



AMERICAN GUARD SERVICES, INC.

1299 E. Artesia Blvd, Suite 200
Carson, CA 90746
(310) 645-6200 Fax: (310) 645-6233

SECURITY GUARD SERVICES PROPOSAL

FOR

**THE CITY OF KEY WEST
WEST PORT OPERATIONS, KEY WEST BIGHT, CITY MARINA**

ITB PROJECT #:10-011



***CITY CLERK
CITY OF KEY WEST
525 ANGELA STREET
KEY WEST, FL 33040***

DUE DATE: AUGUST 4, 2010



August 2, 2010

City of Key West
City Clerk
525 Angela Street
Key West, FL 33040

Re: Security Services: City of Key West Port Operations, Key West Bight,
City Marina ITB Project #:10-011

Dear Sue Snider;

American Guard Services, Inc., is pleased to submit our proposal for Security Guard Services to the City of Key West.

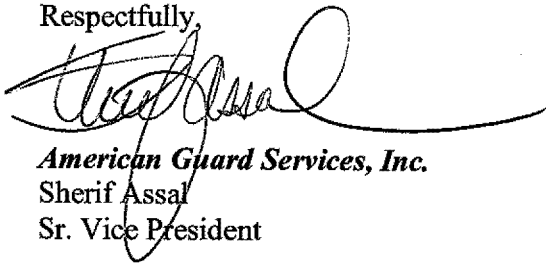
We would like to thank you for considering *American Guard Services, Inc.*, as your source for security service needs for your Facility. We can provide a full range of services at the high quality standard you require.

American Guard Services, Inc., understands and agrees to fully comply with all directives and specifications as set forth in your ITB. If awarded the contract, *American Guard Services, Inc.*, is prepared and ready to provide professional Uniformed Security Officers for your facilities.

We have received and acknowledged all addendums to the ITB.

We look forward to forging a partnership with the City of Key West that will last for years to come. Once again, thank you for the opportunity and consideration to be your security provider of choice.

Respectfully,



American Guard Services, Inc.
Sherif Assal
Sr. Vice President



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Notice to Bidder: Use Black Ink or Type For Completing the Form.

BID

To: The City of Key West
Address: 525 Angela Street, Key West, Florida 33040
Project Title: SECURITY SERVICES: CITY OF KEY WEST PORT OPERATIONS, KEY WEST BIGHT, CITY MARINA
Project: ITB #10-011

BIDDER'S INFORMATION

Company Name: American Guard Services, Inc.
Address: 1299 E. Artesia Blvd, Suite 200
Carson, CA 90746
Contact Name: Sherif Assal
Email: sherif@americanguardservices.com
Telephone: (310) 645-6200
Fax: (310) 645-6233

BIDDER'S DECLARATION AND UNDERSTANDING

The undersigned, hereinafter called the Bidder, declares that the only persons or parties interested in this Bid are those named herein, that this Bid is, in all respects, fair and without fraud, that it is made without collusion with any official of the Owner, and that the Bid is made without any connection or collusion with any person submitting another Bid on this Contract.

The Bidder further declares that he/she has carefully examined the Contract Documents for the work, that he/she has personally inspected the work areas, that he/she has satisfied himself/herself as to the personnel needed, and conditions of work involved, including the fact that the description of the work and materials, as included herein, is brief and is intended only to indicate the general nature of the work.

BID FORM

**ITB #10-011: SECURITY SERVICES: CITY OF KEY WEST PORT OPERATIONS,
KEY WEST BIGHT, CITY MARINA**

*The approximate required security services for each facility is outlined in Section 3: Scope of Work

Mallory Square

Hourly Rate \$ 15.96 per security personnel

In Words: Fifteen dollars and ninety six cents

Outer Mole at the Truman Waterfront

Hourly Rate \$ 15.96 per security personnel

In Words: Fifteen dollars and ninety six cents

Key West Bight Ferry Terminal

Hourly Rate \$ 15.96 per security personnel

In Words: Fifteen dollars and ninety six cents

Key West Bight

Hourly Rate \$ 15.96 per security personnel

In Words: Fifteen dollars and ninety six cents

City Marina

Hourly Rate \$ 15.96 per security personnel

In Words: Fifteen dollars and ninety six cents

SUBCONTRACTORS

The Bidder further proposes that the following subcontracting firms or businesses will be awarded subcontracts for the following portions of the work in the event that the Bidder is awarded the Contract:

Portion of Work: None

Name: N/A

Address: _____

Portion of Work: _____

Name: _____

Address: _____

Portion of Work: _____

Name: _____

Address: _____

BIDDER

The name of the Bidder submitting this Bid is: American Guard Services, Inc.

Doing business at 1299 E. Artesia Blvd, Suite 200

City Carson State CA Zip 90746

Telephone No. (310) 645-6200

This address is where all communications concerning this Bid shall be sent.

The names of the principal officers of the Corporation submitting this Bid, or of the Partnership, or of all persons interested in this Bid as Principals are as follows:

Name	Title
Sherine Assal	President/ CEO
Sherif Assal	Sr. Vice President

If Corporation

IN WITNESS WHEREOF the undersigned corporation has caused this instrument to be executed and its seal affixed by its duly authorized officers this 2 day of August, 2010.

(SEAL)

Name of Corporation American Guard Services, Inc.

By: [Signature]

Title: Sr. Vice President

Attest: [Signature]

Secretary

If Sole Proprietor or Partnership

IN WITNESS hereto the undersigned has set his/her/its hand this _____ day of _____, 2010.

Signature of Bidder _____

Title _____

SWORN STATEMENT UNDER SECTION 287.133(3)(a)

FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES

PROJECT ITB #10-011: SECURITY SERVICES: CITY OF KEY WEST PORT OPERATIONS, KEY WEST BIGHT, CITY MARINA

THIS FORM MUST BE SIGNED IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICE AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted with Bid, Bid or Contract No. _____ for
ITB Project #:10-011

2. This sworn statement is submitted by **American Guard Services, Inc.**
(Name of entity submitting sworn statement)
whose business address is **1299 E Artesia Blvd, Suite 200**
Carson, CA 90746 and (if applicable) its Federal
Employer Identification Number (FEIN) is **95-4654353** (If the entity has no FEIN,
include the Social Security Number of the individual signing this sworn statement.)

3. My name is **Sherif Assal** and my relationship to
(Please print name of individual signing)
the entity named above is **American Guard Services, Inc.**

4. I understand that a "public entity crime" as defined in Paragraph 287.133(1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or with the United States, including but not limited to, any bid or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, material misrepresentation.

5. I understand that "convicted" or "conviction" as defined in Paragraph 287.133(1)(b), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment information after July 1, 1989, as a result of a jury verdict, nonjury trial, or entry of a plea of guilty or nolo contendere.

6. I understand that an "affiliate" as defined in Paragraph 287.133(1)(a), Florida Statutes, means
 1. A predecessor or successor of a person convicted of a public entity crime: or
 2. An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

7. I understand that a "person" as defined in Paragraph 287.133(1)(8), Florida Statutes, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.

8. Based on information and belief, the statement, which I have marked below, is true in relation to the entity submitting this sworn statement. (Please indicate which statement applies.)

Neither the entity submitting this sworn statement, nor any officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management of the entity, nor any affiliate of the entity have been charged with and convicted of a public entity crime subsequent to July 1, 1989.

The entity submitting this sworn statement, or one or more of the officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989, AND (Please indicate which additional statement applies.)

There has been a proceeding concerning the conviction before a hearing of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer did not place the person or affiliate on the convicted vendor list. (Please attach a copy of the final order.)

The person or affiliate was placed on the convicted vendor list. There has been a subsequent proceeding before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer determined that it was in the public interest to remove the person or affiliate from the convicted vendor list. (Please attach a copy of the final order.)

The person or affiliate has not been put on the convicted vendor list. (Please describe any action taken by or pending with the Department of General Services.)



(Signature)

August 2, 2010

(Date)

STATE OF California

COUNTY OF Los Angeles

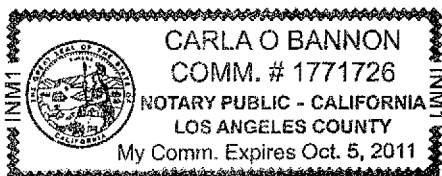
PERSONALLY APPEARED BEFORE ME, the undersigned authority,

Sherif Assal who, after first being sworn by me, affixed his/her signature in the
(Name of individual signing)

space provided above on this 2nd day of August, 2010.

My commission expires:

Carla O Bannon
NOTARY PUBLIC

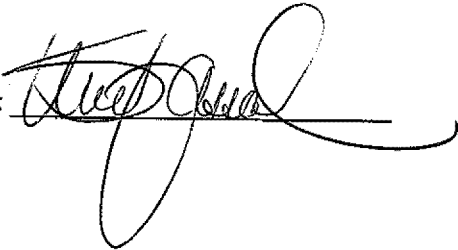


ANTI-KICKBACK AFFIDAVIT

PROJECT ITB #10-011: SECURITY SERVICES: CITY OF KEY WEST PORT
OPERATIONS, KEY WEST BIGHT, CITY MARINA

STATE OF FLORIDA)
 : SS
COUNTY OF MONROE)

I, the undersigned hereby duly sworn, depose and say that no portion of the sum herein bid will be paid to any employees of the City of Key West as a commission, kickback, reward or gift, directly or indirectly by me or any member of my firm or by an officer of the corporation.

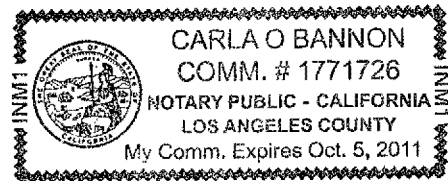
By: 

Sworn and subscribed before me this

2nd day of August, 2010.

Carla O Bannon
NOTARY PUBLIC, State of ~~Florida~~ at Large
California

My Commission Expires: 10-5-2011



**LOCAL VENDOR CERTIFICATION PURSUANT TO CKW ORDINANCE 09-22
SECTION 2-798**

The undersigned, as a duly authorized representative of the vendor listed herein, certifies to the best of his/her knowledge and belief, that the vendor meets the definition of a "Local Business." For purposes of this section, "local business" shall mean a business which:

- a. Principle address as registered with the FL Department of State located within 30 miles of the boundaries of the city, listed with the chief licensing official as having a business tax receipt with its principle address within 30 miles of the boundaries of the city for at least one year immediately prior to the issuance of the solicitation.
- b. Maintains a workforce of at least 50 percent of its employees from the city or within 30 miles of its boundaries.
- c. Having paid all current license taxes and any other fees due the city at least 24 hours prior to the publication of the call for bids or request for proposals.

- Not a local vendor pursuant to Ordinance 09-22 Section 2-798
- Qualifies as a local vendor pursuant to Ordinance 09-22 Section 2-798

If you qualify, please complete the following in support of the self certification & submit copies of your County and City business licenses. Failure to provide the information requested will result in denial of certification as a local business.

Business Name: American Guard Services, Inc.

Phone: (305)373-7111

1015 North American Way, Ste 108
Current Local Address: Miami, Florida 33132

Fax: (305) 374-0070

(P.O. Box numbers may not be used to establish status)

Length of time at this address: 13

[Signature]
Signature of Authorized Representative

August 2, 2010

Date

STATE OF California
COUNTY OF Los Angeles

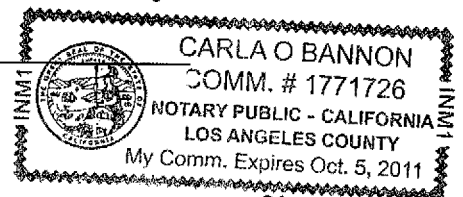
The foregoing instrument was acknowledged before me this 2nd day of Aug, 2010.
By Sherif Assal, of American Guard Services
(Name of officer or agent, title of officer or agent) (Name of corporation acknowledging)
or has produced California drivers license as identification
(type of identification)

Carla O Bannon
Signature of Notary

Carla O Bannon
Print, Type or Stamp Name of Notary

Return Completed form with
Supporting documents to:
City of Key West Purchasing

Title or Rank





American Guard Services, Inc.

Mission Statement

Our Vision

To be recognized by our client and the industry as the most professional, ethical and highest quality security company.

Our Corporate Mission

To achieve our vision, we are committed to the following principles:

We will always go the extra mile in dealing with people, whether they are members of the public, customers, our supervisors or employees. We will endeavor to obtain management consensus on important issues, especially those that affect our customers and employees.

We are committed to listening and responding to the needs of our employees and supervisors.

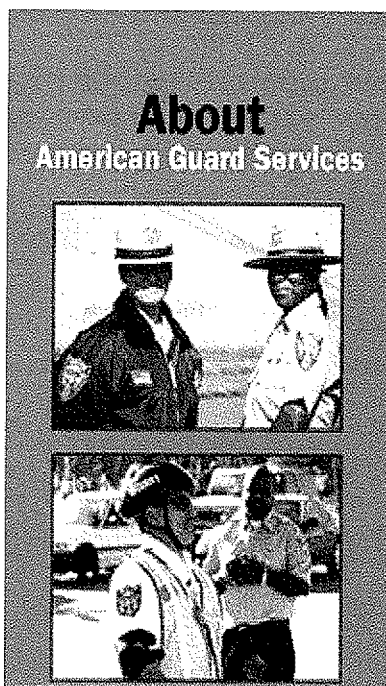
We will set a new standard in the industry, one of uncompromising quality as a way of life, which is achieved by individuals and as a team.



ABOUT AMERICAN GUARD SERVICES, INC

American Guard Services is an established, reliable and accredited protection firm. Founded in 1997, we have developed into a full-services security company, with locations in California, Nevada, Hawaii and Florida. In addition, we have the capabilities and the know how to provide security services in any location that would assist and facilitate any of our valued clients. We pride ourselves on our rapid growth, which we credit to our quality of service and our specialization in Cruise Ship Passenger Terminal Operations.

Our Training Department continuously updates our security personnel with the latest government and industry regulations. Our training includes extensive X-ray imaging of impoverished explosive devices, firearms, artfully designed weapons and all other prohibited items. This training allows American Guard Services to keep our staff abreast of the changes that are in compliance with the Maritime Industry and the Security Guard Industry.





EXECUTIVE SUMMARY

American Guard Services, Inc. is a California Corporation, which has developed since 1997. The State Department of Consumer Affairs, Bureau of Security and Investigative Services as a private patrol operation and as a private investigation agency license us. The Los Angeles Police Commission as a patrol agency also licenses us.

The company has been a Prime Federal Government Security Services for the General Services Administration and Federal Protective Service since 1999. The company currently has approximately 1,272 Employees in four states.

American Guard Services, Inc. has numerous years of directly related experience in the performance of duties relevant to the Security Services required for the City of Key West. The company currently has very similar type service contracts with various Cruise Ship Lines and Marine Terminals in San Pedro CA, Miami FL, New Orleans LA, San Juan PR, and throughout Hawaii. On all of these contracts, we are responsible for controlling all access to the Pier and Terminal areas, including parking and traffic control. On all of our contracts we are the first line of defense against acts of terrorism and/or sabotage. Since September 11, 2001 we have, in support of National Policy, upgraded all of our Port Security Operations to reflect the greater standard of care and prevention required at all Ports of Entry into the United States. At many of these locations we work directly with the US Coast Guard, US Customs Service and local Port Authorities to prevent unauthorized access of suspicious persons.

American Guard Services, Inc. has been providing the Security Services for all the Cruise Ship Lines at the San Pedro Cruise Ship Terminal for over five years, and based upon that experience has just been awarded the contract for all Cruise Ship Terminals in Florida, New Orleans, LA, Baltimore, MD, Norfolk, VA and Hawaii. American Guard Services, Inc. has earned an excellent reputation for providing a professional security service in a high-demand environment. The staffing at those locations has a peak of approximately 100 Security Officers during periods when there are multiple Ships loading and unloading, during which it is not unusual to process as many as 6,000 to 8,000 passengers during a 3 to 4 hour period, plus visitors, vendors and people seeing friends and family off or picking up people returning from a cruise, with all of their luggage. On a peak weekend, the loading and unloading will start at 8:00 AM and last until around 8:00 PM, during which up to 6 ships will each come into port, unload and reload approximately 2,500 to 4,000 passengers, each. The average time in-port is 3 to 4 Hours, per Ship. The Los Angeles Terminal can handle two large or three smaller Cruise Ships at one time and the Miami Terminal is even larger. All transactions are under direct observation by the security force from start to finish.



PROPOSER'S QUALIFICATIONS

American Guard Services, Inc. is a California Corporation, founded and owned by Ms. Sherine Assal, a United States Citizen. She owns 100% of the Issued and Outstanding Common Stock, and is active in the business as the President and Chief Executive Officer (CEO). American Guard Services, Inc. is a full service Security Guard Company and the company is under the NAICS Code 561612 Security Guards and Patrol Services. The company is a Prime Government Contractor and is currently approved under the Federal Supply System as a Security Contractor. Average Sales for the last three years is under \$27,500,000. American Guard Services, Inc. has its Corporate Headquarters located at 1299 E. Artesia Blvd., Suite 200, Carson, CA 90746. It also operates branch offices in San Diego CA, Miami, Ft Lauderdale, and Cape Canaveral FL, Las Vegas NV and Honolulu, Hawaii.

The company uses a Centralized Management Style, with all Accounting, Payroll, and Data Systems control located in the Corporate Headquarters. All Contract Quality Control is centralized with local responsibility delegated to the Local Branch Office Manager, but overall control and responsibility remains at the corporate level. Local Project Managers are given the responsibility to hire personnel as required to meet the needs of the local contracts, disciplinary action up to the termination of employees is handled at the local level, but, the final hiring and firing decision is made at Corporate, to ensure that the company does not have problems with state Labor Departments, and to avoid wrongful termination suits from terminated employees. Original Personnel Files are maintained at Corporate Headquarters and a full and complete copy is maintained at the local branch office. All offices are connected through a WAN with the corporate network. All Managers are on the corporate e-mail system which provides us with instantaneous communications between corporate and all levels of management. Centralized Control of all Administrative Functions allows us to exercise better control over all Contract Compliance Issues, and to ensure that all of our employees are current in all areas of Background Investigations, Licensing, Weapons Qualifications, Training, Certifications, and Security Clearances. These areas have taken on a new importance since September 11, 2001.

American Guard Services, Inc. has been active in the operation of Cruise Line Terminals at the Ports of Los Angeles, San Diego, Miami, New Orleans, and San Juan, PR. These Port Security Contracts dealing with the Cruise Ship Terminals have put us in direct contact with the U.S. Coast Guard, Customs and Immigration, and Department of Homeland Security. So we are very cognizant of the changing environment regarding security for persons departing and returning to U.S. territory.



GENERAL BUSINESS STATEMENT

As a service organization with years of experience we have an established, well-trained management team that will provide prompt, decisive response to your needs.

We feel the foregoing business statement should indicate that *American Guard Services, Inc* is fully capable of handling any security-related assignment. We hope you closely examine *American Guard Services, Inc.*, as we are confident we can measure up to your high standards. Our list of client references should attest to this fact, as well.

We do not just supply licensed, uniformed security officers. We welcome our clients to call upon our expertise to actively assist them in the development and implementation of their total security program. We offer assistance in such areas as but not limited too:

- Security Consulting Services Recommending;
 - Electronic Security Systems
 - Radio Communications Systems
 - Access Control Systems
 - Alarm Monitoring
 - Private Patrol

- Coordinating First Aid/CPR Classes
- Fire/Life Safety Codes
- Emergency Preparedness Programs
- Loss Prevention Programs
- Alarm Response
- Private Investigations
- Security Training Programs
- X-ray Screening Training;
 - X-ray interpretation
 - Hand Wanding Procedures
 - Magnetometer Procedures
 - Pat down searches of passengers and/or carry on items, and full bag searches.

Specialty training required to be in compliance with all International, Federal, State and local Maritime Industry regulations. We have all the necessary resources, both manpower and financial, to deliver a professional security program to you.



RECRUITMENT OF PERSONNEL

This function is perhaps the most important of any good security program. It must be a highly structured program capable of achieving the desired results. Obviously, basing the anticipated wage rates at attractive level helps a company attract and retain highly motivated dedicated personnel.

How does one achieve this task? First, our program is formalized and founded in good employee practices and relations. Second, an individual within our company is charged solely with the responsibility to maintain these company standards.

Our other recruiting methods are quite innovative and work very well. We have access to the California Department of Consumer Affairs' Division of Licensing and can view the listing of all licensed officers. We can check the status of an individual's standing with the state. In addition to this method, we contact qualified security training schools for candidates and possible placement of their graduates. The individuals from these sources are well trained, and most have made a personal commitment to the private security field. We have an ongoing rapport with the various administrators at these schools and they have provided American Guard Services, Inc. with highly qualified people in the past. Additionally, we are maintaining a liaison with the law enforcement administrators at all of the local colleges, which have police science curriculum. Their graduates have proven to be very good employees.

Of course, other means are also utilized to supplement these methods. We list our positions with the various states and county employment agencies to attract qualified applicants. Newspaper advertising has also proven effective, but it is of questionable value for the level of officers we require. We have used "positive recruiting" with the State Employment Development Department with very good results. We delineate our exact requirements when dealing with the EDD so they can screen out "obviously unqualified" applicants. These methods have proven to be very successful when recruiting for personnel.

Probationary Period:

All employees will be closely monitored during this period, the Quality Control Inspection frequency will be increased, to facilitate our identifying other weak areas requiring additional or repeat training, and potential problem personnel. Each employee will be evaluated and counseled during this period, before the probation period is completed.



Performance Criteria:

We demand and expect only the highest possible standards from our employees, for:

- We provide them with highest possible quality of Uniforms and Equipment.
- We spare no expense in training.
- We encourage input from the employees on ways to improve the quality of our services.
- We award excellent performance and suggestions.
- We provide a good benefit program.
- We offer outstanding employees the ability to advance within the contract and the company.

In addition, we will help any employee that is willing to help themselves, but we will not coddle the employee. They either meet our standards, or we will let them seek other opportunities.

Original Staffing:

We will originally identify, hire and staff equal to 125% of the peak employment needs basing this hourly, weekly requirements. We know from experience that we will lose a few people during the probationary and training period. What we require is a staff of 125% of our contract needs, that will be either working on this contract or another contract that we have, as a ready reserve for any emergency or special need. We generally draw our staff from a variety of sources, current contract employees, Military Outplacement Centers, Police Benevolent Associations, College Placement Centers, current employees, and respondents through advertising that we place in the local newspapers.

Physical Requirements:

We require all employees to undergo a physical examination at the start of a contract and annually thereafter. All employees must pass a drug screening test before they are hired, and agree to random, no announcement sampling, whenever we have a reason to perform a test.



This is usually due to a change in the employees work performance or attitude, consistent lateness or missing work on Mondays or the contract requires it. All of our supervisors are trained to follow the company "Drug Free Workplace Manual and Plan," which identifies a wide variety of behaviors to be concerned about. We will closely monitor the ratio of weight to height, since we are very concerned about the image that our people present to the public. We require a certain professional image, and that can only be maintained when our guards look sharp and project a professional image and appearance.

Qualifications & Requirements:

Listed below are guard's qualifications by categories:

a. Security Officer

- Permanent Guard License
- At least 18 years of age
- English proficiency
- Clean criminal record
- First Aid & CPR

b. Armed Security Officer (Basic plus)

- BSIS Firearms Qualifications
- Driver's license
- PC 832 qualified or relevant law enforcement/military experience
- Course completion in crisis intervention
- First Aid, CPR
- PR 24 Baton

c. Supervising Roving Patrol Staff

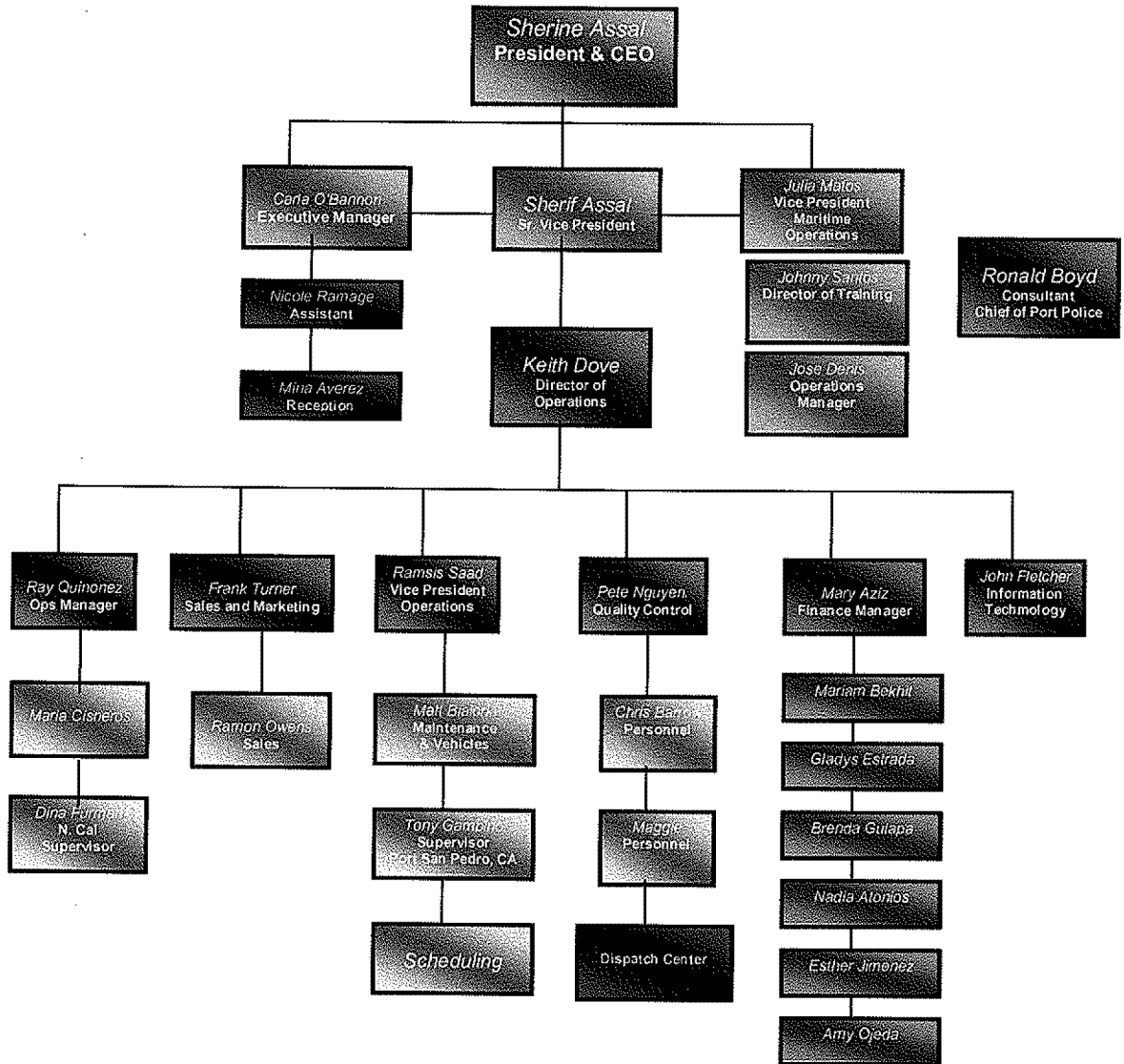
- 4 years private security, law enforcement or relevant military experience
- Driver's license
- PC 832 qualified or relevant law enforcement/military experience
- BSIS License
- First Aid, CPR
- PR 24 Baton

All guards assigned to this contract shall be punctual, neat, sober, and proficient in English, able to perform the required duties and in full uniform.



ORGANIZATION CHART

Corporate Organization Chart





MANAGEMENT EXPERIENCE/ KEY PERSONNEL



Sherine Assal – President/ CEO

Overview:

I have acquired over 20 years experience in the ownership, management, and operations of security services companies. Started company in 1997 and helped it grow to \$30 million in sales. I'm involved in every aspect of company, such as Operations, Scheduling and Accounting. I oversee new client business to ensure strong growth. Oversees existing client accounts to ensure contract requirements are met and suggests enhancements and modifications that will better serve their needs. Oversees all employees to ensure high level of training, consistency, and professionalism in guard force.

Employment History:

(9/1997 – to present) American Guard Services, Inc., President/ CEO
Carson, California

(6/1989 – 1/1996) International Services, Inc., Senior Vice President, Operations
Torrance, California

Professional Affiliations:

Cruise Lines International Association
Maritime Security Council
Florida Caribbean Cruise Association
International Cargo Security Council
American Society for Industrial Security

Education:

American University of Cairo/ Bachelors in Business Administration



Sherif Assal – Sr. Vice President

Overview:

I have acquired over 17 years experience in the ownership, management, and operations of security services companies. I Oversee 6 offices nationwide. Manage operations of Corporate office to include Sales, Dispatch, Scheduling, Personnel, Human Resources, Finance, Training and Administration. Oversee new client business to ensure strong growth. Oversees existing client accounts to ensure contract requirements are met and suggests enhancements and modifications that will better serve their needs. Oversees all employees to ensure high level of training, consistency, and professionalism in guard force.

Employment History:

(1/1997 – to present) American Guard Services, Inc., Sr. Vice President
Carson, California

(3/1992 – 1/1997) International Services, Inc., Vice President, Marketing
Torrance, California

Licenses & Certificates:

Private Investigator, Patrol and Guard Operator

Professional Affiliations:

Cruise Lines International Association
Maritime Security Council
Florida Caribbean Cruise Association
International Cargo Security Council
American Society for Industrial Security

Education:

Graduated from Venice High School, CA.

Completed various courses and seminars in Security, Supervision, Management, Law Enforcement, Seaport Security Antiterrorism Training Program with the Federal Law Enforcement Training Academy, Train-the-Trainer Program, and Security Screener Training.



Ronald J. Boyd, Chief of Port Police

Overview:

He has acquired over 25 years of experience in the management and operations of security. Extensive security and law enforcement background. The Port Police enforce all federal, state and local laws applicable to the Port of Los Angeles, including cargo protection, pollution investigation, narcotics interdiction and waterborne tactical operations. He upholds maritime laws, enforce safety and security regulations and protect the Port and surrounding harbor communities. He also has extensive experience in all aspects of tactical response to criminal activities with training from the Federal Bureau of Investigation, United States Coast Guard and Los Angeles Police Department.

Duties:

AGS Consultant who will oversee project for the City of Key West Ports. Has been responsible as acting director of operations and emergency management for the Port of Los Angeles, one of the busiest and most successful seaports in the nation. He oversees the Port Police, Port Pilots, Emergency Preparedness and Homeland Security divisions. He serves as the primary point of contact for public safety issues, while working with associated government and law enforcement agencies.

Achievements:

As an expert technical, industrial, commercial and hospitality security, I have developed security programs and training for several organizations. Designing security programs to enhance access control and improve public interface, while indentifying potential threats are a feature model of my "all hazard" response plans for private entities to address, disaster response and recovery beyond the government capabilities.

I hold a teaching credential in adult learning from University of California, Los Angeles, numerous certificates from the State of California Peace Officer Standards and Training (P.O.S.T.) program and currently pursuing an MBA within the criminal justice discipline. I am also a graduate of the U.S. Coast Guard Boarding Officer's school, Los Angeles Police Academy, Los Angeles County Sheriff's Department Basic Recruit Course, and Federal Law Enforcement Training Center Programs for Anti Terrorism and Physical Security

I'm an alumnus of the Federal Bureau of Investigation's National Academy (170th Session), and a member of the International Association of Chiefs of Police (IACP), the Association of Threat Assessment Professionals, the California Narcotics Officers' Association and serves on the executive board of the International Association of Airport and Seaport Police.



Ramsis Saad, Vice President of Operations

Overview:

I have acquired over 12 years experience Overseeing and Managing all daily operations, to include supervision of guards and supervisors, scheduling/dispatching of guards, embarkation and de-embarkation, communication of port personnel, incident tracking and resolution, vehicles, x-ray equipment, hand-held equipment, uniforms, supplies, administrative forms and reports. Experience with maritime contracts with cruise ship lines to include Royal Caribbean Cruise Line, Carnival Cruise Line, Princess Cruise Line, Norwegian Cruise Line, and Disney Cruise Line. Experience with contracts with terminals, ie, Pacific Cruise Ship Terminal, to include pier and terminal access, parking, and traffic control.

Employment History:

(1/1997 – to present) American Guard Services, Inc., Vice President of Operations
Carson, California

(1991–1997) Holiday Inn Hotel Corporation, Assistant Chief Engineer
California

Licenses & Certificates:

Private Investigator, Patrol and Guard Operator

Professional Affiliations:

Cruise Lines International Association
Maritime Security Council
Florida Caribbean Cruise Association
International Cargo Security Council
American Society for Industrial Security

Education:

Graduated from Culver City High School, CA
ATC Technical College
Trainings: AGS” Facilities Security Officer Course, U.S. Coast Guard
NVIC 03-03, Dept of Transportation 33CFR 105, MTSA, SOLAS, Security Screening
Training, Seaport Security Antiterrorism Training Program.



Pete M. Nguyen, Quality Control/ Training Manager

Overview/ Duties:

I have acquired over 24 years of experience in the security field with hands-on, cost-controlling leader with strong executive management experience. Developing and Implementing of cost-effective policies and procedures SOP-etc. Multi-location/ multi project experience. Competent in training guidance. Responsible for developing and training a safe and secure policy & procedures for employees & customer on work site. Overseeing & coordinating all work related injury to local and national office. Overseeing & assisting on daily operation to local and national offices.

Employment History:

(2006- to present) American Guard Services, Inc., Quality Control/ Training Manager
Carson, California

(2002- present) K&H Consultant, Inc., Asset & Executive Protection Agent
California

(1999- 2006) International Services, Inc., Branch Manager
Los Angeles, California

(1997 – 1999) J Paul Getty Trust., Security Supervisor
Los Angeles, California

(1996- 1997) Wachenhut Corporation, Security Contract Manager
Los Angeles, California

Licenses:

License by BSIS with Guard Card, Firearm Permit, Baton, and Pepper Spray
License to carry Conceal Weapon Permit for the State of CA, NV, Utah, FL
License as an Instructor by American Red Cross for First Aid, CPR & AED
License as an Instructor by NRA as a Pistol Instructor & Range Master
License as an Instructor by State of CA Bureau of BSIS as security instructor
License as a Trainer by OSHA to conduct 10-30 General Industry safety courses

Education:

Santa Monica College, Santa Monica CA
West Coast Detective Academy, Los Angeles, CA
American Red Cross, Los Angeles, CA
National Rifle Association, Orange, CA
UCSD, San Diego, CA



Keith Dove, Director of Operations

Overview:

I have acquired over 29 years of experience in law enforcement and security has led to excellent time management skills, good judgment, and mental sharpness in both routine activities and crisis situations. Also he has acquired extensive supervision and managerial experience, including hiring, scheduling, resource management, budgeting and writing employee evaluations.

Duties:

Director supervision of managers assigned to land based accounts and the maritime industry. Develop and implement corporate policies and procedures. Responsible for budgeting, cost controls and resource management; maintain excellent and productive relationships with clients, employees, local law enforcement agencies and the general public.

Employment History:

(1/1997 – to present) American Guard Services, Inc., Director of Operations
Carson, California

(2004–2007) ADT/ Bel-Air Patrol, Team Manager
Anaheim Hills, California

(1998-2008) L.A. County Sheriff Department, Deputy Sheriff
(1997-1998) Custody Assistant

(1995-1997) Piage's Security Services, Law Enforcement Director
El Segundo, CA

Licenses & Certificates:

A+ Computer Certified Service Professional- CompTIA
Microsoft Certified Professional

Education:

Microsoft Certified System Engineer, Software Education of America
Los Angeles County Sheriff Academy
U.S. Air Force Law Enforcement Academy
U.S. Air Force Non-Commissioned Officer Academy
U.S. Air Force Non-Commissioned Officer Leadership School
U.S. Air Force Supervisor Course
Community College of the U.S. Air Force, Criminal Justice



Julia Matos, VP of Maritime Operations

Overview:

I have acquired over **18 years of experience** in the security industry. I was awarded maritime contracts with cruise ship lines to include Royal Caribbean Cruise Line, Carnival Cruise Line, Princess Cruise Line, and Norwegian Cruise Line. Created a Training department to implement all new procedures and policies nationwide as mandated by Dept of Homeland Security in response to Sept 11 terrorist attacks.

Duties:

Oversee service locations to ensure high level of training, consistency, and professionalism in security personnel. Oversee company's "Quality Assurance Program". Oversee client operations to ensure contract requirements are met and suggest enhancements and modifications that will better serve needs. Manage operations to include Sales, Dispatch, Scheduling, Personnel, Human Resources, Client's Out Port start-ups. Oversee new client business to ensure strong growth.

Employment History:

(9/2002 – to present) American Guard Services, Inc., VP of Maritime Operations
Miami, Florida

(1991–2002) McRoberts Protection Agency, Vice President

Education:

Graduated from Washington Irving High School, New York, NY.

Completed various courses and seminars in Security, Supervision, Management, Law Enforcement, Sea Carrier Initiative Program with United States Customs Service, Seaport Security Antiterrorism Training Program with the Federal Law Enforcement Training Academy, Maritime Training Institute and completed the training in accordance with the requirements outlined in International Ship & Port Facility Security (ISPS) Code: (SOLAS Chapter X1-1, Chapter X1-2-3.19,3.20 and 3.21) for Port Facility Security Officer.

Affiliations:

International Council of Cruise Lines
Maritime Security Council
American Society for Industrial Security
Florida Caribbean Cruise Association
International Cargo Security Council



Training



Johnny Santos Sr., National Director of Florida

Overview:

I have acquired over 30 years of experience in the Aviation technical and Security management of product operations, product design development, team building, including training on Transportation Security Administration, Federal Aviation Regulations, United States Coast Guard (MTSA), all Seaport Security Rules, Regulations and procedures and Transportation Security Administration (TWIC).

Duties:

Overall responsibility for the Training, Development and Certification of all Maritime Facility Security Officers, Security Officers and Check Point Screeners in the Port Security Arena nationwide. Training of all Security Personnel and Screeners on United States Coast Guard's (USCG) Navigational and Vessel Inspection Circular (NVIC), International Maritime Organization (IMO), International Ship and Port Security (ISPS), Florida Department of Law Enforcement (FDLE) Florida Statue FS311.12, specific Port requirements and Transportation Worker Identification Credential (TWIC) requirements and procedures. Overall responsibility for the training and certification of all Maritime Security Officers and Check Point Screeners on Maritime procedures and regulations and client specific procedures. Facility Security Assessments for all ports and facilities for submission of the Facility Security Plans to United States Coast Guard. Observations of all Operations for Check Point Screening, Customer Service, USCG Rules and Regulations knowledge and Facility Security Plan and Client Procedures are implemented.

Employment History:

(7/2003 – to present) American Guard Services, Inc., National Director of Training
Miami, Florida

(5/2002–to present) International Airline Certification, Certified Instructor
Miami, Florida

(5/2002 – to 5/2003) Homeland Security Corp, Certified Instructor
Oklahoma City, OK

12/1998 – 5/2003) Aerostar Technologies, President
Palm City, Florida

Education:

Miami Central High School, Miami, Florida
Miami Dade Community College, Miami, Florida



Florida

Jose M. Denis, Operations Manager,

Overview:

I have acquired over 35 years of experience in the management and operations of security. Including training on Transportation Security Administration, United States Navy, United States Coast Guard, and all Seaport Security Rules, Regulations and Procedures.

Duties:

Responsible for the Training, Development, and Certification of all Maritime Security Officers and Check Point Screeners in the Port Security Area. Responsible for writing, implementation, and upkeep of the Facility Security Plans. Responsible for the overall operation of Port Everglades.

Employment History:

(1/2007– to present) American Guard Services, Inc., Operations Manager
Hollywood, Florida

(11/2001–2007) McRoberts Security Services, Terminal Security Officer
Port of Miami, Port Everglades, Florida

(09/1997 – 11/2001) Tampa Bay Center, Director of Security
Tampa, Florida

(04/1992 – 11/2001) Old Hyde Park Village, Director of Security
Tampa, Florida

(11/1972 – 04/1992) Mater at Arms, Senior Chief Petty Officer
United States Navy

Education:

High School Graduate
Numerous Government Schools
Numerous Civilian Schools



Elmo Giorgi, Compliance Manager, Florida

Overview:

I have acquired over 13 years of experience in the security industry. As compliance Manager I am directly responsible for insuring that the security for our facilities, the access control system, the development and implementation of security officers Post Orders, Orientation and field training of security officers, meet MTSA 33 CFR 105, and FS311.12 criteria.

Duties:

Oversee all ordering of depleted Inventory, ordering for up-coming season uniforms for POM & PEV officers. Inventory Control, Recruiting Interviewing of applicants, Conduct new employee orientation- training classes covering MTSA 33 CFR 105 and FS-311.12 at Port of Miami, Workman's Comp, and EEOC claims, Complete the due-diligences on all cases. Answer all unemployment claims, and hearings, Conduct field inspections of new security officers, to insure that the on the job training is reinforcing the information taught in orientation. Equipment- Copier and Radio Maintenance, order, schedule repairs, insure the equipment is operational, and some Office administrative work- review employee files, review dossiers & EOE forms and Revise policies and procedures.

Employment History:

(1/2007- to present) American Guard Services, Inc., Compliance Manager
Port of Miami, Florida

(12/1996-2006) The Wackenhut Corporation, Project Manager
Miami, Florida

(02/1992 - 04/1996) Giorgi Enterprises; dba, Avant Card, Co-owner
St. Louis, Missouri

(03/1988 - 04/1993) Barnes Hospital, Security Manager
St. Louis, Missouri

Licenses:

State of Florida, Security D & G Licenses

Education:

Webster University, St. Louis, Missouri, Perused Masters in Business Management
Florida State University, Tallahassee, Florida, Criminology
State of Florida, Police Officer Standards and Training



SPECIAL QUALIFICATIONS

Security Services, Patrol & Campus Security

American Guard Services, Inc provides security patrol and enforcement services to various commercial, residential and school accounts including the following:

Rolling Hills Preparatory School

One Rolling Hills Prep Way
San Pedro, CA. 90732
Attn: Maria Sher
Ph 310-791-1101 x105
Fax 310-373-4931

We provided campus patrol, standing guard post and hourly patrol of campus for potential problems. Maintained campus presence and observe and report any issues with authorities or School Officials.

Northwest College

2121 W. Garvey Ave.
West Covina, CA 91790
Attn: Mike Fuerst
Ph 626-960-5046

We provided campus patrol both foot patrol and vehicle patrol, standing guard post and hourly patrol of campus for potential security risks. Maintained campus presence and observe and report any issues with authorities or School Officials.

Other References for Patrol & Guard Services of a similar nature are:

Pacific Cruise Ship Terminal, Port of Los Angeles

Contact: Mes Wilkins
Address: 500 N. Front Street, San Pedro CA 90731
Telephone: 310-514-4049

Arbors at Avalon HOA

Contact: Michele Ng
Address: 22940 Serra Drive, Carson CA 90745
Telephone: 310-543-1995



Our existing management and support team are quite knowledgeable and experienced in this field and will implement a seamless program for City of Key West.

American Guard Services, Inc maintains a full understanding of the scope of services and all other pertinent requirements for the City of Key West. We offer a commitment and dedication to provide the best possible service in accordance with the requirements of this RFP.

It requires a special expertise and understanding to furnish this type of service given the tasks. All officers assigned to this contract will receive additional site specific training on procedure and public interaction.



REFERENCES

American Guard Services, Inc. currently has the following contracts, most of which are located in the States of California and Florida.

1. Norwegian Cruise Lines
7665 Corporate Center Drive
Miami, Florida 33126
Contact: Mr. Matthew Lewis
Phone: (305) 436-4450
Fax: (305) 436-4135
Contract Value: \$6,000,000
Prime Contractor
Continued Contract



2. Seaboard Marine Shipping
1630 Port Boulevard
Miami, Florida 33132
Contact: Mr. Charlie Mussoline
Phone: (305) 539-2891
Fax: (305) 579-9162
Contract Value: 2,000,000
Prime Contractor
Continued Contract



3. Ralph's Grocery Co'
P.O. Box 54143,
Los Angeles, CA 90054
Contact: Miguel Melbourne
Phone: 310-900-3671
Fax: 310-900-3696
Cell: 310-678-3068
Contract Value: \$3,900,000
Prime Contractor



4. Royal Caribbean Cruise Line
1050 Caribbean Way
Miami, FL. 33132
Contact: Howard Newoff
Phone: (305) 539-6034
Contract Value: \$ 3,500,000
Prime Contractor
Continued Contract





5. Metropolitan Properties
720 East "E" Street
P.O. Box 547
Wilmington, CA 90748
Contact: Mr. Mes Wilkins
Tel: (310) 514-4049
Fax: (310) 514-4057



6. Princess Cruise Lines
Marine Security Manager
24200 Magic Mt Parkway
Santa Clarita, CA. 91355
Contact: William Armstrong
Phone: (661) 753-2751
Cell: (661) 645-0721



Description: All of these contracts are for either Armed or Unarmed Security, with American Guard Services, Inc. having full operational responsibility for all management, contract administration, reporting and supervision of all productive security personnel. The Guard Force required averages from 50 to 100 Trained Security Officers plus Supervisors. All AGS port personnel and supervisors are Certified **Transportation Workers Identification Credential (TWIC)** holders. The Services Contract normally required that we perform the following major functions:

- Law and Regulation Enforcement
- Observe all activities taking place within the immediate areas
- Access Control
- Traffic Control
- Prevent Theft and Break-ins
- Protect personnel and resources
- Radio Communications
- Assist the Public
- Maintain Good Order and Discipline
- Fire and Alarm Monitoring
- Escort Services
- Emergency Support
- Be Alert for Out-Of-Pattern Occurrences
- Shore Security and vessel access control
- Provide X-ray and fluoroscope search of all baggage & packages



7. General Services Administration
GSA Center (10PPB)
400 15th Street, SW
Auburn, WA 98001-6599
Contract: GS-10P-99-LSD-0063
Contact: Ms. Gail Backus, Contract Manager
Tel: (253) 931-7923



Description: Responsible for controlling access, searching all packages, briefcases, and containers entering the buildings, using Fluoroscopes, X-Ray Machines, Explosive Detectors, Metal Detectors, and physical searches. Respond to all requests for assistance within or adjacent to the facilities. Detain persons as necessary in threat situations. Use force as needed to maintain discipline and order within the buildings. Deny access to all individuals carrying firearms, which are legal in Alaska. Control crowds and situations as required. Protect all personnel and resources of the Federal Government at all Federal Buildings and Offices throughout the State of Alaska.

8. U.S. Department of Transportation
Federal Aviation Administration
Acquisition & Real Estate Branch
Logistics Division
222 W. 7th Avenue, #14
Anchorage, AK 99513-7587
Contract: DTFA04-00-P-43803
Contact: Ms. Carmen L-A Surber
Tel: (907) 271-5877
Fax: (907) 271-5214



Description: American Guard Services, Inc. has operational responsibility for all management, contract administration and reporting and supervision of 12 Armed, Productive Security Officers in a high risk, aviation environment. We are required by the contract to perform the following major functions:

- Law and Regulation Enforcement
- Access Control
- Traffic Control
- Radio Communications
- Escort Services
- Emergency Support
- Package Search and Investigation
- Prevent the removal of Government Property
- Roving Patrols



WORK PLAN- STATEMENT OF WORK

American Guard Services is prepared and able to provide Security Services Post operations for the City of Key West in accordance with the "Statement of Work" provided. Supplying security services for the three time shifts poses no issue as American Guard Services (AGS) is a 24/7 security firm.

One security vehicle will be provided, maintained and insured for all shifts that are required with this contract. All employees will have necessary background check information which is standard to their employment, be trained and fully uniformed with backup scheduling in place for any variations in schedule or attendance.

AGS has a 24/7 dispatch center and all emergency and contact information and log in and log out information will be kept at the post at all times along with the company handbook and post orders.

The post commander will review all patrol sweeping and patrol scheduling to ensure the most effective and safety conscious patrol canvassing is in place at all times. The Post Commander will work closely with Security Guard personnel to ensure all of City of Key West's needs are met for effective security.

Staffing Plan / Employee Work Force

AGS has more than sufficient resources to staff and operate the City of Key West facilities. What we require is a staff of 110-125% of our contract needs, that will be either working on this contract or other contracts that we have, as a ready reserve for any emergency or special need. We generally draw our staff from a variety of sources; some of which are from current contract employees, Military Outplacement Center, Police Benevolent Associations, College Placement Centers, and respondents to advertising placed in the local newspapers. We have found from past experience, that we have not had a lot of success with using Job Centers, since this contract requires previous related experience.

American Guard Services, Inc. hires only the very best; we train them, inspect them, and evaluate them. We stress that we want only top quality personnel, and we will not tolerate any person that does not meet your expectations and requirements.



Expanded Coverage

AGS will staff each position as required and have “stand-by” personnel that are qualified, background checked, supervised and trained to provide the necessary services. The necessity to have sufficient back-up personnel cannot be over emphasized.

Staffing Unexpected Absences

The task of providing security guards for scheduled and unexpected absences is very important. AGS has established a sufficient number of qualified “Staff” who will be qualified to City of Key West standards. In the event a guard calls off or otherwise is not present for duty at the appointed time, the replacement will be dispatched immediately to the effected location. This individual will be on post within 30 minutes of notification. Staffing requirements will be maintained in the interim by holding over a guard as necessary. As specified, we also will initiate a recall system to summon our personnel for special duty as required.

These unplanned events would be minimal in number because of the force we will put in place and the compensation package the guards receive. Planned absences will be handled routinely through our additional staff of trained and qualified cadre of guards to cover these eventualities.

Relief and Break Work Plan

We can supply extra personnel as required on a short notice because we will qualify 125% personnel to meet.

Recruitment of Personnel

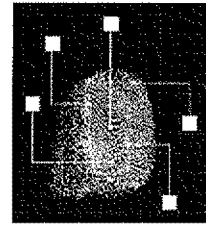
The high quality of personnel is a major factor in our company’s reputation for providing superior service to all of our customers, regardless of the size of the project. AGS consistently strives to hire the best available personnel. All final hiring and firing decisions are approved at corporate headquarters, based upon the recommendation of our local managers. This centralization of the vital hiring/firing function insures that we are in compliance with the appropriate Equal Opportunity Statutes and Policies of the Federal, State and Local governing bodies and that we are hiring the best qualified persons based upon their documented skills and the recommendation of the interviewer. This also insures that all personnel hired meet or exceed the requirements of the contract.



Hiring

AGS has developed a total plan to staff the assignment for the City of Key West. It has been carefully organized for contingencies. The essential part of the plan is the acquisition and hiring of sufficient number of personnel who meet the stringent qualifications as outlined in the RFP to staff the assignment. This part of our mission will receive the highest priority. We have conducted surveys throughout the area to determine the availability of additional personnel meeting the City of Key West requirements and feel that we can attract sufficient personnel to fully staff the assignment in a timely and orderly fashion. The different labor categories involved will be carefully screened for their proficiency and competency for the individual duties for which they will be considered. We have developed appropriate testing materials to determine their skill levels and abilities and other attributes to determine that they can meet the high standards of AGS and the client. Just meeting the requirements is not sufficient. We want the applicants, and ultimately the employees selected, to be able to perform beyond these requirements, and to excel. To accomplish this, we must only hire those individuals at the very highest sector of the labor pool.

Our Personnel Manager will be assigned upon notification of award to assist in this task as required. This individual will be assigned as long as necessary, to fully staff the assignment and have in place the infrastructure to continually re-staff and replace personnel as necessary. Our Personnel Manager will assist the contract manager and supervisor in staffing, and implementing the appropriate personnel policies and procedures.



Background Investigations:

AGS performs a full background investigation, including but not limited to criminal records check, state records check for every state the applicant has lived in during the last 5 years, and local police records check for every town the applicant has lived in for the last 5 years. We require a driver license printout so we can see if there has been any history of reckless operation or driving under the influence or any active failures to appear. We will contact and request a rating from every previous employer for the last 10 years. We also look for any unexplained gaps. We require a minimum of three, non-family personal references for additional investigation leads. If the individual is ex-military personnel, we require a copy of the DD-214 (long form).

Screening:

AGS uses a wide range of screening tests and methods. We check all references and previous employers. We require full physical examination and drug screening as a condition of employment. (Based on contract requirements)

Personnel Files:

The original file is maintained at our corporate headquarters and a complete copy is maintained at the Project Manager's office or in the branch office and the client agency as required. A copy of all pertinent data, such as verification of employment, education and personal references with our recommendation is provided to the Area Manager. The original file being at the corporate headquarters is also a check on both the data tracking and ensures that all employees on a given contract meet the requirements of the contract. This verification is based primarily on the file and job description.

Training Records:

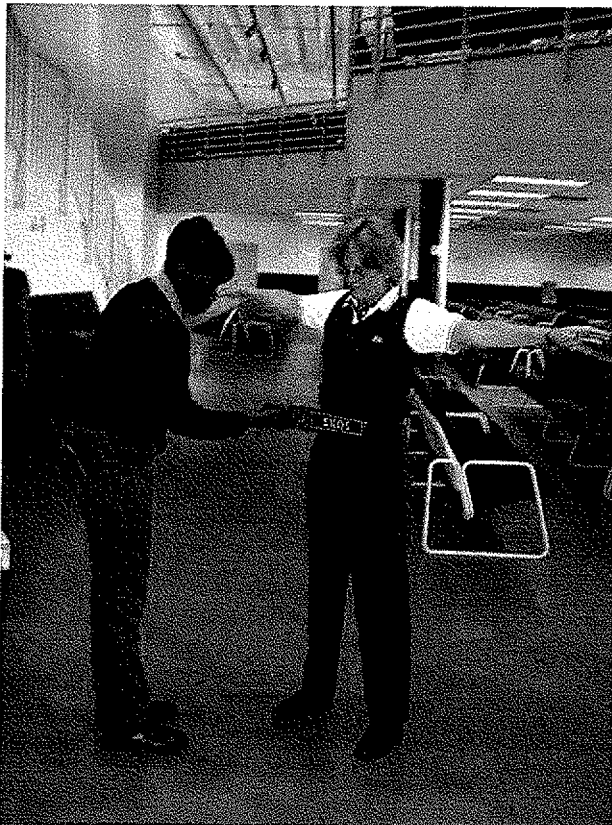
Each employee will have a training record which documents what classes or tests that this employee has completed. It also includes any certificates, letters and requests based upon the completion of a training cycle.



SECURITY PERSONNEL TRAINING

Security Personnel Development and Training

American Guard Services ensures that all Security Officers have satisfactorily completed any state mandated training requirements, along with any specific Training Program required by our clients. Training of our employees is under our direction in coordination with Federal, State Regulations.



Training Philosophy

Our training philosophy is twofold. First, we strive to ensure that individuals are knowledgeable and proficient in all aspects of their job tasks; and secondly, we identify areas of performance that must be corrected. Immediate corrective action is taken where duties are not performed to the mandated standards. The employee will be re-trained so that she/he can successfully demonstrate the ability to perform the duty prior to any assignment requiring the performance of the specific duty being tested. If the individual fails to properly perform a task while on duty, the individual will receive remedial instruction on the deficient performance and will be retested prior to resuming duties.

Classroom Training

This training is conducted prior to any personnel being assigned to any job position. Our training program consists of both interactive video-workbook and small group classroom instruction and is in accordance with federal and state statutes. Written tests are administered after each segment to determine the retention level of the material and learning objectives. Successful completion is required before assignment to any facility location.



SECURITY OFFICER TRAINING FORMAT

- I. Introduction to the Company and Being The Best
 - A. American Guard Services Orientation
 - B. Employment Policies
- II. Basic Security Officer Responsibilities
 - A. Role of Security Officer
 1. Detect
 2. Deter
 3. Report
 - B. Limits of Authority
 - C. Service Standards
 1. Attendance
 2. Appearance and Uniform
 3. Post Orders
 4. Radio & Security Code Communications
- III. Customer Service Skills
 - A. Communications
 1. Verbal Skills
 - a. Giving Assistance, Direction and Authorization
 - b. Handling Difficult Situations
 2. Writing Skills
 - a. Daily Reports/Log Books
 - b. Incident Reports
- IV. Prevention and Protection
 - A. Access Control/Handling Typical Situations
 - B. Enforcement
 1. Patrol Techniques
 2. Parking Enforcement and Traffic Control
 3. Detecting Security Breaches
 4. Enforcing Rules and Regulations
- V. Responding to Emergencies
 - A. First Responder
 - B. Illness and Injury Response
 - C. Bomb Threats
- VI. Safety Training
 - A. Accident Prevention
 - B. Hazardous Communication
 - C. Blood borne Pathogens
 - D. Crowd Control



AMERICAN GUARD SERVICES TRAINING PROGRAMS
Security Personnel Training and Development

Program	Content	Format	Length
Company Orientation Program (SOP)	Introduction to security officer role and responsibilities	Video/Certified Instructor	2 hours
Terrorism Response Procedures; WMD Training	Identifying & Crowd Control	Video/Computer Based	4 hours
Hazardous Material & Dangerous Cargo	Awareness and prevention	Video/Computer Based	4 hours
Department of Homeland Security Advisory System	Threat Level & Definitions	Video/Certified Instructor	1 hours
Report Writing	Basis for writing a clear and concise report	Video/Certified Instructor	2 hours
State & Local Police Procedures	Awareness & Methods that apply	Video/Certified Instructor	1 hours
Client Site Specific Post Orders	Introduction of Site Duties and responsibilities	Video/Certified Instructor	8 hours
Use of Force & Weapons	Awareness & Methods that apply	Video/Certified Instructor	2 hours
Labor unrest	Awareness & Methods	Video/Certified Instructor	2 hours
First Aid	Awareness & Methods	Video/ Material/Certified Instructor	2 hours

Supervisor Training and Development

Improving & Developing Skills of Security Supervisors	Communications and problem-solving skills	Video/Certified Instructor	8 hours
Facility Operations & Documentations	Methods of proper execution of documentation for facility operations	Video/Certified Instructor	8 hours
Radio Communications	Understanding and utilizing effective communications	Video/Certified Instructor	8 hours
Basic First Aid Skills	First Responder, CPR, & AED	Video/Certified Instructor & Practical Exercise	12 hours

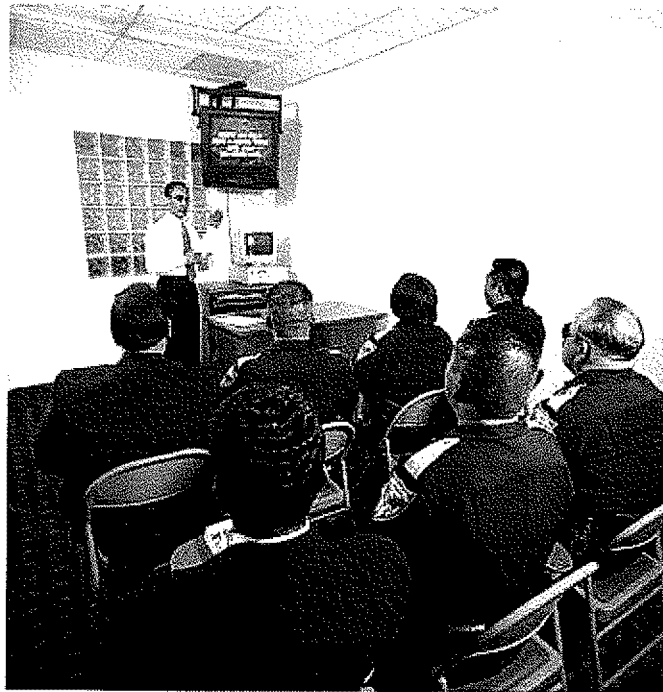


Training Standards

All guards requiring firearms will be licensed and trained in accordance with the California State Law. In addition, our company training for firearms is very extensive. American Guard Services, Inc. has its own certified trainer. He oversees our entire training program to meet all contract objectives. Our training will exceed that of the California requirements for firearms.

AGS has its own certified training academy headed by our trainer. He insures that all of our employees are trained to all contract and government specifications.

By motivating our officers to take pride in their job performance and compensating them properly, we have developed a very dedicated, highly trained cadre of career security officers. We have a full-time Training Director, whose only responsibility is to monitor our training plans and programs and modify them, as conditions require. A training program must be dynamic and capable of adapting to changing conditions.





These changes are often necessitated by incidents and situations, which have developed at our client's facilities. For this reason, our incident reporting system is cross-referenced into our training program to assure we are always at the forefront of innovative and new techniques in dealing with changing situations.

Lastly, we track all of our personnel's training documents using a computerized system so we can easily retrieve all of our officers' record. This also precludes us from assigning an untrained or unqualified officer to a facility without the required credentials and training.

All personnel shall be trained, tested, and successfully qualify in accordance with the contract specifications. Prior to assignment at any facility, all AGS employees shall complete the basic training.



Training Plan

Mandatory Training:

The company will provide designated contract personnel with training covering the following subjects and their application to the job sites:

- Rules and Regulations
- General, Post, and Special Orders
- Operational and Emergency Procedures
- First Aid and CPR
- Telephone and Radio Communications
- Role of Local, State and Federal Police Agencies
- Screening Equipment



Company Basic Training:

The company shall provide the above initial training to all new employees and the following training to all new employees or continuing employees that fail to score high enough on the mandatory examination for all employees.

Orientation / Duties and Functions of Contract Guards:

- What is Security
- Public Relations
- Maintenance and Safeguarding Uniforms & Equipment
- Appearance
- Role of the Guards
- Role of Public Law Enforcement
- Note taking / Reporting

Legal Powers and Limitations:

- Prevention vs. Apprehension
- Use of Force
- Search and Seizure
- Arrest Powers

Prevention and Protection:

- Patrolling
- Checking for Hazards
- Access Control
- Interviewing Techniques
- Inspections
- Safety
- Circulation Control

Enforcement:

- Techniques for Searching
- Handling Juveniles
- Handling Mentally Disturbed Persons
- Parking Traffic Control
- Enforcing Employee Work Rules / Regulations
- Observation / Description
- Preservation of Evidence
- Criminal / Civil Law
- Crimes in Progress
- Unruly Persons
- Defensive Tactics
- Procedures for Bomb Threats
- Procedures during Fires, Explosions, Floods and Demonstrations

Written Examination upon completion



SUPERVISOR TRAINING

Our policies require supervisory training for all personnel selected for promotion. A variety of Supervisory Training Programs have been developed by American Guard Services, such as Developing the Skills of Security Supervisors.

This program is given in separate, four hour blocks of instruction and consists of six modules.

Your Role as Supervisor - Employee motivations, two sets of assumptions (Theory X and Y) about work and workers, twelve factors influencing supervisory style, the balance between task and people (managerial grid), and action planning.

Interacting with Others - Analyzing Aim, Bias, and Climate...ours and theirs (the ABCs), using probes effectively, the three-step planning process for major planned interactions, four dimensions of response style.

Training the New Employee - Behavior (performance) as Knowledge, Attitudes, and Skills; setting the learning contract (Entering and Terminal behavior): applying the micro model and the macro model; eight learning principles applied.

Interpreting What You Hear - Ten listening guidelines, inference and assumption, three major barriers to be overcome, characteristics of good and poor listeners, organizing for retention, using questions and summaries to test for understanding.

The Problem Solving Process - A six-step procedure to State the Goals and Standards, Describe the Problem Circumstances, Identify the Most Likely Root Causes, Explore Alternative Actions, Apply Tests and Select and Implement the Best Plan

Persuading and Influencing Others - Finding a meeting ground (their needs and your needs), converting facts and features to outcomes and benefits, dealing with objections and barriers, testing for agreement, documenting who will do what and by when.

Each module stands on its own and is selected for use as needed to enhance the skills of supervisors. This program was designed for use as annual refresher training for experienced supervisors. Complete training manuals can be provided for your review upon request.



QUALITY CONTROL PLAN

American Guard Services, Inc. employs a full-time official to handle quality assurance. We have a Quality Control Manager who has outstanding credentials in Operations and Client Relations within the contract security industry. Each client has a distinct set of requirements that must be followed. Our supervisors will, upon their inspections, complete an evaluation for each officer for each facility a minimum of once a quarter. He then reviews these reports on a regular basis.

This pro-active system will alert us if services should fall below our high standards. Many quality assurance programs are based on a reactive management system. Ours is a totally pro-active system designed to detect flaws in the very beginning.

Also our quality assurance manager periodically visits all of our clients and inquires as to our quality services. This method complete with regular evaluation reports greatly allows us in maintaining the level of service we mutually desire.

Each category of the performance standards will be addressed. Obviously, field level management cannot evaluate some categories and items. The appropriate AGS managers will complete each category as their responsibilities indicate. Please see our evaluation document example.

Additionally, tests and quizzes will be developed, which can be administered by our field personnel to the officers. If they successfully complete the examination with 100% correct answers, they could receive an immediate monetary reward. This method of positive reinforcement to our high standards will help us achieve the quality of service that we mutually desire.

In this same fashion, we have an "Officer of the Month" Program based upon these past test results, job performance, attendance and supervisory recommendations. The Officer of the Month will be given a substantial cash award. Annually, an "Officer of the Year" will be honored and he/she will receive an expense paid trip for two to a resort. With these incentives to inspire good job performance and quality, our overall contract performance should be greatly enhanced. This quality assurance program will be integrated and coordinated into our ongoing training program.

Our quality control program will be designed to meet your exact requirements.

Establishing compliance with policies and procedures mandated by the client and maintaining proper documentation of actions taken.



Continually working with concerned personnel towards the very real goal of improving security and the service provided.

Our Quality Control Program is pro-active in that we prefer to operate ahead of trouble and to look ahead and plan accordingly. For many years, security has been in a reactive frame of mind. At AGS we dislike unannounced crisis so, in this regard, we believe it's in our best interest to plan and prepare, which ultimately prevents problems for our clients and us.

Pro-Active Approach

- . Our commitment starts the first day and continues for the term of our contract.
- . We prepare manuals for all accounts and tailor them to fit the needs of the clients.
- . We train all officers beyond the State requirements. Once American Guard Services, Inc. employs an officer they join a very unique company. Business as usual does not apply here.
- . We encourage our clients to get involved with our security program to observe our operation at all levels.
- . Our Quality Assurance Plan is not delegated. The owner insists that one of his responsibilities is to coordinate all quality issues. By doing so, you have one contract when there is a need to discuss your concerns.
- . Staff meetings are held regularly with all management personnel where we discuss our goal to keep tight controls on our staffing, training, procedures, communication (up and down the chain) and follow-up. This is our way of ensuring quality work is being provided. By attending to detail, we offer more than business as usual.
- . We provide daily, on all shifts, unannounced inspections by Supervisors. These inspections will continue throughout the term of the contract and records will be maintained of all inspections with the results of each one. We always encourage our supervisors to double back on unsuspecting officers, this serves as an excellent supervisory tool.



We have submitted a proposed quality control plan. This should demonstrate to the City of Key West our ability to develop a comprehensive quality control plan, which has been tested and proven on prior government contracts. We realize that this plan will have to be modified to meet the exact requirements of the City of Key West and to cover all procedures.

The Quality Control Plan is based upon a pro-active methodology in which we develop procedures to detect contract difficulties before they become serious and implement corrective action immediately. The Shift Supervisors obviously have quality control responsibilities, but the contract manager/quality control monitor will oversee their overall efforts for quality control. We will provide for announced and unannounced inspections. The designated monitors, who will be the contract manager and the deputy contract manager, will conduct these. In addition, our Vice-President of Contract Operations will oversee the quality control program and review it for compliance with contract specifications and assist the contract manager in carrying out the responsibilities for the quality control program. In addition, two corporate quality assurance personnel, will make quarterly audits, two of which will be announced and two unannounced.

All of the supervisors will have the responsibility for conducting some routine inspections, and all of the scheduled and unannounced inspections are assigned to the Quality Control Monitors.

B. Qualifications of Inspectors

All Quality Control Monitors are full-time employees and are therefore the best qualified and most knowledgeable of our personnel working on this contract. All the Quality Control Monitors have received training. The Regional Manager and conduct the majority of unscheduled or surprise inspections, and these are the ones that will generally show the problem areas, since they are not prepared for in advance for the inspection.

C. Action Assignments

Whenever a deficiency is uncovered, a specific person or persons will be designated to follow up on the problem until it is either corrected or placed into the Training Program. In this capacity it is up to that person to prepare the report to contract administration, set-up the file, set-up the tickler based upon target dates, set-up the retraining to brief the employees if called for, develop a stop-gap procedure as a temporary fix, and take any associated action as directed by the Project Manager.



Work to be Inspected on Scheduled Basis

TASK NO.	DESCRIPTION	INSPECTOR/MONITOR	FREQUENCY
1.	Supervision Supervision/Project Management	Project Manager/Post Commander Vice President Compliance	Bi-Monthly (1 announced & 1 unannounced) Semi-Annually
2.	Personnel Insp.	Project Manager/Post Commander	Bi-Monthly (1 announced & 1 unannounced)
3.	Entry/Exit Control	Project Manager/Post Commander	Bi-Monthly
4.	Summon Response	Project Manager/Post Commander	As Required As Needed
5.	Roving Patrol	Project Manager/Post Commander	As Required As Needed
6.	Alarm Response	Project Manager/Post Commander	Semi-Monthly
7.	Gate/Bldg. Open	Project Manager/Post Commander	Semi-Monthly
8.	Escorts	Project Manager/Post Commander	Semi-Monthly
9.	Monitor Alarm	Project Manager/Post Commander	Semi-Monthly
10.	Key Control Directives Submittals SOP's	Project Manager/Post Commander Project Manager Site Supervisor Project Manager/Post Commander	Minimum Bi-Monthly Semi-Monthly Semi-Monthly Semi-Monthly
11.	Initial Training Refresher Training	Project Manager/Post Commander Project Manager/Post Commander Project Manager/Post Commander	Semi-Monthly Semi-Monthly Semi-Monthly
12.	Project Manager	Vice President, Contract Compliance	Semi-Annually



How Inspections are to be conducted

1. **ACTUAL OBSERVATION** - Whenever possible observe the person or post as they are actually performing the duty, this will give you the best indication as to whether or not they understand what is expected of them.
2. **ASK QUESTIONS** - Ask specific question designed to test knowledge of the SOP's and Guard Duties.
3. **PERFORM THE INSPECTION** - Be specific and provide the correction as indicated at the time of the inspection.

The key to good inspections is to be clear, consistent and provide immediate assistance to clear up any problem areas. Remember, when you perform an Inspection, you are there to test the understanding of the task by the person assigned to perform the task. You must provide feedback.

Results of Inspections

A. Scheduling Inspections

Scheduled Inspections are those inspections, such as Vehicle Inspections, Personnel Inspections, Communications Checks and Reports, that everyone is aware of and prepares accordingly. These are very important since psychologically, each person takes pride in themselves and their job, and the inspection is used as a means of reinforcing that behavior.

In every inspection listed above, these inspections are performed by the Quality Control Monitors, and the employees are informed of the results immediately.

The attached Quality Control Inspection Schedule reflects the position responsible for conducting the inspection and those positions/people that would generally be inspected.

B. Performing Routine Inspections – Local Facility (Internal Only)

Inspection - Will be performed by Supervisors at the start and in conjunction with the roll call however this may be modified due to the unique situation at City of Key West facilities. One guard will be called forward and a personnel inspection conducted at that time. In the event of an unsatisfactory inspection the balance of the training will be used to emphasize the proper appearance, equipment, documentation, etc.



Training will generally address events that have recently occurred, are scheduled to occur, or changes to policies and procedures.

Personnel Inspection - One person will be inspected, and additional Personnel Inspections will be conducted as Unscheduled Inspections when inspecting posts, patrols, communications, etc. The Post Commander Supervisors will be inspected by the Project Manager/Quality Control Monitor bi-monthly.

Roving Patrol Inspection

Fixed Post Inspection

Communications Check

Report Inspection - this is accomplished on all written reports, logs, Dispatch Records, and other reports initially. When there have been no discrepancies for a period of time, this will drop to a percentage sampling on routine reports and logs. All Accident/Incident Reports, Drill Reports, Emergency Response Reports, and Quality Control Roving Patrol Reports will be reviewed by Site Supervisors and Contract Project Manager or his Deputy.

C. Preparing Inspection Reports

Inspection Reports shall be prepared by the Quality Control Monitor performing the inspection. If the report reflects derogatory information, then the person being inspected can be asked to sign or initial the report. If the derogatory information is significant enough to result in the person being written up, the preparer should get statements from any witness to the offense. For example, the Quality Control Monitor goes to inspect a post and finds the guard not at his/her post. The following steps should be taken:

1. Immediately get a replacement for the post
2. Prepare the inspection report as UNSAT.
3. Locate the offending party.
4. Report the incident to Site Supervise
5. Write up the offending Party
6. Request a statement from the party
7. Relieve the person immediately
8. Prepare Incident Report
9. Get statements from witnesses, if any.



D. Evaluating Inspections Reports

Each Inspection Checklist/Report shall be reviewed by the effected Supervisor, Quality Control Monitor, and Contract Project Manager.

The purpose of the review will be to:

1. Evaluate the performance on the contract
2. Identify problem areas
3. Identify problem employees
4. Identify areas to be stressed in training
5. Identify areas that require addition to the Formal Training Plan

E. Taking Corrective Action

When a deficiency is reported, an evaluation will be made to determine the type of corrective action to be taken. If the problem is of a personnel nature, then the offender will be written up and counseled, suspended, a special evaluation will be made and the individual placed upon probation, or a warning issued. If the problem is due to inadequate training, it will be corrected by training, if the problem is due to circumstances beyond our control, it will be written up as a discrepancy for City of Key West.

F. Preparing a Report of Deficiency and Action Taken

Depending upon the nature of the deficiency, the report will be written at the time of the incident, or if minor it will be summarized on the weekly summary. The monthly summary will be used to identify corrective actions taken to cure repetitive violations of City of Key West's and Company Policies.

If the corrective action called for concerns the development of additional training then the report will reflect the designation of a responsible person to develop the additional training and when it is targeted to start. The revised Lesson Plan will be submitted via the Project Manager to City of Key West.

If the corrective action requires some action upon the City of Key West to correct, a copy of the report or memo is to be provided to AGS Corporate Office and it will be placed within the tickler system for follow-up.



Updating Quality Control Plan

A. Responsibility

The responsibility for keeping the Quality Control Plan current is assigned to the Project Manager with advice and support from the Vice President of Contract Compliance, the actual modification to the plan will be prepared by our corporate office.

B. Reporting

When it has been determined by the Project Manager that the plan requires changing, for any of the following reasons:

1. Post Requirements - additional duties are required, a new SOP is written, posts are consolidated, etc.
2. Inspection Review - After review of Inspection Checklists and Inspection Reports, it is determined that fewer inspections will still maintain the desired level of contract compliance and personal competence, a change in the plan will be recommended to City of Key West.
3. Contract Change - Any contract change will normally require increased inspections of the post or post's being changed, until all parties are fully trained in the requirements and the new duties.
4. Personnel Turnover - Increased inspections of new personnel are required until we are fully satisfied that the new person is meeting our standards of appearance and performance, and fully understands all of the duties of the position the person is assigned to.

A formal request is made to City of Key West requesting the change, presenting the new schedule, and explaining the anticipated duration of the change. If it is permanent, then the total Quality Control Plan must be reviewed for changes. A copy of the request is to be sent to AGS Corporate office.



Retention of Inspection Reports

A. Responsibility

The responsibility for the retention and disposition of all Quality Control Inspection Checklists and Reports lies with the Contract Project Manager, in his collateral duty as Quality Control Monitor. This responsibility may be assigned to another person but overall responsibility for this duty belongs to the Contract Project Manager who is responsible for the operation of the contract.

All reports and inspection checklists are City of Key West property, and as such will be turned over to City of Key West at the end of the contract if so requested. All reports and inspection checklists may be requested by City of Key West at any time and shall be maintained in a constant state of readiness.

Due to the unique nature of this contract, the responsibility of our Contract Manager is that of reviewing the reports and checklists generated and making the summary reports to Corporate Headquarters.

B. Retention Schedule

All Inspection Checklists and Reports, Training Recommendations, and Quality Control Plan shall be retained at the contract site until the end of the contract, or until requested by City of Key West, whichever comes first. If City of Key West does not request the information at the end of the contract, the information shall be retained by AGS for a period of one year from the end of the contract.

C. Access to Files

Once an Inspection Checklist has been prepared and signed the access to that form is restricted to the following personnel.

AGS Corporate Offices
Quality Control Monitors
Supervisors (upon authorization)

City of Key West Post Commander
Field Training Officers

Any other person desiring access to these reports or inspection check-offs will be required to make that request in writing to the Project Manager. All Quality Control Reports and Checklists will be stored in a locked file cabinet at Project Manager's office.



D. Turn Over of Files

The files will not be allowed out of the Project Manager's control, except to AUTHORIZED City of Key West personnel, and then only after a receipt for them has been signed. At the end of the contract all of the reports, checklists and associated documents will be turned over to City of Key West when requested, and a signed receipt received.



SECURITY START-UP SCHEDULE

Function	Time Frame			
	Wk 1	Wk 2	Wk 3	Wk 4
Contract Award	✘			
Process Additional or new Personnel	✘			
Transition Team assigned and in place	✘			
On-site security review	✘			
Meetings with City of Key West Personnel	✘	✘	✘	✘
Establish lines of communication	✘			
Selection and approval of supervisors		✘		
Vehicle requirements finalized and ordered as necessary delivery 10 days or sooner		✘		
Recruitment of additional security personnel	✘			
Pre-employment screening process – suitability determination		✘	✘	
Evaluate new personnel	✘	✘		
Final selection and review of security force personnel			✘	
Review existing procedures	✘	✘		
Finalize training program	✘	✘		
Finalize Quality Control Program	✘	✘		
Revise and generate Post Orders as required		✘	✘	
American Guard Services, Inc. final personnel selection			✘	
Order uniforms & equipment as required			✘	
Classroom training completed				✘
Work schedule developed				✘
Fitting of uniforms & reorders as necessary				✘
On-site Training- OJT				✘



Notes to Security Start-Up Schedule

✦ *Week 1*

1. Conduct on-site survey of the areas to be protected and again review the requirements.
2. Meet with The Maricopa County representatives to cover policy and procedures pertaining to fire, safety, security, and maintenance in order to review policy and procedures. Thoroughly discuss anything relative to the protection plan in order to develop a successful security program. Begin updating or generating the Post Orders, as necessary, and establish a transition team to work directly with the State.
3. Discuss past, present, and possible future problems that would affect the security program.
4. Re-establish direct lines of communication and management controls.
5. Review any special security duties or procedures currently in progress.
6. Vehicle requirement finalized.

✦ *Week 2*

1. Select personnel to be assigned.
2. Start recruiting process of additional security personnel.
3. Conduct interviews and pre-employment screening of applicants.
4. Conduct on-site familiarization and training of the selected members of the transition team.

✦ *Week 3*

1. Final selection of security personnel accomplished.
2. Final stage of Post Orders confirmed and written.
3. Uniforms and equipment ordered and completed.
4. Preliminary training period begins.



Week 4

1. Classroom training completed.
2. Security manuals completed and reviewed with appropriate parties.
3. Complete on-site training, if permissible, by appropriate manager.
4. AGS Management completes all items necessary leading up to the start of service.
5. Develop work schedules.

Post Start-Up:

- a. **Start of Service:** As long as necessary, our office personnel will work along with the Maricopa County personnel. After the initial period, AGS management will maintain close communication in order to assure an orderly operation. After correcting any procedures that may be necessary, or replacing personnel for whatever reason, we will then proceed to normal contract operations.
- b. It is essential that our full support capability will be used in sustaining roles to ensure that the total transition is accomplished and an effective contract security operation results.



POST TRANSITION SCHEDULE

Function	Time Frame			
	Wk 1	Wk 2	Wk 3	Wk 4
On-site service evaluation by management	✘	✘	✘	✘
Meetings to critique service	✘	✘	✘	✘
Post-Orders/Security Manual discussion		✘		
Master Schedule revisions		✘		
Personnel reassessment		✘		✘
Evaluation of off-site inspection plan		✘	✘	
Confirmation of lines of communication			✘	
Training curriculum revisions		✘		
Quality Control Plan reviewed		✘		
Review of site survey results				✘
Procedures reviewed		✘	✘	✘
Service standards evaluation				✘

After the normal 30-day post-transition period, AGS would implement our planned method of operation as described in our proposal.



Notes to Post-Transition Schedule

1. Our transition team will work with security personnel at each location to determine the efficiency of Post Orders and evaluate personnel performance.
2. Meetings will be conducted weekly during the first month after start-up with client representatives to evaluate overall job performance and make necessary revisions to Post-Orders/Security manual, Master Schedule, Off-Site Inspection Plan, Communications Procedures and Site Reports.
3. AGS will evaluate all assigned personnel and candidly review results with State management. Secondly, an analysis of supervisory staffing and duties will be completed.
4. A final analysis of the new training curriculum will be done to determine its appropriateness to efficient job performance and discussed with the client's representative for possible revisions.
5. AGS will provide the client with documented results of any findings, with recommendations.
6. AGS will perform an overall service evaluation to determine the need for any procedural improvement in coordination with the Maricopa County management.

Post Orders/Security Manual

In order to efficiently and effectively provide security services, a comprehensive Job Description Manual will be developed by AGS. This Manual will contain complete duty instructions for all the Maricopa County posts. Although any topical list for Post Orders is endless, a limited sample of specific items is offered below. Although not all of these items pertain to your specific security needs, they are included to give you an idea of the range of topics we will cover.

1. General Information
2. Arrest and detention Situation Procedures
3. Communication Equipment
4. Computer Room Security Procedures
5. Emergency Procedures
6. Emergency Telephone Call Procedures
7. Flag Procedures
8. Gate Operation and Control
9. Gate Passes for Authorized Property Removal
10. International Services, Inc. General Orders and Regulations
11. Identification Cards and Automobile Decals



12. Incident Reports
13. Intrusion and Sonic Alarm Systems
14. Key Control Systems
15. Mail Pickup and Deliveries
16. Public Relations
17. Safety and First Aid
18. Security Clock Rounds
19. Appearance of Security Personnel
20. Security Personnel Schedule
21. Telephone Techniques
22. Traffic Control and Parking
23. Vehicle Usage and Control
24. Monitor Control
25. American Guard Services, Inc. Rules and Regulations

Additional instructions will be developed once identified through discussion with the Contract Administrators. All security instructions will be incorporated in the specific Post Orders with approval.



E-TIME SYSTEM

Scheduling System:

Once the basic contract elements have been set up in the system, but before the contract starts, operations creates a "Standard Schedule" A standard schedule creates a work schedule for the location at the post level that will be used to populate the current schedule over and over again. The standard schedule is updated for any personnel, hours or rate changes to ensure that when the current schedule is generated the information is correct.

"Current schedule" is exactly what it says - the current work schedule. The system creates a current schedule by converting a standard schedule into a current schedule. This is the basis for which employees actually perform their work. Employees are assigned their shifts and notified of any additional related training required. Here is generally what happens between the schedule being worked and the payroll:

Timekeeping procedures:

1. Timekeeping at the location. Generally, employees go directly to the work location and check in via automated phone system and/or sign-in sheet. If a sign-in sheet is used, the employee signs each day to confirm the hours worked.
2. Verification of hours worked.
 - A supervisor will monitor the time worked by visiting the location, usually at least once per shift, to ensure the employee is there and also that the employee is properly dressed and following procedures.
 - Each day, the scheduler verifies that the employee's hours worked are posted to the current schedule. Any variances from the schedule are investigated and resolved.
 - At the end of each week, the scheduler does one more check of hours worked for the previous week, to ensure that all hours worked have been posted to the schedule, and to investigate and resolve variances from the predefined schedules. In addition, the branch manager reviews and approves the schedule before it is final.
 - After the weekly schedule check, the accounting department "locks" the week to prevent any further changes from being made to the hours worked.
 - At the end of a pay period, the office operations manager is required to review, verify and approve the hours in the closed schedule (closed schedule is a worked day or series of days where the schedule versus worked hours have been verified and finalized). Once this is done, the data is ready to be transferred into the payroll system to pay employees.



Payroll Processing:

Once the closed schedule is transferred into the Payroll System, the data is now available to calculate the employee's gross earnings, taxes and withholdings and to print payroll checks. A pre-process report is reviewed prior to cutting checks to look for any unusual or missing information. Once everything has been reviewed and any discrepancies corrected, we finalize (authorize) the outside service to print the payroll checks.

If an employee works at more than one customer, it is possible that the employee may receive more than one pay rate for the pay period. In this case, the system calculates the hours worked at each location and the associated pay rates, in order to calculate the total amount to pay the employee for that pay period. If an employee has multiple pay rates during a pay period and incurs overtime, the overtime rate is calculated based on the pay rate of the location where the overtime is incurred.

The checks are generated from a computerized system and run on tri-fold paper which includes a list of all the hours and pay rates for each shift and location on the check stub for the employee to see what is being paid to them if they work under more than one contract.

After the checks are run, we review them again for anything that might have been missed prior to printing. The checks are distributed to the operations office or mailed directly to the employee's home.

Invoice Processing:

Once the schedules have been closed, reviewed and approved by the operations, the Billing Department can now utilize the data to create invoices. The Billing Department will create invoices and review them prior to finalizing them in the system. Once finalized, the "Check Billing Not Finalized Report" is utilized to help ensure all the billable hours have been captured and any discrepancy has been explained.

After the review of the reports is complete and system invoices have been finalized, the invoices are printed, all supporting documentation required by the customer is attached, and the invoice is sent to the customer.



Client Portal:

Available for client monitoring is a Client Portal to a web based site with client log in where the client can view the following reports regarding their account. The client may have his own login and password which will be set upon request if needed.

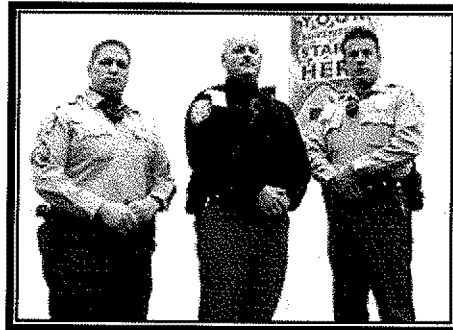
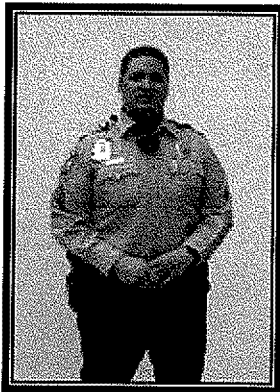
SAMPLE SCHEDULE

WEEK ENDING 06/27/2006	06/26/2006	06/27/2006	06/28/2006	06/29/2006	06/30/2006	07/01/2006	07/02/2006
TIME	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
PARK AND PILE ACTIVITY	0	18.6	18.6	18.6	18.6	18.6	0
UNARMED SECURITY OFFICER	04:00 - 10:00 10:00 - 16:00 16:00 - 22:30						



UNIFORMS AND EQUIPMENT

Our uniforms meet all the standard requirements for Cities and County within the State and are not similar to any law enforcement agency in these geographic areas. Our uniforms are green pants and beige shirts bearing patches identifying AGS.



EQUIPMENT

American Guard Services, equipment list:

- ID Card, Badge
- Uniforms, Raingear, Jackets
- Radios
- Detex
- Flashlights
- Key holders
- Sand Brown Belt
- Hand Wands
- Baton- Baton Holder
- Hand Cuffs, Cuff Holder
- Pepper Spray



PHOTO ID CARDS

AGS AGS

PPO12969



DEANDRE
CANDLER
1620694
SECURITY OFFICER
Expires
12/31/2010

AGS AGS

PPO12969



ELZEN
NIA
BROWN
DHL
SECURITY MANAGER
Expires
12/31/2010



LICENSES



Bureau of Security and Investigative Services
P.O. BOX 989002
West Sacramento, CA 95798-9002
(916) 322-4000

PRIVATE PATROL OPERATOR

LICENSE NO. PPO 12969
RECEIPT NO. 21100001

VALID UNTIL SEPTEMBER 30, 2011

AMERICAN GUARD SERVICES
1299 E ARTESIA BL #200
CARSON CA 90746

In accordance with the provisions of
Division 3, Chapter 11.5 of the Business
and Professions Code, the company
named hereon is issued a Private Patrol
Operator License Renewal.

08/03/09
08/03/09

----- NON-TRANSFERABLE --- POST IN PUBLIC VIEW -----

9P1PPO 02/29/08



FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES

**CHARLES H. BRONSON
COMMISSIONER
DIVISION OF LICENSING**

ISSUE DATE: 06/30/09

LICENSE NO. B 9900131

THE AGENCY OR SCHOOL NAMED BELOW IS
LICENSED AND REGULATED UNDER THE
PROVISIONS OF CHAPTER 493, FLORIDA STATUTES,
FOR THE PERIOD EXPIRING

MARCH 13, 2012

SECURITY AGENCY

AMERICAN GUARD SERVICE
1015 N. AMERICA WAY
#108
MIAMI, FL 33132

ASSAL. SHERIF M.
OWNER



**CHARLES H. BRONSON
COMMISSIONER**



State of Florida



Department of State

I certify from the records of this office that AMERICAN GUARD SERVICES, INC., is a corporation organized under the laws of California, authorized to transact business in the State of Florida, qualified on September 20, 2002.

The document number of this corporation is F02000004808.

I further certify that said corporation has paid all fees due this office through December 31, 2003, that its most recent annual report/uniform business report was filed on May 5, 2003, and its status is active.

I further certify that said corporation has not filed a Certificate of Withdrawal.

Given under my hand and the
Great Seal of the State of Florida
at Tallahassee, the Capitol, this the
Second day of July, 2003



CR2EO22 (2-03)

Glenda E. Hood
Glenda E. Hood
Secretary of State



CHARLES H. BRONSON
COMMISSIONER

FLORIDA DEPARTMENT OF
AGRICULTURE AND CONSUMER SERVICES
DIVISION OF LICENSING • TALLAHASSEE, FLORIDA



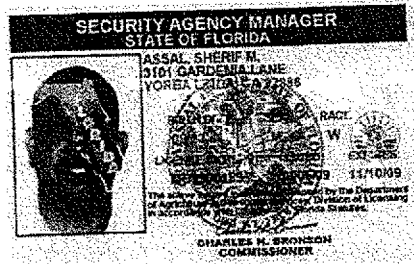
GENERAL LICENSE INFORMATION

Important: Review all information on your license. Notify the Division of Licensing immediately if there are any errors on the license.

Within 10 days of the changing of a permanent address you are required to notify the Division of Licensing of the change.

If your license is lost, stolen or destroyed, notify the Division of Licensing immediately in writing and include a fee of \$15 for a replacement license.

For further licensing information, visit our website at:
<http://mylicensesfla.com>



ASSAL, SHERIF M.
3101 GARDENIA LANE
YORBA LINDA, CA 92886

MB9900189



CERTIFICATE OF INSURANCE

Client#: 30666

AMEGU2

ACORD™ CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/DD/YYYY) 3/19/2010
PRODUCER Szerlip & Company, Inc. 288 Main Street Millburn, NJ 07041 973 487-0400	THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.	
INSURED American Guard Services, Inc. 1299 E. Artesia Blvd., Ste 200 Carson, CA 90746-1686	INSURERS AFFORDING COVERAGE INSURER A: First Mercury Ins. Co. INSURER B: Everest National Ins. Co. INSURER C: Zurich Ins. Co. INSURER D: Chubb/ Federal Ins Co INSURER E:	NAIC # _____ _____ _____ _____

COVERAGES

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. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR ADD'L	LTR INSRE	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
A		GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY CLAIMS MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> Errors & Omissions GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO SECT <input type="checkbox"/> LOC	FMM1020807	09/30/09	09/30/10	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (EA OCCURRENCE) \$100,000 MED EXP (Any one person) \$5,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$3,000,000 PRODUCTS - COMP/OP ACC \$3,000,000
		AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS				COMBINED SINGLE LIMIT (EA accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
		GARAGE LIABILITY <input type="checkbox"/> ANY AUTO				AUTO ONLY - EA ACCIDENT \$ OTHER THAN EA ACC \$ AUTO ONLY: AGG \$
A		EXCESS/UMBRELLA LIABILITY <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE DEDUCTIBLE <input checked="" type="checkbox"/> RETENTION \$ 10000	CUM1000756	09/30/09	09/30/10	EACH OCCURRENCE \$9,000,000 AGGREGATE \$9,000,000
B		WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? If yes, describe under SPECIAL PROVISIONS below	5300001531101 HI 5300001532101 FL, NV	03/16/10	03/16/11	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <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
C		OTHER Crime	FID363226303	07/30/09	07/30/10	\$100,000
D		Property/I.M.	6615676	12/22/09	12/22/10	Scheduled

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS

CERTIFICATE HOLDER American Guard Services, Inc. 1299 E. Artesia Blvd. Carson, CA 90746-1686	CANCELLATION 10 Days for Non-Payment SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT. BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES. AUTHORIZED REPRESENTATIVE <i>Robert Szerlip</i>
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