



October 30, 2019

Ryan Clevenger  
Director, Asset Protection  
Safeway/Albertsons Seattle Division  
1121 124th Ave NE  
Bellevue, WA 98004

Dear Mr. Clevenger,

Thank you for inviting Allied Universal® Security Services to participate in your proposal process. We understand the importance of quality security, and we look forward to developing a customized program that meets your requirements.

Allied Universal® has been recognized in several of the most important areas of security operations including training and development, community action and uniforms. We are proud to have received top honors from organizations such as:

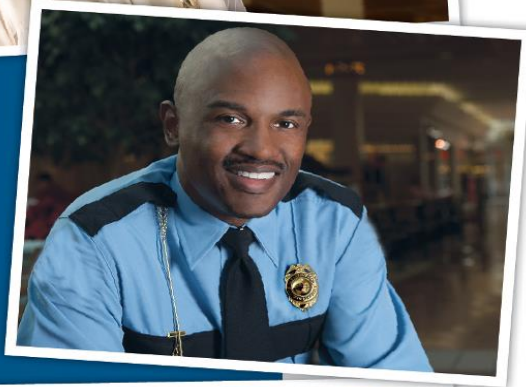
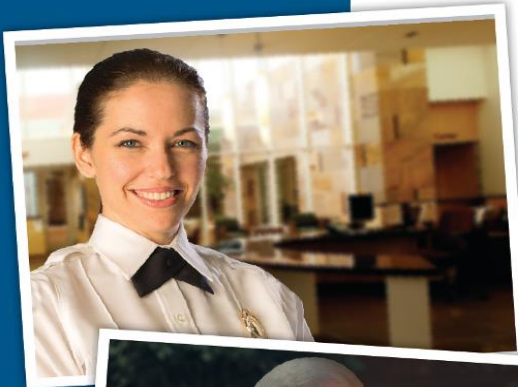
- *Chief Learning Officer* magazine
- Corporate University Xchange
- Brandon Hall
- US Veterans Magazine
- American Society for Training and Development (ASTD)
- National Association of Uniform Manufacturers and Distributors
- National Top Workplace
- Inc. Magazine's Top Job Creator
- Building Owners and Managers Association (BOMA)
- American Society for Industrial Security (ASIS)

Allied Universal® is submitting this proposal, in accordance with the request for proposals ("RFP") documents, including the requirements, instructions, attachments and our proposed exceptions. Notwithstanding anything to the contrary, Allied Universal® looks forward to negotiating a mutually agreed upon contract if it is awarded the underlying RFP business.

We look forward to working with your organization. I will contact you to discuss the next steps. If you have any questions, please contact Michele Konrad, Business Development Manager, at 425-219-0920 or [Michele.Konrad@aus.com](mailto:Michele.Konrad@aus.com).

Sincerely,

Nick Orlik  
Regional Vice President



## Evolving Security Solutions to Meet Your Needs

### A Security Program for Safeway/Albertsons Seattle Division

October 30, 2019



Presented to:  
**Ryan Clevenger**  
Director, Asset Protection  
Safeway/Albertsons Seattle Division

Presented by:  
**Michele Konrad**  
Business Development Manager  
Allied Universal® Security Services



PCVA000937

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This security services data, furnished in connection with a request for information, shall not be disclosed in whole or in part to any third party. This restriction does not limit the right of Safeway/Albertsons Seattle Division to use information contained in the data if it is obtained from another source without restriction.

## RFP for Contract Security Guard Services

Albertsons, Safeway, Carrs – Seattle Division

### 1.0 – Introduction

This Request for Proposal ("RFP") is intended to solicit information and proposals from qualified Security Guard Service Providers ("SERVICE PROVIDERS") capable of meeting Safeway/Albertsons – Seattle Division ("CLIENT") and/or its affiliates and subsidiaries needs for its various facilities outlined in Section 18, Pricing. The SERVICE PROVIDER ("SERVICE PROVIDER") selected by CLIENT will have significant expertise in the areas necessary to meet the needs and requirements set forth in this RFP, including, without limitation, the ability to provide innovative solutions and introduce CLIENT to opportunities. Critical criteria in CLIENT's evaluation process will include the Provider's ability to share data and jointly develop and provide services that meet our mutual needs. Through this RFP process, CLIENT desires to enhance service efficiency and minimize costs and risk, while at the same time providing the SERVICE PROVIDER with the incentive to successfully perform based upon pricing, the operational parameters set forth herein, the negotiations between the parties and a formal written agreement documenting the parties' relationship.

### 1.1 – CLIENT Company & Primary Contact Information

Safeway/Albertsons – Seattle Division  
1121 124<sup>th</sup> Ave NE  
Bellevue, WA 98005

#### RFP Primary CLIENT Contact

Ryan Clevenger  
Director, Asset Protection  
Ryan.Clevenger@safeway.com  
(425) 201-6336

### 1.2 – Information & Data

SERVICE PROVIDERS are invited to submit proposals for unarmed uniformed security guard services to CLIENT in connection with its facilities as detailed in Section 18 within this RFP. This RFP is being provided to SERVICE PROVIDERS so that they may develop a comprehensive cost and performance proposal for meeting some or all of CLIENT's needs but is not intended to limit proposal content. SERVICE PROVIDERS are encouraged to provide proposals which include alternative service methods or operations. The information provided by CLIENT in this RFP is the most accurate and quantifiable data presently available to us, it provided solely for the purpose of assisting you in submitting a proposal. In addition, all information contained in this RFP is strictly confidential and proprietary to CLIENT, and:

- i. shall not be used for any purpose other than in your preparation of a proposal
- ii. may only be disclosed to your company's principals, directors, officers and employees on a need-to-know basis relating directly to your proposal, and only after they have been made aware of and agreed to the confidential nature and restrictions on such information
- iii. may not be disclosed to any third party for any reason, except as is provided for herein or as is approved by CLIENT in advance in writing

I agree to the above conditions in Section 1.2, "Information & Data".

Nick Orlik, RVP  
Name, Title

[Signature]  
Signature

10/29/14  
Date

**2.3 – RFP Schedule**

SERVICE PROVIDER responses to this RFP must be sent electronically to be received by CLIENT before 5:00PM PST on **October 30<sup>th</sup>, 2019**. Any proposals that are received late or are not in compliance with the instructions and/or requested elements found in this RFP may be rejected and eliminated from consideration. In addition, SERVICE PROVIDERS may be required to present their proposal to CLIENT personnel. You may be contacted concerning such presentations once your proposal has been received and reviewed. We request that you review the RFP and submit your initial questions by, **October 23<sup>rd</sup>, 2019**. Additional questions will be accepted and responded to throughout the RFP schedule. The following is a planned schedule of activities related to this RFP and selection of a SERVICE PROVIDER:

**October 10 – 17, 2019** – Issue RFP to SERVICE PROVIDERS

**October 23, 2019** – Initial Questions must be submitted by Time

**October 30, 2019** – Receipt of electronic proposals from SERVICE PROVIDERS

- If SERVICE PROVIDER requests an extension for Proposal Submission, the request must be submitted to RFP Primary CLIENT Contact before 5:00PM PST on **October 30<sup>th</sup>, 2019**

**November 20, 2019** – Projected commencement of service date

\*All dates are subject to change at CLIENT's sole discretion.

**2.4 – RFP Terms and Conditions Applied to the Agreement**

The terms and conditions of the RFP, including any specifications and the completed proposal, may become, at CLIENT's sole discretion, part of the Agreement. If you fail to object to any term or condition in this RFP, it shall conclusively mean you agree with and will comply with all such terms and conditions. All objections must be submitted to CLIENT in writing as a part of your response to this RFP. SERVICE PROVIDERS must clearly set forth any restriction within their proposals where they are unable to meet the CLIENT specification. Unless expressly indicated, CLIENT will assume that the SERVICE PROVIDER's proposal meets the required specifications. Any restrictions will be considered during the evaluation phase and may influence the RFP awards.

**2.5 – Indemnification**

The SERVICE PROVIDER agrees to indemnify, defend and hold harmless Albertsons Companies, its affiliates, officers, directors, employees, and agents (each an "Indemnified Party" from and against any losses, costs, damages, actions, suits, demands, fines penalties, judgments, and expenses (including reasonable attorneys' fees and costs) arising out of (i) a breach or alleged breach of this Agreement; (ii) death, personal injury or property damage cause, directly or indirectly, by [SERVICE PROVIDER] and any subcontractor, if applicable, and any of their respective officers, employees or representatives, or (iii) any matter that [SERVICE PROVIDER] is required to insure against under this Agreement. Upon receipt by an Indemnified Party of notice of a claim, action or proceeding in respect of which indemnity may be sought hereunder; CLIENT shall within a commercially reasonable time notify the [SERVICE PROVIDER] in writing with respect thereto. [SERVICE PROVIDER] shall assume and control the defense of any litigation or proceeding in respect of which indemnity is sought hereunder with counsel reasonably acceptable to CLIENT.

~~I have read the Indemnification language and my company agrees.~~

I have read the indemnification language and my company agrees to such language at Section 4 of the attached redlined Security Service Agreement, as amended.

Nick Orlik, RVP  
Name, Title  
[Signature]  
Signature

10/29/19  
Date

**4.2 – Insurance Requirements**

SERVICE PROVIDER, at its sole cost and expense, shall at all times during the term of the Agreement, carry and maintain the following required insurance coverage with insurance companies authorized to do business within the States of Washington, Alaska & Idaho.

Before commencing work, SERVICE PROVIDER shall furnish CLIENT with certificate(s) of said insurance policy or policies and shall assume responsibility for placement and renewal of all such policies.

- a) Commercial General Liability including but not limited to (i) injury to person, (ii) damage to property, (iii) contractual liability coverage, and (iv) personal injury liability (including but not limited to false arrest, malicious prosecution, detention, or imprisonment, defamation of character, infliction of emotional distress, assault, invasion of privacy, libel, and slander), in an amount not less than \$2,000,000 for each occurrence listing ALBERTSONS COMPANIES, INC. and its affiliates and wholly-owned subsidiaries as additional insured;
- b) Business automobile liability insurance for owned or non-owned vehicles in the amount of \$2,000,000 combined single limit for losses resulting from operation of vehicles owned or non-owned by Contractor and used in providing the Services contemplated by this Agreement, listing ALBERTSONS COMPANIES, INC. and its affiliates and wholly-owned subsidiaries as additional insured under such policy;
- c) Third Party Crime insurance in an amount not less than \$500,000;
- d) Workers Compensation at statutory limits; and
- e) Employer's Liability at limits not less than \$1,000,000.

This insurance shall be issued by one or more insurance carriers licensed to do business in the state where Services are rendered and with an AM Best rating of at least A-VII. PRIOR to execution of this Agreement, Contractor shall provide Albertsons with a Certificate of Insurance which shall indicate all insurance coverage required by the provisions herein and that Albertsons will be provided with thirty (30) days' written notice prior to substantial modification or cancellation of such policy. Upon awarding of Service from CLIENT, such Certificate of Insurance shall be sent to: ALBERTSONS COMPANIES, INC., Attn: Records Center, 250 Parkcenter Blvd., Boise, ID 83706, and an electronic copy sent to RFP Primary CLIENT Contact.

I have read the insurance requirements and will provide insurance at the level designated by CLIENT.

~~I agree to the above conditions in Section 4.2, "Insurance Requirements".~~

I have read the insurance requirements and my company agrees to such language at Section 7 of the attached redlined Security Service Agreement, as amended.

Nick Orlik, RVP  
Name, Title  
Nick Orlik  
Signature

10/29/19  
Date

## Questionnaire

### Company Information

Legal Company Name

Universal Protection Service, LP DBA Allied Universal®

Parent Company Name

Universal Services of America, LP

Street Address

City

State

Zip Code

County

801 South Fidalgo Street, Second Floor  
Seattle, WA 98108  
United States

Are visits to your site/office available by appointment

Yes

Primary Contact Name: Phone & Email

Secondary Contact Name: Phone & Email

Senior Management Contact Name: Phone & Email

Legal Contact Name: Phone & Email

Accounting Contact Name: Phone & Email

Senior Management Contact Name: Phone & Email

Primary:	Michele Konrad	425-219-0920	michele.konrad@aus.com
Secondary:	Jason Brown	425-761-9428	jason.brown@aus.com
Senior:	Nick Orlik	858-922-8135	nick.orlik@aus.com
Legal:	Don McAvoy	484-351-1420	don.mcavoy@aus.com
Accounting:	Isabel Cambambia	714-371-1028	isabel.cambambia@aus.com
Senior:	Nick Orlik	858-922-8135	nick.orlik@aus.com

Please give a brief overview of your company including commodities and / or services provided

For over 60 years, Allied Universal® has put life safety and security as our top priority. It is our mission to keep up with and leverage emerging trends and industry best practices as they evolve so you don't have to. Allied Universal® performs unarmed and armed uniformed security services; security system installation, monitoring and maintenance; specialized security services such as risk assessments, executive protection, litigation support, and more; event staffing; janitorial services; and general staffing services.

			Artificial Intelligence (AI) powered workforce management system
Armed & Unarmed Security Professionals Cleared Security Professionals Vehicle Patrol Visitor Management/Concierge	K-9 Security Services Joint Security Programs Vertical Market Expertise		
			
 <ul style="list-style-type: none"> <li>• Access Control</li> <li>• Video Surveillance</li> <li>• Autonomous Robots &amp; Drones</li> <li>• Monitoring &amp; Response Center (MaRC)</li> <li>• Fire &amp; Intrusion Alarm Monitoring</li> <li>• GSOC Services</li> <li>• Hosted &amp; Managed Access Control</li> <li>• Video Surveillance</li> </ul>	 <ul style="list-style-type: none"> <li>• 24-hour Event Security</li> <li>• VIP/Talent Escort</li> <li>• Red Carpet Staff</li> <li>• Crowd/Audience Management</li> <li>• Parking Services</li> <li>• Alcohol Management</li> <li>• ID Checkers</li> <li>• Ushers/Ticket Takers</li> </ul>	 <ul style="list-style-type: none"> <li>• Security Risk Management Consulting</li> <li>• Threat &amp; Violence Risk Management</li> <li>• Off-Duty Officers (ODOs)</li> <li>• Security Risk Investigations</li> <li>• Asset Protection &amp; Disaster/Emergency Response</li> <li>• Specialized Services</li> </ul>	 <ul style="list-style-type: none"> <li>• Green Cleaning</li> <li>• Janitorial Software Solutions</li> </ul>
 <ul style="list-style-type: none"> <li>• Fire Life Safety Training</li> <li>• Floor Warden &amp; Fire Drill Assistance</li> <li>• Emergency Preparedness</li> <li>• Specialized Industry Training</li> <li>• Plus much more</li> </ul>			
<b>International Security Services</b>			

Every day, over 200,000 Allied Universal® security professionals secure and care for the people and businesses in our communities. They are responsible for protecting more than 42,000 client sites across the United States, Canada, Mexico and Europe covering multiple specialty sectors such as Higher Education, Healthcare, Commercial Real Estate, Retail, Corporate Complexes, Residential Communities, Chemical/Petrochemical, Manufacturing and Distribution, Government Facilities, Shopping Malls and more.

Which year was your company established?

Allied Universal® was formed in August 2016 with the merger of Universal Protection Service and AlliedBarton Security Services, though our experience stretches back to 1957.

What is your web URL?

<https://www.aus.com/>

Provide SIC/NASIC#  
DUNS/DB#  
Federal Tax ID#

NAICS: 561612  
DUNS: 17-894-4224  
Tax ID: 33-0973846

## Ownership Information

If public, where does your company trade, and under what stock symbol?

We are not public.

If private, who are the top three principle owners, and what is the related ownership percentage of each?

Allied Universal® is owned by two leading private investment firms, Warburg Pincus and The Wendel Group, as well as members of the company's management team and other private investors, including CDPQ (Caisse de dépôt et placement du Québec), expected to close in the 3rd quarter 2019.

## Customer References

Please provide 5 customer references and the following information:

Our clients can best speak to our commitment to quality security services. We have a reputation for becoming an integral part of our clients' security programs and building long-term relationships. Because they value the importance of a strong partnership with a contract security company, and because they appreciate all of our efforts, our clients are willing to speak with you about their experiences with us.

### Company Name: United Parcel Service (UPS)

*Project Address: All distribution centers/facilities in the Northwest*

Hours per Week:	2,888
Customer Name:	Brian Coy
Customer Phone:	206-455-5152
Customer Email:	Bcoy@aus.com

### Company Name: Starbucks

*Project Address: All distribution centers/facilities in the Northwest*

Hours per Week:	3,600
Customer Name:	Brandi DeVasier
Customer Phone:	971-313-2700
Customer Email:	Bdevasie@starbucks.com

### Company Name: Boeing

*Project Address: All distribution centers/facilities in the Northwest*

Hours per Week:	13,000
Customer Name:	Philip Cane
Customer Phone:	Philip.j.cane@boeing.com
Customer Email:	425-220-7288

### Company Name: Save Mart

*Project Address: 1600 Yosemite Blvd. Modesto, CA 95354*

Hours per Week:	2,200
Customer Name:	Bob Hess
Customer Phone:	209-548-6503
Customer Email:	Bob.hess@savemart.com

**Company Name: T-Mobile**

*Project Address: 12920 SE 38<sup>th</sup> St. Bellevue, WA 98006*

Hours per Week:	2,500
Customer Name:	Brian Hall
Customer Phone:	425-208-6970
Customer Email:	Brian.Hall2@tmobile.com

Has your company provided product or services to CLIENT or its affiliates in the past 5 years?  
If previously, when?  
If yes, what companies, locations and dates.

No, we have not provided product or services to the client or affiliates in the past 5 years.

CLIENT shall have the right to audit SERVICE PROVIDER, providing reasonable prior notice, to inspect pertinent records to confirm compliance with its agreed obligations at time of business award. Do you agree to allow CLIENT to inspect those records?

Yes, we agree to the inspection of pertinent records to confirm compliance.

## Legal

Completion of RFP process and awarding of all or partial business will be subject to full legal review by Albertsons Companies, to include service agreements, addendums and provided documentation from RFP process. Please provide answers to the following:

Has your company ever filed bankruptcy?

If "Yes", when?

No, Allied Universal<sup>®</sup> has never filed bankruptcy.

Is your company currently contemplating mergers or acquisitions?

We have made multiple large mergers over the past several years that have resulted in increased capabilities in terms of technology, geography of coverage, and services we can provide. Services have continued without interruption for our current clients.

Our plan is to continue to regularly make capital expenditures to upgrade technology, supporting payroll and billing services, communications and data storage, our training platform, and human capital management. In addition to these investments, we will also continue to focus on making strategic acquisitions of companies that support and further our organic growth and/or provide us an increased service delivery in one or more vertical markets.

Any mergers or acquisitions will not affect our service for Safeway/Albertsons.

Are you currently going through any litigation that may impact services?

Currently, we are not involved in any arbitration and/or legal proceeding that we expect to have a material adverse effect on our business, financial condition, or results of operations. Like any security provider, Allied Universal<sup>®</sup> is subject to routine litigation in the ordinary course of its business, some of which involves claims resulting from the conduct of its security operations. We maintain general liability and other insurance coverage which we believe adequately insure us against the risks associated with these claims.

Do you have a formal/written safety program? If yes, please attach.

Yes. Our company-wide safety program instills a personal commitment to safety in every one of our employees. This has resulted in fewer accidents, less time lost from work due to injury, and fewer service interruptions for our clients. Our safety program is driven by our safety training and reinforced by our Safety Manual. A committee, which includes representation by senior management, safety and risk executives, operational teams and corporate representatives works to promote consistent, safe work practices at each site we service.

## Our Safety Program & Workplace Violence Prevention



### Safety Resources

Corporate Safety Manual  
Safety Calendar  
Monthly Tips and Articles  
Safety Webinars

### Workplace Violence Prevention

Workplace Violence website  
[www.aus.com/workplaceviolence](http://www.aus.com/workplaceviolence)

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



### Safety Training

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



### Safety Security Professional Specialist Training

Injury & Illness Prevention  
First Aid, Incident Reporting & Investigation  
Job Safety Analysis  
Workplace Violence  
Emergency Action/Fire Prevention

### Fire Safety Security Specialist Training

Detecting & Preventing Fires  
Fire Extinguishers  
Avoiding Injuries  
Hazardous Materials

### Local Safety Management

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



### Slip Resistant Shoes

Slip resistant shoes  
available to employees at  
a highly discounted rate.

**15% reduction in slips & falls**

### Snow/Ice Traction Devices

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



### Vehicle & Driver Safety

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



We have provided the Table of Contents to our Safety Manual on the next page. We can provide the full 250-page manual upon request.

# Corporate Safety Manual

## Index

Tab	Title
1	<b>Management Commitment to Health and Safety</b>
2	<b>Injury Illness Prevention Plan</b> Appendix 2.1 – IIPP Summary
3	<b>Safety Orientation</b> Appendix 3.1 – Employee Safety Orientation Checklist
4	<b>Safety Training</b> Appendix 4.1 – Summary of OSHA Regulatory Training Requirements
5	<b>Job Safety Analysis Program</b> Appendix 5.1 – Job Safety Analysis Appendix 5.2 – Hazard Assessment Form Appendix 5.3 – Pre-Job Safety Analysis Appendix 5.4 – Job Safety Analysis Workflow
6	<b>Managing Medical Care</b> Appendix 6.1 – Mandatory First Aid Supplies List
7	<b>Incident Reporting and Response</b> Appendix 7.1 – Employee Incident Report Form Appendix 7.2 – Investigation Form Appendix 7.3 – Root Cause Analysis Questioning Guide Appendix 7.4 – Root Cause Analysis & Corrective Actions Worksheet
8	<b>Emergency Action &amp; Fire Prevention</b> Appendix 8.1 – Emergency Action Plan
9	<b>Fall Prevention</b>
10	<b>Heat Illness Prevention Plan</b>
11	<b>Hazard Communication</b>
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13	<b>Personal Protective Equipment</b> Appendix 13.1 – PPE Hazard Assessment Appendix 13.2 – Mandatory Respirator Medical Evaluation Appendix 13.3 – Sample Respiratory Protection Program
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17	<b>Access to Employee Medical &amp; Exposure Records</b> Appendix 17.1 – Authorization Letter for the Release of Employee Medical Records Appendix 17.2 – Annual Employee Notice of Access to Medical/ Exposure Records
18	<b>OSHA Recordkeeping</b> Appendix 18.1 – Process to Determine OSHA Recordability
19	<b>OSHA Inspections</b>
20	<b>Safety Committee</b> Appendix 20.1 – Safety Committee Charter
21	<b>Vendor Verification Services</b> Appendix 21.1 – 21.9: various topics with limited application to only to affected sites

Do you have a disaster recovery plan in place? If yes, please attach policy plan

Yes. Our core systems are hosted in a secure data center at SunGard in Philadelphia, PA, with multiple layers of redundancy. Our applications are deployed over a wide area network to more than 180 offices throughout North America. Our company has taken steps to ensure system integrity, including both physical security measures as well as mission-critical system security practices.

Remote access to email and our intranet allows our management and support staff to operate from anywhere. Our focus on local management also ensures that business will continue as usual if there is an unexpected challenge. We have the resources in place to fill open positions, provide additional staff and management as needed. Allied Universal<sup>®</sup> can meet the security services needs of Safeway/Albertsons at all times.

We have provided a sample Business Continuity Plan summary and table of contents on the next few pages.

## Business Continuity Executive Summary

The following is designed to provide a high level overview of Allied Universal Services (“AUS”) Business Continuity Program. AUS Business Continuity Plan (the “Plan”) is a series of critical incident management and contingency plans developed to meet Allied Universal’s needs in confronting a critical incident, whether natural or man-made. Given the decentralized nature of our operations, Plans are developed and maintained at a Regional Level, so as to be tailored and responsive to events or disruptions that may impact our clients and operations.

For the sake of clarity, the AUS Plan defines a Critical Incident (“CI”) as any event that directly and severely affects any AUS business location, requiring immediate and continuous attention due to the significant harm or potential for significant harm presented to AUS employees, the potential or actual interruption in operations, or inability to continue services for our clients due to a CI.

Crisis Management Teams are included in each regionalized plan and are tasked with the following:

- Fully assess the situation through information gathering
- Identify the issues relating to the incident (e.g., harm to employees, assets, potential interruption of operations, liability/reputation)
- Assign tasks with an objective of containing, resolving, and recovering from the situation
- Establish and maintain appropriate telephonic and electronic communications
- Develop a safety/security plan
- Report to the Executive Crisis Management Team, which is comprised of AUS CEO, General Counsel, EVP of HR, Chief Administrative Officer, and members from the Risk Management and Communications staff

Plans undergo annual maintenance and are also adjusted on an as needed basis throughout the year.

Allied Universal’s IT Policies and Procedures are Sarbanes-Oxley compliant and audited annually by external auditors. Allied Universal’s systems are co-located at Sungard in a secured caged environment. Secured access to our systems is delivered via, web access and Citrix services.

Evidence of the efficacy and responsiveness of our Plans was evidenced in 2017, with Hurricane Harvey, Irma, and wildfires in California.

While impacting different Regions (Central - Harvey and Southeast - Irma), the AUS Business Continuity program response to each event was similar. The planning and efforts to ensure continuity of operations began well in advance of landfall, and each storm’s progress was tracked by the management teams in the days prior. Emergency Operations Centers (“EOC”) were established, manned by an Incident Commander (“IC”) and with local staff, supported by AUS Corporate Administrative teams. Security Professionals and support staff were identified in advance from outside the potentially impacted areas and were transported to local hotels with rental cars at the ready, along with fuel and per-diem meal cards, through pre-arranged relationships. Communication with clients, management, and staff was constant throughout the events, so as to be able to respond and react to the daily changing environment.

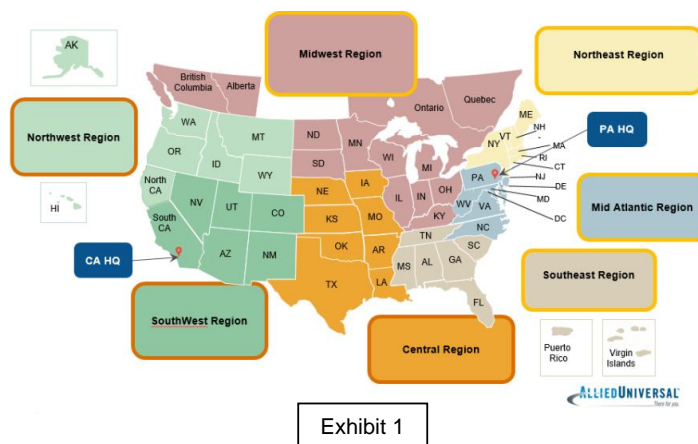


Exhibit 1

An organization with the size and depth of AUS, has the plans, resources, expertise and management teams to be able to respond and react to events that may interrupt operations, whether they be internal or to clients.

**Allied Universal's Business Continuity and Disaster Recovery Plans are confidential in nature; however, we have provided an Index below to highlight the contents and steps of the plan.**

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## Human Resources

Outline the recruiting procedures used to meet the qualifications for each position being staffed at CLIENT.

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

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



### Allied Universal Recruiting Resources

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

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

**1 million+ candidates in our hiring pipeline.**  
**Hire only 5% of applicants.**

#### Hire our Heroes<sup>SM</sup>

Allied Universal is committed to hiring veterans, reservists, their families and caregivers. Our company-wide military hiring program, Hire Our Heroes, is an essential part of our recruiting strategy. More than 20,000 heroes have been hired (2017 – 2018) as part of this initiative. We have partnered with these military assistance groups to ensure our service men and women have opportunities as they transition back to civilian life:



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

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



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

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

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

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

Allied Universal® only hires 5% of all applicants. Our proven recruitment process allows us to identify the security professionals you need, when you need them.

Describe how you establish compensation and benefit levels for geographic areas where you are placing employees.

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

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

BACKGROUND CHECK: SERVICE PROVIDER shall be responsible for conducting background checks on all guards deployed to perform services for CLIENT and for certifying to CLIENT that guards whose background checks reveal/indicate the following convictions shall not be assigned to CLIENT or any of its affiliates or subsidiaries: felony conviction, any conviction resulting in time spent in jail, more than one misdemeanor of any kind (excluding traffic violations), any sex offense, offense involving a weapon, offense involving violating a crime against a previous employer, or any crime involving fraud, theft, etc. I have read and understand this requirement.

I have read and understand this requirement.

## Tenure

What is your company turn-over rate?

For 2018, our annualized turnover rate was approximately 63%. According to The Freedonia Group, an international industry research company, annual employee turnover exceeds 100% for some firms within the contract security officer industry. While turnover is lower among full-time employees, it still often reaches 75% in the industry.

Describe the performance measurement methods, compensation system and incentive programs to reward and retain competent employees

An important part of the duties of Allied Universal<sup>®</sup> managers is to review, document, and actively be involved in their employees' performance. An employee cannot be expected to perform at the expected level established by Allied Universal<sup>®</sup> if that level has not been communicated and reinforced regularly. Performance is evaluated through formal annual appraisals and more frequent informal feedback and counseling, based on personal observation of routine duty performance and performance in such events as ongoing training, inspection results and supervisor/management evaluations.

Some of the elements evaluated include:

- **United as a Team** – Communicate professionally, clearly, and efficiently with clients and colleagues while maintaining a positive attitude; Complete all required reports and logs correctly and thoroughly; Work collaboratively, sharing information and ideas with others and working to perform daily responsibilities; Exercise effective listening in helping others address problems/concerns when they arise.
- **Nimble, Fast, Responsible** – Be responsive to co-workers and client needs and requests; Handle stressful issues and conflict in a composed, professional and respectful manner; Be solution oriented, reacting appropriately to high priority or emergency situations.
- **Client Focused** – Maintain a friendly, professional demeanor; Know responsibilities and execute and follow procedures to solve problems professionally; Effectively handle customer questions and complaints; Always there for the client, communicating with customers and handling service problems, politely, efficiently and timely.
- **Obsessively Focused on Results** – Understand client needs; Be neat and professional in appearance; always well-groomed with a complete, clean and presentable uniform; Commit to creating a great client experience.
- **Efficient and Effective** – Report to work on time; Complete Work within designated timeframes; Focus every day on improvements; Improve and develop yourself through learning; Execute patrols, orders, and other security duties proficiently; Own issues and recommend solutions; Perform work in a motivated and self-directed manner.

Our compensation system includes suitable wages, comprehensive benefits, and additional recognition and development incentives designed to ensure our security professionals' satisfaction with their jobs.

## Benefits

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

### Allied Universal Benefits



#### Medical Insurance

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



#### Dental & Vision Insurance

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



#### Disability, Life & Accident Insurance

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



#### Paycard

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



#### Educational Assistance, Tuition Discount & Scholarship Program

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



#### Commuter Benefits Program

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



#### Anniversary Bonus Program

Available to all employees who completed one year of continuous service. Amount based on each full year of service completed; paid on employee's anniversary date. Security professionals can still arrange to take unpaid time off, but our experience has shown that money in hand is preferred to time off. This Bonus offers our valued employees greater flexibility, while also serving as an incentive for employees to stay therefore improving overall retention.



#### 401(k)

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



#### Holidays

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



#### Employee Assistance Program & Legal Services

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



#### PerkSpot

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

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

## Rewards and Recognition

Quality that is rewarded is repeated. Formal recognition for exemplary service supports our culture of quality. Employee recognition also has a way of inspiring others to perform at a higher level. At the heart of this effort is a sincere appreciation for hard work, good judgment and continuous improvement. We strive to recognize and motivate security professionals for outstanding achievements, exceptional performance of every day duties and for being a true asset to the security team. Some examples could include:

### Reward & Recognition Programs



#### Hero Award & Hero of the Year Award

Recognizes acts of heroism. Recipients receive an "Allied Universal Hero Award" certificate, a personal letter from the CEO, and a \$100 cash award. The Hero of the Year and one runner-up, receive personal recognition by the CEO, an engraved "Allied Universal Hero" statue and a monetary award.



#### Annual Recognition Awards

Awards in honor of former Allied Universal leaders: 1) Paul Bryant "Security Professional of the Year", 2) Frank Rabena "Account Manager of the Year", 3) Lou Ligouri "Good Citizen of the Year", and 4) Harriett Lavender "Support Employee of the Year".



#### "You're Phenomenal" On-the-Spot Reward

Recognizes employees for actions that go above and beyond our already high standards of quality. Employees recognized receive a gift card.



#### Length of Service/Tenure Awards

Recognizes and rewards employees for period of continuous, loyal service at their 1, 3, 5, 10, 15, 20 (and each 5-year increment thereafter) year anniversaries.



#### Community Service Award

Allied Universal encourages employees to pursue opportunities in their community to make things better for local citizens. This award recognizes those efforts. Ten recipients are selected annually by the Community Service Award Committee and awarded \$500. All nominees receive a recognition letter from the CEO.



#### Partners in Growth & Partners in Employment

Referral bonus programs.

How many of your current guard service employees have been employed by your company longer than twelve months?

Nearly 110,000 employees (over 55%) have been with our company for longer than twelve months.

## Benefits

How soon after employment is an employee eligible for vacation?  
How soon after employment is an employee eligible for paid holidays?  
How soon after employment is an employee eligible for medical / dental coverage?

Vacation is pro-rated and paid out yearly, starting with 40 hours in year 1. The employees vacation time is based on their anniversary date, not the calendar year.

A full-time employee who has been continuously employed shall be entitled to the following vacation benefits:

- Forty (40) hours after one (1) year of employment (prorated based on a 2080-hour work year)
- Eighty (80) hours after three (3) years of employment (prorated on a 2080-hour work year)
- One-hundred-twenty (120) hours after ten (10) years (prorated on 2080-hour work year)
- One-hundred-sixty (160) hours after seventeen (17) years (prorated on 2080-hour work year).

Employees may opt for payment in lieu of time off and will be paid within thirty (30) days of the employee's anniversary month. Any employees currently receiving in excess of vacation currently outlined in this CBA shall remain at that vacation threshold for the duration of their employment with their employer. Employees will be paid vacation in accordance with the company's normal payroll procedures.

At the end of each anniversary year, any unused vacation (based on the vacation to which the employee became entitled on his or her last anniversary date) will be paid out by the employer. Vacations will be paid at the employee's regular straight time hourly rate at the employee's most recent anniversary date.

Security professionals working on holidays will receive 1.5 their normal wage for the hours worked, starting at day 1 of employment. Security professionals who do not work on a holiday do not receive pay for that holiday. Security professionals are paid straight time if a Holiday falls on their normally scheduled work day and as a result of the Holiday the site is closed.

Security professionals are eligible for medical and dental coverage 60 days after employment. The first 90 days are considered a probationary period.

Are employees charged for uniforms? If yes, describe.  
Are employees charged for uniform maintenance? If yes, describe.

We provide uniforms to our security professionals free of cost. Security professionals are expected to wear a clean uniform for every shift. If an item needs to be replaced, Allied Universal<sup>®</sup> will do so.

**DRUG TESTING:** The company shall perform drug testing on all employees being placed at a CLIENT or any of its affiliates or subsidiaries

We understand and will comply with this requirement. A 10-panel drug test is part of our typical hiring process.

## Customer Relationship / Account Management

Describe your new client account set-up process

Transitioning, either from an internal program, or from another security provider, to a relationship with Allied Universal® will bring a wealth of new resources and services to your security program, allowing you to focus entirely on your business. Upon commencement of an agreement, expect a transition that is smooth, swift, and presents no disruption to your operation. Of course, that takes careful planning and a partner like Allied Universal® - that has the experience of transitioning over a thousand new accounts each year.

Communication is the key to a successful start-up. Allied Universal® management will conduct weekly meetings with you throughout the transition process to give status updates and set expectations for the next meeting.

Transition programs include:

- Thorough review of your facility to determine your specific security needs
- Preparation of a written timetable with measurable goals
- A transition management team specifically assigned to your business
- Development of detailed training programs and post orders
- Selective security professional recruiting and stringent screening
- Orientation training
- On-site training
- Testing and review of security professional knowledge
- Transition assessment and surveys

Our transition plan can be tailored to incorporate your recommendations and requirements for your facility. If service is required before the scheduled start date, this transition plan will be altered as mutually agreed upon with you.

30 Day Sample Transition Plan					
TASKS	Week 4	Week 3	Week 2	Week 1	Start
<b>Administrative</b>					
Award Notification					
Finalize Transition Schedule					
Contact Current Service Providers					
Transition Management Group					
Progress Meeting/In-person or Teleconference					
Order Vehicles					
Set-up Vehicle Maintenance/Fuel Account					
Prepare Electronic Interface					
Prepare Inventory & Transfer					
Order Uniforms					
Contract Review					
Certificate of Insurance					
Educate Branch Staff on Client Expectations					
Site Start Date					

<b>Training</b>					
Develop Site Specific Training Segments					
Orientation Training					
Develop On-going/Refresher Training					
<b>Operations</b>					
Develop Standardized Data Collection					
In-depth Site Familiarization					
Review of Existing Plan/Program					
Site Security Survey & Audit					
Develop Post Instruction Manuals					
Review Staffing Plan					
Develop Site Tests					
Client Review of Post Orders					
Finalize Bonus/Incentive Program					
<b>Human Resources</b>					
Employment Pack to Incumbents Retained					
Develop Post Assignment Job Analysis					
Develop Supervisory Job Descriptions					
Open House: Incumbent Security Professionals					
Contact Recruiting Sources					
Develop Client Specific Pre-screening					
Telephone Interviews, Applications & Interviews					
Security Professional Information Seminar					
Background Investigations					
Second Level Interview					
Benefits Briefing & Offer Extended					

Describe your processes for escalating issues to your clients

We utilize a formal Customer Action Plan for any and all issues that could arise at your account, which documents your concerns and assigns a due date and responsible party to correct the situation. Once the issue is addressed and properly handled, we ask that you sign the Customer Action Plan Form to acknowledge that those concerns were addressed successfully.

What provisions does your organization have in place to supervise your employees at the client's location? (Supervision includes but is not limited to performance management, conduct, schedules, hours worked, etc.)

Our local managers are empowered decision makers who understand the needs of your facility. Managers help to develop Allied Universal<sup>®</sup> employees on a daily basis. They are the individuals who take the lead on program management and concern resolution to create a seamless security program. Our managers set high standards for service; standards that are maintained through continuous, effective supervision.

### **Quality Inspections**

As a primary tool of the supervision process, inspections help us meet our contracted obligations. Allied Universal<sup>®</sup> inspects security services at client sites on a routine and random basis.

- Inspections offer the opportunity for management to work with security professionals, providing hands-on training, mentoring and supervisory support.
- Security professionals demonstrate proficiency at their duties under close, expert observation.
- Ongoing inspections ensure security professionals consistently meet your expectations.
- Inspections provide positive reinforcement, solicit feedback and promote communications among supervisors and field personnel.
- Inspections allow us to identify any areas that need improvement or perhaps suggest changes in post orders that will result in better service.

### **Post Orders**

To Allied Universal<sup>®</sup>, post orders represent the playbook that guides the day-to-day activities of the entire account security team. Post orders differ widely among contract security services firms. While some treat post orders as a little more than a telephone directory, Allied Universal<sup>®</sup> takes a far more serious approach. Post Orders and Standard Operations Procedures Manuals are essential components of our security programs. Our local managers create, implement and update these manuals in collaboration with our clients, while our security professionals refer to them consistently. For your facility, post orders will include all current service data and requirements, information we follow strictly and continuously.

### **Incident Reporting**

Accurate incident reporting is essential in emergency situations, especially those cases that might involve police investigations or insurance companies. A regular review of incident reports from your facility can also identify any security trends that may indicate a need for adjustments to your program. Our security professionals are trained in report writing to ensure accurate, detailed and clear information.

Each security professional will provide a report for any circumstances that require explanation, such as assistance of emergency units or notification of civil authority. Such incidents also include accidents, personal injuries and criminal activity. We maintain a file of incident reports on-site along with a summary report, if necessary.

Allied Universal® offers a web-based software package designed specifically to document security incidents. This helps streamline record keeping, produces clear and concise incident reports, summarizes incidents by selected criteria over specified time periods, and quickly retrieves past incident reports. We offer the software at a specially discounted rate.

## Scheduling

Accurate scheduling is a vital component of our effectiveness and client satisfaction. Our local managers utilize our automated scheduling system to provide Safeway/Albertsons with the most accurate, efficient scheduling available. The system not only plans who will work and when, it also integrates with our training compliance tracking to ensure scheduled security professionals have the necessary training and skills. In addition, our managers who are directly responsible for employee schedules participate in our How to Create and Manage a Schedule training program. This training helps ensure schedules are efficient and meet contractual requirements.

Our scheduling system records the requirements of each post and allows for effective tracking of all changes. We can also quickly and appropriately respond to call offs due to illness or other events that could potentially disrupt fulfillment of coverage requirements.



## Reporting

Allied Universal® develops dozens of easy to use reports in real-time that may impact Safeway/Albertsons's current and future security needs. We collect the data you need! Reports most commonly requested by Allied Universal® clients include: 1) Incident, 2) Inspection, 3) Training Compliance, 4) Daily Activity, 5) Invoicing and 6) Quality Assurance.

Reports are instantly available through eHub, our secure client website, or through your Allied Universal® manager, utilizing WinTeam®, at any desired frequency. WinTeam, our fully integrated payroll, billing and scheduling system, automates and enhances our core business functions and allows us to create customized reporting for our clients. The WinTeam scheduling system also allows us to provide: shift personnel schedules; warnings on overtime and scheduling conflicts; performance criteria; personnel information; streamlined payroll and billing for accurate and timely data, and; detailed reports to Safeway/Albertsons.

Allied Universal<sup>®</sup> regularly trends dozens of reports to make sure your security program is running efficiently and to proactively drive improvements. A variety of customized reports can be tailored to your needs. All report information can be analyzed, arranged, displayed, or otherwise custom formatted to meet your specific requirements.

### Compliance Tracking

With Allied Universal<sup>®</sup> as your security provider, your security professionals, including temporary security professionals, will be properly trained. Compliance tracking through the **EDGE™** allows training completion to be accurately recorded and reported. Likewise, eHub includes a compliance module that captures training records and is accessible to you in real time by smartphones or computers. These systems enable trainers and managers to track security professional progress through initial, specialty and refresher training, verify compliance, and discuss training status with you at any time. The compliance tracker monitors and enforces requirements by service location and post, as well as any state or local regulations. This ensures the employees assigned to you always meet your requirements.

How does your company define, measure and improve customer satisfaction?

To help ensure Safeway/Albertsons's ongoing satisfaction, and to be responsive to your evolving security needs, Allied Universal<sup>®</sup> is committed to continuous improvement based on your feedback. Allied Universal<sup>®</sup> Voice is our innovative, formal voice of the customer program that enhances communication and measures and tracks client and employee satisfaction.

### Client Survey/Feedback Process

Tracking Safeway/Albertsons's experience throughout our relationship and earning your loyalty are key objectives. By collecting and responding to your feedback, Allied Universal<sup>®</sup> continuously evolves to meet your needs.

- **Transition Assessment** - Exceeding your expectations for a smooth transition is our goal. Approximately two months after we commence service, we assess your satisfaction with the transition to identify areas where we can better serve you and to improve our processes.
- **Client Loyalty Survey** - Twice a year, we ask that you rate your experience with us so we can identify our strengths and opportunities for improvement. This keeps us on our toes providing the best service possible and ensures we are constantly meeting your needs.
- **Real-Time Survey** - Our online client feedback tool allows you to rate your experience with Allied Universal<sup>®</sup> any day at any time. The Real-Time Survey can be accessed via email campaigns, Allied Universal<sup>®</sup> email signature lines and eHub, our online security dashboard.

### Employee Survey/Feedback Process

Opinions from the security personnel at your site regarding their satisfaction are critically important to both your security program success and employee retention. It is a fact that more engaged and committed security professionals provide better security services. When employees are happy, they are loyal and stay longer. Minimizing security professional turnover is a priority and survey data supports retention strategies.

We survey our employees 30 days into their onboarding process. Employee satisfaction is an important component of your experience with Allied Universal<sup>®</sup>. We request feedback from all employees through a formal process that tracks responses to identify trends and guide continuous improvement initiatives.

We also provide exit surveys for employees who resign from the company. We use these surveys to identify the reasons our employees resign, determine whether they would recommend working with Allied Universal<sup>®</sup> to others, and understand how they feel about our leadership teams, workload, communication and culture.

Human Resources Directors throughout the company have access to exit survey data, allowing them to identify trends and recurring issues within their regions. They can then work with operations teams to improve ourselves and keep security professionals in place.

### **Closing the Loop Survey Feedback**

Allied Universal<sup>®</sup> is a company that listens to feedback and improves our processes accordingly. A low survey score triggers a Red Alert in our system, prompting management to follow up within 48 hours and take action as needed, from individual employee discipline to major program overhaul. We will work with you to create an action plan that meets your needs.

### **Correlated Data**

We analyze the data from client surveys and employee surveys to find correlations. This creates a wider and more comprehensive view of your security program. The result is not just a commitment to continuous improvement but to continuous learning as well. The correlated data can lead to best practice development, program enhancements and the identification of trends and efficiencies.

### **Daily Issue Resolution**

While our easy-to-use surveys are always on hand to help us track our overall program quality, there are additional resources available to you to notify us of individual issues as needed.

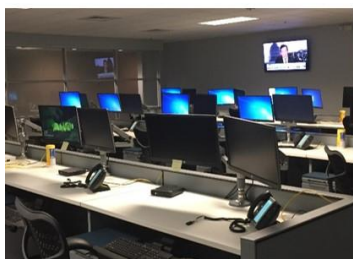
While local management serves as your primary contact, our Service Assurance Center is available during and after normal business hours for questions and concerns. Inquiries through this center are logged into our database and assigned a case number. All cases are monitored to ensure action plans are developed and executed in a timely fashion. To ensure results are delivered to your satisfaction, every case is tracked electronically until resolved.

## Customer Service Center

Does your company maintain a 24/7 customer service center?

Yes. Our local offices will serve as your primary point of contact. However, the Allied Universal® Service Assurance Center is available to assist Safeway/Albertsons after hours, and for special emergency needs. The Service Assurance Center is located in our Richardson Technology Center in Richardson, Texas.

Allied Universal® Service Assurance Center Advantages:



Service Assurance Center



### 24/7/365

Operates round-the-clock.



### Calls Forwarded

Branch office calls are forwarded at the close of each business day.



### Crisis Communication

Hub for crisis management communications support: hurricanes, blizzards and floods.



### Special Coverage

Communication conduit for clients' emergency coverage needs.



### Scheduling Support

Oversees/monitors all Security Professional schedules, which helps ensure accurate client payroll and billing.



### Immediate Notification

Dispatches calls/messages immediately to the appropriate manager (home phone, pager, cell phone).

If your company does not maintain 24/7 availability, provide the hours below that it maintains for its customer service center

If your company does not maintain 24/7 availability, describe how you would handle issues after hours.

N/A; we maintain a 24/7 customer service center.

Do you have a call center?

Yes.

If you have a call center, what are the hours of operation?

24/7

## Quality & Training Program

Describe your management and internal control processes for assuring quality security service delivery

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



The ultimate goal of our contract can be interpreted in only one way: Building great value for your organization by providing superior customer service to the people who patronize your business. Accomplishing this ultimate goal requires meeting several subordinate goals including:

- Providing an exceptional management effort to ensure contract terms and goals are met.
- Recruit and retain employees of uncommonly high quality.
- Maintain a focused effort of continuous service improvement.



## Internal Quality Audit

Security programs must be reviewed regularly to be sure we are meeting the ever-changing needs of our clients. Our new initiatives and enhanced training programs are the results of our internal quality audits. We continuously review our services and programs to ensure we exceed the expectations of Safeway/Albertsons.



Can your company customize training programs based on CLIENT requirements?

Yes.

Does your organization provide any training in the following areas to potential guards? (Please check all that apply)

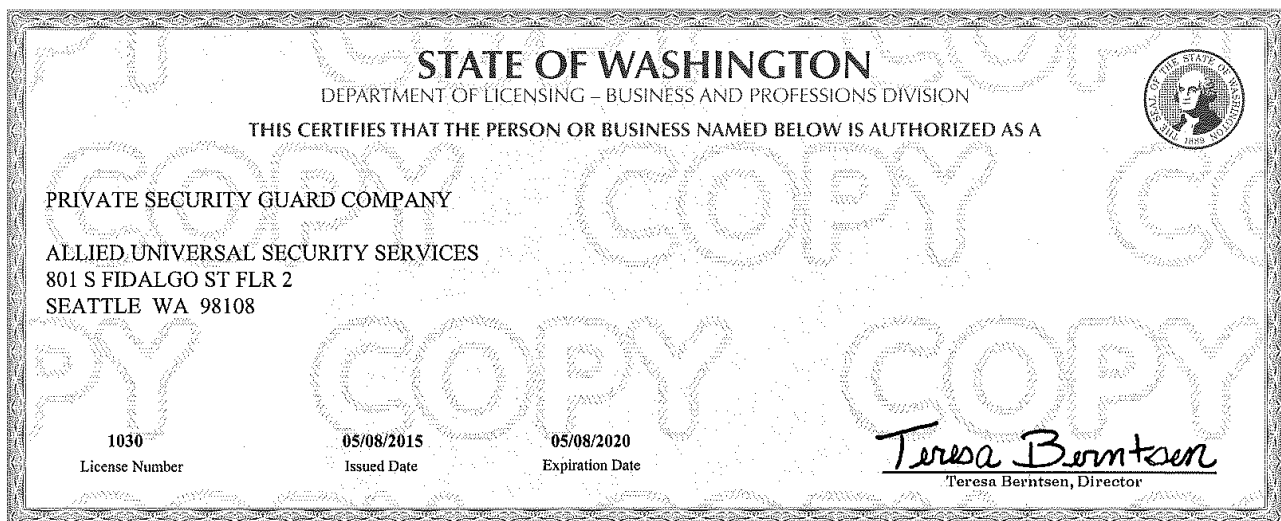
Our award-winning learning and development program goes beyond traditional training and provides enhanced course offerings, compliance functionality and opportunities for employee growth. Our comprehensive training program is the starting point for security professionals' growth and development.

A range of mandatory and voluntary training modules are offered pre-assignment, on-the-job and as continuing education as security professionals strive to stay current with industry trends and your evolving needs. Our dedicated training department consists of an experienced and creative team of professionals committed to keeping training innovative and informative. They support more than 50 professional and certified trainers across North America.

More than 1,000 assets including training modules, webinars, videos and learning tools are available through the **EDGE™**, our online learning management system. New topics are constantly added. Our employees have on-demand access, through eLearning, and in 2017, more than 1,000,000 courses were successfully completed through the EDGE.

Please provide details on the certification/licensing of your employees and any state specific requirements for any of the locations you are including in your proposal. You may attach copies of certifications or license samples here.

Allied Universal<sup>®</sup> is fully licensed and certified to provide security services anywhere in the United States and beyond, and we ensure that our security professionals maintain the necessary personal licenses as needed. We have provided our license to do business in Washington below.



PL-630-160 (R/3/16)

Please provide details on training (or attach training documents to this section) that you provide to your employees to prepare them to be placed on a customer's site.

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

- **Allied Universal<sup>®</sup> Security Professional Training:**

There are Five Phases of security professional onboarding and development.

1. New Employee Orientation
2. On-the-Job-Training Post Certification
3. Core Training
4. Quarterly Site Training
5. Vertical Market Training



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

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

### Methods of Training

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

## Training Methods

### eLearning – Allied Universal EDGE

Security professionals and managers can complete training at a time and place that's convenient for them. Allied Universal EDGE<sup>®</sup> [Educate, Develop, Grow and Engage] is our proprietary online learning and development system.

**1,000+ assets** (courses, videos, webinars, modules)

**5,000,000+ courses** completed since 2009



#### Instructor-led

Employees benefit from hands-on instruction in

classroom and group settings; questions can be addressed and testing conducted.

#### Virtual Instructor-led Training (vILT)

Training designed to simulate the traditional classroom or learning experience delivered in a virtual environment when the instructor and learner are in separate locations.



#### On-the-Job-Training

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



#### Scenario-based Learning

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



### mLearning

Online learning used as needed for refresher courses on topics such as fire safety, ethics and client experience. Mobile learning includes a library of videos and podcasts.



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

### Compliance Tracking

Compliance tracking through the EDGE<sup>™</sup> allows training to be accurately recorded and reported. Trainers and managers can track security professional progress through initial, specialty and refresher training, and verify compliance.

## Issue Resolution

Outline your training program for each level of employees, including pre-placement and on-site

### New Employee Orientation

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



### On-the-Job Training (OJT) Post Certification

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

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

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

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

### Vehicle Operation

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

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

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

### Core Training

Core Training is Phase Three of the Security Development process. It consists of 20 lessons, each with an exam that must be successfully passed (score of 80% or higher). Core Training must be completed within six months of hire; compliance is tracked through our online compliance management system, WinTeam.

Core Training		
<ul style="list-style-type: none"> <li>• Introduction to Contract Security</li> <li>• Legal Aspects of Private Security</li> <li>• Note Taking and Report Writing</li> <li>• Importance of Documentation</li> <li>• Patrol and Observation</li> <li>• Liability and Loss Prevention</li> <li>• Post Orders</li> </ul>	<ul style="list-style-type: none"> <li>• Appearance and Wellness</li> <li>• Exceptional Customer Care</li> <li>• Difficult People or Situations</li> <li>• Introduction to Safety</li> <li>• Personal Safety</li> <li>• First Aid, CPR and AED</li> <li>• Harassment</li> </ul>	<ul style="list-style-type: none"> <li>• Workplace Violence</li> <li>• Emergency Management</li> <li>• Indicators of Terrorist Surveillance</li> <li>• Video Surveillance</li> <li>• Bomb Threats</li> <li>• Media Management</li> </ul>

### CPR/First Aid/AED Certifications

Allied Universal<sup>®</sup> offers CPR, First Aid and Automated External Defibrillation (AED) training. Many of our full-time trainers are certified instructors for First Aid/CPR/AED. Training can be conducted in a variety of ways including at a local office pre-assignment, using an outside certifying agency, or by trainers at your facility. We ensure that trained employees receive the appropriate certificates and track certification anniversary dates in our online compliance system.

### Customer Service

Allied Universal<sup>®</sup> places a high priority on customer service and we understand that it is a critical component of any security program. Some additional ways for employees to improve their customer service skills include:



- **Exceptional Customer Care:** The best way to provide customer service as a security professional is to be client focused. This course examines how to exceed customer's needs and win them over for life.
- **White Glove Customer Service:** This course covers the tools necessary to provide a higher level of customer service and better manage perception to create an excellent impression and communicate effectively.

### Ongoing and Refresher Training

The key to effective learning and long-term performance excellence is the reinforcement of initial training by way of an effective, structured process. Per your annual requirements, we can provide refresher training on a variety of courses. Local and branch management and regional training staff continually deliver a number of company-wide training modules as well as programs customized to meet market- or client-specific needs. Allied Universal<sup>®</sup> managers will work with you to select training appropriate for the security professionals at your facility helping to ensure that ongoing training is a priority. Possible training topics:

Ongoing & Refresher Training			
<ul style="list-style-type: none"> <li>• Fire Alarms</li> <li>• Access Control</li> <li>• Bomb Threats</li> </ul>	<ul style="list-style-type: none"> <li>• Medical Emergencies</li> <li>• Broken Windows</li> <li>• Patrol</li> <li>• Water Leaks</li> </ul>	<ul style="list-style-type: none"> <li>• Suspicious Persons/ Disturbances</li> <li>• Water Leaks</li> <li>• Power Outages</li> </ul>	<ul style="list-style-type: none"> <li>• Customer Service</li> <li>• Safety Awareness</li> <li>• Elevator Entrapments</li> </ul>

## Supervisory and Management Training

Preparing for leadership roles at Allied Universal® can be accomplished through our management training. This learning is essential because you need the support of knowledgeable and efficient managers.

### Allied Universal Supervisory and Management Training

#### Supervisor Training

Readies first-time supervisors for their leadership roles and helps them to engage our security professionals to effectively meet your needs.



- Introduction to Allied Universal
- Role of the Supervisor
- Allied Universal Training Process
- Employee Relations for Supervisors
- Report Writing for Supervisors
- Coaching & Counseling
- Progressive & Attendance Discipline

#### Management Training

Business and security topics; goal of shaping proficient managers with smart business sense.

- Training Programs & Processes
- Employee Benefits & HR Procedures
- Selecting Talent & Talent Management
- Payroll & Invoicing Best Practices
- Recruiting & Retention
- Client Relationship Management
- Employee Relations, Coaching/ Counseling & EEO
- Progressive & Attendance Discipline
- Security Management Essentials



How are requests/feedback handled at the local level and then communicated to the corporate level within your organization?

Our local managers are empowered to make program changes to handle most issues that may arise with your account. If local management cannot handle an issue immediately, they will escalate the issue through the layers of operations management until the issue is resolved.

In addition, our HR department keeps tabs on typical issue trends across multiple client portfolios and can enact company-wide changes to prevent similar issues.

## Accounting / Invoicing

Do you offer electronic billing and remittance processing capability?

Yes.

CLIENT requires weekly invoicing for proceeding week, does your organization agree to comply with this requirement?

Yes, we agree to comply with this requirement.

CLIENT minimum invoice requirements include, but are not limited to:

Location Serviced  
Name of Guard  
Rate Charged  
Type of Pay (Regular, Holiday, Overtime)  
Date of Service Number of Hours Worked

Does your organization agree to comply with this requirement?

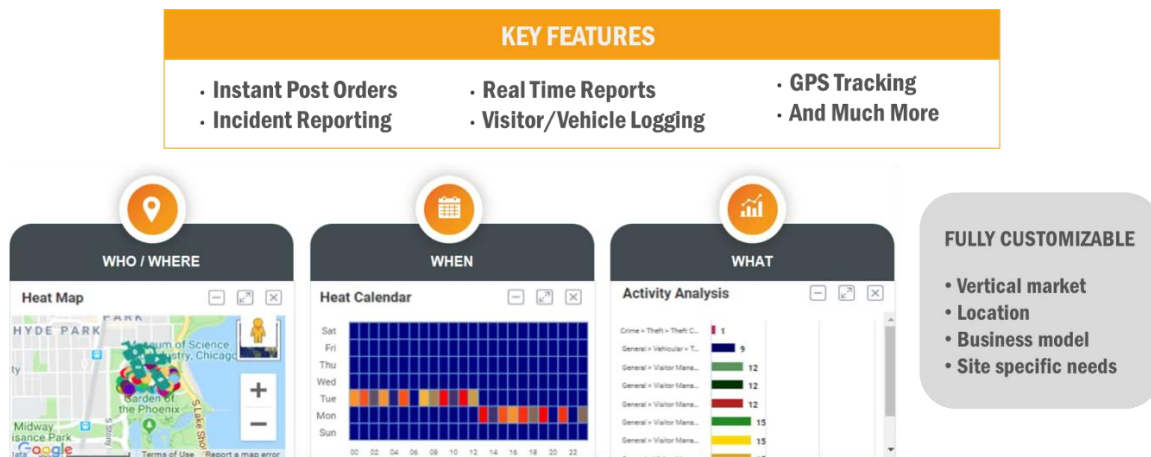
Yes, we can comply with this requirement.

## Reporting / Technology / Client Dashboard

Describe and outline all technologies and reporting provided to CLIENT as part of normal or additional services

For an additional fee, we can utilize HELIAUS® for this account. Our proprietary HELIAUS® platform is smart technology that moves beyond responsive and reactive modes of risk aversion, to **an adaptable, preemptive and solutions-model of protection**. HELIAUS® functions as a comprehensive workforce management solution through **instant post orders, incident reporting, GPS tracking, visitor logging** and more. Every aspect can be tailored to your security program based on vertical market, location, business model and even each site's specific needs.

Additionally, with the site-specific data gathered by your security teams, our enhanced Artificial Intelligence (AI) technology can detect trends and problem areas. It then uses prescriptive analytics to design new workflows that put your security professionals in the right place at the right time to prevent incidents, keeping your sites safer than ever before.



### Data Streaming

While on patrol or stationed in place at your site, security professionals are constantly streaming active and passive data to the HELIAUS® online portal. Your security team can record incident reports, report observations, log visitors and vehicles, check safety equipment and perform safety inspections on the go. They can add photos, recordings and descriptions to each data point as needed for superior tracking and accountability.

Safeway/Albertsons and your security management team can quickly and easily access this data on the HELIAUS® portal through real-time reports via customizable widgets. Every bit of data that your security professionals capture is accompanied by time-stamps and GPS location tags. This constant communication keeps you informed of your security team's whereabouts and activities at all times, increasing transparency.

In addition, we can set up key alerts tied to specific types of reports. For example, if a security professional notices a maintenance issue while on duty, they can fill out a customized report through our system that will notify your maintenance team to take care of the issue at their earliest convenience. If an incident occurs, the incident report and any steps taken towards resolution can be forwarded to a key point of contact for Safeway/Albertsons for immediate attention.

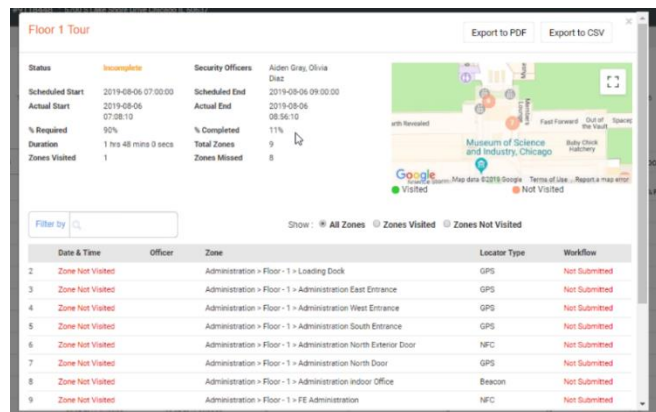
While security professionals are pushing data to the online portal, they are also constantly receiving data and instructions. Through HELIAUS®, we can program custom workflows that give security professionals directions when they scan an NFC tag, approach a beacon, or even just enter a specified area. Tasks assigned to areas can include: following checklists, taking videos or photos, sending the client an email or text message, answering follow-up questions and more.

## Tour Routing

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

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

With dynamic tours, our AI engine collects and analyzes previous tour data to find trends and potential deficiencies to correct. For example, the engine may notice that more incidents have occurred on the first floor of a building than on the second, and so it may suggest that a security professional visits the first floor more frequently and spends more time there before moving on. It can define trends based on the hour of the day or day of the week, and it can discover areas that are not covered by static tours at all.



Your security management team can review suggestions, accept or reject them, and further customize what instructions appear when a security professionals visits a particular zone, giving Safeway/Albertsons and AUS management complete control and visibility over security professional duties while on patrol. The results confirm that security professionals are not only at the right place at the right time, but also that they are performing their activities as expected.

## Additional Mobile Capabilities

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

- **Incident Reporting** - Your security team can quickly and easily create incident reports on the go, filling out key details by typing or simply speaking into their phone. Incident reports can be accompanied by photos, videos and additional notes, and security professionals can revisit the reports later to add more detail as needed.
- **Event Reporting** - Similar to incident reporting, this feature allows security professionals to record maintenance issues, slip and fall hazards, suspicious individuals and more while on the go, keeping a thorough record of all happenings during their shifts.
- **Tasks and Messages** - It can be important to send new tasks and messages to security professionals on duty. This feature keeps the security professional in the HELIAUS® app while allowing supervisors to deliver important information.

- **Visitor and Vehicle Management** - Security professionals can scan licenses, print access badges, collect license plate numbers, take photos of visitors and vehicles, and check individuals against access databases, expediting check-in for your employees and visitors.
- **Fire and Safety Inspections** - Equipping our security professionals with the Fire and Safety module ensures your fire extinguishers, AEDs, first aid kits, and more are fully functional and compliant with industry regulations. The module removes the possibility of human error wherever possible with reminders, step-by-step instruction prompts, real-time documentation, and instant alerts if malfunctions or irregularities are identified.
- **SOS** - This feature puts the security professional in immediate contact with 911 in case of emergencies. At the same time, HELIAUS® records video and audio for upload to the cloud and alerts other security professionals in the area of the emergency.

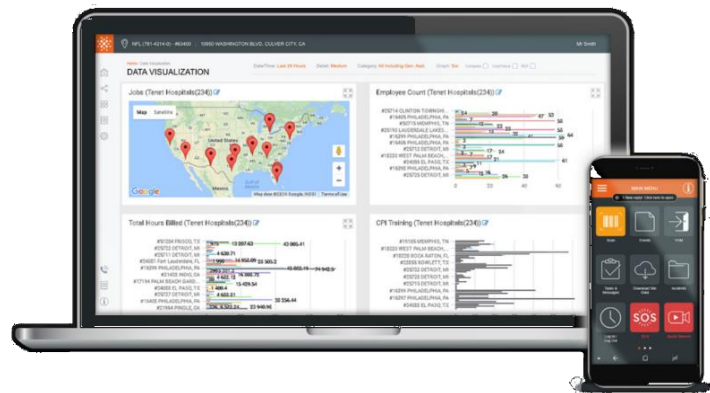
### Customizable Dashboards and Reporting

The HELIAUS® online portal, accessible by AUS management as well as Safeway/Albertsons representatives, is the most powerful security intelligence management dashboard available in the industry. Your representatives can quickly and easily review post orders, incident reports, tour results, invoices, satisfaction surveys and more.

Our customizable design, combined with sophisticated charts and graphs, makes viewing security operations simple for your stakeholders. Personalization is easy; with a click of a button, Safeway/Albertsons can configure the dashboard to show any site location and inspect data in great detail.

Widgets available for your dashboards include:

- Tour results
- Incidents
- Officer movement
- Heat maps
- Training and certification
- Post orders
- Satisfaction surveys
- Background screening
- Overtime
- Turnover and retention



These widgets give you an unparalleled overview of the who, what, where, and when of security activities while allowing you to drill down and uncover new insights on a program-wide or site-specific level. Each widget can also be converted into PDF reports. HELIAUS® allows for scheduled and on-demand reporting, giving you total control of the information you see and immediate access when you want to see it.

### Proven Results

HELIAUS® has contributed to cost savings through incident prevention, efficiency increases, and peace-of-mind for industry-leading organizations. Regardless of the amount of sites, size, or specific events, the HELIAUS® platform has connected security programs with proven ROI and added value, and can help do the same for Safeway/Albertsons.

## Additional Technology Solutions

In addition to HELIAUS<sup>®</sup>, we can utilize other technology offerings, such as:

- **Automated Data Machines and UAVs:** Enhance patrol coverage with robots and drones that stream and record video, detect temperature changes, identify people, recognize license plates, provide two-way communication and more at a lower cost than a security professional
- **Monitoring and Response Center:** Achieves real-time monitoring and management of your facility's access control systems, CCTV and alarms to reduce the need for security professionals and system operations
- **GSOCaaS:** Offers the latest in threat intelligence capabilities and response tools, web and social media monitoring, mass notification communications, and workforce management platforms to provide additional layers of situational awareness and responsiveness to your security operations
- **LiveSafe:** Increases workforce engagement and situational awareness for your security team and facilities staff through crowdsourced security intelligence, including notifications of emergencies and crime in the local area
- **TX360:** Delivers the most relevant hazard intelligence that impacts your operations to your security professionals and corporate leaders without extensive investment in infrastructure or added security services
- **ThreatMinder:** Provides visibility and insight into online chatter, communicating danger in real time while eliminating mess, noise, and false positives of traditional threat monitoring approaches
- **Risk Analysis Solution:** Utilizes the CAP Index to identify risk of crime for any address in the U.S., U.K. and Canada, and converts that information into actionable countermeasures against relevant threats tailored to your local area
- **Assessment Solution:** Examines your facility's preparedness for any threat or emergency and determines action items to increase your security team's awareness and reduce vulnerabilities

## Security Guard Service – Questions

Describe the processes/agreements necessary to deliver additional emergency staffing when provided with a 24-hour notice

The Allied Universal<sup>®</sup> manager overseeing your security will be your go-to resource for emergency response. They are well trained and experienced in dealing with emergencies. From security professional training and established response teams, to our 24/7 call center and webinars and awareness resources available to you and your employees, our commitment to helping you prepare - and responding whenever needed - is unmatched.

Allied Universal<sup>®</sup> will assist you in developing or revising emergency response procedures - and conduct the necessary drills - as this is a pivotal component of your safety and security program. Our local offices have their own emergency response plan as part of our company-wide business continuity plan. We are prepared so that we can always focus on you.

Are you capable of providing more than 10 staff members on a 24-hour notice, for emergency response?

Yes, we capable of emergency response with more than 10 staff members on a 24-hour notice.

## Pricing

Please see separate attachment for a complete pricing breakdown.

### Wages

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



### Medical Insurance

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

### Dental Insurance

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

### Life Insurance

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

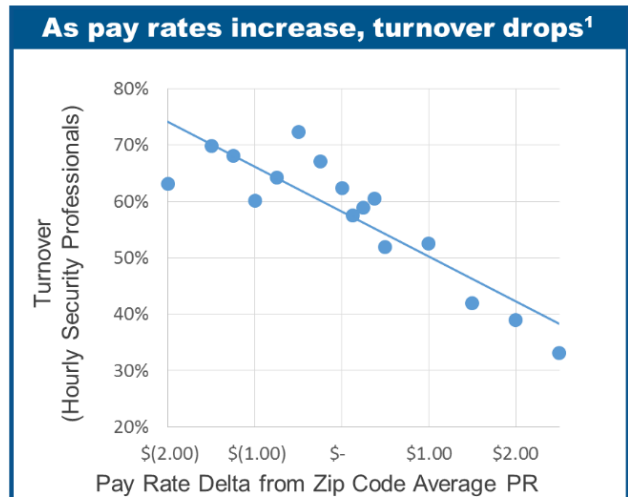
### 401(k) Retirement Plan

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

### Proposed Holidays

Allied Universal® recognizes the following holidays:

- New Year's Day
- President's Day
- Memorial Day
- Independence Day



1. Analysis based on all Allied Universal security jobs and all Allied Universal hourly Security Professionals (each data point on the chart represents the average turnover at approximately 1,200 jobs that have the corresponding PR delta to the zip code average)  
2. NOTE: Pay rates are compared to zip code averages because a nominal \$ pay rate (e.g. \$15.00) is substantially different in different geographic areas based on cost of living, average market-wide pay rates in the zip code, minimum wages, unionization, population density, and similar factors.

- Labor Day
- Thanksgiving Day
- Christmas Day

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

### **Anniversary Bonus Program**

Allied Universal<sup>®</sup> recognizes continuous service of our employees through our Anniversary Bonus Program. The Anniversary Bonus is available to all employees who complete one year of continuous service. The amount is based on each full year of service completed and is paid on the employee's anniversary date. Security professionals can still arrange to take unpaid time off if desired, but our experience has shown that the majority of security professionals would rather have the money in hand than the time off. This Anniversary Bonus offers our valued employees greater flexibility, while also serving as an incentive for employees to stay with the company therefore improving overall employee retention.

### **Overtime**

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

### **Specific Requests**

With requests for a specific individual to work more than their 40 hours for a special reason, regardless of the notice provided, only the overtime impact for that individual will be billed. Example: "We need Security Professional Smith to stay two extra hours at the end of his shift to help with a special project." Only the additional two hours will be billed at the overtime rate if it will put him over 40 hours.

### **Additional Requests for Security Professionals**

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

### **Billing Frequency and Payment Terms**

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

### **Rate Increases**

Billing rates will increase annually by 3% or by the percentage increase in certain agreed upon costs incurred by Allied Universal<sup>®</sup>, whichever is greater. Our rates during the term will be subject to adjustment to reflect any increases in our costs related to medical, welfare and other benefits and related costs, which may include, without limitations, costs incurred by Allied Universal<sup>®</sup> pursuant to applicable federal, state and/or local law, including without limitation Health Care Reform Legislation Costs.

NOTE: Allied Universal<sup>®</sup> reserves the right to change, amend or terminate the benefits programs and its options at any time.

## Additional Information

We have included additional information below and on the following pages that we believe would be helpful for Safeway/Albertsons to know.

### Our Account Management Model

***"Management quickly responds to requests, urgent or not. All problems are handled as quickly as possible. Security professionals are respectful and present a good appearance. Our account manager is outstanding; a conscientious, customer oriented person, ready to please." - Security Director***

Is that the level of management response you receive from your security provider? Your security program is a critical component of your organization's daily operations and you should insist on nothing less than top quality management support.

An Allied Universal® account manager makes a critical difference in the success of your security program. Your needs, culture and organizational goals set the tone for the account manager's priorities. This individual will manage your day-to-day security operations and ensure that your security vision is our security vision. With this resource you can focus on the higher level needs of your company.

Your responsive account manager will:

- Oversee a team of security professionals and supervisors, including hiring/selection of personnel that is the right fit for your environment.
- Manage scheduling, payroll, training, coaching, and development in collaboration with the local support team.
- Be an empowered decision maker who understands your account and can take ownership of changes that need to be made.
- Ensure all required reporting and contract compliance requirements are met, understood and acted upon.
- Deliver impactful solutions that are focused on improving your satisfaction.

#### What Will You Gain from an Allied Universal Account Manager?

- **Transparency:** Regular meetings ensure your goals and needs are being met. Your account manager will formally measure and track progress through Quality Business Reviews.
- **Value:** Helping to lower the cost of your security operations is one of your account manager's goals. From reducing turnover, and preparing for staffing spikes, to identifying efficiencies, account managers always look for ways to mitigate costs.
- **Expertise:** Account managers are highly experienced and trained in your specific industry. They understand the unique challenges and needs of your environment and can assist with regulatory compliance, leading safety and security committees and conducting drills.
- **Response:** Available for quick response to emergency situations and escalated security issues, the account manager leads incident response, helping to reduce risk, conducts investigations and ensures a safe and stable environment.
- **Knowledge:** Account managers are experienced scheduling, training and assessing the right amount of staff and supervision. This is your go-to resource for special events and extra coverage requests.

You will have an experienced security leader at your disposal every day. Allied Universal® account managers have proven themselves in various security professional and supervisory level positions, law enforcement or military and have the experience to serve as mentors for your security team. Our formal employee development processes identify ready leaders in our organization and prepare them for internal promotion. Employees are set on a career path and their progress is tracked before they are recruited into a management position. You can have peace of mind knowing that you have an individual with the experience needed to effectively lead security for you.

## **Local Response with National Support**

The security professionals and managers assigned to protect your people and property must be supported by a network of resources that exists for one purpose - to help them succeed for you. Our comprehensive Local Response with National Support approach is what differentiates the service you will receive from Allied Universal<sup>®</sup>.

Our clients share this insight every day - working with a local team with the added benefits of a national organization is vital.

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



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

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

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

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

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

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

## Uniforms and Appearance

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

### Uniforms & Appearance

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

#### 3-Step Uniform & Appearance Process

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

#### Grooming

Our standards include guidelines on:

- Hair
- Facial Hair
- Personal Grooming
- Jewelry

**Several uniform styles available to meet your unique needs.**



### Battle Dress Uniform (BDU)

If Safeway/Albertsons's security program requires a military/law enforcement look for field service, our Battle Dress Uniform (BDU) will meet your needs. The Tactical Uniform is appropriate for armed posts that require advanced mobility. It is available with short or long sleeves. These security professionals present well for their setting and the client is represented with a strong, enforcing security presence.



## **Executive Professional Uniform**

If Safeway/Albertsons's environment requires security professionals to welcome and protect, our Executive uniform will provide a polished and professional appearance. This look enhances the appearance of our customer service and speaks to the professional environment you've created.

### **Our executive traditional style uniform features:**

- Single breasted gold button uniform blazer in black or navy
- Single breasted executive suit coat in black, navy, navy pinstripe or charcoal
- Polyester/cotton broadcloth executive dress shirts - white, French blue or light blue
- Pleated front executive dress slacks in black, charcoal or navy
- Leather belt



## **Business Casual Uniforms**

If Safeway/Albertsons's environment calls for security with an active corporate look then our Business Casual uniform is the solution. This comfortable ensemble allows you to maintain a professional and approachable security identity in warm climates or environments that require high activity patrols. This uniform is well made for a long lasting, professional look and allows security professionals to be comfortable in different temperatures and environments.

- Polo shirt in navy or white
- Allied Universal® logo embroidered on the chest
- Khaki-style slacks
- Leather belt



## **Military Uniforms**

If Safeway/Albertsons's environment calls for a military style, our professional, comfortable and long lasting uniform will exceed your expectations. This style is ideal because your security program demands a high level of visibility and an authoritative security presence to help deter crime. The Allied Universal® security professional will always look professional and positively represent your brand.



## The components of the military uniform include:

- Shirts in blue, white, tan or gray
- Shoulder epaulets
- Two pleated chest pockets with three-point flaps
  - Permanent military creases
  - Reinforced sewn-in badge tab
  - Pleated pockets with pen slot
  - Three-point scalloped flaps
- Flat front uniform pants in black, navy or heather gray
- Duty belt

## Seamless Automated Processes

### Efficiency and Accuracy

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

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



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

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

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

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

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

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

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

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

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

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

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

- Allied Universal<sup>®</sup> Voice, our voice of customer program, monitors your experience, elicits your feedback through online surveys and tracks our performance. Our employees are also surveyed to gather their input and suggestions. Feedback is critical and continuous improvements and evolving solutions result when you and your security professionals' voices are heard.
- Allied Universal<sup>®</sup> Inspector, our quality assurance module, allows for efficient tracking and reporting of inspections - helping to ensure that your security team is exceeding your expectations.

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

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

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

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

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

### **Allied Universal® Post Watch™**

Security professionals need to be on time, every time. This is not an element of security management that you and your team should ever need to think about. You need high quality security professionals committed to being on post on time, and automated procedures that ensure schedules are easily managed. The result is seamless security program management, and security supervisors who are instantly notified of schedule gaps so they can ensure uninterrupted coverage.

Our automated real-time, schedule monitoring system, Allied Universal® Post Watch™, captures the arrival and departure times of security professionals to deliver precise timekeeping, reduced administrative activities and accurate security professional pay and client invoicing. With automated schedule tracking, your local manager can place more focus on assessing the needs of your site and mentoring your security professionals. Allied Universal® Post Watch is utilized at sites without 24/7 security supervision. For you this means:



#### **Uninterrupted Coverage**

Managers quickly notified if a security professional has not arrived on time and if a qualified replacement can be identified and dispatched.



#### **Streamlined Administrative Tasks**

To ensure you receive the best possible service.



#### **Improved Payroll and Invoicing**

With the elimination of paper timesheets.



#### **Program Improvements**

As a result of quality measurements, reporting and trend analysis.



#### **Readily Available Support**

Our Service Assurance Center manages and monitors Post Watch 24 hours a day, 365 days a year.

Security professional safety and emergency response are also enhanced through the Allied Universal® Post Watch Periodic Check-In feature. Security professionals can be instructed to call in periodically to verify that everything is as it should be at the site. This often occurs on an overnight shift. If a scheduled call is not received, the Service Assurance Center will call the site, then the local manager and the response will continue to escalate until the security professional's safety and your site's security are confirmed.

## **eHub**

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



### Instant Account Access

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

### Personnel Scheduling Made Easy

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

**Hundreds of clients at thousands of locations use eHub.**

**All of the information you need  
at your fingertips.**

### Ordering Made Easy

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

### Quality Assurance

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

### Compliance

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



### Allied Universal Security Personnel Access

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



- Review schedules
- Update personnel contact information
- Read job/site specific information

- Access pay stubs
- View pay stubs and schedules on smartphones with eHub app

## Resources to Support Your Business Needs

### Experienced in Handling Labor Relations

The security industry continues to experience unionization in certain markets, similar to the janitorial services industry and other building services. If unionization impacts your market, it is essential to partner with a security services provider that has years of experience in labor relations and developing productive and constructive union relationships to ensure labor peace and peace of mind.

It is important for Safeway/Albertsons to know that Allied Universal<sup>®</sup> has decades of experience working with major labor unions in the security sector. We have a committed team of professionals, including a Vice President of Labor Relations, who oversees all union relationships and negotiates collective bargaining agreements that maintain strong management rights and control over service. The labor relations team, in conjunction with local leadership, successfully manages our relationships with unions across the country.

In union markets Allied Universal<sup>®</sup> negotiates effective multi-year collective bargaining agreements that preserve our right to hire and train our employees according to our unique high standards. In addition, strong management rights and no-strike clauses ensure quality, and maintain our authority to remove any security professional not performing to expectations. While market conditions dictate wage and benefit levels, we negotiate to ensure that costs are managed accordingly, always taking into consideration your needs and expectations.



With experienced operations teams successfully managing union relations, smooth, seamless and efficient transitions are not just possible, but realized daily. We've developed detailed grievance and arbitration procedures that ensure that any labor issues are handled quickly and in the appropriate setting if issues do arise. To ensure the management at your location is versed in all aspects of labor relations, we also provide specialized training to our supervisors and managers on how to manage in a unionized environment.

Safeway/Albertsons will benefit from our commitment to go beyond the text of the collective bargaining agreement to ensure labor peace by developing strong relationships with local union representatives, as well as community leaders. We negotiate multi-year agreements, which are helpful in providing continuity and predictability over the long term - a true benefit to you.

Our proven track record on behalf of our clients is unmatched.

- Our clients have the benefit of knowing that security professionals assigned to their account will consistently be present and will perform to high standards.
- Our relationships with labor unions and our employees are constructive and we have not experienced work stoppages as a result of labor disputes.

- Experience has shown that when security professionals are paid fair wages and offered reasonable benefits, turnover is lower, ensuring consistency of service and lower costs related to recruiting, training and uniforms.
- Allied Universal® has experience managing a unionized workforce. Sites with unionized security professionals will experience the same outstanding security services and seamless transitions that Allied Universal® delivers to all clients.

Safeway/Albertsons will have peace of mind knowing that we are highly experienced and successful in handling labor relations, allowing you to focus on your core business.

## **Emergency Preparedness**

Security personnel are your first responders and principal resource for helping to reduce business interruptions while keeping people, property and assets safe. An effective security team's role does not end with the day-to-day. Emergency preparedness must be part of a comprehensive security strategy.

Allied Universal® will support Safeway/Albertsons, by working with you to implement meaningful and effective emergency response protocols, and ensuring security professionals and managers at your site are ready to respond. These efforts go above and beyond the robust security professional training initiatives that are central to your overall security program.

Allied Universal® has a proven track record of collaboration and participation in emergency response planning and will partner with you to bring preparedness to the highest level. Emergency preparedness must surpass developing, maintaining and memorizing plans and procedures. Measures we implement and coordinate with you may include:

### **Preparedness Planning Scenarios**

- Active Shooter/Armed Attacker
- Workplace Violence
- Evacuations/Shelter-in-place
- Medical Emergencies
- Bomb Threats
- Utility Outages
- Flooding
- Severe Weather
- Fires
- Elevator Entrapment
- Explosions
- Demonstrations
- Criminal Activity
- Pandemic/Contagious Disease
- Hazmat Spills

- **Inspections:** Inspectors and managers conduct unannounced evaluations and test security professionals on their knowledge of how to react to a range of scenarios. Results are reported through the client services portal. Inspections help ensure that security teams are continuously aware and critical plans and protocols are front of mind.
- **Tabletop Exercises:** Tabletop exercises prepare security, facilities and management teams for emergencies. Through scenario-based sessions, decisive thinking is strengthened and protocols are better understood.
- **Drills:** Coordinated to provide realistic demonstrations of emergency response, drills bring plans to life and probe for areas of improvement.
- **Information and Resources:** As emergency preparedness is everyone's responsibility, educational information for your stakeholders can make a critical difference. You can access our online Security Resource Center for valuable awareness information to share with your organization. Additionally, Allied Universal® has aligned with best-in-class emergency preparedness experts who help you take your planning to the next level.

When partnering with Allied Universal®, Safeway/Albertsons will benefit from emergency preparedness planning resources and best practices. As your liaison to local law enforcement agencies, professional associations such as ASIS and BOMA, local emergency management agencies, DHS and others, Allied Universal® is on the forefront of emergency preparedness, sharing information and proactively addressing emerging threats.



Allied Universal® is dedicated to providing our clients with the best prepared and most responsive security personnel. Security professionals are trained to identify and respond to emergencies and can act as your on-the-ground leader to initiate emergency response protocols, and quickly take action for you.

## **Patrol Services**

Visibility is a powerful crime deterrent. And, a security program with gaps in coverage is not complete. The vulnerable hours when your business is closed require the attention of a quality and consistent security presence.

Allied Universal® Security Services offers a cost-effective alternative to on-site security. Patrol professionals can help enhance your employee's safety and reduce the risk of vandalism, trespassing or theft on your property. We are trained to notice the out of the ordinary situation - and to prevent problems before they start.

Security patrol professionals help maintain a safe environment at your facility with a regular presence.

Customized security patrol functions can include:

- Window/door/lock checks
- Thermostat inspections
- Vehicle/illegally parked car reports
- Loading dock patrols
- Outdoor systems and generator checks
- Leaks and hazard reports
- Equipment and construction site inspections

Consider what's at stake:

- Employee and customer safety
- Buildings and equipment
- Computers, office property and sensitive data



To protect all of these valuable assets, we work with you to develop a customized security patrol program that meets your security goals - accounting for your unique challenges and providing the specialized services you require.

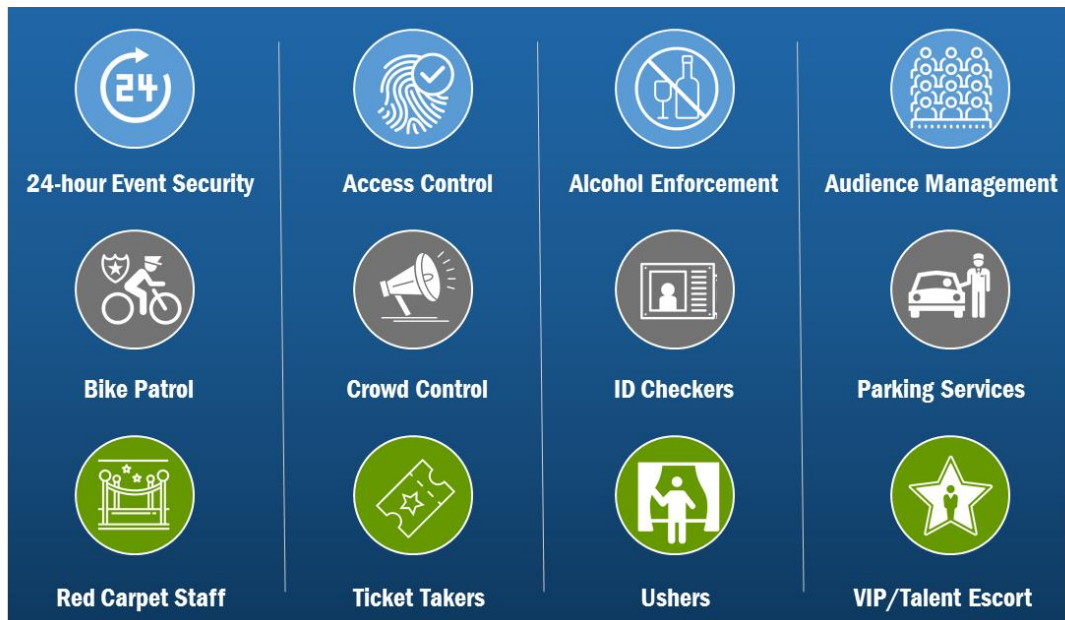
## **Event Services**

Allied Universal® Event Services is your one-stop-solution for event security and staffing. We provide experienced and trained professionals, managers and personnel to every type of venue and event imaginable.



As event management consultants, Allied Universal® will coordinate and manage all of your security, event staffing and safety needs. We will assist your show from its pre-planning stages through its post-show wrap-up, working for and with you from start to finish ensuring consistency and success.

We can provide the following services for any event you plan:



We utilize the best and brightest of today's diverse workforce to create a safe and enjoyable atmosphere for your guests. All of our security professionals are licensed and bonded, and we conduct thorough background checks and drug testing on all employees. Our detailed and comprehensive training programs ensure that your team is ready for any challenges they may face.

Our management team is hands-on in developing, coaching and mentoring our front-line security professionals with a focus on superior customer service. They service thousands of shows and events annually, from small corporate events to multi-day conventions and packed entertainment events. We always work to meet your budget and exceed your expectations.



Through the combined capabilities of Allied Universal®, you can now rely on one trusted partner as a single-source solution for everything from temporary staffing, consulting and security for all your events, making Allied Universal® the event staffing company that is Preferred by Clients and Loved by Guests™.

### **Risk Advisory and Consulting Services**

Our Risk Advisory and Consulting Services combine risk assessment and prevention with investigative practices to form a centralized set of services with strategic focus on reducing risk. We utilize a customer-centric consultative approach to identify and address risk to prevent loss and protect people, infrastructure, and assets—locally, regionally, and globally.



Our services set the benchmark in minimizing risk through our:

- **Competence:** Safeway/Albertsons has access to experienced, long-standing consultants with notable backgrounds in corporate security, special services, law enforcement and legal counsel in a variety of industries.
- **Specialization:** We provide workplace violence prevention, personal/executive protection, fraud and financial crimes investigation, litigation support, due diligence, background investigations, cyber and information security, emergency preparedness and response, crisis negotiations and more.
- **Geographic Reach:** Risk advisory and response services throughout the United States, Canada, Central and Latin America, and the United Kingdom, as well as local partnerships around the globe, enable rapid deployment of assets when and where needed.
- **Reliability:** Backed by the organizational breadth, financial stability, and resources of an over \$7-billion, 200,000+ employee-strong firm, you can be assured you have a partner who supports your risk management objectives now and in the future.
- **Integration:** Coordinates seamlessly with our Security Services and Systems to provide end-to-end, flexible and scalable security solutions through a single source provider.



Understanding and proactively controlling risk are crucial to business continuity. The solutions Allied Universal® provides to help manage risk are backed by industry knowledge, experience, and best practices developed by leaders in the field over more than four decades. We present a comprehensive view of risk and actionable solutions that augment physical and operational security programs, improving security program effectiveness and return on investment.

## Our Risk Advisory & Consulting Services

### Security Consulting

- Physical Security Assessment, Design & Engineering
- Threat & Vulnerability Assessments
- Corporate Security Program Reviews & Audits
- IRS 132 Assessment
- Security Risk Consulting
- Asset Protection Program Development & Reviews
- Crisis Program Design & Management



### Threat Management & Personal Protection

- Threat Assessment & Management
- Workplace Violence Prevention
- Open Source Intelligence & Threat Monitoring
- Executive/Personal Protection Operations & Training (Armed/Unarmed)
- Executive Security Assessment

### Investigations

- Business Transaction Due Diligence
- Fraud & Financial Crimes
- Litigation Support
- Personnel Background Inquiries
- Workplace Related Issues
- Digital Forensics
- Intellectual Property, Brand, & Product Protection
- Asset Tracing & Recovery
- Foreign Corrupt Practices Act (FCPA) Compliance, Investigations & Training/Design



### Armed Disaster, Emergency, & Strike Response

- Emergency Preparedness & Disaster Response
- Strike Preparation Guidelines
- Civil Disturbance Protection (Armed/Unarmed)
- High-Risk Site Protection
- Rapid Response & Deployment (Armed/Unarmed)
- Specialized Asset Protection