific types of drugs beyond our standard screen when required by our clients to the extent permitted by law. Securitas USA's Drug-Free Workplace Program also conducts post-injury/accident and reasonable-cause drug and alcohol testing as a matter of company policy. In addition, we can conduct DOT-regulated and random drug screening in accordance with client requirements and statutory regulations.

## Step 5: Assignment/Scheduling Meeting

Final administrative processing and documentation is accomplished during this step, as well as the fitting and issuance of uniforms and equipment. The contingent employee meets with the scheduler to discuss specific issues and performance expectations of Village of Oak Park.

## Step 6: Site Interview



Tentative assignment is made, and our client representative is notified. When requested by our clients, contingent employees are sent to the client site for a final review. We understand the importance that our clients desire us to place on the careful selection of security personnel.

## Step 7: Security Officer Introduction/Examination

Contingent employees are required to complete an introduction session to review security-related video presentations. This program establishes a core base of security knowledge that enables our security officers to properly perform their duties from the first day at a client site.

An exam is given covering the following areas:

- Basic Security Officer Responsibilities
- Public Relations
- Communication and Reporting
- Safety Techniques of Patrol
- Emergency and Fire Prevention
- Basic First Aid; Safe Driving
- Client Relations
- Hazardous Material Communications

## Step 8: E-Verify™ Work Confirmation

Securitas participates in E-Verify™. This program effectively allows Securitas to electronically compare information from an employee's Form I-9, Employment Eligibility Verification to data from the U.S. Department of Homeland Security and Social Security Administration records to confirm employment eligibility.

# Professional Security Officer Training Development Path

Securitas provides each security officer with a clear training path. Our approach is based on three key elements:

- Certain principles and techniques, such as those dealing with observation, safety, reporting, interpersonal relations, and Securitas policies, are consistent regardless of an officer's assignment.
- Clients have unique situations that may require additional specialized training; therefore, we provide both general and client-specific training.
- We meet the need for meaningful ongoing professional development to keep skills sharp through a number of innovative programs.

The initial training requirements of Village of Oak Park will be completed within a mutually agreeable timeframe for all officers prior to permanent placement at Village of Oak Park sites. Retained incumbent officers, as applicable, will also receive Securitas-specific elements of this training in manageable groups after transition so as not to interfere with security operations.

We maintain training certifications that list all completed training modules in each officer's file. Upon completion of a training module, the instructor administering the training certifies that this training was satisfactorily completed. For courses delivered through the Securitas Online Academy, testing and record-keeping is instant and automatic.

### Level One Training

Level One focuses on basic security officer skills and exceeds many state-mandated minimum requirements for entry-level security officers. The following general subjects are covered:



Hazard Communications & Globally Harmonized System	State Licensing & Additional Regulatory Requirements	Security Officer Handbook
Bloodborne Pathogens	Harassment Awareness	Acts of Terrorism
Client Service Skills	Active Shooter	Loss Prevention Techniques

### Level Two Training

Level Two focuses on career development and includes site-specific training as well as Securitas' premier Advanced Certification Training (ACT) Program and specialized industry-specific programs. A site-specific training program focusing directly on your requirements will be developed for Village of Oak Park upon our selection as your security partner. On-the-job training, conducted mostly on-site, is designed to instruct the officer on the specific requirements of the job. Level Two training programs include:

Site Orientation	AED/CPR/First Aid
Post Orders	Vertical Market Certification
Safe Driving Program	Metal Detectors/Wanding
Advanced Certification Training (ACT) 1	Firearms Instruction (if applicable)
Advanced Certification Training (ACT) 2	Work Stoppage Security
Advanced Certification Training (ACT) 3	In-Service Training
Customer Service	

### Level Three Training

Level Three offers rigorous, specialized training for officers who seek professional development beyond Level Two. Officer will work with their managers to select appropriate courses. Level Three training programs include:

Workplace Violence	Professional Ethics
Loss Prevention	Harassment and Discrimination
Security Surveys and Risk Assessments	Teamwork and Leadership
Advanced Customer Service	Hazmat Awareness Level
Homeland Security Issues	Advanced Guarding Technology
Emergency Response	

## E-Learning and the Securitas Online Academy

Securitas meets training needs with advanced technology and sophisticated courseware design. The Securitas Online Academy leverages our industry-leading proprietary online security training courseware with a comprehensive, state-of-the-art Learning Management System (LMS) to create the finest e-learning program in the security profession.





E-courses offer security topics that deliver the highest-quality online learning experience and feature highly interactive simulations, engaging and informative graphics, self-paced learning, instant feedback, coaching, and real-time performance assessment. Our full-time professional e-learning developers apply principles of human performance improvement and adult learning theory to create our industry-leading courseware. This equates to improved performance and consistent training across the organization.

Our LMS facilitates course assignments, tracking and monitoring student progress, standard and custom training reports, testing and scoring, and career development, as well as course feedback that allow us to continually improve course material to make it even more effective.

Securitas' e-learning program delivers training when and where it's needed, with 24/7 learning access to both custom and off-the-shelf courseware, and standardized training across the organization. It is the perfect solution for just-in-time training for compliance issues, industry standards, homeland security, and more. All of this results in lower training costs, more training opportunities, and a dedicated workforce of security professionals.

The Securitas Online Academy benefits clients with consistent training and performance across locations and dedicated officers with career paths in security. This effective and efficient training is available when and where you need it.

Securitas' commitment to excellence in training and development provides you with the knowledge and assurance that you have the best-trained and most highly motivated security team working for you.

## Advanced Certification Training (ACT)



Securitas has developed a three-part course of study known as our Advanced Certification Training Program (ACT 1, 2 and 3), which is designed to provide advanced training for each security officer. The ACT certification program is designed as three distinct curriculums, each with six to seven focused micro-learns. We will make these curricula available to all security officers at Village of Oak Park. We encourage our security officers to participate as an opportunity to further their security knowledge and to prepare them for advancement, both at Village of Oak Park and within Securitas.

Each ACT curriculum provides details of the security profession. Using the latest technology and solid learning theory, ACT e-Learning courses can be delivered anytime and anywhere a computer is available. It allows officers to progress at their own pace to learn the materials while receiving immediate feedback on their understanding and application of the lessons. The state-of-the-art ACT e-Learning courses are fully interactive and based on the "tell, show, do" approach to learning that lets officers apply the principles they are learning in computer-simulated situations. Lessons are reinforced with online quizzes and a final exam that gives instant feedback.

Upon receiving a satisfactory passing grade on each micro-learn in for the ACT 1 curriculum, the security officer is awarded a certificate. Upon completing the ACT 2 curriculum, a certificate and engraved "ACT Certified" nameplate is awarded. Successful completion of the ACT 3 curriculum earns the officer a certificate and uniform pin with the designation of "Professional Security Officer."

Our ACT Program includes the following micro-learns in each curriculum:

ACT 1	ACT 2	ACT 3
About Securitas	Report writing	Workplace violence
The professional security officer	Access control	Traffic Control & Parking Lot Security
Professional image & teamwork	Telephone & radio communications	Crowd control



Customer Service (includes three micro-learns)	Patrol techniques	Bomb threats
Post orders	Perimeter control	Law & Order
Limits to authority	Vehicle access control	Fire safety
SecuritasVision (Proprietary Guard Management Tool)	Introduction to Remote Guarding (Security Technology)	Information & Data Security (Security Technology)
Emergency Response		

## Ongoing Professional Development

***Ongoing professional development is a key element in maintaining security officer knowledge, skills and professional dedication.***

Ongoing development plans designed to meet the specific requirements of Village of Oak Park may include drills, exercises, audits and refresher training. In addition, Securitas provides continuing training and development opportunities through dynamic, proactive communication programs such as our monthly Security Spotlight and our flagship Excellence in ServiceSM program.

### Security Spotlight

Distributed on a monthly basis, Security Spotlight examines issues and procedures surrounding current security concerns. Written for security staff as well as clients and their employees, Security Spotlight proactively examines security issues relative to current events and risks, such as terrorism awareness and response, seasonal safety and security, and more. Past issues have focused on issues such as bio-chemical terrorism hazards, counterterrorism awareness, bombs and bomb threats, hazardous weather, identity theft, and travel security. Security Spotlight topics can also be produced in response to client requirements.

### Excellence in ServiceSM

In order to provide our clients with the finest security services available, we have developed an extensive program designed to train, motivate, and empower every security officer. Our quarterly Excellence in ServiceSM magazine anchors the program with valuable information about officers' experiences and accomplishments, and concrete training topics that supervisors and officers discuss on a regular basis. Securitas officers and events are featured to highlight the training and/or client service topic being emphasized. To help reinforce knowledge and proper procedures, officers who correctly answer questions about the quarterly topics are eligible to participate in monthly, quarterly, and annual drawings for cash and prizes. Each year, our security officer who wins the national drawing receives a check for \$2,500 at a special ceremony.



## Annual Refresher Training

***Securitas recognizes that a core base of security officer knowledge and critical skills is established as the foundation for success through basic, on-the-job and advanced training. Further, we recognize that certain critical skills require periodic re-certification to help ensure our security officers maintain consistently high levels of proficiency.***



We are committed to working closely with Village of Oak Park to determine specific critical skills and knowledge that should be periodically reinforced and re-tested through annual training. In addition to standard refresher training (e.g. “Anti-Terrorism Awareness”), through the professional judgment of both of our organizations, we will determine those critical skills and tasks our personnel must be able to perform.

This will, in turn, suggest the subject matter appropriate to reinforce, such as first aid, CPR, legal restrictions, and responsibility and authority of security officers. Of course, emergency procedures and plans, as well as any new or changing information, laws, client relations, corporate policies, and case law applicable to the performance or duties of our security officers are also appropriate and should be included.

The value to Village of Oak Park is that each officer will possess the necessary tools to provide excellent service at your facilities immediately upon assignment and as part of an on-going program.

## Additional Value-Added Training Solutions

In addition to our ACT and e-learning programs, Securitas has a wealth of training resources, from industry-specific specialized programs to our Professional Development Series – almost fifty courses designed to enhance general business skills. Hundreds of courses, videos and resource materials addressing terrorism awareness and homeland security are available from Securitas and America's front-line agencies, including guidelines and courses from ASIS International, FEMA, American Red Cross, Department of Homeland Security, FBI, Department of Justice and CiNet (Critical Information Network, formerly PSTN). We have access to additional innovative training materials to further enhance the skills and knowledge of our security officers, supervisors, and managers. We can work closely with you to implement these additional, exciting, high-quality training resources at each Village of Oak Park site.

## Security Training Succession Plans

***Securitas can implement a training succession plan for our security officers and supervisors. Successful completion of each proprietary training course will make our officers eligible for an optional promotion and put the officer on track for the next phase of training.***

We believe knowledge must also be linked to successful application of that knowledge and job performance. Consequently, as openings or promotion opportunities occur, officers on the training succession path will be eligible for consideration based on their level of completed training in conjunction with their performance evaluations.

The benefits of such a program include the following:

- Qualified individuals are identified as they proceed along the training succession path and their skills are identified.
- Participating in training provides the officer with a sense of value to Securitas and Village of Oak Park. This sense of value provides non-monetary reinforcement and contributes to good morale.
- Good morale through the investment of training leads to increased retention.



## Deployment and Emergency Coverage

As the largest provider of security services, Securitas USA is the company best equipped to meet the Village of Oak Park's temporary security requirements on an immediate basis. We can typically provide coverage with 2-4 hours' notice. However, there are a number of variables that impact the response time in which we are able to provide coverage. These variables include:

- Location of the Village of Oak Park's facility
- Number of officers required
- Level of training required
- Length of assignment
- Type of emergency situation

### Access to Management

All of Securitas USA's branch operations are generally open Monday-Friday from 8 AM to 5 PM local time. Our offices are closed on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. All management/supervisory personnel, including your dedicated District Manager, are equipped with cellular telephones and/or pagers to allow for 24-hour/7 day access by customers and employees.

### Flex Force

Normally, Securitas USA uses the flex force system to fill unscheduled vacancies; i.e., illness, vacation, etc., incurred at your facility. Additional officers are trained at each of the Village of Oak Parks' locations and become fully knowledgeable of the duties required at each site. They are on call 24 hours a day to be ready to respond to any such vacancy occurring at your facility.

### Coverage

When an open shift occurs, local Securitas USA management staffs the position with trained, qualified individuals from one of the following groups:

- Full time, regularly assigned officers
- Part time, regularly assigned officers
- Flex Force officers previously trained at the Village of Oak Park
- Field supervisors trained at the Village of Oak Park

Securitas USA makes its best effort to fill open shifts with trained officers who will not incur any overtime. However, if overtime hours occur, the Village of Oak Park will be billed at the regular-straight time rate with Securitas USA absorbing the additional overtime costs.



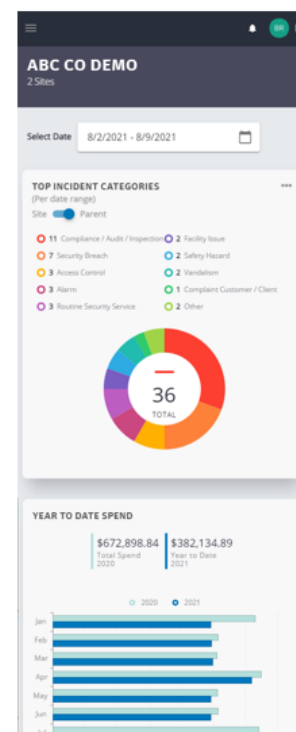
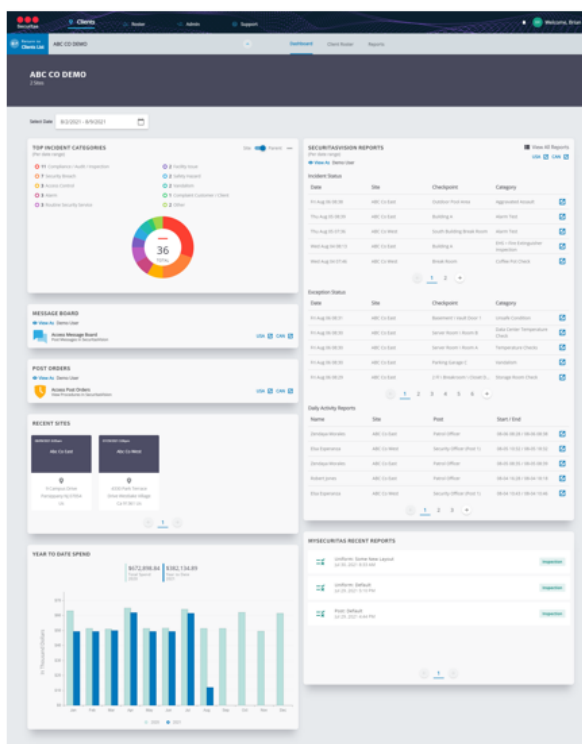
## Reporting and Guard Management Tools

Securitas is committed to empowering our clients with the knowledge they need to be secure. Securitas managers will work with you to help customize a security solution by utilizing a combination of technology tools to give your facility a modern security program.

### MySecuritas (Client Portal)

Through MySecuritas, you can have full visibility and control over your security program. MySecuritas is your window to view your site's security, at any time of the day or night.

- **People:** Access schedule visibility, letting you see at a glance the officers who are scheduled to be on duty.
- **Procedures:** Gain Real-time access to post orders, incident tracking, tour information and more.
- **Tools:** Unlock Remote access to the technology utilized at your site.
- **Training:** Monitor officer training details and progress.
- **Feedback:** Monitor ongoing performance against Service Plan goals and defined KPIs.



### Key Benefits of MySecuritas

- Easily customizable and scalable features.
- Real-time data collection, analysis, trends and metrics capabilities allow for continuous performance improvement.
- An eco-friendly solution that eliminates the need for paper.
- Customized smart-tours with reliable NFC token technology.
- Detailed reports and statistics to help mitigate risk through incident and trend analysis.
- Alert notifications when tours are late and smart monitoring around the clock.
- Officer training details: monitor officers' progress through the curriculum, including training program status.
- Information is encrypted and secure.

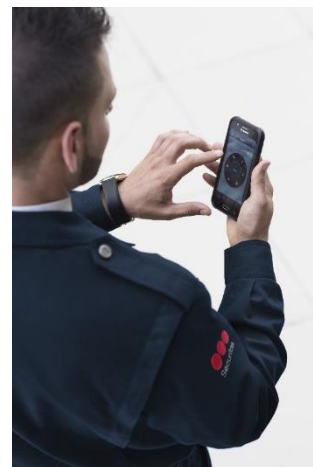


## SecuritasVision (Officer Software)

**SecuritasVision is a secure and scalable web-based application that helps us bring innovation, accountability and efficiency to your facility. It can be deployed at a single property or across your entire organization.**

Incident reports, daily activity reports and maintenance order requests can be immediately directed to appropriate departments. Pass-down information, changes to post orders and daily duties can be tracked easily to document security. Additionally, a security officer can easily take images to include with the Incident Report. With the smartphone, the officer can quickly make emergency phone calls to contact the police or fire department for emergency assistance.

SecuritasVision saves time and confirms compliance of your security operations, policies and best practices, as well as improving communication and information sharing.



### Smart Tours

Smart tours allows officers to gather information about your facility and record relevant information on items important to you, such as room temperature, unlocked doors, and slip and fall hazards. Officers have instant access to their post orders. In the event they discover an unexpected issue, our officers are able to provide you with any requested data at multiple points across your facility, e.g., burned out light, required doors secured, etc.

The smartphone connects via wireless service to send text messages or email to all interested parties when an event is recorded. This means instant communication is provided to supervisors, managers, maintenance or others who need to be informed about a particular event. If more detail is needed, a full report can be viewed on MySecuritas.

### GPS and Asset Tracking

GPS tracking for officer location, device tracking, GEO-fencing and incident location reporting verifies officer location and tour completion. Using the Asset Tracking feature within the Vision system, your assets such as fire extinguishers are easily tracked and safety compliance is made easier.

### Post Orders

Paper post orders are often difficult to update and manage. A dynamic security environment requires procedure updates and changes that are clear and immediate. By deploying SecuritasVision, updates to post orders are fast and easy. Most importantly, the post orders are readily available on the tablet.

### Daily Activity Reports

Often times Daily or Shift Activity Reports go unnoticed. Since officers can document their daily and shift activities electronically, scheduled task/tour completion and incident reports are automatically entered as a line item when there is an active DAR. By using SecuritasVision, we can automatically gather important information from the DAR/SAR.

### Key Benefits of SecuritasVision

- Incident and exception alerts via mobile text messages and/or email.
- A metric building engine that allows you and your District Manager to analyze trends and develop proactive procedures based on real data.
- Electronic incident and daily activity reporting in real-time.
- Customized smart-tours.
- Multi-site deployment.



- Consistent performance of security officers using uniform procedures.
- An efficient, user-friendly interface.
- Step-by-step guidance resulting in fewer mistakes, therefore reducing liability.
- GPS – officer location, device tracking, geo-fencing and incident location reporting.
- Encrypted and secure information.
- 24/7 client access to reports, images, Key Performance Indicators (KPIs) and critical information via MySecuritas.
- Asset Tracking – for inventory and safety compliance.

SecuritasVision and MySecuritas will provide your organization with cutting-edge technology and industry leading 24/7 support to enhance your existing security program. With its dynamic and immediate reporting, you can always stay up to date with the security of your operations.



**SECTION VI**  
**ORGANIZATION OF FIRM**

**Please fill out the applicable section:**

**A. Corporation:**

The Contractor is a corporation, legally named Securitas Security Services USA, Inc. and is organized and existing in good standing under the laws of the State of Delaware. The full names of its Officers are:

President Jorge Couto, Division President, North America

Secretary Michael Pope, General Counsel

Treasurer Steve Moskal, Director – Corporate Finance

Registered Agent Name and Address: Sean Keating - 150 South Wacker Drive, Chicago, IL 60606

The corporation has a corporate seal. (In the event that this Proposal is executed by a person other than the President, attach hereto a certified copy of that section of Corporate By-Laws or other authorization by the Corporation that permits the person to execute the offer for the corporation.)

**B. Sole Proprietor:**

The Contractor is a Sole Proprietor. If the Contractor does business under an Assumed Name, the

Assumed Name is N/A, which is registered with the Cook County Clerk. The Contractor is otherwise in compliance with the Assumed Business Name Act, 805 ILCS 405/0.01, et. seq.

**C. Partnership:**

The Contractor is a Partnership which operates under the name N/A

The following are the names, addresses and signatures of all partners:

Signature	Signature

(Attach additional sheets if necessary.) If so, check here \_\_\_\_.

If the partnership does business under an assumed name, the assumed name must be registered with the Cook County Clerk and the partnership is otherwise in compliance with the Assumed Business Name Act, 805 ILCS 405/0.01, et. seq.

**D. Affiliates:** The name and address of any affiliated entity of the business, including a description of the affiliation: \_\_\_\_\_ N/A \_\_\_\_\_

\_\_\_\_\_  
Signature of Owner

[THIS SPACE LEFT INTENTIONALLY BLANK]



**CERTIFICATE OF ASSISTANT SECRETARY  
OF  
SECURITAS SECURITY SERVICES USA, INC.,  
a Delaware corporation**

**Date: October 1, 2025**

The undersigned, Michael Luke, hereby certifies that:

1. He is the duly elected and acting Assistant Secretary of Securitas Security Services USA, Inc., a Delaware corporation (the "Company").
2. The following resolutions were duly adopted by the Board of Directors of the Company as of November 7, 2019:

RESOLVED, that the Company authorizes the Region Presidents, Area Vice Presidents, Area Directors, Area Managers and District Managers of the Company to approve and execute bids, proposals, contracts, license applications and bonds, in connection with the furnishing of security services and other services, including implementing documents in furtherance of those items specifically enumerated above, which shall be binding upon this Company, subject to compliance with the Company's Contracts Policies and Procedures in effect from time to time; and

FURTHER RESOLVED, that the Secretary or any Assistant Secretary of the Company may certify and provide a copy of these resolutions upon request to interested parties, and that such certification shall be evidence without further action being required on the part of the recipient, that the person executing the bid, proposal, contract, license application, bond, or implementing document, to which such certification refers or is attached, was properly authorized or designated to sign such bid, proposal, contract, license application, bond, or implementing document and that the same is binding upon this Company in all respects.

3. Said resolutions have not been amended or rescinded and remain in full force and effect as of the date hereof.

IN WITNESS WHEREOF, the undersigned has executed this Certificate of Assistant Secretary as of the date referenced above.

[seal]



  
\_\_\_\_\_  
Michael Luke, Assistant Secretary

**SECTION VII**  
**COMPLIANCE AFFIDAVIT**

I, Sean Keating, (Print Name) being first duly sworn on oath depose and state:

1. I am the (title) Area Vice President of the Proposing Firm and am authorized to make the statements contained in this affidavit on behalf of the firm;
2. I have examined and carefully prepared this Proposal based on the request and have verified the facts contained in the Proposal in detail before submitting it;
3. The Proposing Firm is organized as indicated above on the form entitled "Organization of Proposing Firm."
4. I authorize the Village of Oak Park to verify the Firm's business references and credit at its option;
5. Neither the Proposing Firm nor its affiliates<sup>1</sup> are barred from proposing on this project as a result of a violation of 720 ILCS 5/33E-3 or 33E-4 related to bid rigging and bid rotating, or Section 2-6-12 of the Oak Park Village Code related to "Proposing Requirements."
6. The Proposing Firm has completed the M/W/DBE status indicated below on the form entitled "EEO Report."
7. Neither the Proposing Firm nor its affiliates are barred from enter into an agreement with the Village of Oak Park because of any delinquency in the payment of any debt or tax owed to the Village except for those taxes which the Proposing Firm is contesting, in accordance with the procedures established by the appropriate revenue act, liability for the tax or the amount of the tax. I understand that making a false statement regarding delinquency in taxes is a Class A Misdemeanor and, in addition, voids the agreement and allows the Village of Oak Park to recover all amounts paid to the Proposing Firm under the agreement in civil action.
8. I am familiar with Section 13-312 through 13-3-4 of the Oak Park Village Code relating to Fair Employment Practices and understand the contents thereof; and state that the Proposing Firm is an "Equal Opportunity Employer" as defined by Section 2000(E) of Chapter 21, Title 42 of the United States Code and Federal Executive Orders #11246 and #11375 which are incorporated herein by reference. **Also complete the attached EEO Report or Submit an EEO-1.**
9. I certify that the Firm is in compliance with the Drug Free Workplace Act, 41 U.S.C.A, 702

---

<sup>1</sup> Affiliates means: (i) any subsidiary or parent of the agreeing business entity, (ii) any member of the same unitary business group; (iii) any person with any ownership interest or distributive share of the agreeing business entity in excess of 7.5%; (iv) any entity owned or controlled by an executive employee, his or her spouse or minor children of the agreeing business entity.



Signature: Sean Keating

Name and address of Business: SECURITAS USA, 150 S. WACKER DR, W0606

Telephone 312-715-1550

E-Mail SEAN.KEATING@SECURITASINC.COM

Subscribed to and sworn before me this 31<sup>st</sup> day of October 2025, 2024.

Amanda Kate Carter

Notary Public

- Notary Public Seal -



[THIS SPACE LEFT INTENTIONALLY BLANK]



**SECTION VIII**  
**M/W/DBE STATUS AND EEO REPORT**

Failure to respond truthfully to any questions on this form, failure to complete the form or failure to cooperate fully with further inquiry by the Village of Oak Park will result in disqualification of this Proposal.

1. Contractor Name: Securitas Security Services USA, Inc.
2. Check here if your firm is:
- ☐ Minority Business Enterprise (MBE) (A firm that is at least 51% owned, managed and controlled by a Minority.)
  - ☐ Women's Business Enterprise (WBE) (A firm that is at least 51% owned, managed and controlled by a Woman.)
  - ☐ Owned by a person with a disability (DBE) (A firm that is at least 51% owned by a person with a disability)
  - ☒ None of the above

[Submit copies of any M/W/DBE certifications]

3. What is the size of the firm's current stable work force?
- 68,383          Number of full-time employees
- 11,042          Number of part-time employees
4. Similar information will be requested of all sub-contractors performing work pursuant to the applicable agreement. Forms will be furnished to the lowest responsible contractor with the notice of agreement award, and these forms must be completed and submitted to the Village before the execution of the agreement by the Village.

Signature: Sean P Keating

Date: 10/16/2025

## EEO REPORT

Please fill out this form completely. Failure to respond truthfully to any questions on this form, or failure to cooperate fully with further inquiry by the Village of Oak Park will result in disqualification of this Proposal. An incomplete form will disqualify your Proposal.

### An EEO-1 Report may be submitted in lieu of this report

Contractor Name Securitas Security Services USA, Inc.  
Total Employees 78,425

Job Category	Total # of Empl.	Total Males	Total Females	Males					Females					Total Minorities
				Black	Hispanic	American Indian	Alaskan Native	Asian & Pacific Islander	Black	Hispanic	American Indian	Alaskan Native	Asian & Pacific Islander	
Officials & Managers	1,763	1,164	599	261	135	14	9	50	110	30	4	3	7	623
Professionals														
Technicians														
Sales Workers														
Office & Clerical	1,277	840	434	188	97	10	7	36	79	22	3	3	6	451
Semi-Skilled														
Laborers														
Service Workers	75,385	49,754	25,631	11,145	5,771	597	398	2,139	4,690	1,282	154	128	1,102	27,406
Management Trainees														
Apprentices														

This completed and notarized report must accompany your Proposal. It should be attached to your Affidavit of Compliance. Failure to include it with your Proposal may disqualify you from consideration.

Sean Keating, being first duly sworn, deposes and says that he/she is  
(Name of Person Making Affidavit)

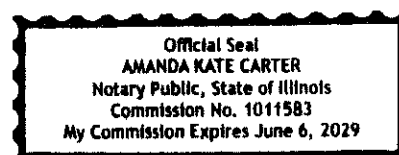
Area Vice President of Securitas USA and that the above EEO  
(Title or Officer)

Report is true and accurate and is submitted with the intent that it be relied upon.

*Sean Keating*  
(Signature)

October 20, 2025  
(Date)

*Amanda Kate Carter*  
*Amanda Kate Carter*  
*10/20/2025*





The Village of Oak Park  
Village Hall  
123 Madison Street  
Oak Park, Illinois 60302-4272

P: 708.383.6400  
F: 708.383.9584  
[www.oak-park.us](http://www.oak-park.us)  
[village@oak-park.us](mailto:village@oak-park.us)

## Addendum

Addendum Number:	1
Addendum Date:	10/23/2025
Project Name:	Security Services for Municipal Support
Project Number:	
Prepared By:	Marlin Jackson
To:	All bidders of record

This addendum amends the original RFP. Where any part of the RFP is amended, the unaltered provisions are to remain in effect.

Proposers must acknowledge receipt of any and all addenda as required by the General Requirements of the RFP and in Section 4 of this document. The acknowledgement page should be signed and included in the proposal document.

All requirements of the Contract Documents remain unchanged.

## Part 1 – Amendments to the RFP

### Vehicle Requirement – Mandatory

The Village of Oak Park requires that the selected security contractor provide and maintain one (1) full-size pickup truck dedicated for use under this contract. The vehicle will be used for roving patrols, equipment transport, and emergency response between the Village's parking facilities and Village Hall.

The vehicle must meet the following minimum requirements:

1. The vehicle shall be a full-size pickup truck in good working condition and maintained in a clean and professional manner.
2. The vehicle shall be properly licensed, insured, and registered to the contractor.
3. The vehicle shall be equipped with appropriate safety lighting for visibility during patrols (amber or white lighting only).
4. The vehicle shall display the contractor's company identification or logo on both sides.
5. The vehicle shall be available for inspection by the Village at any time upon request.
6. All costs associated with the provision, insurance, maintenance, and operation of this vehicle shall be included in the contractor's proposed fee schedule.

Failure to include the required vehicle and associated cost in the proposal may result in disqualification.

### Extension of Proposal Deadline

To allow sufficient time for proposers to incorporate this requirement, the proposal due date is extended to:

**Monday, November 3, 2025, at 4:00 p.m. Central Time.**

## Part 2 – Attachments

1. None

## Part 3 – Questions & Answers

1. None



## Part 4 – Acknowledgement

I acknowledge the receipt of this addendum for the referenced project by signing the acknowledgement and returning it with the proposal. This acknowledgement must be signed and included with proposal.

Addendum Number:	1
Date:	10/24/2025
Name:	Sean Keating
Signature:	<i>Sean P Keating</i>
Company:	Securitas Security Services USA, Inc.

End of Addendum



## Addendum

Addendum Number:	2
Addendum Date:	10/23/2025
Project Name:	Security Services for Municipal Support
Project Number:	
Prepared By:	Marlin Jackson
To:	All bidders of record

This addendum amends the original RFP. Where any part of the RFP is amended, the unaltered provisions are to remain in effect.

Proposers must acknowledge receipt of any and all addenda as required by the General Requirements of the RFP and in Section 4 of this document. The acknowledgement page should be signed and included in the proposal document.

All requirements of the Contract Documents remain unchanged.

### Part 1 – Amendments to the RFP

1. None

### Part 2 – Attachments

2. None

### Part 3 – Questions & Answers

1. The Background Information mentions Holley Court, Lake & Forest, and The Avenue Garages, but Section V lists Holley Court, Avenue, and Village Hall. What are the expected hours and services at Lake and Forest Garage?

**A:** Lake and Forest is a patrol-only location that does not require a dedicated on-site post but should receive periodic touch points by roving patrol staff.

2. Regarding Section V, Part 3(d), do you require or encourage reports to be submitted via paper, email, or a specific format?

**A:** Paper and email reports will suffice, but electronic submission is preferred.

3. Is there a fee structure template or spreadsheet as part of the bid?

**A:** There is no fee structure template as part of the bid.

4. Does the Village provide on-site resources such as a room for shift changes?

**A:** Yes.

5. For roving patrols, are contractor vehicles required, or are these foot patrols?

**A:** The contractor is expected to use contractor company vehicles.

6. Given the size of the garages, is there a historical number of positions that prior contractors have used as reference?

**A:** Currently, Holley Court operates 24/7 with one guard and one supervisor per shift. The Avenue Garage has 16-hour daily coverage (no overnight). Lake & Forest Garage receives periodic patrols only and no assigned post. Shifts are: Day 6 a.m.–2 p.m., Afternoon 2 p.m.–10 p.m., and Overnight 10 p.m.–6 a.m. The Village is open to ideas that improve visibility and coverage.

7. For staffing considerations, is the CCTV system unified for all garages, or local to each site?

**A:** CCTV is local to each site.

8. The insurance language mentions vehicle coverage. Is a vehicle provided for this work?

**A:** The Village does not provide a vehicle. The contractor must provide and insure their own vehicle.

9. Are there any specific equipment requirements for this scope of work?

**A:** No additional equipment is required other than ensuring the Village can contact on-duty officers as needed.

10. Can the Village provide clarification on the Pre-Proposal Meeting mentioned in Section V, Subsection 1(a)?

**A:** The meeting information was provided in a separate communication thread.

11. Can the Village provide a schedule for expected service hours?

**A:** Current operations are as follows: Holley Court 24/7 with one guard and one supervisor per shift; The Avenue Garage 16-hour daily coverage (no overnight); Lake & Forest Garage – periodic patrols only. Shifts: Day 6 a.m.–2 p.m., Afternoon 2 p.m.–10 p.m., Overnight 10 p.m.–6 a.m.

12. Is there a required number of training hours for pre-assignment or ongoing training?

**A:** The Village does not specify a number of hours. Contractors are expected to provide pre-assignment and annual refresher training consistent with municipal security best practices.

13. Would the Village consider a billable supervisor role?

**A:** The Village is open to all suggestions.

14. Who is the current incumbent?

**A:** Securitas Security Services USA, Inc.

15. When was the current contract awarded, and can a copy be provided?

**A:** The agreement was approved in 2022 and extended through December 31, 2025. A copy may be obtained through a FOIA request at foia@oak-park.us.

16. How many hours did security officers spend in court in the past 12 months?

**A:** Minimal to none.

17. Was the Village satisfied with the incumbent's work? What did they do well?

**A:** The incumbent provided consistent coverage and communication consistent with expectations.

18. Is more than one company currently fulfilling the contract?

**A:** No.

19. Are there areas the incumbent could improve?

**A:** The Village continually evaluates opportunities to improve coverage and communication.

20. Are there regular meetings with the local police department?

**A:** This will not be required from the security team.

21. How many different locations are serviced under this RFP?

**A:** Four: Holley Court Garage, Lake & Forest Garage, The Avenue Garage, and Village Hall.

22. Is parking provided for security staff?

**A:** Yes, designated parking will be provided at each facility.

23. What are the main security risks or issues faced at these properties?

**A:** Common concerns include property damage, loitering, stolen vehicles, and equipment malfunctions. Violent incidents are rare.

24. Are office areas available for supervisors and officers?

**A:** A shared administrative area is available at Holley Court and The Avenue. Village Hall access will be coordinated as needed.

25. Is Wi-Fi available for security staff?

**A:** Limited Wi-Fi access is available and coordinated through the Village's IT Department.

26. Are there specific systems or software used in daily operations?

**A:** Reporting is completed through standard digital formats, and video systems are viewed through Genetec.

27. What is the current contractual bill rate?

**A:** This information may be requested through FOIA.

28. Is a bid bond required?

**A:** No bid bond is required.

29. Are the estimated hours in this RFP higher or lower than the current contract?

**A:** Comparable to current coverage levels.

30. Are current security officers unionized?

**A:** Yes.

31. What benefits are provided to officers?

**A:** Benefits are determined by the contractor.

32. Are vehicles required for this contract? Will the Village provide them?

**A:** Yes, vehicles are required for patrol operations. The Village will not provide vehicles.

33. How many vehicles are currently used under the contract?

**A:** The number of vehicles is determined by the contractor.

34. Who covers the cost of training officers?

**A:** The contractor.

35. Are training, uniform, or testing expenses negotiable?

**A:** All related expenses should be included in the proposed hourly rate.

36. Would the Village consider prompt payment discounts?

**A:** The Village complies with the Illinois Prompt Payment Act.

37. When will the contract be awarded?

**A:** The anticipated award date is November 18, 2025, or thereafter.

38. How will vendors be notified of the award?

**A:** The awarded vendor will be notified by email, and results will be posted on the Village website.

## Part 4 – Acknowledgement

I acknowledge the receipt of this addendum for the referenced project by signing the acknowledgement and returning it with the proposal. This acknowledgement must be signed and included with proposal.

Addendum Number:	2
Date:	10/24/2025
Name:	Sean Keating
Signature:	<i>Sean P Keating</i>
Company:	Securitas Security Services USA, Inc.

End of Addendum



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

12/23/2024

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

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

<b>PRODUCER</b> Marsh Risk & Insurance Services CA License #0437153 633 W. Fifth Street, Suite 1200 Los Angeles, CA 90071 Attn: Securitas.Certrequest@marsh.com CN101410269-S-GAWC-25-26      SAMPL    SAMPL	<b>CONTACT NAME:</b> Arthur Talavera <b>PHONE (A/C, No. Ext):</b> <b>E-MAIL ADDRESS:</b> Securitas.Certrequest@marsh.com <b>FAX (A/C, No):</b> <b>INSURER(S) AFFORDING COVERAGE</b> <b>INSURER A:</b> Allianz Global Risks US Insurance Company <b>INSURER B:</b> ACE American Insurance Company <b>INSURER C:</b> Indemnity Insurance Company of North America <b>INSURER D:</b> <b>INSURER E:</b> <b>INSURER F:</b>	<b>NAIC #</b> 35300 22667 43575   
--	---	--

**COVERAGES**      **CERTIFICATE NUMBER:** LOS-002658632-113      **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> <b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER:			USL03039625	01/01/2025	01/01/2026	EACH OCCURRENCE \$ 5,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ N/A PERSONAL & ADV INJURY \$ 5,000,000 GENERAL AGGREGATE \$ 5,000,000 PRODUCTS - COMP/OP AGG \$ 5,000,000 \$
B	<input checked="" type="checkbox"/> <b>AUTOMOBILE LIABILITY</b> <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY			ISA H11369595	01/01/2025	01/01/2026	COMBINED SINGLE LIMIT (Ea accident) \$ 2,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	<input type="checkbox"/> <b>UMBRELLA LIAB</b> <input type="checkbox"/> OCCUR <input type="checkbox"/> <b>EXCESS LIAB</b> <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$ \$
C	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> <input type="checkbox"/> Y <input checked="" type="checkbox"/> N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input type="checkbox"/> Y <input checked="" type="checkbox"/> N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	WLR C72620768 (AOS) SCF C7262080A (WI) WCU C72620847(CA,OH,WA)\$750K SIR	01/01/2025 01/01/2025 01/01/2025	01/01/2026 01/01/2026 01/01/2026	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

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

Evidence of Insurance only.

Certificate Holder: Securitas Security Services USA, Inc.; Pinkerton Consulting & Investigations; Burns Int'l Services Company, LLC; Securitas Critical Infrastructure Services, Inc.; Securitas Electronic Security, Inc.

## CERTIFICATE HOLDER

## CANCELLATION

Securitas Holdings, Inc. Including: (See Complete Certificate Holder in Description) 4330 Park Terrace Drive Westlake Village, CA 91361	<b>SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.</b>  <b>AUTHORIZED REPRESENTATIVE</b>  <i>Marsh USA LLC</i>
--	---

© 1988-2016 ACORD CORPORATION. All rights reserved.



# **ADDITIONAL REMARKS SCHEDULE**

Page 2 of 2

<b>AGENCY</b> Marsh Risk & Insurance Services		<b>NAMED INSURED</b> Securitas Holdings, Inc. (See Page 2 for Additional Named Insureds) 4330 Park Terrace Drive Westlake Village, CA 91361
<b>POLICY NUMBER</b>		
<b>CARRIER</b>	<b>NAIC CODE</b>	<b>EFFECTIVE DATE:</b>

## **ADDITIONAL REMARKS**

**THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,**  
**FORM NUMBER:** 25 **FORM TITLE:** Certificate of Liability Insurance

### **Additional Named Insureds:**

Securitas Holdings, Inc. including  
 Securitas Security Services USA, Inc.  
 Pinkerton Consulting & Investigations Inc.  
 Securitas Electronic Security, Inc.  
 Securitas Technology Corporation  
 Securitas Healthcare LLC

**Crime Limits:** This liability insurance forms a part of a global program of insurance for which Allianz Global Corporate & Specialty SE has issued a Master Policy covering the above insured and its group of companies as follows. Policy Number SEL000597250M Effective 01/01/25-01/01/26. SIR: \$5,000,000; Master Policy Limit is at least USD 1,000,000

**Professional Liability Limits:** This liability insurance forms a part of a global program of insurance for which Allianz Global Corporate & Specialty SE has issued a Master Policy covering the above insured and its group of companies as follows. Policy Number SEL000597250M. Effective 01/01/25-01/01/26. SIR: \$5,000,000 Master Policy Limit is at least USD. 1,000,000



# CITY OF CHICAGO

## LICENSE CERTIFICATE

NON-TRANSFERABLE

BY THE AUTHORITY OF THE CITY OF CHICAGO, THE FOLLOWING SPECIFIED LICENSE IS HEREBY GRANTED TO **PRINTED ON:**  
**SECURITAS SECURITY SERVICES, USA, INC.** 01/15/2025

NAME: **SECURITAS SECURITY SERVICES, USA, INC.**  
**150 S. WACKER DR., Floor LOWER LEVEL, Apt./Suite LL #50**  
**CHICAGO, IL 60606**

DBA:  
AT:

2320372

1010

\$\*\*\*\*250.00

**Limited Business License**

LICENSE NO.:

CODE:

FEE:

LICENSE:

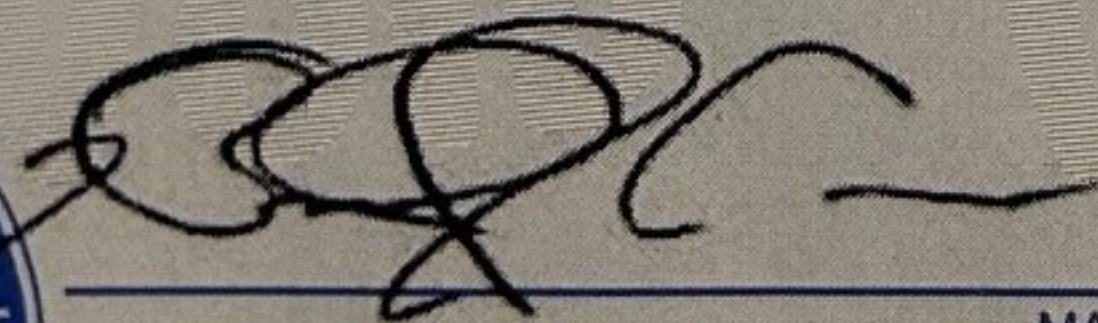
THIS LICENSE IS ISSUED AND ACCEPTED SUBJECT TO THE REPRESENTATIONS MADE ON THE APPLICATION THEREFOR, AND MAY BE SUSPENDED OR REVOKED FOR CAUSE AS PROVIDED BY LAW, LICENSEE SHALL OBSERVE AND COMPLY WITH ALL LAWS, ORDINANCES, RULES AND REGULATIONS OF THE UNITED STATES GOVERNMENT, STATE OF ILLINOIS, COUNTY OF COOK, CITY OF CHICAGO AND ALL AGENCIES THEREOF:

WITNESS THE HAND OF THE MAYOR OF SAID CITY AND THE CORPORATE SEAL THEREOF  
THIS 15 DAY OF JANUARY, 2025

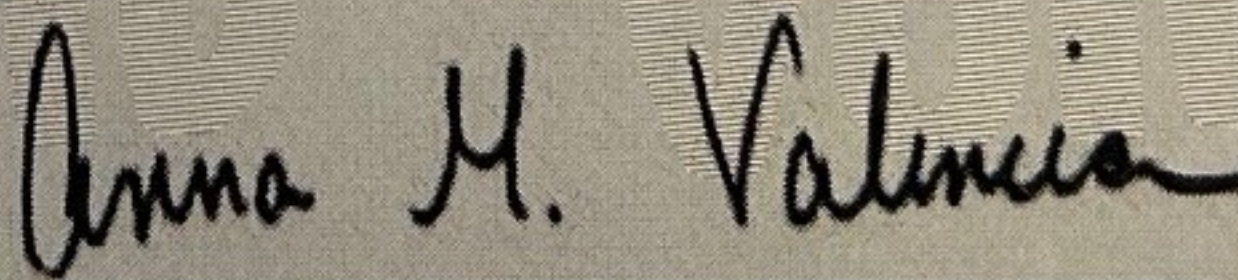
EXPIRATION DATE:

January 15, 2027

ATTEST:



MAYOR



CITY CLERK

ACCOUNT NO.

264907

SITE : 3

TRANS NO.







# See a Different World

At Securitas, we see evolving threats affecting your organization.  
The urgency of your priorities. And how they all may change tomorrow.

With over 150 years of keeping people safe, we see the power of blending technology and human talent. That's why our Integrated Guarding solutions deliver an unmatched blend of On-site, Remote and Mobile Guarding and/or Electronic Security expertise.

