

July 16, 2020

Mr. Randall Kippenbrock, P.E.
Executive Director
Santa Fe Solid Waste Management Agency
149 Wildlife Way
Santa Fe, NM 87506

Dear Mr. Kippenbrock,

Thank you for inviting Allied Universal® to participate in your request for proposal process. As your incumbent security provider, we fully understand the integral role a quality security program plays in making sure your objectives are met. We look forward to continuing to provide a customized program that provides peace of mind to your customers and employees while enhancing your brand.

Our mission when we began our relationship with Santa Fe Solid Waste Management Agency (SFSWMA) was to form a partnership. Through consulting and best practice sharing, we have been committed to ensuring quality security services and added value for SFSWMA. We have taken great pride in serving you. Allied Universal® wants to retain your business and hopes that our strong combination of strategic pricing, excellent management support and proven experience in providing value added services will make us the clear choice to continue our partnership.

Allied Universal® is committed to developing and delivering security programs specific to each client's needs. Our relationships with our employees and clients are at the heart of everything we do. The result is an unrelenting focus on your success. The solutions presented in this proposal are designed to address your challenges and help you meet your goals.

Allied Universal® supports SFSWMA's Mission, Vision and Values. Our innovative and value-oriented programs will support your expectations. Our management team and security professionals will completely understand their role related to SFSWMA's Mission Statement.

We look forward to a continued partnership with SFSWMA. Our goal is to not only meet your expectations, but exceed them. If you have any questions, please contact me at 505-259-6063 or shannon.briner@aus.com.

Sincerely,



Shannon Briner
Business Development Manager – New Mexico



Daniel Peltier
Branch Manager – New Mexico



Helping Your Security Program Maintain Compliance

A Security Program for

July 16, 2020



Presented to:
Mr. Randall Kippenbrock, P.E.
Executive Director
Santa Fe Solid Waste Management Agency

Presented by:
Ms. Shannon Briner
Business Development Manager - NM
Allied Universal® Security Services

Mr. Daniel Peltiér
Branch Manager - NM
Allied Universal® Security Services



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Bid Submittal Form

SANTA FE SOLID WASTE MANAGEMENT AGENCY

BID SUBMITTAL FORM

ITB No. '20/23/B

EXCEPTIONS TO SPECIFICATIONS

Bidder must check one of the following:

- a. All specifications, terms and conditions are met.
- b. Exceptions have been taken and noted on attached sheet(s).

All variations and/or exceptions to the specifications must be documented, referencing applicable paragraph(s) and explained in detail. Attach as many pages as necessary. If no exceptions are taken, it will be assumed that the bid meets all specifications, terms and conditions as stated in this complete bid package. Failure to list exceptions may disqualify bid. Delivery of non-conforming goods or services is at the expense of the Bidder and/or other penalties.

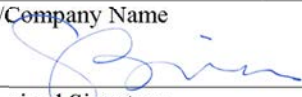
All other specifications not detailed herein shall be as listed in the Offeror's printed literature for the current standard model. Offeror's printed literature and specifications sheets shall be submitted with the bid.

Exceptions will not necessarily eliminate the bid. Agency staff shall determine acceptance or non-acceptance of exceptions. Unless otherwise noted and approved, it is assumed that delivery of the goods or services shall be as stated.

Signed submission of this bid represents that the Bidder has accepted all specifications, terms and conditions of the bid unless a written exception is made and, if awarded, the bid will represent the agreement between the parties. Additionally, by signing this bid, the Bidder warrants that there was no collusion of any kind in submission of this bid.

Universal Protection Service LP
DBA Allied Universal Security Services
Firm/Company Name

6121 Indian School Rd NE, Ste 143
Mailing Address


Authorized Signature

Albuquerque, NM 87110
City, State & Zip Code

Shannon Briner
Printed Name

Business Development Manager - New Mexico
Title

shannon.briner@aus.com
Email Address

(505) 259-6063
Telephone Number / Fax Number

Exceptions

Universal Protection Service, LP d/b/a Allied Universal Security Services (“Allied Universal”) is pleased to submit a proposal to service the Santa Fe Solid Waste Management Agency (“Agency”) pursuant to Invitation to Bid No. 20/23/B (“ITB”). We have identified some areas for discussion relating to limited provisions of the Services Agreement (“Agreement”) attached to the ITB which are set forth below. We are confident that further dialog between us will yield mutually agreeable solutions.

Allied Universal respectfully requests that Agreement Section 6.A on pages 23-24 be revised to give the Contractor the reciprocal right to terminate the Agreement for convenience on 120 days’ written notice to the Agency.

Allied Universal routinely adds clients as additional insureds on our insurance policies, so long as our obligations are aligned with our indemnification obligations and limited to the specified insurance limits we have agreed to provide. Our blanket additional insured endorsement automatically covers any party we are required by written contract to cover as an additional insured, to the extent set forth in such contract, without the necessity of expressly naming such party. We respectfully request that Agreement Section 13.A on pages 26-27 be revised as follows to reflect those parameters:

- On line 5, replace the word “named” with the word “included.”
- On line 5, insert the following after the reference to “additional insured:”
 - “...to the extent of the Contractor’s indemnification and defense obligations under Section 14 of the Agreement and up to the required insurance coverage amount.”

Allied Universal stands behind our security services and regularly accepts the obligation to indemnify clients for the comparative portion of any losses, costs or damages that are caused by the negligent acts or omissions of our personnel in the performance of security services under client agreements. We respectfully request that Agreement Section 14 of on page 27 be revised as follows to reflect those parameters:

- On line 3, replace the phrase “arising from the” with the phrase “caused by the Contractor’s.”
- On the last line, replace the phrase “that arises out of the Agency’s negligence” with the following:
 - “...to the extent caused by the negligence of the Agency or a third party other than Contractor.”

Bid Form

BID FORM

**ITB No. '20/23/B
SECURITY SERVICES
FOR THE
SANTA FE SOLID WASTE MANAGEMENT AGENCY**

All Offerors MUST use the format provided

The Bid Form shall include all services described in the Specifications of this ITB.

Item	Description	Weekly Cost
Security Personnel Labor	80 Hours per Week; Inclusive of ALL Employees Assigned and Administration	\$ 1,605.87
Vehicle Usage Fee	4-WD Vehicle for Patrolling Required	\$ 310.00
GPS Tracking and Reporting Fee	GPS Tracking and Reporting System with Geofencing	\$ 40.38
New Mexico Gross Receipts Tax (NMGRT)	Labor Only (NMGRT 8.6875%)	\$ 139.51
	Total Weekly Cost	\$ 2,095.76
	X 52 Weeks/Year	
	Total Annual Cost	\$ 108,979.59

The Santa Fe Solid Waste Management Agency reserves the right to alter quantities based on availability of budget and needs of the Agency. If this will alter the bid amount, the Bidder must note the percent increase for lesser quantities.

BIDDER'S INFORMATION

Universal Protection Service LP DBA Allied Universal Security Services

Firm/Company Name

6121 Indian School Rd NE, Ste 143, Albuquerque NM 87110

Address, City, State, Zip Code


Authorized Signature

Shannon Briner

Printed Name

shannon.briner@aus.com

E-Mail Address

Business Development Manager - New Mexico

Title

(505) 259-6063

Telephone Number

July 16, 2020

Date

N/A

Fax Number

20

Executive Summary

A comprehensive security program is critical to ensuring a safe and secure environment. Our security teams are well trained, reliable, supported by national resources and focused on helping you reach your security goals.

We know that in order to provide outstanding, consistent service we must meet or exceed our client's expectations. Our focus on a customized solution in support of the specific needs of SFSWMA allows us to attain that goal. Among the information that you will find throughout our proposal, none is more important than our solutions to your needs.

We can tailor your security program in response to the following:

- Personnel Who Share Your Vision for Security and Understand Your Business Priorities
- Well-trained, Experienced Security Professionals that Manage Emergencies Effectively
- Driving Efficiencies Through the Use of Cutting Edge Technology
- Partnering with a Stable Security Provider

Through the following recommended solutions:

- Our Strength, Capabilities and Expertise
- Innovative Recruiting, Stringent Screening & Strong Retention
- The Best Dressed Security Professionals in the Industry
- World-class, Award-winning Training
- Technology Solutions that Support Your Security Program
- Experienced Local Management
- Company-wide Safety Program and Resources
- Seamless Automated Processes
- Comprehensive Quality Assurance Program
- Formal Compliance Program

In the following proposal, we further discuss our approach to delivering the highest quality security services for SFSWMA including:

Value	Security Team	Training	Experience
 <p>We work with you to develop a security program customized to your needs, and always strive to find the most efficient ways to give you high quality service.</p>	<p>Security personnel assigned to manage your program are carefully recruited, screened and trained to your specifications.</p> 	 <p>Every Allied Universal security program is based on our award-winning training. The effect of our training is apparent every day in the actions of our responsible, prepared security professionals.</p>	<p>For over 60 years, Allied Universal has led the industry and developed best practices that are standard components of our high quality security.</p> 

We believe in partnering with our clients and because of that, we quickly become immersed in your culture and as dedicated to your program as you are. Allied Universal® has positioned itself as the security provider of choice in your area. The investment we have made in our local management teams is extensive and represents the key differentiator between Allied Universal® and our competitors. We do our job, so you can do yours.

Our Strength, Capabilities and Expertise

Allied Universal® Overview

Allied Universal®, a leading security and facility services company in North America with more than 230,000 employees and revenues over \$8.4 billion, provides unparalleled security services and technology solutions. With offices located throughout the nation as well as internationally (Canada, Mexico, United Kingdom), Allied Universal® is responsible for protecting client sites covering multiple specialty sectors such as higher education, healthcare, retail, commercial real estate, government and corporate campuses, etc. Supported by vast experience gained from being in business for over 60 years, Allied Universal® provides proactive security services and cutting-edge smart technology to deliver evolving, tailored solutions that allow clients to focus on their core business. Through world-class customer service, highly advanced systems and cohesive technology solutions...Allied Universal® is There for you™. SFSWMA can come to us with any safety and security need including:

- Traditional uniformed guarding with the most qualified and well-trained security professionals
- Emergency preparedness and disaster response
- Risk and consulting services such as risk assessments, executive protection and litigation support
- Technology solutions to include remote monitoring and autonomous robots
- Janitorial services
- Non-security staffing placement

What makes our service, systems and solutions unparalleled? You could say it's the people: the well-trained security professionals, technicians and local management teams. You could say it's the best technology in the business, from access control services to industrial video systems and autonomous robots. But at Allied Universal®, we know it's about how they work together, with you, to produce a comprehensive, customized solution that not only meets your security needs but also anticipates issues.

Through our integrated approach to security, the best trained officers are supported by the latest technology like HELIAUS®, our all-encompassing, adaptable workforce management solution. With prescriptive analytics driving action, HELIAUS® transforms insight into safety and security ROI.



We provide security solutions that not only help protect against threats, but enable organizations to make better, more informed decisions about their security operations. We have accumulated the top experts in the community to keep Allied Universal® at the forefront of industry developments and innovations.

We believe in partnering with our clients and because of that, we will immerse ourselves in your culture and dedicate ourselves to your program. The blending of highly-skilled people and leading technology creates unlimited potential for customized solutions designed to help you meet your goals. Allied Universal® is a true partner who is **There for you™** each and every day.

<p>ALLIEDUNIVERSAL® SECURITY SERVICES</p> <p>Armed & Unarmed Security Professionals Cleared Security Professionals Vehicle Patrol Visitor Management/Concierge</p> <p>K-9 Security Services Joint Security Programs Vertical Market Expertise</p> <p> Artificial Intelligence (AI) powered workforce management system</p>			
<p>ALLIEDUNIVERSAL® TECHNOLOGY SERVICES</p> <p>  </p> <ul style="list-style-type: none"> • Access Control • Video Surveillance • Autonomous Robots & Drones • Monitoring & Response Center (MaRC) • Fire & Intrusion Alarm Monitoring • GSOC Services • Hosted & Managed Access Control 	<p>ALLIEDUNIVERSAL® EVENT SERVICES</p> <p> </p> <ul style="list-style-type: none"> • Crowd/Audience Management • Screening • Access Control • Ushers/Ticket Takers • ID Checkers • Alcohol Control • Security Management/Consulting • VIP/Talent Escort • Red Carpet Staff <p></p>	<p>ALLIEDUNIVERSAL® RISK ADVISORY AND CONSULTING SERVICES</p> <p></p> <ul style="list-style-type: none"> • Security Risk Management Consulting • Threat & Violence Risk Management • Off-Duty Officers (ODOs) • Executive Protection • Security Risk Investigations • Asset Protection & Disaster/Emergency Response • Specialized Services 	<p>ALLIEDUNIVERSAL® JANITORIAL SERVICES</p> <p></p> <ul style="list-style-type: none"> • Green Cleaning • Janitorial Software Solutions <p>SECURITY/SAFETY TRAINING</p> <ul style="list-style-type: none"> • Fire Life Safety Training • Floor Warden & Fire Drill Assistance • Emergency Preparedness • Specialized Industry Training • Plus much more
<p>International Security Services</p>			

Innovative Recruiting, Stringent Screening & Strong Retention

Recruiting

Security professional quality begins even before we identify a candidate for a position with SFSWMA. Our dedicated recruiters' primary focus is to identify and recruit only top quality candidates. In today's highly competitive employment climate, it becomes even more important that we utilize industry-leading technology and unparalleled organizational resources to find individuals that represent the highest standards of both Allied Universal® and our clients. Better recruiting translates into:

- "Best-fit" personnel for your environment
- Higher quality of performance
- High-quality, screened candidates
- Higher employee satisfaction and retention

Allied Universal® Recruiting Resources

The first step is having a thorough understanding of your site-specific needs. This allows us to recruit by position and post. Some of the recruitment resources we use:

- jobs.aus.com
- Promotions, employee referrals and bonuses
- Career websites
- Colleges, universities and schools
- Former military and reservists
- Job fairs and open houses
- Police and fire departments, and rescue squads
- Professional organizations (eg., ASIS, BOMA, ICSC)
- Civic/community organizations
- Senior associations
- Veterans administration and organizations
- Strategic partnerships with: AARP, International Association of Jewish Vocational Services, National Indian Council on the Aging and National Asian Pacific Center on Aging.

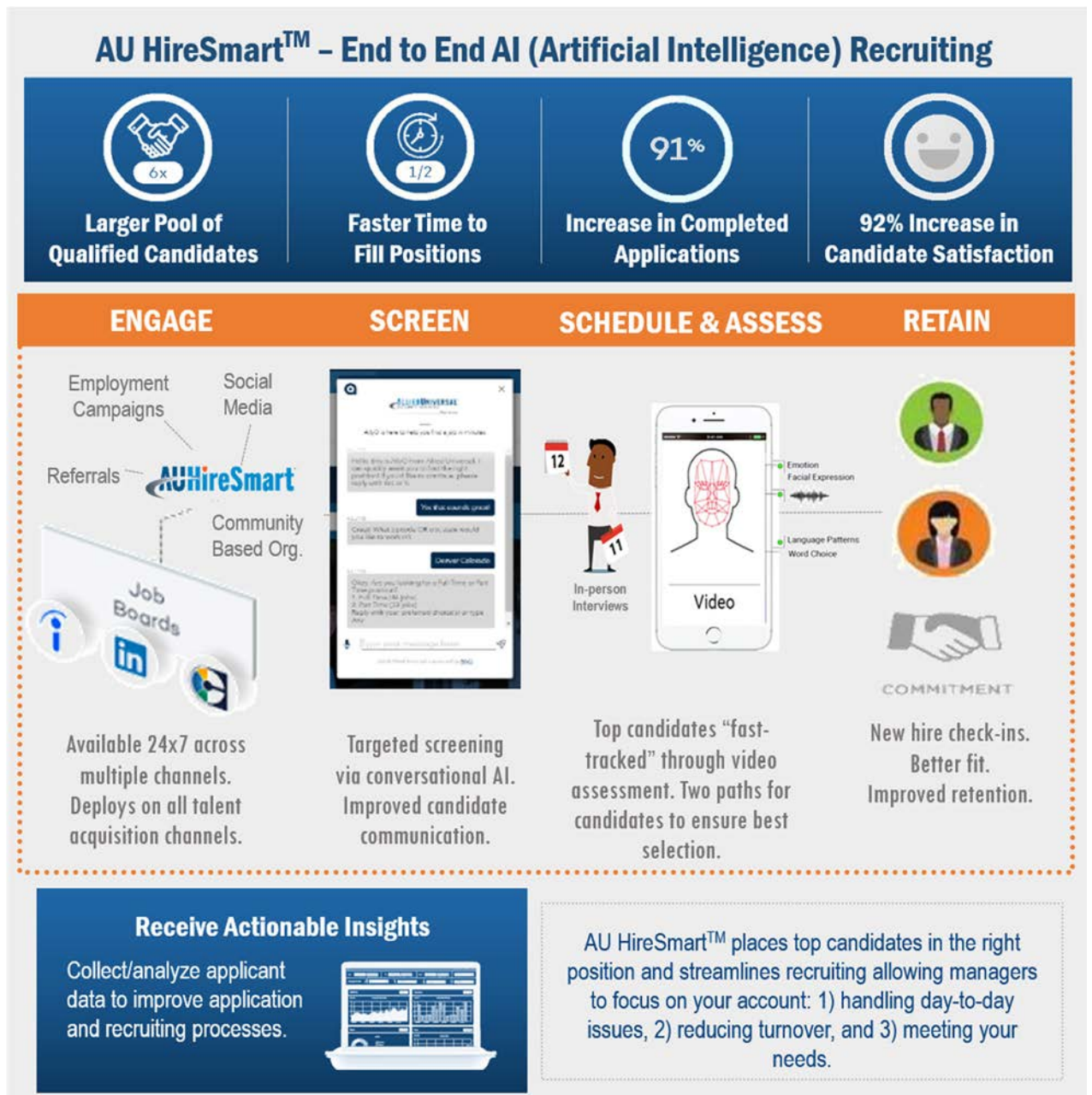
There for our Veterans™

Allied Universal is committed to hiring veterans, reservists, their families and caregivers. Our company-wide military hiring program, There for our Veterans™, is an essential part of our recruiting strategy. More than 33,000 heroes have been hired in the last five years as part of this initiative. We have partnered with these military assistance groups to ensure our service men and women have opportunities as they transition back to civilian life:

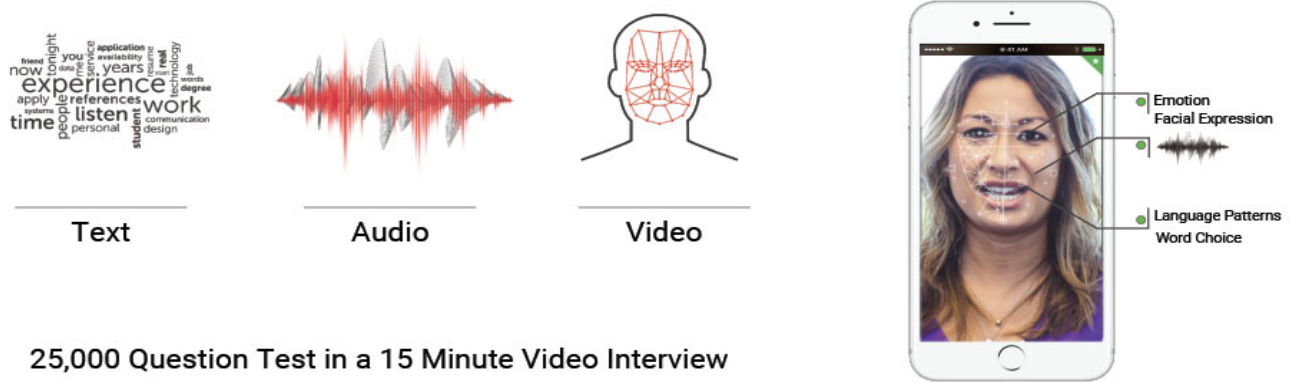


Recruiting Process: The vast number of recruiting resources we utilize along with our reputation for being a great place to work directly contributes to the more than one million candidates in our hiring pipeline. A large number of applicants means that we can select the right candidates for your security program. And, we have the resources to identify the most well-suited individuals quickly and efficiently.

To ensure high quality employees that are the right fit and have the right skills for your facilities, Allied Universal® Recruiters can fine-tune job descriptions to fit your needs and utilizes AU HireSmart™ to capture candidate information and keep them informed throughout the hiring process. AU HireSmart™ is an Artificial Intelligence (AI) solution for recruiting that immediately engages candidates in a chat-like question and answer session. They provide their contact information and initial qualifications, which AU HireSmart™ can use to help them find the best job for them. This integrated solution provides many unique benefits:



Overall, AU HireSmart™ improves the quality of services we provide while decreasing security professional turnover by matching candidates with the jobs most suited to them and providing actionable steps to improve the process. It shortens the time and effort needed to staff an account while simultaneously improving quality.



25,000 Question Test in a 15 Minute Video Interview

AU HireSmart™ includes AI capabilities that translate video screening tests into data points that can accurately predict a candidate's aptitude for any given role. These videos measure information like emotional expression, tone, language patterns and word choice to determine a candidate's fit for the position.

This 24/7 interview and screening capability speeds up the hiring process drastically. Through full integration with AU HireSmart™, a candidate can apply over the weekend, perform the screening tests and video assessment, and be ready for an interview with a hiring manager by Monday morning. Hiring managers can view recorded video submissions through their mobile devices and make hiring decisions anytime, anywhere.

At Allied Universal®, we are not looking to fill a position with just any candidate. We go the extra mile to dig deeper to find the right person for you. When our employees are well matched to the position requirements, they stay longer in their position, will be better engaged in their day-to-day responsibilities, and provide better service for you. Our ultimate recruiting goal is to find the best qualified candidate for every post. This translates into improved security professional quality and better results for SFSWMA.

Screening

The number one objective of our screening process is to identify quality. We consider background, experience, communication and interpersonal skills, and fit for the position. Qualified candidates are invited to formally interview with our branch recruiting team.

Our Screening Process



Application Review & Assessment

Careful analysis focuses on employment history and stability, and on experience/qualifications specific to the job opening.



Interviews

Initial interview assesses punctuality and appearance and clarifies points of the candidate's application. Multiple interviews may be conducted. Candidate progressing beyond this level attend our orientation program.



Electronic I-9 and E-Verify

Employment verification is completed by presenting proof of eligibility to work in the U.S. All potential employees are processed through E-Verify, the government's employment eligibility system.



Management Testing

May involve the use of one or more behavioral assessment tools to help assess candidates' management abilities, drive, maturity and people skills, and evaluate whether they are a good fit for the specific position.



Social Security Trace

Social Security checks are ran on each candidate to verify address history to determine what repositories should be included in the criminal background check. NOTE: SSN check does not verify identity; I-9/E-Verify does.



Criminal Background Checks

Prior to being assigned to a post, each employee undergoes a criminal records background check (except where such is conducted as part of the state guard licensing agency). Where required, fingerprints are taken and submitted to the appropriate law enforcement agency for a detailed background investigation. Statewide criminal checks are also conducted when required.



National Sex Offender Registry (except CA and NV where such checks can only be done in accordance with state law)

This step searches the Federal Department of Justice database, which includes real time listings of registered sex offenders. By searching the DOJ, the most complete and current report is available.



Pre-employment Drug Testing

Oral ten-panel drug tests are completed prior to assignment for all applicants. Lab urinalysis testing is available at an additional charge.



Motor Vehicle Report

Security Professionals designated to drive a vehicle are subject to Motor Vehicle Report checks to verify driving eligibility and must complete on-site training before they can operate a vehicle.



Security Professional Integrity/Honesty Assessment

Behavioral Assessments are available on a pre-placement basis to help evaluate attitudes and behaviors linked to integrity, honesty, trustworthiness and customer service aptitude. Assessments are predictive but not guarantees of performance or behaviors, and are available for an additional charge.



Education & Employment Verification

In the event that the contact requires education and/or employment verifications, these services can be completed for a nominal fee.

Benefits

Allied Universal® has been a long-time industry leader in providing meaningful employee benefits. There is a direct correlation between providing employee benefits and attracting high-caliber personnel. We also understand that when we take care of our employees, they take better care of you.

Allied Universal Benefits



Medical Insurance

Medical plans offered to all benefit-eligible employees through payroll deduction and/or client contribution. Benefits offered pursuant to our eligibility requirements/policy. Detailed information regarding coverage and premium costs is available. Estimates in this proposals are based on proposed and evolving regulations, plan structure and estimated participation.



Dental & Vision Insurance

Quality dental insurance and Vision Service Plan offered to all benefit-eligible employees..



Disability, Life & Accident Insurance

- Benefit-eligible employees have the ability to participate in a Disability Insurance Plan.
- Basic life insurance offered to benefit-eligible employees at no charge. Additional, supplemental life insurance and AD&D is available to employees at a competitive rate.
- Accident insurance through MetLife offered to benefit-eligible employees.



Paycard

Employees have option to receive their pay through direct deposit or a cash paycard (where permitted by law). Paycards allow immediate access to wages without incurring check cashing fees.



Educational Assistance, Tuition Discount & Scholarship Program

Educational assistance – eligible applicants selected for the program are provided up to \$3,000 toward the cost of tuition and qualified related expenses. Tuition discount – we have partnered with over a dozen colleges/universities to offer tuition discounts (e.g., DeVry University, The George Washington University, Liberty University, Ashford University). Scholarship program – up to ten annual scholarships of up to \$1,000 are awarded to the children of our employees.



Commuter Benefits Program

Transit and parking funds deductible via payroll (pre-tax basis) offered to benefit-eligible employees..



True Vacation Benefits

Regular full-time hourly employees (security officers) will generally be eligible for paid vacation time based on their length of service (must average 35 hours/week to qualify). The standard vacation plan is accrued on a calendar year basis after reaching the first anniversary. Upon reaching the first anniversary, officers begin to accrue time and will be eligible for a pro-rated amount of vacation from their first anniversary date through the end of that calendar year. The following January, employees will be eligible for their full tier amount from 1/1 – 12/31. .



401(k)

Employees eligible to enroll anytime following six months of full-time employment.



Holidays

Security personnel receive time-and-a-half pay when working these holidays: New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.



Employee Assistance Program & Legal Services

An employee assistance program and legal service is available to employees.



PerkSpot

Fringe benefits available exclusively to our employees for personal use (e.g., discounts on fitness memberships, cellular phone plans, retail merchandise and credit union access).

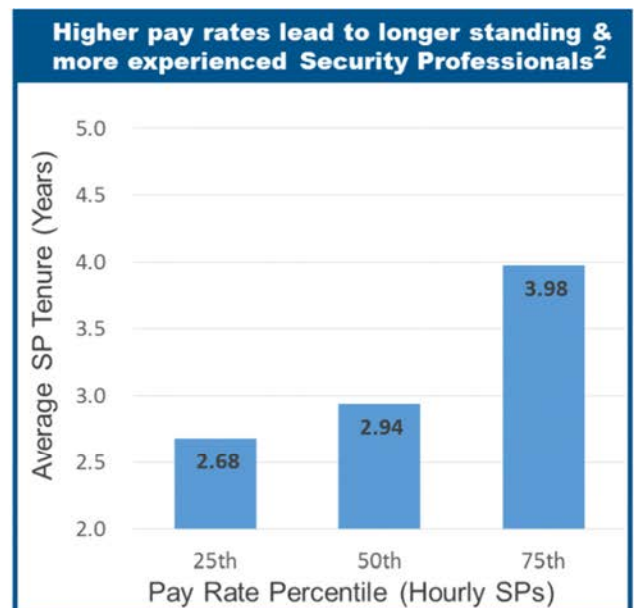
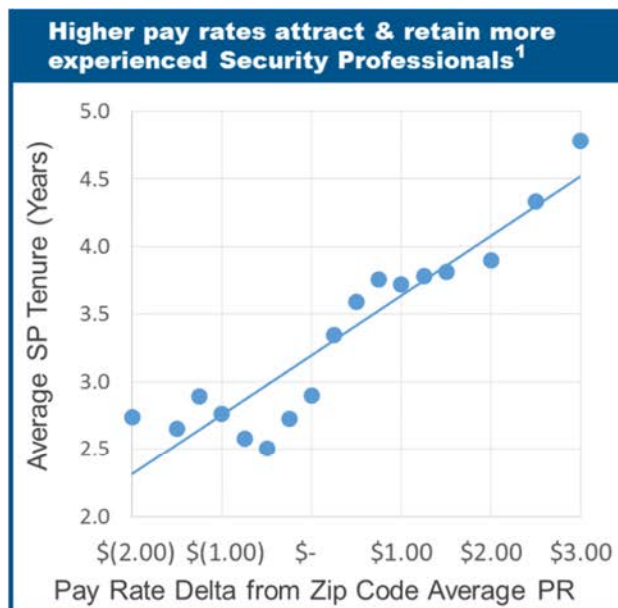
NOTE Allied Universal reserves the right to change, amend or terminate the benefits programs and its options at any time.

Security Professional Wages

In today's environment, the consideration of price versus value is critical to any buying decision. However, price can only be part of the equation when it comes to something as critical as the security of your facilities. Identifying the right security professionals with the right skills and the motivation to perform to the highest standards every day is essential to SFSWMA.

One of the key elements to hiring and retaining the caliber of security professionals you need is to offer the right wage rate. Unfortunately, this is not always the best practice. In an effort to capture market share, some security providers jeopardize quality by driving down the employee wage rate - leaving you with a lower cost, but also lower quality security personnel. Lesser quality translates to fewer skills, minimal training, higher turnover and other hidden costs for SFSWMA.

We have done a number of studies to evaluate the impact pay rates have on hiring and retaining quality security professionals. These studies undeniably demonstrate that wage and quality work hand in hand.



1. Analysis based on average PR from weekly non-OT payroll for all AU hourly SPs (average of 11,000 SPs per data point)
 2. Analysis based on all Allied Universal hourly Security Professionals. Analysis based on average pay rate across entire job/site.
 NOTE: Pay rates are compared to zip code averages because nominal \$ pay rate (eg \$15) is substantially different in different geographic areas based on cost of living, average market pay rates, minimum wages, unionization, population density, and similar factors.

Wage Analysis

Proper staffing includes establishing the appropriate wage levels for each post. Allied Universal® utilizes information from government agencies, job postings, industry sources and our own data to conduct an annual wage analysis according to several factors. These factors include geographical market, type of industry and position. This enables us to develop appropriate wages and benefit parameters for the security personnel who will be assigned to SFSWMA.

A fair wage equates to better quality, better engagement and better retention. When it comes to security services, only high-quality personnel can help you maintain a safe and secure environment, build confidence in your stakeholders and protect your brand.

The Best Dressed Security Professionals in the Industry

Uniforms and Appearance

Your uniformed security professional should harmonize with the requirements of his or her position. A neatly uniformed, well-groomed security professional commands respect and authority and helps to project a professional image for SFSWMA. A security team who understands the importance of a neat and professional appearance and sets the highest industry standards for uniforms, accessories and personal grooming requirements will benefit your security program. The security professional is the first person your visitor`s come in contact with. They are a direct reflection of your company and an ambassador of your brand. That is why it is important to select security professionals who take pride in their appearance each and every day.

Uniforms & Appearance

What differentiates our uniform and appearance program is the attention to detail and commitment to ensuring a professional look at your location.

3-Step Uniform & Appearance Process

- ✓ Personnel who issue uniforms are trained to measure for proper fit
- ✓ Security professionals are trained on how to wear the uniform properly
- ✓ Inspections ensure security professionals are dressed correctly. When uniform pieces need replacement, action is taken in a timely manner

Grooming

Our standards include guidelines on:

- Hair
- Facial Hair
- Personal Grooming
- Jewelry



Several uniform styles available to meet your unique needs.

World-class, Award-winning Training

Allied Universal® Comprehensive Training

Experience shows that virtually every measure of security professional quality can ultimately be tied back to learning and development. Your security program can only succeed if the security teams that support you are trained, knowledgeable and prepared. As the industry's training leader, Allied Universal® also believes that security professionals should not just be prepared for a job, but for a career. **We are committed to providing SFSWMA with the security industry's most highly trained and prepared security professionals and managers.**

Our award-winning learning and development program goes beyond traditional training and provides enhanced course offerings, compliance functionality and opportunities for employee growth. Our comprehensive training program is the starting point for security professionals' growth and development. A range of mandatory and voluntary training modules are offered pre-assignment, on-the-job and as continuing education as security professionals strive to stay current with industry trends and your evolving needs. Our dedicated training department consists of an experienced and creative team of professionals committed to keeping training innovative and informative. They support more than 50 professional and certified trainers across North America.

AU Institute™ is the umbrella under which all formal training and development opportunities exist. Training is tailored for specific roles:

- **Allied Universal® Security Professional Training:** There are Five Phases of security professional onboarding and development.
 1. New Employee Orientation
 2. On-the-Job-Training Post Certification
 3. Core Training
 4. Quarterly Site Training
 5. Vertical Market Training

There are specific timeframes for completing each Phase, as well as testing guidelines to ensure comprehension.

- **Allied Universal® Supervisor Training:** This is the next step for a supervisor and includes trainings such as Principles of Leadership, Time Management and Supervisor Essentials.
- **Allied Universal® Management Training:** This includes courses on Security Management Essentials and must be completed when an employee moves into a managerial position.
- **Allied Universal® Leadership Training:** This is for senior operational and business development leaders and includes Leadership Essentials, Coaching, Delegating, Process Improvement and Crisis Management courses.



Methods of Training


Better-trained security professionals and managers not only help minimize risk and maximize safety, but ultimately provide a higher return on your investment. Allied Universal[®] offers a variety of training options to ensure your security team has access to the information they need, when and how they need it.

Training Methods

eLearning – Allied Universal EDGE[®]
Employees can complete training on almost any device, at a time and place that's convenient for them. Allied Universal EDGE[®] [Educate, Develop, Grow and Engage] is our proprietary online learning and development system.


1,500+ assets (courses, videos, webinars, modules, VILTs)

8,800,000+ courses completed since 2009




Instructor-led
Employees benefit from hands-on instruction in classroom and group settings; questions can be addressed and testing conducted.


Virtual Instructor-led Training (vILT)
Training designed to simulate the traditional classroom or learning experience delivered in a virtual environment when the instructor and learner are in separate locations.



On-the-Job-Training
Site-specific and customized training is conducted at your location. A customized checklist is entered into our online database to ensure compliance.



Scenario-based Learning
Employees are trained on real life situations that happen in the learner's environment. This teaches security professionals how to react and make decisions when certain scenarios arise.



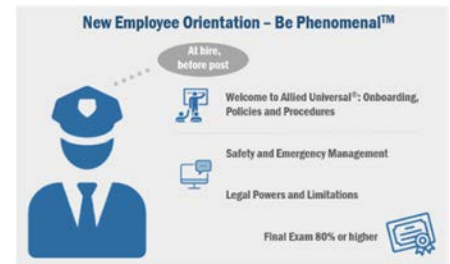
After each training program is delivered, knowledge is tested to ensure security professional comprehension. You have peace of mind knowing that security professionals are well-trained and prepared to exceed your expectations.

Compliance Tracking

Compliance tracking through the EDGE[®] allows training to be accurately recorded and reported. Trainers and managers can track security professional progress through initial, specialty and refresher training, and verify compliance.

New Employee Orientation

New Employee Orientation (NEO) is Phase One of the Five Phases of Security Onboarding and Development. NEO is a three-hour interactive training program designed to help position our employees for a successful career with Allied Universal®. NEO will help build confidence and pride in each employee's personal brand and in the Allied Universal® brand.



On-the-Job Training (OJT) Post Certification

Phase Two of our Five Phases of Security Onboarding and Development is OJT Post Certification. Allied Universal® recognizes that a work site's policies, procedures and post orders cannot be learned in a classroom but must be learned at the work site. Security professionals will be prepared for your individual needs and know how to effectively manage your security program.

OJT is site-specific and customized to your facilities. This training is guided by a checklist which is entered into our online database providing a checkpoint to track completion.

A security presence is important, but a motivated, directed security presence with a purpose, assignment and goals is even more effective and critical to your organization. OJT and post orders define the role of your security professionals, develop a team prepared just for you and help guide your security program.

OJT Post Certification Training – Sample Topics			
<ul style="list-style-type: none"> • Access Control • Active Shooter • Bomb Threats • CPR/First Aid/AED • Electrical Emergencies • Equipment Removal 	<ul style="list-style-type: none"> • Fire Alarm Response • ID Checks • Key Control • Mechanical Emergencies • Media Relations • Medical Emergencies 	<ul style="list-style-type: none"> • Opening/Closing Procedures • Parking & Enforcement • Parking Lot Security • Patrol Techniques • Post Responsibilities • Report Writing 	<ul style="list-style-type: none"> • Terrorism Awareness • Use of Telephones • Vehicle Assistance • Water Leaks • Weather Emergencies

Driver and Specialized Patrol Vehicle training are each two-part courses designed for security professionals who will drive an Allied Universal®- or client-owned vehicle while on duty. Courses are conducted by an Allied Universal® trainer, and are also available online.

The second part of vehicle training occurs at the work site, with the actual patrol vehicle. Checklists guide the student and the trainer through the safe operation of the patrol vehicle, using the actual patrol routes. Well-trained vehicle operators are both safe and effective, and set the expectation for safe practices for others at your location.

Vehicle Training			
Car/Truck	Segway and T-3	Bicycle	Golf Cart
<ul style="list-style-type: none"> • Driver/Vehicle Policy • Rules on Vehicle Operations • Patrol Driving • Accident Reporting • Vehicle Inspection Checklist • Vehicle Trip Log • Accident Reporting Procedures • Driver Training Practical Application Checklist 	<ul style="list-style-type: none"> • Definition of Segway and T-3 • Description of How Segways and T-3s Work • Important Safety Tips 	<ul style="list-style-type: none"> • Bicycle Basics and Safety • Rules of the Road • Preparation for Bicycle Patrol 	<ul style="list-style-type: none"> • Golf Cart Daily Inspections • Golf Cart Operation • Safe and Secure Golf Cart Parking

3

Technology Solutions that Support Your Security Program

HELIAUS® - THE POWER OF INSIGHT INTO ACTION™

HELIAUS®, our proprietary platform, is the smart technology of tomorrow that places insight into the hands of your security professionals to better protect your people, brand, and assets. Leveraging a sophisticated Artificial Intelligence (AI) engine that uses powerful algorithms to generate risk-adverse recommendations, HELIAUS® is a fundamental shift in integrated security solutions. It's not just a tour or incident management system, HELIAUS® is a comprehensive workforce management solution with AI technology at its core. With HELIAUS® at the center of your security operations, your security professionals are always connected and engaged, situationally informed, and armed with the right recommendations to effectively create safer, more secure environments.

HELIAUS® - Technology Platform

HELIAUS® functions as a comprehensive workforce management solution through **instant post orders, incident reporting, GPS tracking, visitor logging** and more. Every aspect can be tailored to your security program based on vertical market, location, business model and even each site's specific needs.

HELIAUS® consists of two parts - HELIAUS Mobile and HELIAUS portal. HELIAUS mobile is a device we equip our security professionals with that allows them share information and acts as a virtual coach as they go throughout their day. HELIAUS portal allows our clients to understand in real time what's going on at your site and look back in history to understand trends and develop future insights.



AI (Artificial Intelligence)-Powered Prescriptive Post Order Management, Reporting & Tracking

HELIAUS® VALUE

- Powerful insights
- Spot safety & security trends quickly
- AI-powered dynamic tours

- Configurable workflows & tours
- Return on investment & quantitative value

KEY FEATURES

- Instant Post Orders
- Incident Reporting

- Real Time Reports
- Visitor/Vehicle Logging

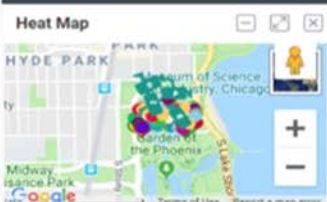
- GPS Tracking
- And Much More

FULLY CUSTOMIZABLE

- Vertical market
- Location
- Business model
- Site specific needs


📍

WHO / WHERE




📅

WHEN



📊

WHAT



Powerful Insights

SFSWMA and your security management team can quickly and easily access this data on the HELIAUS® portal through real-time reports via customizable widgets. Every bit of data that your security professionals capture is accompanied by time-stamps and GPS location tags. This constant communication gives you a real time analysis of the who, what, when, and where of everything that is going on at your site.

Customizable Dashboards and Reporting

The HELIAUS® online portal, accessible by AUS management as well as SFSWMA representatives, is the most powerful security intelligence management dashboard available in the industry. With your configurable and detailed dashboard, your representatives can quickly and easily access all of your data in one place creating one security ecosystem for your site.

Widgets available for your dashboards include:

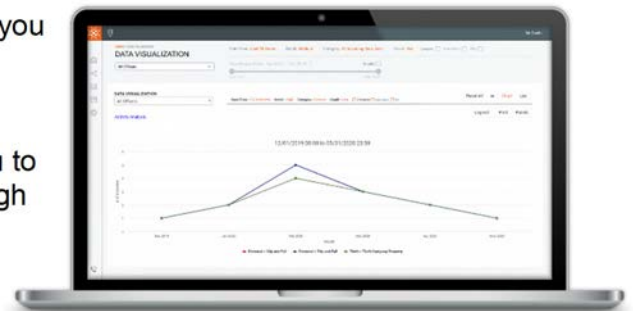
- Tour results
- Incidents
- Officer tracking
- Activity heat maps
- Training and certification compliance
- Post orders
- Business intelligence



HELIAUS® allows for scheduled and on-demand reporting via text or email, giving you total control of the information. In addition, we can set up key alerts tied to specific types of reports. For example, if a security professional notices an incident while on duty, they can fill out a customized report through our system that will notify key points of contact in real time for resolution.

Quickly Identify Safety and Security Trends

HELIAUS® has contributed to incident reductions, cost savings, efficiency increases, and peace-of-mind for industry-leading organizations. Regardless of site number, size, or specific events, the HELIAUS® platform has connected security programs with proven ROI. The HELIAUS dashboard will allow you to view historical trends upon demand which is customizable by date, category, and location. This insight provides you with a full view of the who, what, where, and when incidents are occurring allowing you to adjust your resources and response as needed through the HELIAUS® tour and workflow applications.



BENEFITS OF HELIAUS®

Reduced Downtime

- Increased operations efficiency
- Facility readiness

Reduced Crime

- Information & employee safety
- Reduced lawsuit liability

Reduced Accidents

- Reduced workers compensations claims
- Reduced compliance fines & insurance
- Reduced risk factors

Reduced Loss

- Reduced replacement costs
- Reduced loss of service liability

Reduced Policy Violations

- Reduced code enforcement fines
- Generate revenue

Configurable Tours and Workflows

While security professionals are pushing data to the online portal, they are receiving post order instructions in real time. Through HELIAUS®, we can program custom workflows to virtually coach security professionals when they scan an NFC tag, approach a beacon, or enter a specified GPS zone. Tasks assigned to areas can include: following checklists, taking videos or photos, sending the client an email or text message, answering follow-up questions and more.

Tour Routing

HELIAUS® allows for the programming of tours based on each site location. Tour schedules determine which zones security professionals should visit, what activities should be performed in each zone, and when each zone should be visited. The progress of these tours is tracked in real-time through the portal along with any data security professionals capture along the route. If a tour is missed, our security teams are immediately alerted to correct the issue.

Date & Time	Officer	Zone	Locator Type	Workflow
Zone Not Visited		Administration > Floor - 1 > Loading Dock	GPS	Not Submitted
Zone Not Visited		Administration > Floor - 1 > Administration East Entrance	GPS	Not Submitted
Zone Not Visited		Administration > Floor - 1 > Administration West Entrance	GPS	Not Submitted
Zone Not Visited		Administration > Floor - 1 > Administration South Entrance	GPS	Not Submitted
Zone Not Visited		Administration > Floor - 1 > Administration North Exterior Door	NFC	Not Submitted
Zone Not Visited		Administration > Floor - 1 > Administration North Door	GPS	Not Submitted
Zone Not Visited		Administration > Floor - 1 > Administration Indoor Office	Beacon	Not Submitted
Zone Not Visited		Administration > Floor - 1 > FE Administration	NFC	Not Submitted

HELIAUS® allows for two types of tour routes - pre-programmed static tours defined by the security management team, and dynamic tours generated based on AI recommendations.

AI – Powered Dynamic Tours

With dynamic tours, our AI engine collects and analyzes data to find trends and potential deficiencies to correct. These recommendations then become actionable by putting your security professional in the right place at the right time to help drive prescriptive post orders and better outcomes for your site. Recommendations, generated by HELIAUS, improve your security team's decision making and create efficiencies that reduce the frequency and impact of incidents. The math is simple. Fewer incidents equals savings for your business.

Return on Investment (ROI) / Quantitative Value / Proven Results

By delivering unprecedented situational awareness into the hands of your Security Professionals, their skills and training are amplified, enhanced by the platform's data-driven intelligence. HELIAUS® has contributed to cost savings through incident prevention, efficiency increases, and peace-of-mind for industry-leading organizations. Regardless of the number of sites, size, or specific events, the HELIAUS® platform has connected security programs with proven ROI and added value, and can help do the same for SFSWMA.



Additional Mobile Capabilities

Outside of the tour and activity tracking functions of HELIAUS®, it also aids with:

- **Incident Reporting** - Your security team can create incident reports on the go, filling out key details by typing or simply speaking into their phone. Incident reports are categorized and can be accompanied by photos, videos and additional note
- **Event Reporting** - Similar to incident reporting, this feature allows security professionals to quickly and easily document activities such as maintenance issues, slip and fall hazards, suspicious activity and more while on the go.
- **Tasks and Messages** - You can send messages and assign tasks to security professionals while on duty. This feature keeps the security professional in the HELIAUS® app while allowing supervisors to communicate important information such as emergency notifications or special events.
- **Visitor and Vehicle Management** - Security professionals can check in or out anyone coming on or off your property. This configurable set up can collect a variety of information, scan identification, provide access badges, collecting license plate numbers, taking photos of visitors and vehicles, while cross checking individuals against our barred visitor application that utilizes facial recognition. This can help expedite check-in for your employees, contractors, and visitors.
- **Fire and Safety Inspections** - Equipping our security professionals with the Fire and Safety module ensures your fire extinguishers, AEDs, first aid kits, and more are fully functional and compliant with industry regulations. The module provides step-by step instructions, real-time documentation, and instant alerts if malfunctions or irregularities are identified
- **SOS** - This feature puts the security professional in immediate contact with 911 in case of emergencies. At the same time, HELIAUS® records an event for upload to the cloud and alerts other security professionals in the area of the emergency.
- **Temperature Screening / Occupancy Monitoring** - Our security professionals can screen anyone who comes onto your property utilizing HELIAUS® in a whole new way. With our newly added feature integrated into all devices, data such as temperature screenings can be collected to ensure only approved entry occurs. This feature can be customized to meet your needs with scripted questions and responses to ensure accurate compliance. HELIAUS® can also track pre-determined zone-based occupancy levels as people enter and exit your site.
- **Lost and Found** - HELIAUS® can track any lost or found items to include the reporting party's information, photos, and details of the lost or found item. This capability allows us to notify and verify property is returned to the rightful owner
- **Custom Forms** - HELIAUS® can quickly transform any site-specific forms to be completed and stored inside of HELIAUS®. Forms can include a variety of custom fields to ensure all of your required information is collected and properly stored electronically.

Experienced Local Management

Local Response with National Support

The security professionals and managers assigned to protect your people and property must be supported by a network of resources that exists for one purpose - to help them succeed for you. Our comprehensive Local Response with National Support approach is what differentiates the service you will receive from Allied Universal®. Our clients share this insight every day - working with a local team with the added benefits of a national organization is vital.

Local Response - The branch office located closest to your facilities is the home of the support team behind the Allied Universal® employees and managers providing your security. Support staff and management will have specific knowledge of your security program and market, and will oversee strategy, hiring, training, scheduling, supervision and administration.

Branch office managers, recruiters, trainers and support staff also assist with:

- Promptly filling extra coverage requests
- Coordinating and activating emergency response plans
- Ordering, fitting and distributing uniforms
- Quality assurance including off-hour inspections
- Onboarding new employees
- Training and human resource inquiries



National Support - Your local office is supported by regional and corporate departments including human resources, training, recruiting, information technology, accounting and strategic sourcing. Corporate specialists maintain vital relationships with local teams, and proactively implement programs and procedures to ensure quality. We consider our local management teams a critical internal client, and our regional and corporate offices make their needs a priority.

Allied Universal® employees around the country value having access to corporate resources including a Help Desk for technical inquiries and a corporate benefits department hotline. They can focus on their jobs and stay engaged knowing these resources are available.

National support also delivers national leadership. Experienced security leaders are available to assist in strategy development, trend and data analysis, and best practice development and implementation. Tools and resources are also available through security alerts, webinars and information that can help you enhance your security and inform your stakeholders. Relationships with industry associations and related partners and experts also benefit you when you select a security partner with a national presence.

Your security program will run smoothly when security professionals and managers - and you - have the necessary support. Whether you need an additional staff member that will be selected locally, or require a comprehensive new security solution that will involve our experienced senior teams or market leaders, we provide the support you need. Our security professionals will be the face of your security program, but they will never stand alone.


Company-wide Safety Program and Resources

Our Safety Program

The mission of our Corporate Safety Program is to promote personal safety to protect Allied Universal® employees from workplace injuries and to help our clients achieve their safety goals and avoid preventable accidents. Our culture is driven by our comprehensive safety training programs and our dynamic employee and leadership engagement initiatives.


Our program is managed by our Risk Management Department under the direction of the Senior Vice President of Risk and Insurance, Vice President of Risk Management, and Safety Program Managers. The Risk Management team, in partnership with the Executive Safety Committee, provides leadership to the Allied Universal® National Safety Committee. The Allied Universal® National Safety Committee is comprised of designated Regional Safety Champions providing support to Regional Leadership, branch offices and account managers in their areas. Regional Safety Champions are supported by Safety Program Managers for technical and program/policy matters on a continual basis.

Our Safety Program & Workplace Violence Prevention




Safety Resources
Corporate Safety Manual
Safety Calendar
Monthly Tips and Articles
Safety Webinars

Workplace Violence Prevention
Workplace Violence Webinars & Seminars
Workplace Violence & Active Shooter Awareness Tips
Workplace Violence Quick Reference Guide




Safety Training
Workplace Violence Awareness & Prevention
Driver Safety
Bloodborne Pathogens
Personal Protection Equipment
Hazard Communication
Slips/Falls Prevention
+ More




Security Professional Safety Training
Injury & Illness Prevention
First Aid, Incident Reporting & Investigation
Job Safety Analysis
Workplace Violence
Emergency Action/Fire Prevention
+ More

Security Professional Fire Safety Training
Detecting & Preventing Fires
Fire Extinguishers
Avoiding Injuries
Hazardous Materials


Local Safety Management
Our local managers play an active role in managing safety programs. They support our security professionals, ensure safety tools, resources and training are available at every site, conduct random inspections, and work with clients to ensure safety priorities are achieved.



Slip Resistant Shoes
Slip resistant shoes available to employees at a highly discounted rate.
15% reduction in slips & falls



Snow/Ice Traction Devices
Ice traction devices attach to shoes; greater stability for walking in winter weather conditions.



Vehicle & Driver Safety
Drivers and company vehicles carefully screened. Vehicles with back-up alarms to prevent accidents.

Seamless Automated Processes

Driving Efficiency and Collaboration

You need efficient, seamless, consistent processes to manage your security program. There can be no question as to the reliability of the behind-the-scenes operational support. While the face of your program is a team of high quality security professionals, they - and you - need layers of support.

Our digital business strategy drives efficiency, communication, collaboration and effectiveness for SFSWMA. A comprehensive platform of technology and tools results in greater transparency and value.

For more than 60 years, Allied Universal® clients have benefited from our technology-enabled security solutions, which continuously evolve based on client requirements. Some examples could include:



Accurate Invoicing and Scheduling: WinTeam, our integrated system for payroll, invoicing, billing and compliance ensures accuracy, time savings and value - allowing you to focus on the bigger picture. This system also integrates scheduling and allows managers to access and revise the online database in real time, from any location - meeting your need for consistent security coverage.

Attendance Tracking: Our automated time collection system, optimizes efficiency, ensures safety and consistently manages attendance at your site. Real-time staffing records and supervisor notifications ensure uninterrupted coverage.

Selection and Staffing: our employee recruiting, screening and staffing program, ensures that SFSWMA's security program is quickly staffed with carefully selected security professionals who meet your specific requirements -- from special skills to security clearances. Candidate experience and preferences are also evaluated to ensure a good match for the position and your location. You will only be presented with qualified candidates who are a good fit for your environment.

Predictive Index: As part of the initial application process, an applicant is required to complete an online aptitude assessment test. This test measures the applicant's propensity to be successful in the field of security, assessing freedom from drug and alcohol use, courtesy, emotional maturity, conscientiousness, trustworthiness, job commitment and safety.

Electronic Monitoring and Electronic Software: HELIAUS® is our proprietary, all-encompassing and adaptable workforce management solution. With prescriptive analytics driving action, HELIAUS transforms insight into safety and security ROI.

Communication and Collaboration: SFSWMA will experience a high level of transparency and peace of mind knowing critical operational information is readily available to both you and your security team.

- Ehub provides you with online access to schedules, inspection reports, and payment information; and the ability to order extra coverage. In addition, Allied Universal® employees can access their schedules and paychecks online via Smartphones and tablets.

Learning and Development: Well-trained, engaged and prepared security teams are an asset to SFSWMA. Our comprehensive approach to learning and development delivers training opportunities in a variety of forms and supports the need for continuous security training.

- Our online learning management system, the **EDGE®**, focuses on learning and skill development, and documents results to ensure your security staff is knowledgeable and compliant with your requirements. Proprietary modules prepare employees for future responsibilities and advancement opportunities.
- Our performance management program, delivers a motivated, professional workforce. Our managers effectively evaluate employee performance through online evaluation forms, goal planning and in-person meetings - enabling employee growth and recognition.

Quality Assurance: We listen to your needs, track your outcomes and look for opportunities to exceed your expectations.

- Allied Universal® Voice, our voice of customer program, monitors your experience, elicits your feedback through online surveys and tracks our performance. Our employees are also surveyed to gather their input and suggestions. Feedback is critical and continuous improvements and evolving solutions result when you and your security professionals' voices are heard.

Safety and Risk Mitigation: Our continuous focus on safety is supported by Allied Universal® Risk Knowledge which manages online OSHA incident tracking, recordkeeping and incident investigation.

Allied Universal® Fire Life Safety Training System: Our web-based online fire/safety and emergency preparedness training system for client employees. The program is multi-lingual, fully animated, offered 24/7 to every client employee and provides testing and certification, as well as full reporting and documentation capabilities which also assists with reducing liability.

Security Program Technology: Today's security professionals are technologically savvy. From monitoring CCTV, to tracking and controlling visitor access, reporting incidents digitally in real time and locating potential threats, our security professionals utilize technology to provide our clients with safe and secure environments. In addition to our proprietary solutions, our carefully vetted, best-in-class strategic partners offer supplemental solutions to address your additional needs.

Our proprietary technologies drive efficiencies to each of our client's security programs. Many of our solutions allow for data collection, which is an integral component of any safety and security program and can directly impact the future of your security strategy.

With the help of our digital platform, the management of your security program is seamless; data is easily accessible; and you can focus your attention where it is needed most - on your business goals.

eHub

eHub, our secure client website, creates seamless collaboration and information sharing to help increase productivity for you and enhance compliance. This convenient system is available to Allied Universal® clients at no charge and offers many benefits.



Instant Account Access

- ✓ Always know your payment status
- ✓ Review invoices 24/7/365
- ✓ View past invoices for last 18 months
- ✓ Print, save or export invoices
- ✓ View billing/payment information by time/location
- ✓ Access to past data for planning/budgeting
- ✓ Save paper and reduce waste



All of the information you need
at your fingertips.

Personnel Scheduling Made Easy

- ✓ View regular posts, extra and scheduled coverage, export and print schedules
- ✓ Real-time knowledge of which security professionals are scheduled on-site
- ✓ See your coverage levels at any time
- ✓ Review turnover and compliance information, as well as employee rosters

Ordering Made Easy

- ✓ Request temporary or additional coverage, any time of day
- ✓ Receive order confirmation and see order status
- ✓ Your Allied Universal manager is automatically notified

Quality Assurance

- ✓ Sort and search for specific security inspections in real-time
- ✓ View photos, notes and quality scores within each inspection



Compliance

Training records tracked in real-time to ensure security professionals are trained appropriately and in compliance with your need.

Hundreds of clients at thousands of locations use eHub.

Allied Universal Security Personnel Access

When employees have the information they need, they can be 100% focused on your security.



- Review schedules
- Update personnel contact information
- Read job/site specific information
- Access pay stubs
- View pay stubs and schedules on smartphones with eHub app

Comprehensive Quality Assurance Program

Proactive and Ongoing Quality Assurance

In today's business world it's becoming increasingly important for you and your provider to establish performance standards and measure results. To take your security service to a higher level, your provider must be focused on quality assurance every step of the way. Our quality assurance efforts are proactive and ongoing. We want to ensure every security program exceeds our clients', and our own, high expectations. Our desire to identify opportunities for improvement and share best practices helps us keep our programs fresh and our service offerings geared to our clients' unique needs. All security programs, whether they've been in place for 10 months or 10 years, are carefully reviewed and monitored to ensure contractual obligations are met and your program is efficient and successful.

Our Quality Assurance Program



Allied Universal Voice

We measure your experience as a client from day one to help us deliver consistently excellent service.

Quality Assurance Tools

- ✓ Account Audits
- ✓ Account Standards
- ✓ Performance Evaluations
- ✓ Management Inspections
- ✓ On-Site Focus Groups



Contract Compliance

Our operations staff work together with our Legal Services Group to provide effective contract review, administration and compliance to ensure we meet our contract obligations to the complete satisfaction of our clients.



Quality Business Reviews

Regularly scheduled assessments designed to: 1) review accomplishments, 2) create benchmarking for future reviews, and 3) establish measureable goals.

Measuring Results

We regularly review and measure our performance. Some of our measurements and evaluations include:

- Weekly service hours – OT, bill OT, bill hours
- Employee retention & tenure
- Recognition & rewards
- Training
- Incidents
- Performance evaluations
- Trends
- Customer satisfaction survey results
- Best practices
- Goals and improvement processes



Formal Compliance Program

Ensuring Compliance

Partnering with a security provider that delivers on commitments and embraces compliance is crucial to your business and brand. Closely monitoring and adhering to federal, state and local laws, and industry standards, are Allied Universal® operational non-negotiables.

You will be able to focus on your business strategy knowing your security program is designed to be compliant with all laws and regulations. At Allied Universal®, our compliance focus is two-fold - addressing requirements that apply to our business, and those that impact the services you receive. We understand that your needs extend beyond trained and licensed security professionals to include security's integrated involvement in the regulatory requirements of your industry and state. Our formal compliance program, as well as industry-specific leadership and training, create an unsurpassed standard of excellence.



Maintaining compliance requires the collaborative effort of everyone supporting your security program from corporate support functions to compliance professionals and local leadership.

- **Branch Compliance Program:** Our proprietary program makes it easy for our local teams to track compliance with local, state and federal laws. Your Allied Universal® branch office maintains and tracks security professional licensing (when applicable), certain training, I-9 records and compliance with our Written Information Security Program. Local managers and human resource representatives are accountable for keeping this information up to date, so you can have peace of mind knowing that compliance is constantly managed.
- **Adherence to Regulations and Requirements:** Regulatory compliance is an ongoing priority. Allied Universal® recognizes and supports security's valuable contribution to your regulatory compliance efforts. Whether through access control, reporting, or safety programs, a knowledgeable security team is a key component of any successful compliance initiative.
- **Contract Compliance:** our ability to monitor service commitments makes a significant impact on your satisfaction, and ensures that security professionals are trained for your site. Unannounced security professional inspections are conducted to confirm contract compliance. You and your stakeholders can feel safe knowing that you have engaged a security provider with proficient security personnel that meet all training and licensing requirements.

Pricing

The proposed bill rates for the renewed contract are presented as an averaged flat rate for each position that will remain the same throughout the term of the contract. The flat bill rate takes into account annual cost of living wage increases for the Security Professionals.

Also included in the Direct-Bill Items below is our proprietary information-management software, HELIAUS®. Not just a tour, GPS tracking, reporting, **or** incident management system. HELIAUS® is an all-encompassing, adaptable workforce management solution. With prescriptive analytics driving action, that transforms insight into safety and security ROI.

As a valued partner, HELIAUS® has been discounted from \$199 per month to \$175 per month. It includes a smart phone with the HELIAUS® application and full support from our HELIAUS Technology Team who customize the application to meet your facility's needs.



Position	HPW	Wage Rate	Bill Rate	OT/Holiday Wage Rate	OT/Holiday Bill Rate	Weekly Estimate	Monthly Estimate	Annual Estimate
Security Officer	40	\$ 12.75	\$ 19.51	\$ 19.13	\$ 29.26	\$ 780.21	\$ 3,380.91	\$ 40,570.92
Security Supervisor	40	\$ 13.25	\$ 20.64	\$ 19.88	\$ 30.96	\$ 825.66	\$ 3,577.85	\$ 42,934.20
				\$ -	\$ -	\$ -	\$ -	\$ -
Totals (Labor Hours)						\$ 1,605.87	\$ 6,958.76	\$ 83,505.12

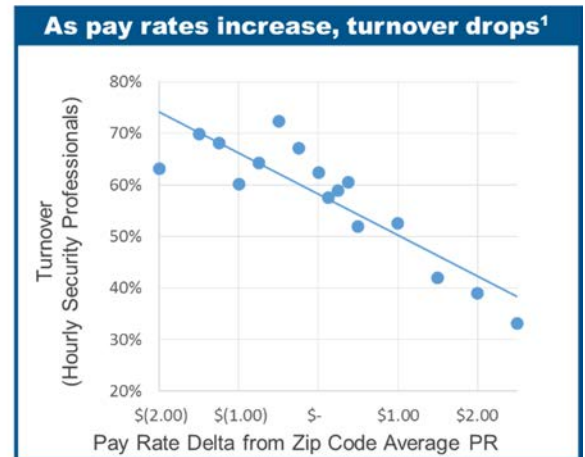
Direct-Bill Items	#	Monthly Rate	Weekly Estimate	Monthly Estimate	Annual Estimate
Smart Phone with HeliAUS	1	\$ 175.00	\$ 40.38	\$ 175.00	\$ 2,100.00
Vehicle (4x4 Pickup)	1	\$ 1,343.33	\$ 310.00	\$ 1,343.33	\$ 16,119.96
Totals (Direct-Bill Items)		\$ 350.38	\$ 350.38	\$ 1,518.33	\$ 18,219.96

Total Pre-tax Annual Est. (Includes Labor and Direct Bill Items)	\$ 101,725.08
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Pricing Notes and Inclusions
Billing rate is fully burdened, inclusive of all Payroll, Taxes, Medical Insurance and Initial Training for officers
Estimates do not include on-the-job training hours, additional coverage requests or Holiday premiums
Allied Universal's above Wages is representative of the initial year. Annual Wage increases have been built into the Bill Rate. The Bill Rate will remain flat through the duration of the contract.
Valued Partner Discount has been applied to HELIAUS pricing reducing from \$199 per month to \$175 per month
Holidays billed at listed Holiday/OT rate (see list below for applicable holidays)
<i>AUS Holidays include:</i> New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day
All Line Officers and Supervisors will be licensed as Level-I Security Guards with the state of New Mexico
Pre-assignment training of 8 hours for each officer - includes initial AUS Training
Site-Based (On-the-job) training will be conducted on-post in a billable position due to the training needs of the site
Full Vacation Plans offered to all full time employees on-site
Standard (Hard Look) Uniform
Access to AUS branch management and flex team for support of call-offs and short notice coverage requests

Wages

In today's labor market, the wage of the security professional is a significant variable in the quality of your program. It is essential that the right wage is offered in order to ensure a safe and secure environment, build stakeholder confidence and protect SFSWMA's brand.



1. Analysis based on all Allied Universal security jobs and all Allied Universal hourly Security Professionals (each data point on the chart represents the average turnover at approximately 1,200 jobs that have the corresponding PR delta to the zip code average)

2. NOTE: Pay rates are compared to zip code averages because a nominal \$ pay rate (e.g. \$15.00) is substantially different in different geographic areas based on cost of living, average market-wide pay rates in the zip code, minimum wages, unionization, population density, and similar factors

Medical Insurance

Allied Universal[®] offers medical plans to all benefit-eligible employees through payroll deduction and/or client contribution. Benefits will be offered pursuant to our eligibility requirements/policy. Detailed information regarding coverage and premium costs is available. The estimates provided in this proposal are based upon proposed and evolving regulations, plan structure and estimated participation.

Dental Insurance

Allied Universal[®] offers quality dental insurance to all benefit-eligible employees through payroll deduction and/or client contribution. Detailed information regarding coverage and premium costs for all plans is available.

Life Insurance

Allied Universal[®] offers Basic Life insurance in the amount of \$10,000 to benefit-eligible employees at no charge. Additional supplemental life insurance and AD&D is available to employees at competitive rates.

401(k) Retirement Plan

Allied Universal[®] employees are eligible to enroll in our 401(k) retirement savings program anytime following six months of employment.

True Vacation Benefits

Regular full-time hourly employees (security officers) will generally be eligible for paid vacation time based on their length of service (must average 35 hours/week to qualify). The standard vacation plan is accrued on a calendar year basis after reaching the first anniversary. Upon reaching the first anniversary, officers begin to accrue time and will be eligible for a pro-rated amount of vacation from their first anniversary date through the end of that calendar year. The following January, employees will be eligible for their full tier amount from 1/1 – 12/31.

NOTE: Allied Universal[®] reserves the right to change, amend or terminate the benefits programs and its options at any time.

Proposed Holidays

Allied Universal® recognizes the following holidays:

- New Year's Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

All employees who work on a designated holiday will receive 1.5 times their wage rate for hours worked. Allied Universal® will invoice 1.5 times the hourly billing rate for hours worked on the designated holidays. Holiday billing may or may not be included in our annual budget estimate or standard billing rates.

Overtime

Overtime of 1.5 times the hourly billing rate is only billed in the following circumstances and not for scheduling issues or vacation coverage.

○ **Specific Requests**

With requests for a specific individual to work more than their 40 hours for a special reason, regardless of the notice provided, only the overtime impact for that individual will be billed.

Example: "We need Security Professional Smith to stay two extra hours at the end of his shift to help with a special project." Only the additional two hours will be billed at the overtime rate if it will put him over 40 hours.

○ **Additional Requests for Security Professionals**

Requests for coverage in excess of the agreed-upon amount of total security professionals' base hours on site may be billed as overtime until coverage is incorporated into the permanent base hours. We will work to meet needs for additional security professionals through the local offices.

Billing Frequency and Payment Terms

Allied Universal® will invoice SFSWMA on a weekly basis for all scheduled services for the preceding weekly period (starting on Friday and ending the following Thursday) based upon the rates listed above. All invoices are due net 10 days.

Rate Increases

Billing rates will remain flat for the duration of the contract term. In the case of an increase in the State of New Mexico or City of Santa Fe minimum wage increase during the contract term, Allied Universal® may propose an increase to maintain a delta between officer wage and the minimum wage.

APPENDIX

Additional Submittal Requirements

The following additional documentation is contained in the subsequent pages:

- Copies of any addenda issued in reference with this ITB
- Copy of City of Santa Fe Business License
- Copy of State of New Mexico CRS Tax Identification Number
- Copy of Resident Business Certificate issued by the New Mexico Department of Taxation and Revenue, *if applicable*.
- Copy of Resident Veterans Business Preference Certificate Issued by the New Mexico Department of Taxation and Revenue, *if applicable*.

Addendum No. 1 – Receipt

This Addendum must be signed and returned with your bid. Failure to do so may cause your bid to be considered non-responsive.

Receipt of Addendum No. 1 to ITB No. '20/23/B is hereby acknowledged



Authorized Signature

07/10/2020

Date

Universal Protection Service LP DBA Allied Universal Security Services

Company Name

City of Santa Fe Business License

**City of Santa Fe, New Mexico
BUSINESS LICENSE**



City Of Santa Fe
PO BOX 909
Santa Fe NM, 87504

THIS BUSINESS IS IN COMPLIANCE WITH THE CITY OF SANTA FE LIVING WAGE ORDINANCE, §28-1 SFCC 1987

Official Document
Please Post

Business Name: ALLIED UNIVERSAL SECURITY SERV

Location: SF COUNTY

Class: BUSINESS LOCATED OUT OF CITY LIMITS

Comment:

Control Number: 0049715

License Number: 19-00110418

Issue Date February 15, 2019

Expiration Date December 31, 2019

**ALLIED UNIVERSAL SECURITY SERV
PO BOX 8000**

MONSEY NY 10952

THIS IS NOT A CONSTRUCTION PERMIT OR SIGN PERMIT. APPROPRIATE PERMITS MUST BE OBTAINED FROM THE CITY OF SANTA FE BUILDING PERMIT DIVISION PRIOR TO COMMENCEMENT OF ANY CONSTRUCTION OR THE INSTALLATION OF ANY EXTERIOR SIGN.

THIS REGISTRATION/LICENSE IS NOT TRANSFERABLE TO OTHER BUSINESSES OR PREMISES.

State of New Mexico CRS Tax Identification Number



Audit & Compliance Division
Albuquerque District

Michelle Lujan Grisham
Governor

Stephanie Schardin Clarke
Cabinet Secretary

UNIVERSAL PROTECTION SERVICE, LP
161 WASHINGTON ST STE 600
CONSHOHOCKEN, PA 19428-2083

May 13, 2019
CRS: 03-282745-00-8
Letter ID: L0613168304

**STATE OF NEW MEXICO TAXATION AND REVENUE DEPARTMENT
REGISTRATION CERTIFICATE**

Date ID Issued 27-Dec-2013	IDENTIFICATION NUMBER 03-282745-00-8	Business Start Date 06-Jan-2014
Business Location 564 N GUADALUPE ST	Business End Date	
City and State SANTA FE, NM	Zip Code 87501-1454	
Taxpayer Name UNIVERSAL PROTECTION SERVICE, LP	Taxpayer Type Partnership	
Firm Name UNIVERSAL PROTECTION SERVICE, LP	Filing Frequency Monthly	
Mailing Address 161 WASHINGTON ST STE 600		
City and State CONSHOHOCKEN, PA	Zip Code 19428-2083	

Form Revised 02/2003

This Registration Certificate is issued pursuant to Section 7-1-12 NMSA 1978 for Gross Receipts, County Gross Receipts, Municipal Gross Receipts, Compensating and Withholding Taxes. This copy must be displayed conspicuously in the place of business. Any purchaser of the registrants business is subject to certain requirements under Section 7-1-61 NMSA 1978.

Cabinet Secretary

By 

Any inquiries concerning your Identification Number should be addressed to the Audit & Compliance Division, P.O. Box 630, Santa Fe, New Mexico 87504-0630

THIS CERTIFICATE IS NOT TRANSFERABLE

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Cabinet Secretary

By 

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THIS CERTIFICATE IS NOT TRANSFERABLE

atl.04 v38

11120396288002

State of New Mexico Resident Business Certificate

STATE OF NEW MEXICO
TAXATION AND REVENUE DEPARTMENT
RESIDENT BUSINESS CERTIFICATE

Issued to: UNIVERSAL PROTECTION SERVICE, LP
DBA: ALLIED UNIVERSAL SECURITY SERVICE
6121 INDIAN SCHOOL RD NE STE 143
ALBUQUERQUE, NM 87110-3176

Expires: **08-Jul-2023**

Certificate Number:
L0602322608


Stephanie Schardin Clarke
Cabinet Secretary

THIS CERTIFICATE IS NOT TRANSFERABLE

Additional Documentation

Certificate of Insurance



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
06/18/2020

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

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

PRODUCER MARSH USA INC 1717 Arch Street Philadelphia, PA 19103 Attn: Philadelphia.certs@marsh.com / Fax: (212) 948-0360 CN118025105-ALL-STAND-19-20	CONTACT NAME: --- PHONE (A/C, No, Ext): _____ FAX (A/C, No): _____ E-MAIL ADDRESS: _____ <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 80%;">INSURER(S) AFFORDING COVERAGE</th> <th style="width: 20%;">NAIC #</th> </tr> </thead> <tbody> <tr><td>INSURER A : Lexington Insurance Company</td><td>19437</td></tr> <tr><td>INSURER B : Greenwich Insurance Company</td><td>22322</td></tr> <tr><td>INSURER C : XL Insurance America</td><td>24554</td></tr> <tr><td>INSURER D : Indian Harbor Insurance Company</td><td>36940</td></tr> <tr><td>INSURER E : XL Specialty Insurance Company</td><td>37885</td></tr> <tr><td>INSURER F :</td><td></td></tr> </tbody> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A : Lexington Insurance Company	19437	INSURER B : Greenwich Insurance Company	22322	INSURER C : XL Insurance America	24554	INSURER D : Indian Harbor Insurance Company	36940	INSURER E : XL Specialty Insurance Company	37885	INSURER F :	
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INSURER F :															
INSURED Allied Universal Topco, LLC (See Attached for Additional Named Insureds) 181 Washington Street, Suite 600 Conshohocken, PA 19428															

COVERAGES **CERTIFICATE NUMBER:** CLE-006577938-01 **REVISION NUMBER:** 1

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

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS														
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> CONTRACTUAL LIABILITY <input checked="" type="checkbox"/> SIR \$1,750,000 GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER: _____		082695264	11/01/2019	11/01/2020	<table border="0" style="width: 100%;"> <tr><td>EACH OCCURRENCE</td><td style="text-align: right;">\$ 10,000,000</td></tr> <tr><td>DAMAGE TO RENTED PREMISES (Ea occurrence)</td><td style="text-align: right;">\$ 10,000,000</td></tr> <tr><td>MED EXP (Any one person)</td><td style="text-align: right;">\$</td></tr> <tr><td>PERSONAL & ADV INJURY</td><td style="text-align: right;">\$ 10,000,000</td></tr> <tr><td>GENERAL AGGREGATE</td><td style="text-align: right;">\$ 10,000,000</td></tr> <tr><td>PRODUCTS - COM/OP AGG</td><td style="text-align: right;">\$ 10,000,000</td></tr> <tr><td></td><td style="text-align: right;">\$</td></tr> </table>	EACH OCCURRENCE	\$ 10,000,000	DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 10,000,000	MED EXP (Any one person)	\$	PERSONAL & ADV INJURY	\$ 10,000,000	GENERAL AGGREGATE	\$ 10,000,000	PRODUCTS - COM/OP AGG	\$ 10,000,000		\$
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	\$																			
B	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY		RAD9437818-03	11/01/2019	11/01/2020	<table border="0" style="width: 100%;"> <tr><td>COMBINED SINGLE LIMIT (Ea accident)</td><td style="text-align: right;">\$ 5,000,000</td></tr> <tr><td>BODILY INJURY (Per person)</td><td style="text-align: right;">\$</td></tr> <tr><td>BODILY INJURY (Per accident)</td><td style="text-align: right;">\$</td></tr> <tr><td>PROPERTY DAMAGE (Per accident)</td><td style="text-align: right;">\$</td></tr> <tr><td></td><td style="text-align: right;">\$</td></tr> </table>	COMBINED SINGLE LIMIT (Ea accident)	\$ 5,000,000	BODILY INJURY (Per person)	\$	BODILY INJURY (Per accident)	\$	PROPERTY DAMAGE (Per accident)	\$		\$				
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D	<input type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED \$ RETENTION \$		RES9437994 EXCESS OF GENERAL LIABILITY	11/01/2019	11/01/2020	<table border="0" style="width: 100%;"> <tr><td>EACH OCCURRENCE</td><td style="text-align: right;">\$ 10,000,000</td></tr> <tr><td>AGGREGATE</td><td style="text-align: right;">\$ 10,000,000</td></tr> <tr><td></td><td style="text-align: right;">\$</td></tr> </table>	EACH OCCURRENCE	\$ 10,000,000	AGGREGATE	\$ 10,000,000		\$								
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C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/ MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	<table border="0" style="width: 100%;"> <tr><td>Y/N</td><td></td></tr> <tr><td><input checked="" type="checkbox"/> N</td><td>N/A</td></tr> </table>	Y/N		<input checked="" type="checkbox"/> N	N/A	RWD3001203-03(AOS) RWR3001204-03(WI)	11/01/2019 11/01/2019	11/01/2020 11/01/2020	<table border="0" style="width: 100%;"> <tr><td><input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER</td><td></td></tr> <tr><td>E.L. EACH ACCIDENT</td><td style="text-align: right;">\$ 1,000,000</td></tr> <tr><td>E.L. DISEASE - EA EMPLOYEE</td><td style="text-align: right;">\$ 1,000,000</td></tr> <tr><td>E.L. DISEASE - POLICY LIMIT</td><td style="text-align: right;">\$ 1,000,000</td></tr> </table>	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER		E.L. EACH ACCIDENT	\$ 1,000,000	E.L. DISEASE - EA EMPLOYEE	\$ 1,000,000	E.L. DISEASE - POLICY LIMIT	\$ 1,000,000		
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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)
 Santa Fe Solid Waste Management Agency included as additional insured where required by written contract with respect to General Liability and Auto Liability. Liability coverage shall be primary and non-contributory where required by written contract. Waiver of subrogation is applicable where required by written contract.

CERTIFICATE HOLDER Santa Fe Solid Waste Management Agency 149 Wildlife Way Santa Fe, NM 87506	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE of Marsh USA Inc. Manashi Mukherjee <i>Manashi Mukherjee</i>
---	---

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AGENCY CUSTOMER ID: CN118025105

LOC #: Philadelphia



ADDITIONAL REMARKS SCHEDULE

Page 2 of 3

AGENCY MARSH USA INC		NAMED INSURED Allied Universal Topco, LLC (See Attached for Additional Named Insureds) 161 Washington Street, Suite 600 Conshohocken, PA 19428	
POLICY NUMBER		EFFECTIVE DATE:	
CARRIER	NAIC CODE		

ADDITIONAL REMARKS

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

- First Named Insured:
Allied Universal Topco, LLC
- Additional Named Insureds:
AlliedBarton (NC) LLC
AlliedBarton (NC) LLC, dba Allied Universal Security Services
AlliedBarton Security Services LLC
AlliedBarton Security Services LLC, dba Allied Universal Security Services
AlliedBarton Security Services LP
AlliedBarton Security Services LP, dba Allied Universal Security Services
Allied Security Holdings LLC
Allied Universal Holdco LLC
Andrews International Government Services, Inc.
Andrews International Government Services, Inc., dba Allied Universal Risk Advisory and Consulting Services
Apollo Security International, Inc.
C & D Enterprises, Inc.
FJC Security Services, Inc.
FJC Security Services, Inc., dba Allied Universal Security Services
Guardsmark (Puerto Rico), LLC
Guardsmark (Puerto Rico), LLC, dba Allied Universal Security Services, LLC
Guardsmark (Puerto Rico), LLC, dba Universal Protection Service, LLC
Intelligent Access Systems of North Carolina, LLC
Intelligent Access Systems of North Carolina, LLC, dba Allied Universal Technology Services
Intelligent Access Systems of North Carolina, LLC, dba Securadyne Systems Mid-Atlantic
Peoplemark, Inc.
Peoplemark, LLC
Securadyne Systems Intermediate LLC
Securadyne Systems Intermediate LLC, dba Allied Universal Technology Services
Securadyne Systems Texas LLC
Securadyne Systems Texas LLC, dba Allied Universal Technology Services
SFI Electronics, LLC
SFI Electronics, LLC, dba Allied Universal Technology Services
SFI Electronics, LLC, dba Allied Universal Security Systems
SFI Electronics, LLC, dba Universal Protection Security Systems
Spectaguard Acquisition LLC
Staff Pro Inc.
Staff Pro Inc., dba Allied Universal Event Services
Surveillance Specialties, Ltd.
Surveillance Specialties, Ltd., dba Allied Universal Technology Services
Surveillance Specialties, Ltd., dba Securadyne Systems Northeast
Universal Building Maintenance, LLC
Universal Building Maintenance, LLC, dba Allied Universal Janitorial Services
Universal Protection Security Systems, LP
Universal Protection Security Systems, LP, dba Allied Universal Technology Services
Universal Protection Security Systems, LP, dba Allied Universal Security Systems
Universal Protection Service of Canada Co.
Universal Protection Service of Canada Co., dba Allied Universal Security Services of Canada Co.
Universal Protection Service of Canada Corporation

ACORD 101 (2008/01)

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AGENCY CUSTOMER ID: CN118025105

LOC #: Philadelphia



ADDITIONAL REMARKS SCHEDULE

Page 3 of 3

AGENCY MARSH USA INC		NAMED INSURED Allied Universal Topco, LLC (See Attached for Additional Named Insureds) 161 Washington Street, Suite 600 Conshohocken, PA 19428	
POLICY NUMBER		EFFECTIVE DATE:	
CARRIER	NAIC CODE		

ADDITIONAL REMARKS

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

- Universal Protection Service of Canada Corporation., dba Allied Universal Security Services of Canada
- Universal Protection Service, LLC
- Universal Protection Service, LLC, dba Allied Universal Risk Advisory and Consulting Services
- Universal Protection Service, LLC, dba Allied Universal Security Services
- Universal Protection Service, LLC, dba Allied Universal Security Services, LLC
- Universal Protection Service, LP
- Universal Protection Service, LP, dba Allied Universal Risk Advisory and Consulting Services
- Universal Protection Service, LP, dba Allied Universal Security Services
- Universal Protection Service, LP, dba Allied Universal Security Services, LP
- Universal Protection Service of Seattle, LLC
- Universal Protection Service of Seattle, LLC, dba Allied Universal Security Services
- Universal Services of America, LP
- Universal Thrive Technologies, LLC
- Universal Thrive Technologies, LLC, dba Allied Universal Technology Services
- Universal Thrive Technologies, LLC, dba Allied Universal Monitoring and Response Center
- Universal Thrive Technologies, LLC, dba Thrive Intelligence
- U.S. Security Associates, Inc.
- U.S. Security Associates, Inc., dba Allied Universal Risk Advisory and Consulting Services
- U. S. Security Associates Aviation Services, Inc.
- U. S. Security Associates Holding Corp.
- U. S. Security Associates Holdings II Corp.
- U. S. Security Associates Holdings, Inc.
- U. S. Security Associates Staffing, Inc.
- U. S. Security Holdings, Inc.
- Vance Executive Protection, In.
- Vance International Consulting, Inc.

The following acquisitions are included for coverage in the policies evidenced above as follows:

- Coverage effective dates:
- General and Umbrella Liability: 12/31/2019
- Auto Liability and Workers' Compensation: 01/12/2020

- AS Solution North America, Inc.
- AS Solution North America, Inc., dba AS Solution
- First Alarm Security & Patrol, Inc.
- First Alarm Security & Patrol, Inc., dba First Alarm
- First Alarm Security & Patrol, Inc., dba First Security
- First Alarm Security & Patrol, Inc., dba First Security Services
- SOS Security, LLC
- SOS Security LP
- SOS Security LP, dba Allied Universal Security Services
- SOS Security LLC, dba Allied Universal Security Services
- SOS Security LLC, dba Allied Universal Risk Advisory and Consulting Services
- TSI Security LLC

ACORD 101 (2008/01)

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POLICY NUMBER: RAD943781803

XIC 414 1013

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

ADDITIONAL INSURED

This endorsement modifies insurance provided under the following:

BUSINESS AUTO COVERAGE FORM
MOTOR CARRIER COVERAGE FORM
AUTO DEALERS COVERAGE FORM

With respect to coverage provided by this endorsement, the provisions of the Coverage Form apply unless modified by the endorsement.

Schedule

Additional Insured(s)	Work
Any person or organization you have agreed to include as an additional insured under written contract, provided such contract was executed prior to the date of loss.	All Operations

COVERED AUTOS LIABILITY COVERAGE, Who Is An Insured. is amended to include as an "insured" the person or organization listed in the Schedule above, but only with respect to liability for "bodily injury" or "property damage" otherwise covered under this policy caused, in whole or in part, by the negligent acts or omissions of:

1. You, while using a covered "auto"; or
2. Any other person, except the additional insured or any employee or agent of the additional insured, operating a covered "auto" with your permission;

in the performance of your work as described in the Schedule above.

In no event shall any person or organization listed in the Schedule become an "insured" pursuant to this Endorsement if such person or organization is solely negligent.

IT IS FURTHER AGREED THAT IN NO EVENT SHALL ANY CONTRACT OR AGREEMENT ALTER THE CONDITIONS, COVERAGES OR EXCLUSIONS SET FORTH IN THIS POLICY.

All other terms and conditions of this policy remain unchanged.

POLICY NUMBER: RAD543/81803

COMMERCIAL AUTO
CA 04 44 10 13

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

**WAIVER OF TRANSFER OF RIGHTS OF RECOVERY
AGAINST OTHERS TO US (WAIVER OF SUBROGATION)**

This endorsement modifies insurance provided under the following:

AUTO DEALERS COVERAGE FORM
BUSINESS AUTO COVERAGE FORM
MOTOR CARRIER COVERAGE FORM

With respect to coverage provided by this endorsement, the provisions of the Coverage Form apply unless modified by the endorsement.

This endorsement changes the policy effective on the inception date of the policy unless another date is indicated below.

Named Insured: ALLIED UNIVERSAL TOPCO, LLC

Endorsement Effective Date: November 1, 2019

SCHEDULE

Name(s) Of Person(s) Or Organization(s):

Any person or organization where waiver of our right to recover is required by written contract with such person or organization provided such contract was executed prior to the date of loss

Information required to complete this Schedule, if not shown above, will be shown in the Declarations

The Transfer Of Rights Of Recovery Against Others To Us condition does not apply to the person(s) or organization(s) shown in the Schedule, but only to the extent that subrogation is waived prior to the "accident" or the "loss" under a contract with that person or organization.

ENDORSEMENT #060

This endorsement, effective 12:01 AM 11/31/2010
Forms part of policy number: 0823952E4
Issued to: ALLIED UNIVERSAL TOPCO LLC
By: LEXINGTON INSURANCE COMPANY

ADDITIONAL INSURED - DESIGNATED PERSON OR ORGANIZATION

This endorsement modifies insurance provided by the following:

GUARDCURE GENERAL AND PROFESSIONAL LIABILITY COVERAGE FORM

A. SECTION II - Who Is An Insured is amended to include as an additional insured a person(s) or organization(s) who is required to be added by written contract or written agreement which does not require that a specific form number be used.

B. The insurance provided to additional insureds applies only to "bodily injury", "property damage", "professional liability" or "personal and advertising injury" caused, in whole or in part, by:

1. Your acts or omissions; or
2. The acts or omissions of those acting on your behalf

In the performance of your ongoing operations for the additional insured, or "your work" performed for that additional insured and included in the "products-completed operations hazard"
However:

1. The insurance afforded to such additional insured only applies to the extent permitted by law; and
2. If coverage provided to the additional insured is required by a contract or agreement, the insurance afforded to such additional insured will not be broader than that which you are required by the contract or agreement to provide for such additional insured.

C. With respect to the insurance afforded to these additional insureds, the following is added to Section III - Limits of Insurance:

If coverage provided to the additional insured is required by a contract or agreement, the most we will pay on behalf of the additional insured is the amount of insurance:

1. Required by the contract or agreement; or
2. Available under the applicable Limits of Insurance shown in the Declarations; whichever is less. This endorsement shall not increase the applicable Limits of Insurance shown in the Declarations.

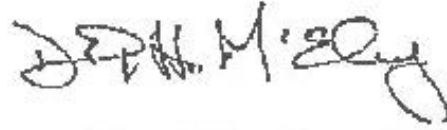
D. The additional insured must see to it that:

1. We are notified as soon as practicable of an "occurrence" or offense that may result in a claim;
2. We receive written notice of a claim or "suit" as soon as practicable; and
3. A request for defense and indemnity of the claim or "suit" will promptly be brought against any policy issued by another insurer under which the additional insured also has rights as insured or additional insured.

E. This insurance is primary to and will not seek contribution from any other insurance available to an additional insured under your policy provided that:

1. The additional insured is a Named Insured under such other insurance, and
2. You have agreed in writing in a contract or agreement that this insurance would be primary and would not seek contribution from any other insurance available to the additional insured.

All other terms and conditions remain as written.



Authorized Representative OR
Countersignature (in states where applicable)

LX-XDCC021
LX0404

ENDORSEMENT #24

This endorsement, effective 12:01 AM 11/01/2019
Forms part of policy number: DB2E95264
Issued to: ALLIED UNIVERSAL TOPCO, LLC
By: LEXINGTON INSURANCE COMPANY

WAIVER OF TRANSFER OF RIGHTS OF RECOVERY AGAINST OTHERS TO US

This endorsement modifies Insurance provided under the following:

SECURITY GUARD GENERAL AND PROFESSIONAL LIABILITY COVERAGE PART

SCHEDULE

Name of person or Organization:

Where required by written contract.

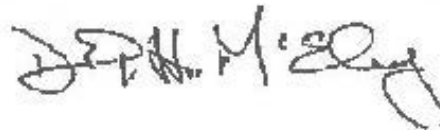
(If no entry appears above, information required to complete this endorsement will be shown in the Declarations as applicable to this endorsement.)

The TRANSFER OF RECOVERY AGAINST OTHERS TO US Condition (Section IV – CONDITIONS) is amended by the addition of the following:

We waive any right of recovery we may have against the person or organization shown in the Schedule above because of payments we make for injury or damage arising out of your ongoing operations or "your work" done under a contract with that person or organization and included in the "products-completed operations hazard." This waiver applies only to the person or organization shown in the Schedule above.

All other terms and conditions remain as written.

LEXD00621
LX0402



Authorized Representative OR
Countersignature (in states where applicable)

WORKERS COMPENSATION AND EMPLOYERS LIABILITY INSURANCE POLICY

WC 00 03 13

(Ed. 4-84)

WAIVER OF OUR RIGHT TO RECOVER FROM OTHERS ENDORSEMENT

We have the right to recover our payments from anyone liable for an injury covered by this policy. We will not enforce our right against the person or organization named in the Schedule. (This agreement applies only to the extent that you perform work under a written contract that requires you to obtain this agreement from us.)

This agreement shall not operate directly or indirectly to benefit anyone not named in the Schedule.

Schedule

Any person or organization where waiver of our right to recover is required by written contract with such person or organization provided such contract was executed prior to the date of loss.

This endorsement changes the policy to which it is attached and is effective on the date issued unless otherwise stated.

(The information below is required only when this endorsement is issued subsequent to preparation of the policy.)

Endorsement Effective 11-01-2019

Policy No. RWD3001203-03

Endorsement No.

Insured ALLIED UNIVERSAL (CPOC) LLC

Insurance Company
XL Insurance America, Inc.

WC 00 03 13
(Ed. 4-84)

Countersigned by  _____

HELIAUS® Software Terms



HELIAUS® Software-as-a-Service (SaaS) Terms



These HELIAUS Software-as-a-Service Terms (these “Service Terms”) are binding on each customer of Universal Protection Service, LP, a California limited partnership d/b/a Allied Universal Security Services (“Allied Universal”) who has signed a services agreement (the “Agreement”) with Allied Universal (“Client”). These HELIAUS Terms (together with the Agreement more generally) govern those certain services, pertaining to Allied Universal’s HELIAUS Technology application which may include all or some of the HELIAUS Mobile and HELIAUS Portal components, and any related Equipment (as defined below) (collectively, the “HELIAUS Services”). These HELIAUS Terms may be modified by Allied Universal from time to time and are available at <https://www.aus.com/service-terms>, and any such modification shall take effect immediately upon the posting of the modified HELIAUS Terms (as the case may be) at such site or upon written notice to Client.

1. **HELIAUS SERVICES:** In consideration for Client’s payment of all applicable fees and costs, Allied Universal grants Client a limited, non-exclusive, non-transferable, non-sublicensable right and license to use the HELIAUS Services during the subscription term for Client’s internal business purposes according to the restrictions set forth in these Service Terms and the Agreement. Allied Universal hereby agrees at its expense to use commercially reasonable measures to provide to Client subject to these Service Terms and any scheduled downtime, force majeure event, or other event outside of Allied Universal’s reasonable control. To the extent Client elects to obtain any Allied Universal smartphones or other hardware and/or equipment as may be set forth in a schedule to these Service Terms or as otherwise agreed to by the parties in writing (the “Equipment”), upon receipt Client accepts the Services and the Equipment as being in good and acceptable condition. Subject to the terms and conditions of these Service Terms, Client shall have a non-exclusive, non-transferable, revocable, limited subscription to access the HELIAUS Services for Client’s internal use only.
 - 1.1. **RESTRICTIONS:** Client shall not, and shall not permit any third party to: (i) modify or create any derivative works based on the HELIAUS Services or any portion thereof, or content stored thereto; (ii) reproduce the Services; (iii) sublicense, distribute, sell, lend, rent, lease, transfer, or grant any rights in or to all or any portion of the HELIAUS Services or provide access to the HELIAUS Services to third parties on a service bureau basis or otherwise; (iv) decompile, disassemble, reverse engineer, reverse assemble, analyze or otherwise examine, prepare derivative works of, modify, or attempt to derive source code from the HELIAUS Services, as applicable; (v) remove, modify, alter, destroy, or obscure any of the logos, trademarks, patent or copyright notices, confidentiality or proprietary legends or other notices or markings contained within the Services or content stored thereto; or (vi) use the HELIAUS Services or content stored thereto other than as provided herein, including as limited in **Attachment A**.
 - 1.2. **HARDWARE:** It is further agreed that, with the exception of the Equipment, none of the associated hardware and/or other equipment associated with HELIAUS Services or used to access the HELIAUS Services, including, but not limited to, routers, networks, cell equipment, computers and/or devices, is owned by or the responsibility of Allied Universal.
 - 1.3. **AVAILABILITY:** Client acknowledges and agrees that the HELIAUS Services, and Allied Universal’s rights hereto may be fulfilled, executed, delivered, provided, and/or serviced by third parties and such third parties and their agents and assigns (“Technical Providers”) and such Technical Providers or Allied Universal shall be granted all necessary access to its facilities. In the event of termination or expiration of these Service Terms or the Agreement for any reason, Allied Universal shall have no obligation to ensure and/or provide continuation of the HELIAUS Services or access thereto. Client hereby acknowledges that the Technical Providers disclaim and make no representation or warranty with respect to the HELIAUS Services or any portion thereof, and assume no liability for any claim that may arise with respect to the HELIAUS Services or Client’s use or inability to use the HELIAUS Services. Sections 1.1, 1.2, 1.3, 4.1, 6-12, and 15 of these Service Terms shall survive any termination of the Terms or Agreement.
2. **HOSTING AND SUPPORT:** Allied Universal reserves the right to arrange for third party hosting of the HELIAUS Services. Allied Universal shall provide Client with information sufficient to allow Client to access the HELIAUS Services through a Web browser. Client is responsible for providing, at Client’s own expense, all necessary telephone lines, Internet connections, equipment, software (including a compatible Web browser), and services for Client to effectively access the HELIAUS Services and provide security measures to prevent unauthorized access. Client is responsible for upgrading and configuring Client’s internal systems (e.g. network settings, Internet routing, firewalls, and Web browsers) to be and remain compatible with and optimize the performance of the HELIAUS Services. Allied Universal or a Technical Provider will use commercially reasonable efforts to support the HELIAUS Services, and maintain its accessibility for Client during the subscription term; provided, however that Allied Universal makes no representation of availability of the HELIAUS Services. As they become available, Allied Universal may provide Client with updates and upgrades relating to the HELIAUS Services.
 3. **DEFAULTS:** If Client fails to keep the HELIAUS Services reasonably secure (e.g. failing to prohibit third party access) or fails to substantially perform or fulfill any material obligation under these Service Terms, Client shall be in default of these Service Terms, provided, however, that Client shall have five (5) days from the date of notice of default by Allied Universal to cure the default (if such default is capable of being cured). In the event Client does not cure a default or such default is not capable of being cured in Allied Universal’s sole discretion, Allied Universal may at Allied Universal’s option (a) cure such default and the cost of such action may be added to Client’s financial obligations under these Service Terms, or (b) declare Client in default of the Service Terms. In the event of default, Allied Universal may, as permitted by law, terminate access to the HELIAUS Services. Termination of the Service Terms will not terminate the Agreement or Client’s continued payment obligations for the HELIAUS Services until the end of the then-current subscription term.
 4. **USE OF EQUIPMENT AND HELIAUS SERVICES:** Client shall be entitled to possession of the Equipment and the right to access the HELIAUS Services on the first day of the subscription term. At the expiration of the subscription term or upon termination, Client shall surrender the Equipment to Allied Universal by delivering the Equipment to Allied Universal or Allied Universal’s agent in good condition and working order, ordinary wear and tear excepted, substantially as it was at the commencement of the HELIAUS Services (except for enhancements or other changes which may have been installed with Allied Universal’s knowledge during the subscription term). In the event that Client does not access the HELIAUS Services within 30 days or at the expiration of the subscription term or upon termination, Client’s right to access the HELIAUS shall immediately terminate, all rights granted hereunder will be immediately and automatically revoked, and all licenses are immediately revoked and void. In the event the Equipment is lost or damaged beyond repair and such loss or damage is not due to Allied Universal’s negligence, Client shall pay to Allied Universal the replacement cost of the Equipment.
 - 4.1. **PROPER USE:** Client shall only use HELIAUS Services in a careful and proper manner and will comply with all laws, rules, ordinances, statutes, orders, and instructions from Allied Universal regarding the use, maintenance, and storage thereof. Client shall keep the Equipment and HELIAUS Services free and clear of any liens or other encumbrances and promptly pay all taxes, fees, licenses and governmental charges, together with any penalties or interest thereon, relating to its possession or use of the Equipment or HELIAUS Services. Client agrees to secure and maintain during the subscription term, any permit or professional licenses that might be required, and Client acknowledges that the cost, if any, of the permit or license will be that of the Client, along with any additional charges that might be imposed.
 - 4.2. **CUSTOMIZATION:** If requested by Client and upon execution of a separate Consulting Agreement, Allied Universal may provide reasonable software customization services, data conversion services, data retrieval services, and additional reports (“Customization Services”). Such Customization Services shall be provided at Allied Universal’s then-current standard rates, or as agreed in writing by Allied Universal and Client. Allied Universal will respond to such requests within a reasonable time after receipt of Client’s written request. Allied Universal makes no representation that all requests for Customization Services can be honored.
5. **ALLIED UNIVERSAL REPRESENTATIONS:** Allied Universal hereby represents and warrants to Client that (a) it has the ability to provide the HELIAUS Services as provided in these Service Terms, (b) it will, in the performance of these

Revision No. – 6
Revision Date – 4/15/2020

Service Terms, comply with all applicable federal, state, provincial, territorial, and local laws, rules, regulations, orders, and ordinances, and (c) the HELIAUS Services will conform in all material respects with any specifications agreed to by Allied Universal in writing. Allied Universal and/or Technical Provider reserve the right to make changes or improvements to the HELIAUS Services without notice to Client, subject to its business policies, technologies, practices, and procedures. Notwithstanding the foregoing, Allied Universal will not make changes which materially degrade the features or functionality of the HELIAUS Services without providing Client the ability to terminate these Service Terms.

6. **CUSTOMER REPRESENTATIONS:** Client hereby represents and warrants to Allied Universal that (a) access to the HELIAUS Services is solely for use in the conduct of Client's internal business, (b) Client will comply with all applicable federal, state, provincial, territorial, and local laws, rules, regulations, orders, and ordinances in its use of the HELIAUS Services, and (c) any data uploaded to the Equipment and/or HELIAUS Services will be done only after obtaining appropriate and legally required consents of such persons or parties required on behalf of both Client and Allied Universal.
7. **WARRANTY DISCLAIMER:** EXCEPT AS SET OUT HEREIN, ALLIED UNIVERSAL MAKES NO WARRANTIES, EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, AND SPECIFICALLY DISCLAIMS, ON ITS OWN BEHALF AND ON BEHALF OF THE TECHNICAL PROVIDERS ITS OTHER SUPPLIERS AND LICENSORS, ANY IMPLIED WARRANTIES OF NON-INFRINGEMENT, DATA LOSS, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. ALLIED UNIVERSAL DOES NOT WARRANT THAT THE HELIAUS SERVICES WILL MEET ALL OF CUSTOMER'S REQUIREMENTS OR THAT THE USE THEREOF WILL BE UNINTERRUPTED OR ERROR FREE. ALLIED UNIVERSAL DISCLAIMS ANY WARRANTY THAT THE HELIAUS SERVICES MAY NOT BE COMPROMISED OR CIRCUMVENTED OR WILL PREVENT ANY PERSONAL INJURY, BUSINESS LOSS, OR PROPERTY LOSS BY BURGLARY, ROBBERY, FIRE OR OTHERWISE. CLIENT ACKNOWLEDGES THE HELIAUS SERVICES ARE NOT INSURANCE OR GUARANTEES THAT SUCH WILL NOT OCCUR.
8. **DATA:** Data, including all information that identifies Client and/or contains PII (as defined below), collected or generated through Client's use of the HELIAUS Services involving post checks and GPS data (the "Tracking Data") and incident reporting and daily activity reports ("Reporting Data") shall be owned by Client. Notwithstanding the foregoing, Allied Universal will have the right to access the Tracking and Reporting Data at any time and retain a copy of such data upon termination of the Agreement and/or the Service Terms. Client shall be responsible for costs associated with and timely response to third party requests involving data protection regulations in connection with the collection, processing, disclosure, subject access requests, retention, and transfer of Reporting Data. All other information or data not specifically identified herein, regardless of whether Client may have access to such data, remains the property of Allied Universal or is assigned to Allied Universal. Allied Universal reserves the right to delete any stored Tracking Data from its systems after 120 days and any stored Reporting Data after 365 days have passed from the date on which the data was first generated, unless a separate written agreement has been entered into by the parties. Allied Universal makes no representation that all requests for storage beyond said timeframe can or will be honored. Allied Universal will respond to such requests within a reasonable time after receipt of Client's written request. Within 30 days of any expiration or termination of these Service Terms, Client shall have the right to obtain a copy of the stored Tracking and Reporting Data upon request to Allied Universal which data shall be provided in a format reasonably determined by Allied Universal.
9. **OWNERSHIP:** The HELIAUS Services are licensed, (and Equipment contained therein leased) to Client and not sold. As between the parties, the HELIAUS Services, along with any improvements, enhancements, inventions or derivative works made with respect thereto are and shall at all times be and remain the exclusive property of Allied Universal or the Technical Provider, even if installed in or attached to real property by Client. Except as expressly provided herein, Allied Universal or the Technical Provider shall retain all right, title, and interest in and to the Equipment and HELIAUS Services, including, but not limited to, all intellectual property rights therein.
10. **FEEDBACK:** Any ideas, suggestions, guidance, content, or other information disclosed by Client to Allied Universal or the Technical Provider related to the HELIAUS Services and the Customization Services, and any intellectual property rights relating to the foregoing shall be collectively deemed "Feedback". Allied Universal shall own all Feedback, and Client agrees to assign and hereby assigns to Allied Universal all of its rights, title, and interest in and to such Feedback. To the extent that the foregoing assignment is ineffective for whatever reason, Client agrees to grant and hereby grants to Allied Universal a nonexclusive, perpetual, irrevocable, royalty free, worldwide license (with the right to grant and authorize sublicenses) to make, have made, use, import, offer for sale, sell, reproduce, distribute, modify, adapt, prepare derivative works of, display, perform and otherwise exploit such Feedback and derivatives thereof without restriction. Client agrees to promptly execute any documents prepared by Allied Universal consistent with this section.
11. **SEVERABILITY:** If any part or parts of these Service Terms shall be held unenforceable for any reason, the remainder of these Service Terms shall continue in full force and effect. If any court of competent jurisdiction deems any provision of these Service Terms invalid or unenforceable, and if limiting such provision would make the provision valid, then such provision shall be deemed to be construed as so limited.
12. **INDEMNIFICATION:** Except for damages, claims or losses due solely to Allied Universal's willful misconduct or grossly negligent acts, Client, to the fullest extent permitted by law, will indemnify, defend, and hold Allied Universal, free and harmless from any liability for fees, costs (including attorney's fees and costs), losses, claims, damages, judgments, settlements or penalties, arising from: (i) injury to or death of any person, damage to property; (ii) Client's failure to comply with any applicable laws or regulations, including, but not limited to, data privacy obligations; or (iii) Client's breach of the Service Terms or the Agreement. Allied Universal agrees to indemnify and hold Client and Client's property, free and harmless from any liability for losses or claims arising from or relating to any third party claim or allegation that the HELIAUS Services infringe, violate, or misappropriate any valid U.S. patents, registered copyrights and registered trademarks. Allied Universal shall have no indemnity obligations hereunder to the extent any infringement claim was caused in whole or in part by the combination of any of the HELIAUS Services, or any portion thereof, with any products, services, or other item of Client or any third party. Should the HELIAUS Services or any part thereof become, or in Allied Universal's opinion be likely to become, the subject of any claim of infringement, Allied Universal shall, at its option, either: (1) obtain for Client the right to continue using the HELIAUS Services; (2) replace or modify the affected portion of the HELIAUS Services so that the use thereof becomes non-infringing or otherwise lawful; or (3) terminate these Service Terms and refund to Client any prepaid but unused fees as of the date of termination. Client hereby waives all right of subrogation against Allied Universal and Allied Universal's insurance carrier, if any, and agrees to carry its own insurance for general commercial liability, cyber and privacy claims, personal injury and property damage. Said liability policy shall be sufficient to fulfill its indemnification and defense obligations hereunder. Allied Universal agrees to maintain sufficient insurance coverage to cover its obligations hereunder and such coverage expressly applies and overwrites any insurance and indemnification requirements in the Agreement as they relate to the HELIAUS Services and Client shall look only to this provision in relation to the HELIAUS Services.
13. **NO ADDITIONAL INSURED:** Client hereby waives and releases Allied Universal from any and all requirements or obligations that Client or any other party, now or in the future, be named or included as an "additional insured" as it relates to these HELIAUS Services.
14. **BINDING EFFECT:** The covenants and conditions contained in these Service Terms shall apply to and bind Allied Universal and Client and the heirs, legal representatives, successors and permitted assigns of Allied Universal and Client. These Service Terms shall survive termination or expiration of the HELIAUS Services.
15. **CONFIDENTIAL MATERIAL:** Both parties expressly acknowledge and agree that they have a responsibility under the law to keep Personally Identifiable Information ("PII") private and confidential. Both parties acknowledge that the PII constitutes Confidential Information and neither party shall in any way possess or shall gain possession of any ownership or other proprietary rights with respect to such PII that they had not previously held. Both Allied Universal and Client acknowledge and understand that PII may be subject to the subscriber privacy protections set forth in any data security and privacy laws. Both parties agree that they shall use such information in strict compliance all applicable laws governing the use, collection, disclosure and storage of such information.

Signing Authority

**ACTION BY WRITTEN CONSENT
OF THE GENERAL PARTNER OF
UNIVERSAL PROTECTION SERVICE, LP**
July 8, 2020

The undersigned general partner (the "General Partner") of Universal Protection Service, LP, a California limited partnership (the "Company"), acting in such capacity, hereby adopts the following resolutions pursuant to California law, the operating agreement of the General Partner and the Limited Partnership Agreement of the Company, which authorize the General Partner to so act:

RESOLVED, that the following employee of the Company, Shannon Briner, Business Development Manager, is hereby authorized to take the following actions: execute and deliver, on behalf of and in the name of the Company and any of its subsidiaries, any and all agreements, instruments, certificates and other documents, as deemed by such individual in the exercise of her judgment to be appropriate or necessary for the conduct of the business of the Company and its subsidiaries in the ordinary course regarding the following solicitation


ITB No. 20/23/B Invitation to Bid "Security Services for the Santa Fe Solid Waste Management Agency" issued on June 10, 2020,

including without limitation, executing and delivering in the Company's name and on its behalf bids or proposals for service contracts, service contracts, and other documents concerning bids or proposals for service contracts, bonds and surety agreements and agreements of indemnity relating thereto, employment agreements, confidentiality agreements, real estate leases and equipment leases, and it is further

RESOLVED, that all actions previously taken by the Company and/or Shannon Briner, in connection with the matters contemplated by the foregoing resolutions are hereby adopted, ratified, confirmed and approved in all respects.

IN WITNESS WHEREOF, the undersigned general partner of the Company has executed this Action by Written Consent acting in such capacity as of the date first set forth above.

Universal Protection GP, LLC general partner of
Universal Protection Service, LP

By: 

David I. Buckman
Secretary