

File No.: 04-1000-20-2023-050

May 19, 2023

s.22(1)

Dear s.22(1)

Re: Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")

I am responding to your request of January 26, 2023 under the *Freedom of Information and Protection of Privacy Act* for:

Record of active contracts awarded to private security companies for physical guards onsite at City properties, including indication of whether there are multiple companies sub-contracted. Date range: January 1, 2022 to January 25, 2023.

All responsive records are attached. Some information in the records has been severed (blacked out) under s.15(1)(l), s.17(1), and s.21(1) of the Act. You can read or download this section here: http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00.

Under section 52 of the Act, and within 30 business days of receipt of this letter, you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your FOI request by writing to: Office of the Information & Privacy Commissioner, info@oipc.bc.ca or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number (#04-1000-20-2023-050); 2) a copy of this letter; 3) a copy of your original request; and 4) detailed reasons why you are seeking the review.

Yours truly,

Kevin Tuerlings, FOI Case Manager, for

[Signed by Kevin Tuerlings]

Cobi Falconer, MAS, MLIS, CIPP/C
Director, Access to Information & Privacy
cobi.falconer@vancouver.ca
453 W. 12th Avenue Vancouver BC V5Y 1V4

If you have any questions, please email us at foi@vancouver.ca and we will respond to you as soon as possible. Or you can call the FOI Case Manager at 604-871-6584.

Encl. (Response Package)

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SECURITY SERVICES AGREEMENT

THIS AGREEMENT is entered into as of the 15th day of February, 2013

BETWEEN:

THE CITY OF VANCOUVER, a municipal corporation continued under the *Vancouver Charter* and having an office at 453 West 12th Avenue, Vancouver, British Columbia V5Y 1V4

(the "City")

AND:

THE VANCOUVER PUBLIC LIBRARY BOARD, a corporation existing under the *Library Act* (British Columbia) and having an office at 350 West Georgia Street, Vancouver, British Columbia V6B 6B1

(the "Library")

AND:

SECURIGUARD SERVICES LTD., a corporation organized under the laws of (British Columbia) with its registered and records office(s) at 300 - 1575 West Georgia Street, Vancouver, British Columbia V6G 2V3

(the "Contractor")

BACKGROUND:

- A. Pursuant to the Request for Proposals No. PS20110718 (the "RFP"), the City invited proposals from qualified proponents for integrated security services meeting the requirements set out in Appendix 2 to Part C of the RFP (the "Requirements");
- B. In response to the RFP, the Contractor submitted the Contractor's proposal to perform integrated security services in accordance with the Requirements, as supplemented by the Contractor's proposal;
- C. The City and the Library wish to retain the Contractor for the performance of services on the terms and conditions set out in this Agreement and, and the Contractor wishes to perform such services on such terms and conditions.

THE CITY, THE LIBRARY AND THE CONTRACTOR NOW AGREE as follows:

1.0 Definitions

The following capitalized words and terms, unless the context otherwise requires, have the respective meanings set out below:

"Additional Compensation" has the meaning set out in Section 4.2;

"Agreement" means the legal agreement between the City, the Library and the Contractor, by which the Contractor agrees to provide security services to the City, the Library and the Other City Entities, as set out in the Contract Documents;

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“City” means the entity defined as such on the front page of this Security Services Agreement;

“Claims” means third party claims, counterclaims, complaints, demands, causes of action, liabilities, obligations, damages, losses, legal fees, liens, awards, costs, expenses and disbursements (including without limitation reasonable legal fees and court costs on a solicitor and own client basis) of any nature or kind, whatsoever and howsoever arising, whether known or unknown, whether in law or in equity or pursuant to contract or statute, and whether in any court of law or equity or before any arbitrator or other body, board or tribunal;

“Contract Documents” means this Security Services Agreement, including its schedules, the Proposal, the Requirements and such other documents as are listed in this Security Services Agreement as forming part of the Agreement, including all amendments or addenda to any of the foregoing agreed in writing between the parties;

“Contract Price” has the meaning set out in Section 5;

“Contractor” means the entity defined as such on the front page of this Security Services Agreement;

“Contractor Personnel” means all officers, employees, agents and subcontractors of the Contractor participating, and all other persons engaged directly or indirectly by the Contractor, in its performance of the Security Services;

“Effective Date” means the date on which this agreement takes legal force and effect and is the date set out on the first page of this Security Services Agreement;

“Indemnified Person” has the meaning set out in Section 15.1;

“Library” means the entity defined as such on the front page of this Security Services Agreement;

“Other City Entity” means each of: the Vancouver Board of Parks and Recreation, the Vancouver Police Board, the Vancouver Art Gallery Association and the Parking Corporation of Vancouver;

“Proceedings” means third party actions, suits, proceedings and hearings of any nature and kind in any court of law or equity or before any arbitrator or other body, board or tribunal.

“Proposal” means the proposal submitted in response to the RFP by the Contractor, a portion of which is appended as Schedule “A”;

“Requirements” has the meaning set out on the front page of this Security Services Agreement;

“RFP” has the meaning set out on the front page of this Security Services Agreement;

“Security Clearance” means the security clearance level required of the City or the Library from time to time for personnel being allowed access to any Work Site.

“Security Services” has the meaning set out in Section 3.1;

“System Upgrades” has the meaning set out in Schedule “E”;

“Sub-Contractor” mean all sub-contractors, suppliers and agents of the Contractor listed in Schedule “D”;

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"Term" means the term of this Agreement, as set out in Section 6;

"WorkSafeBC" means the Workers' Compensation Board of B.C. and all regulations enacted pursuant to the Workers' Compensation Act, as amended and re-enacted from time to time;

"Work" means all the labour, materials, equipment, supplies, services and other items necessary for the execution, completion and fulfilment of the Security Services; and

"Work Site" means any site(s) owned or controlled by the City, the Library or any Other City Entity where Security Services are to be performed hereunder.

2.0 Contract Documents

2.1 The terms and conditions of the Contract Documents, whether or not actually attached to this Security Services Agreement constitute the Agreement. The Contract Documents are complementary, and what is called for by any one will be as binding as if called for by all. In the event of any inconsistency or conflict between any of the terms and conditions within the Contract Documents, then:

- (a) If the terms or conditions relate to matters other than System Upgrades, they will be construed so as to resolve such inconsistency or conflict in the following order of precedence, preference and priority:
 - (i) this Security Services Agreement, including all schedules hereto except for Schedule "A";
 - (ii) the Requirements; and
 - (iii) the Proposal.

- (b) If the terms or conditions relate to System Upgrades, they will be construed so as to resolve such inconsistency or conflict in the following order of precedence, preference and priority:
 - (i) Schedule "E";
 - (ii) this Security Services Agreement, including all schedules hereto other than Schedule "A" and Schedule "E";
 - (iii) the Requirements; and
 - (iv) the Proposal.

3.0 Security Services

- 3.1 During and at all times throughout the Term, in consideration of monetary remuneration as described herein, the Contractor will provide to the City, to the Library, and to each Other City Entity as the City may direct from time to time, security services in accordance with the Requirements, and as described in the Proposal, as well as System Upgrades (as and when requested, and then accepted, by the City, the Library or the City on behalf of an Other City Entity, as the case may be), including, without limitation, all labour, materials, equipment, supplies and other services and things reasonably necessary for the full, competent, skilful, careful, diligent and efficient performance of such services (together, the "Security Services").
- 3.2 For the avoidance of doubt, the Contractor will not provide any Security Services to any Other City Entity (and will not be compensated therefor) unless the City directs the Contractor, in writing, to provide the particular Security Services to the particular Other City Entity.

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- 3.3 The Contractor will perform the Security Services carefully, competently, skillfully, diligently and efficiently at all times during the Term.
- 3.4 The Contractor represents and warrants that it is competent and has the knowledge, experience, skills, qualifications and certifications necessary to perform the Security Services as required by the Agreement and acknowledges that its representations to that effect are a major factor in the City's and the Library's selection of the Contractor to provide the Security Services. The Contractor agrees that during the Term of this Agreement, the Contractor is acting in a fiduciary capacity for the City, the Library and each Other City Entity for which Security Services are provided hereunder, and therefore shall not engage in any conduct which would or might put the interests of the City, the Library or any Other City Entity for which Security Services are provided hereunder into conflict with the interests of any third person whether or not a client of the Contractor's or the Contractor itself. Without limiting the general scope of this Section 3.4 and by way of example only, the Contractor is prohibited from and will not: (a) assist or do anything which could be seen as assisting any third party to gain an unfair competitive advantage over other entities in respect of the provision of System Upgrades as a Sub-Contractor to the Contractor (except that the City and the Library now consent to the Contractor giving preference (but only on an equal basis to all three) to the three preferred Sub-Contractors proposed by the Contractor in its Proposal and to the suppliers of existing legacy systems where reasonably necessary to repair or extend the life of a legacy security system), or (b) take or receive any financial benefit or other benefit or compensation of any kind from any entity or any affiliated party of any entity proposing to supply a System Upgrade as a Sub-Contractor to the Contractor. The Contractor now acknowledges that a breach of this Section 3 could constitute not only a breach of this Agreement but also a violation of the *Competition Act* (Canada) and the *Criminal Code of Canada* and, accordingly, could be punishable as a crime, and subject the Contractor to punitive and aggravated damages, and not merely compensatory damages for breach of contract under this Agreement.
- 3.5 Without limitation to any other remedies that might be available to the City or the Library, if at any time during the Term, in the opinion of the City or the Library, the Contractor is not performing the Security Services with the care, competence, skill, diligence or efficiency required by the Agreement, on written notice to the Contractor, the City or the Library may require the Contractor to rectify any deficiencies in the Contractor's performance of the Security Services as identified in the notice, and the Contractor, at its expense, immediately on receipt of such notice, will rectify such deficiencies.
- 3.6 At all times in its performance of the Security Services pursuant to the Agreement, the Contractor will consult and cooperate with the City, the Library, and the Other City Entities, as applicable, and, as appropriate, their personnel, contractors, consultants and suppliers, so as to ensure that the Security Services are performed safely, effectively, efficiently, cost effectively and with minimum inconvenience to the public.
- 3.7 The Contractor will ensure that at all times during the Contractor's performance of the Security Services, for the effective and efficient performance thereof, there are effective and fully operational, electronic communications systems in place amongst on-duty Contractor Personnel, as appropriate, and between all on-duty Contractor Personnel and personnel of the City, the Library and the Other City Entities, as determined by the City and the Library.

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4.0 Changes to Security Services

- 4.1 The City and the Library may each at any time, upon notice to the Contractor, increase, reduce or otherwise modify the scope of the Security Services, as and when required by the City or the Library (the latter as to the Security Services provided to itself only), and the Contractor shall, subject to the provisions of Section 4.2 and 4.3, accept and perform such increased, decreased or modified scope of Security Services.
- 4.2 If the City (for itself or an Other City Entity) or the Library requests an increase to the scope of Security Services, or if the Contractor reasonably believes that any modification to the Security Services requested by the City or the Library constitutes additional work or services that would entitle the Contractor to additional fees or reimbursable expenses not provided for in Schedule "B" ("Additional Compensation") if that work or service were performed, the Contractor shall, prior to undertaking the work or service, provide to the City or the Library, as the case may be, a "contemplated change notice" setting out the Additional Compensation to which it believes it is entitled, which Additional Compensation will be determined based on the pricing terms and methodology set out in Schedule "B" (and which, in any event, will no less favourable to the City or the Library, as the case may be, than the compensation payable for the Security Services pursuant to Schedule "B".) If the City or the Library, as the case may be, accepts the Contractor's claim for Additional Compensation, it shall execute the Contractor's notice in the space provided for its approval, and such executed notice shall constitute an approved change order and the Contractor's authorization to proceed with the work. In the event that the City or the Library does not accept the Contractor's claim for Additional Compensation, the City or the Library, as applicable, may direct the Contractor to carry out the disputed work or services and the Contractor shall carry out the work or services so directed without prejudice to any right it may have to assert a claim for Additional Compensation after completion of the Security Services.
- 4.3 If the City or the Library requests a decrease to the scope of Security Services, or if any modification to the Security Services requested by the City or the Library constitutes a deduction in scope that it would be reasonable to conclude would entitle the City or the Library to a reduction in the compensation payable hereunder, the parties will (if the relevant reduction cannot be computed by reference to Schedule "B") negotiate an equitable reduction to the compensation payable in respect of the Security Services, and shall execute a contemplated change notice or change order to reflect such change in compensation. In the event the parties are unable to agree upon the amount of reduction to the compensation payable in respect of the reduced scope of Security Services, the City or the Library, as the case may be, may direct the Contractor to carry out the reduced scope of services and will pay the Contractor such reduced compensation as the City or the Library, as the case may be, determines is equitable, without prejudice to any right the Contractor may have, after completion of the Security Services, to assert a claim for all or any portion of the compensation withheld by the City or the Library in reliance on this Section 4.3 (provided that the Contractor's claim shall not include any amount for loss of revenue or loss of profit).
- 4.4 The City or the Library may from time to time request reasonable changes to the key personnel of the Contractor, and the Contractor shall comply with any such request. The Contractor shall not change any of its key personnel without the prior written approval of the City and the Library, which approval will not be unreasonably withheld.
- 4.5 All orders or instructions with respect to the Security Services issued by (i) the City's Corporate Security Representative, (ii) the City's responsible Category Manager, Supply Chain Management, or (iii) the Library's Security Coordinator or Director of Corporate

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Services to the Contractor will be obeyed, performed and complied with by the Contractor promptly, efficiently and to the satisfaction of the City or the Library, as applicable. However, if the Contractor is of the opinion that such orders or instructions are not authorized under the provisions of the Contract Documents or involve a change in the Security Services, it must promptly notify the City and the Library in writing before proceeding to carry them out and, in any event, within two days of the receipt of such orders or instructions. The giving of such notice to, and its receipt by, the City and the Library will not constitute an acknowledgement by the City or the Library as to the validity of the Contractor's claim, and the City and the Library now reserve all rights to contest or dispute the Contractor's claim. If the Contractor does not so notify the City or the Library within the time so limited, it will not be entitled to later claim that the orders or instructions were not so authorized or involved a change in the Security Services. In any event, the giving of such notice to the City and the Library will not relieve the Contractor of its obligation to carry out and to obey such orders or instructions.

- 4.6 Notwithstanding any other provision hereof, Sections 4.1 through 4.5 above do not apply to System Upgrades.

5.0 Remuneration for Security Services

- 5.1 Except with respect to System Upgrades, the City and the Library will each pay remuneration to the Contractor, for its performance of the Security Services, on the basis of the rates per items and at the times described in Schedule "B" hereto (the "Contract Price") and in accordance with Section 20 of this Agreement.
- 5.2 No Additional Compensation whatsoever shall be payable by the City or the Library for work performed by the Contractor which has not been approved in accordance with Section 4 hereof.
- 5.3 The City and the Library are entering into this Agreement on a several (and not joint) basis, and each shall be responsible to pay the Contractor only for the Security Services performed on its behalf (or, in the case of the City, on behalf of an Other City Entity).

6.0 Term/Non-Exclusivity

- 6.1 The Contractor shall between the 15th day of February 2013 and the 15th day of February 2018 (the "Term") perform and complete the Security Services, in accordance with the Contract Documents, subject to extension of the Term hereof or earlier termination of this Agreement in accordance with the provisions of this Agreement. The City and the Library may, at their sole discretion, jointly opt to extend the Term, on a year by year basis, for up to a further two years, to a total maximum of a seven-year Term to the 15th day of February 2020. Notwithstanding the foregoing, the "Term" of this Agreement with respect to any System Upgrade will be as established pursuant to Schedule "E", independent of, and without prejudice to, any extension, renewal expiry or cancellation of the Term for the other Security Services.
- 6.2 Where the parties hereto continue to deal with each other following an expiry date, this Agreement will be deemed to be renewed for an additional one-year period. However, during each additional one-year period, this Agreement may be cancelled by the City and the Library, acting jointly, without cause on at least 30 days' prior written notice to the Contractor, or by the Contractor on at least 120 days' prior written notice to the City and the Library.

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- 6.3 Despite any other term of this Contract, the RFP or the Proposal, nothing in this Agreement is intended to grant the Contractor any rights of exclusivity or any other right to be the sole supplier to the City, the Library or any Other City Entity of the Security Services, to supply a specified or minimum quantity of Security Services hereunder or any other similar right, and the Contractor now acknowledges and agrees to the same.

7.0 Sub-Contractors

- 7.1 The Contractor may use Sub-Contractors to assist in the performance of the Security Services, except that the Contractor will not subcontract all or, as determined by the City and the Library, in their discretion, substantially all of the Security Services. However, although the foregoing restriction generally applies to the Project Services supplied for a System Upgrade, it does not apply to the Sub-Contractors retained by the Contractor to supply the hardware, software, installation/implementation, warranty, maintenance and support services for a System Upgrade. All Sub-Contractors are the responsibility of the Contractor.
- 7.2 The Contractor will be held as fully responsible to the City and the Library for the acts and omissions of its Sub-Contractors and of persons directly or indirectly employed by such Sub-Contractors, as for the acts and omissions of persons directly employed by it.
- 7.3 Nothing contained in any of the Contract Documents will create any contractual relationship between any Sub-Contractor and the City or the Library.
- 7.4 The Contractor agrees to ensure compliance by every Sub-Contractor with the terms and requirements of the Contract Documents.
- 7.5 The Contractor may retain approved Sub-Contractors to assist in the performance of the Security Services, provided that:
- (a) the Contractor shall not subcontract all or substantially all of the Security Services to a Sub-Contractor;
 - (b) the Contractor shall require that the terms of this Agreement apply to its Sub-Contractors; and
 - (c) the Contractor shall be wholly responsible for the professional standards, performance, acts, defaults and neglects of such Sub-Contractors.
- 7.6 The Contractor represents to the City and the Library that all Sub-Contractors are competent and have the qualifications, designations, experience and capabilities necessary to carry out the relevant Work to a high standard. The Contractor shall cause all Sub-Contractors to exercise the degree of care, skill, diligence in the performance of Work as is required by the City or the Library.
- 7.7 Except in respect of System Upgrades, no sub-contractors will be permitted to be used by the Contractor save for those expressly named by the Contractor in its Proposal and listed in Schedule "D" and then only for the "Area of Responsibility" set out beside each such Sub-Contractor's name in Part C - Form of Proposal - *Management Proposal* of its Proposal, or subsequently permitted in writing by the City pursuant to Section 9.0.
- 7.8 The Contractor, its Sub-Contractors, and the officers, directors, shareholders, partners, personnel, affiliates and agents of the Contractor and its Sub-Contractors are not, nor are they to be deemed to be, partners, appointees, employees or agents of the City, the Library or any Other City Entity.

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8.0 Disqualification of Contractor Personnel

- 8.1 Without limitation to any other remedies that might be available to the City or the Library, by written notice to the Contractor, the City or the Library may require that the Contractor discontinue the use of any Contractor Personnel engaged in the performance of the Security Services, for any reason, including, but not limited to:
- (a) intoxication;
 - (b) theft, fraud or other dishonesty;
 - (c) security risk;
 - (d) use of foul, profane, vulgar or obscene language or gestures;
 - (e) solicitation of gratuities or tips from any person for services performed under the Agreement;
 - (f) wilful misconduct, negligent or recklessness with respect to safety or sanitary requirements or regulations;
 - (g) loss of or failure to obtain any Security Clearance required by the City (including on behalf of, and upon the request of any Other City Entity) or by the Library;
 - (h) Any public nuisance or disorderly conduct;
- 8.2 Immediately on receiving any such notice from the City or the Library, the Contractor will ensure immediately that all such persons will no longer be employed or otherwise engaged, directly or indirectly, in the performance of the Security Services and that all such persons can no longer access any restricted areas or information of the City, the Library or any Other City Entity.

9.0 Assignment

- 9.1 Except as expressly required by Schedule "E", subject to Section 7, the Contractor will not assign, sublet, subcontract, or let out as task work any part of the Work or any of the Contractor's obligations under the Contract Documents to any third party, and will not assign or otherwise transfer any of the rights of payment under the Contract Documents to any third party, without in each case the prior written consent of the City and the Library, which consent the City or the Library may arbitrarily withhold. If the City and the Library consent to any such assignment, subletting or letting out as task work of all or any part of the Work, the Contractor will in no way be relieved from its responsibility for the fulfilment of the Work, but will continue to be responsible for the same pursuant to this Agreement.
- 9.2 The Contractor shall not assign this Agreement, in whole or in part, or any payments due or to become due under this Agreement, either voluntarily, involuntarily or by operation of law, without the express written consent of the City and the Library, which may be unreasonably or arbitrarily withheld.

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10.0 Time of the Essence

- 10.1 Time shall be of the essence of this Agreement.
- 10.2 Notwithstanding Section 10.1, none of the City, the Library or the Contractor shall be deemed to be in default for delays in performance (other than delays in payment) caused by circumstances beyond the reasonable control of the non-performing party. For the purposes hereof, such circumstances include, but are not limited to, extreme weather conditions, flood, earthquake, fire, epidemic, war, riot and other civil disturbance, sabotage, judicial restraint and inability to procure permits, licenses or authorizations from any local, provincial or federal agency for any of the supplies, materials, accesses or services required to be provided by the City, the Library or the Contractor under this Agreement. If any such circumstances occur, the non-performing party shall, as soon as possible after being prevented from performing, give written notice to the other parties describing the circumstances preventing continued performance and the efforts being made to resume performance of this Agreement.
- 10.3 For all obligations of the Contractor pursuant to this Agreement, time is of the essence. The acceptance of a late performance, with or without objections or reservations by the City or the Library, will not waive the City's right or the Library's right to claim damages for such breach, nor constitute a waiver by the City or the Library of the requirement of timely performance of any obligation remaining to be performed.

11.0 Compliance with Laws, Permits and Regulations

- 11.1 In carrying out its obligations, the Contractor will familiarize itself and comply with all applicable laws, bylaws, regulations, ordinances, codes, specifications and requirements of all regulatory authorities, and will obtain all necessary licenses, permits and registrations as may be required by law.

12.0 Confidentiality

- 12.1 "Confidential Information" means all information and data disclosed orally, in writing or electronically, by one party to another party hereto on a confidential basis including, without limitation, all such information and data relating to the structure, personnel and operations of the disclosing party, including financial, planning, marketing, advertising and commercial information and strategies; employee, supplier and customer information and data; contractual agreements, records and correspondence; computer programs, computer-related data and databases; trade secrets, inventions, designs, methods, processes and know-how; and items provided or disclosed to a party by third parties under an obligation of confidentiality. Confidential Information shall not include information which: (i) is or becomes generally available to the public other than as a result of disclosure by a party in breach of this Agreement; (ii) becomes available to the receiving party on a non-confidential basis from a source other than the disclosing party, that is not, to the knowledge of the receiving party after due inquiry, bound by a duty of confidentiality prohibiting the disclosure thereof; or (iii) was within the receiving party's possession prior to being furnished by the disclosing party, as evidenced by written records of the receiving party; or (iv) is required to be disclosed pursuant to the order of a court of competent jurisdiction or government authority with jurisdiction over the performance of the Security Services.
- 12.2.1 It is contemplated that in the course of the performance of this Agreement each party may, from to time, disclose its Confidential Information to the other parties. During and after the term of this Agreement, subject to Section 12.4, each party agrees:

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- (a) to keep and use in strict confidence all Confidential Information of the other parties that it acquires, sees or is informed of, as a direct or indirect consequence of this Agreement and to not, without the prior written consent of the relevant other party, disclose any such Confidential Information; and
- (b) not to use, copy, duplicate or reproduce, either directly or indirectly, any of the Confidential Information of the other parties or any recollections thereof for any purpose other than for the performance of its obligations under this Agreement, without the relevant other party's prior written approval, except in the case of disclosure to governmental or regulatory agencies or other third parties acting in an official or professional capacity relating to the Security Services.

12.2 Without limiting the generality of the foregoing, the Contractor shall not disclose any information, plans or designs to which the Contractor may have access by virtue of its connection with the Security Services to any person not expressly authorized by the City to review such information, plans or designs. The Contractor shall also cause all Sub-Contractors to comply with the foregoing confidentiality requirements. The City and the Library may impose the following restrictions to safeguard the confidentiality of all such information, plans and designs:

- (a) restrictions upon persons to be permitted access to information, plans or designs;
- (b) restrictions upon time and place of access and method of reproduction;
- (c) restrictions upon uses to which such information, plans or designs may be put by the Contractor; and
- (d) restrictions necessary, in the reasonable opinion of the City or the Library, as the case may be, to protect and safeguard confidentiality, both before and after the termination of this Agreement.

The City or the Library may require, and in such event the Contractor shall cause, any Sub-Contractor to execute an agreement with the City or the Library, as the case may be, regarding the confidentiality of all information, plans and designs.

12.3 The Contractor acknowledges that information provided to the City, an Other City Entity or the Library may be provided to, or be available to, organizations and personnel that are subject to the *Freedom of Information and Protection of Privacy Act* (British Columbia) and the *Access to Information Act* (Canada). If the Contractor considers that any of its information is particularly sensitive, then the Contractor shall identify that confidential information as such and advise the City or the Library, as applicable, in writing.

12.4 Upon expiration or earlier termination of this Agreement, each party shall promptly cease all use of the Confidential Information of the other parties and upon written request will return all Confidential Information.

12.5 The parties acknowledge that in the event of a breach by any of them of its obligations of confidentiality, damages alone would not be an adequate remedy. Each party agrees that each other party, in addition to and without limiting any other right or remedy it may have, will have the right to an immediate injunction or other available equitable relief in any court of competent jurisdiction enjoining any threatened or actual breach of such obligations.

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13.0 No Promotion of Relationship

13.1 The Contractor must not disclose or promote its relationship with the City, any Other City Entity or the Library, including by means of any verbal declarations or announcements and by means of any sales, marketing or other literature, letters, client lists, press releases, brochures or other written materials without the express prior written consent of the City or the Library, as applicable (except as may be necessary for the Contractor to perform the Contractor's obligations under the terms of the Agreement) and the Contractor will ensure that all Sub-Contractors are bound by and comply with this provision.

14.0 Protection of Person and Property

14.1 The Contractor will use due care that no persons are injured, no property damaged or lost, and no rights are infringed in the performance of the Security Services, and the Contractor will be solely responsible for all loss, damages, costs and expenses in respect of any injury to persons, damage of property, or infringement of the rights of others incurred in the performance of the Work or caused in any other manner by the Contractor, or its employees or Sub-Contractors.

14.2 The Contractor will effectively warn and protect the public and other personnel from any danger as a result of the Work being done.

15.0 Indemnification

15.1 The Contractor shall defend, indemnify and hold harmless the City, the Other City Entities, the Library and all past and present directors, officers, officials, agents, employees and representatives of the City, each City Entity and the Library (each, an "Indemnified Person") from and against all Claims and Proceedings, whether direct or indirect, of any nature of kind whatsoever, either before or after the expiration or termination of this Agreement, arising out of or in connection with:

- (a) any breach of this Agreement, wilful misconduct or negligent act, error or omission by the Contractor or any person for whom the Contractor is responsible at law or pursuant to the provisions of this Agreement, including without limitation, injury or death to anyone, loss or damage to property of any person, any claim or matter in dispute between the Contractor and any Sub-Contractor, and any failure or deficiency by the Contractor or any Sub-Contractor in providing the Security Services; and
- (b) any infringement or alleged infringement of any copyright, patent, trademark, industrial design, trade secret or other intellectual property rights of any person, or of any obligation of confidentiality, in connection with the Security Services;

except only to the extent such Claims or Proceedings are attributable to a breach of this Agreement by the City or the wilful misconduct or negligent acts, errors or omissions of the Indemnified Person, or any third party performing work on behalf of the Indemnified Person for whom the Contractor is not responsible at law or pursuant to the provisions of the Agreement.

15.2 The Contractor appoints the City and the Library as the trustees for the Indemnified Persons of the covenants of indemnification of the Contractor with respect to such Indemnified Persons as specified in this Agreement and the City and the Library accept such appointment.

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16.0 Insurance Requirements

- 16.1 Without limiting any of its obligations or liabilities under the Agreement, the Contractor and its Sub-Contractors will obtain and continuously carry during the term of the Agreement at their own expense and cost, the following insurance coverage specified in this Section 16.
- 16.2 All insurance policies will be in a form and in amounts satisfactory from time-to-time to the City and the Library, and with insurers acceptable to the City's Director of Supply Chain Management and will provide for the provision to the City's Director of Supply Chain Management with sixty (60) days' prior written notice of material change, lapse or cancellation, and that any such notice must identify the Agreement title, policy number, policyholder, and scope of work.
- 16.3 The Contractor and each of its sub-contractors will provide at its own cost any additional insurance which it is required by law to provide or which it considers necessary.
- 16.4 None of the providing of insurance by the Contractor in accordance with the requirements hereof, the insolvency or bankruptcy of any insurance company or the failure of any insurance company to pay any claim accruing will be held to relieve the Contractor from any other provisions of the Agreement with respect to liability of the Contractor or otherwise.
- 16.5 All insurance coverage obtained by the Contractor or a Sub-Contractor will be primary insurance as respects the City, the Other City Entities and the Library. Any insurance or self-insurance maintained by or on behalf of the City, an Other City Entity, the Library, or any of their officers, officials, employees or agents will be excess of this insurance and shall not contribute with it.
- 16.6 On or prior to the Effective Date, the Contractor will provide the City and the Library with evidence of all required insurance in the form of the attached Certificate of Insurance supported by a certified copy of each policy. The Certificate of Insurance will identify the Agreement title, policy numbers, policyholder and scope of work and must not contain any disclaimer whatsoever. At all times thereafter, during the term of the Agreement, the Contractor must comply with all its insurance obligations described herein. Proof of insurance, in the form of a certificate of insurance or certified copies of all insurance policies will be made available to the City and the Library at any time during the term of the Agreement upon request.
- 16.7 The Contractor will provide in its agreements with its Sub-Contractors clauses in the same form as those found in this Section 16. Upon request, the Contractor will deposit with the City and the Library detailed certificates of insurance for the policies of its Sub-Contractors and copies of the insurance policies.
- 16.8 The Contractor will obtain and maintain in full force and effect during the term of the Agreement, insurances not less than those set out below from companies duly registered and authorized to conduct insurance business in the Province of British Columbia:
- (a) commercial general liability insurance in sufficient amounts and description to protect the Contractor, its sub-contractors, the City, the Other City Entities, the Library and their respective officers, officials, employees, and agents against claims for damages, personal injury including death, bodily injury and property damage which may arise under this Agreement.

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- (b) third party legal liability Insurance in an amount not less than five million dollars (\$5,000,000.00) per occurrence for vehicles owned and/or operated by the Contractor in connection with the Agreement.
- (c) a commercial blanket bond (employee dishonesty insurance) covering the loss of money, securities and other property, which the Contractor, the City, the Other City Entities and the Library shall sustain in an amount of not less than \$250,000 aggregate per occurrence, resulting directly from the fraudulent or dishonest acts committed by an employee of the insureds, acting alone or in collusion with other. The policy shall contain a deductible not exceeding \$5,000 per occurrence and any deductible in relation to this requirement will be paid by the Contractor.

16.9 The limit of commercial general liability insurance shall be not less than five million dollars (\$5,000,000.00) per occurrence inclusive for personal injury, death, bodily injury or property damage and in the aggregate with respect to products and complete operations. The deductible per occurrence shall not exceed five thousand dollars (\$5,000) per occurrence.

16.10 The commercial general liability insurance shall:

- i) be on an occurrence form;
- ii) add the City, the Other City Entities, the Library, and their respective officials, officers, employees and agents as additional insureds;
- iii) contain a cross-liability or severability of interest clause;
- iv) extend to cover non-owned automobile, contingent employer's liability, blanket contractual liability, contractor's protective liability, broad form property damage, broad form completed operations and operations of attached machinery.

17.0 WorkSafeBC

17.1 The Contractor agrees that it will procure and carry and pay for, full WorkSafeBC coverage for itself and all workers, employees, servants and others engaged in or upon any work or service which is the subject of this Agreement. The Contractor agrees that the City and the Library have the unfettered right to set off the amount of the unpaid premiums and assessments for such WorkSafeBC coverage against any monies owing by the City or the Library, as applicable, to the Contractor. The City and the Library will have the right to withhold payment under this Agreement until the WorkSafeBC premiums, assessments or penalties in respect of work done or service performed in fulfilling this Agreement have been paid in full.

17.2 The Contractor will provide the City and the Library with the Contractor's and each Sub-Contractor's WorkSafeBC registration number and clearance letters from WorkSafeBC confirming that the Contractor and each Sub-Contractor are registered in good standing with WorkSafeBC and that all assessments have been paid to the date thereof prior to the City or the Library having any obligation to pay monies under this Agreement. The Contractor will indemnify the City, the Other City Entities and the Library and hold harmless the City, the Other City Entities and the Library from all manner of claims, demands, costs, losses, penalties and proceedings arising out of or in any way related to unpaid WorkSafeBC assessments owing from any person or corporation engaged by the Contractor in the performance of this Agreement or arising

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out of or in any way related to the failure to observe safety rules, regulations and practices of WorkSafeBC, including penalties levied by WorkSafeBC.

- 17.3 Whenever the Contractor is required or permitted to perform any Security Services on any City, Other City Entity or Library sites, the Contractor is now appointed and now accepts appointment as the "prime contractor" in connection with such Security Services (as defined in the WorksSafeBC regulations).

18.0 Character of Workers/Security Clearance

- 18.1 Notwithstanding any other remedies contained in this Agreement, on the verbal request of the City or the Library, the Contractor will immediately remove any employee, Sub-Contractor or agent from performing any Security Services pursuant to this Agreement for any reason cited by the City or the Library, including but not limited to the following:

- (a) Intoxication;
- (b) Use of foul, profane, vulgar or obscene language or gestures;
- (c) Solicitation of gratuities or tips from any person for services performed under the Agreement;
- (d) Wilful, negligent or reckless action in disregard of safety or sanitary requirements or regulations; or
- (e) Loss of or failure to obtain a Security Clearance; or
- (f) Any action which may constitute a public nuisance or disorderly conduct.

- 18.2 The Contractor will cause all Contractor Personnel it proposes to employ or otherwise engage in its performance of the Security Services to submit to and cooperate fully in respect of all such personal, security background checks as the City or the Library may require to ensure to its satisfaction that no such persons are in any way a potential security risk.

19.0 City's Right to Remedy

- 19.1 Should the Contractor neglect to execute the Work properly or fail to perform any provision of the Contract, the City or the Library may, without prejudice to any other right or remedy it may have, make good such deficiencies and may deduct the cost thereof from any payment due to the Contractor.

20.0 Cancellation/Termination

- 20.1 This Agreement may be terminated before completion of the Security Services, anything to the contrary herein notwithstanding, as follows:

- (a) by the City or the Library, each at its option, upon 30 Business Days' notice to the other parties, provided that in such event the City and the Library shall pay to the Contractor the amounts specified in Section 20.3; or
- (b) by any party, at its option, at any time after the happening of an Event of Default.

- 20.2 For the purposes hereof, an "Event of Default" shall be deemed to occur if:

- (a) in the case of any party:

SECURITY SERVICES AGREEMENT

- (i) such party is in breach of any covenant, obligation or representation hereunder and such breach persists un-remedied for a period of ten (10) Business Days after a non-defaulting party has provided the defaulting party with notice of and particulars of the breach or alleged breach, provided that the non-defaulting party may terminate without providing a cure period with respect to actions of the defaulting party that are part of a continuing course of conduct in respect of which prior written notice has been given; or
 - (ii) such party is adjudged bankrupt, becomes insolvent or unable to discharge its liabilities as they become due, makes an assignment for the benefit of its creditors, is subject to the appointment of a receiver, or a petition of bankruptcy is made against it; and
 - (b) in the case of the Contractor only:
 - (i) there occurs or, in the reasonable opinion of the City or the Library, there exists a threat of, a strike, lockout, work slowdown, labour disturbance, or refusal to work by the employees of a Sub-Contractor or of the Contractor;
 - (ii) any Sub-Contractor becomes insolvent or unable to discharge its liabilities as they become due or makes an assignment for the benefit of its creditors or a petition of bankruptcy is made against it, and such situation will, in the City's or the Library's reasonable determination, have an adverse impact on the Security Services.
- 20.3 Where this Agreement is terminated under Section 20.1(a), the City and the Library shall pay to the Contractor such remuneration as the City and the Library, acting reasonably, each determine has been earned by the Contractor to the date of termination. Upon the termination of this Agreement and payment as required hereunder, the City and the Library shall have no further obligation or liability to the Contractor with respect to compensation payable to the Contractor hereunder and may as a condition of final payment under this Agreement require the Contractor to execute and deliver a release and discharge in favour of the City and the Library in relation to the compensation payable to the Contractor hereunder.
- 20.4 In the case of an Event of Default by the Contractor or if the Contractor fails to supply and provide the Security Services or any part thereof in accordance with this Agreement, the City or the Library may, without limiting any other rights it may have, remedy any deficiency and may engage others to do so, and may charge against the Contractor all extra costs and expenses in doing so. The City and the Library will be under no obligation to remedy any failure or deficiency on the part of the Contractor and will not incur any liability to the Contractor for any action or omission in the course of their remedying or attempting to remedy any such failure or deficiency, or for declining to exercise the rights identified in this Section.
- 20.5 Termination of this Agreement for any reason shall not prejudice, limit or affect any claim or matter outstanding prior to termination or obligations consequent upon termination or which by their nature survive termination as provided for herein.
- 20.6 The City and the Library, each may, at any time and from time to time by delivery of notice in writing to the Contractor, suspend the performance of the Security Services in respect of itself (or, in the case of the City, in respect of an Other City Entity) for the period of time specified in such notice. In that event the City or the Library, as

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applicable, shall pay to the Contractor such part of the compensation as can reasonably be considered to have been earned by the Contractor to the date of the suspension, and any costs or expenses directly incurred and not reasonably avoidable as a result of such suspension. The Contractor shall have no claim against the City or the Library for any costs, expenses, damages or other liabilities suffered or incurred by the Contractor as a result of any suspension hereunder unless otherwise agreed by the City or the Library, as the case may be, in writing

21.0 Payment of Remuneration of Security Services

- 21.1 The Contractor shall submit invoices to the City and the Library, separately, in arrears, on the basis set out in Schedule "B". Each invoice shall be clearly itemized to show the City contract number, the entity for which the relevant Security Services have been performed (whether the City, an Other City Entity or the Library), the names(s) and position(s) of each Contractor employee, number of hours worked, hourly charge-out rate, taxes (and the Contractor's tax registration number(s)), and the costs incurred to employ any Sub-Contractors or engage outside suppliers. The Contractor shall also provide to the City or the Library, as applicable, all employee time sheets or other evidence as may be required in support of each invoice. The Contractor will submit each invoice to (as applicable):

City of Vancouver
Attention: Accounts Payable
P.O. Box 7757, 349 West Georgia Street
Vancouver, British Columbia, V6B 0L5

Email: APCentral@vancouver.ca,

or to such other address as the City or the Library may designate in writing from time to time; provided that the City may require invoices in respect of services provided to Other City Entities to be sent to addresses different from the address to which invoices in respect of services provided to the City are sent.

- 21.2 Except for any amounts which the City or the Library is in good faith disputing, any set-off which the City or the Library may claim, any amounts in respect of which the City or the Library has requested and not received supporting evidence and any holdback required to be made under applicable law, each of the City and the Library shall pay invoices submitted to it for Security Services within 30 days of receipt thereof. Notwithstanding the foregoing, the Other City Entities may make payments on behalf of the City from time to time.
- 21.3 The Contractor shall keep, and shall cause any Sub-Contractors to keep, books, records, documents, invoices, receipts and other evidence relevant to the provision of the Security Services in accordance with generally accepted accounting principles and practices consistently applied. The City, the Library or any of their duly authorized representatives shall, for the purpose of audit and examination, have access to and be permitted, upon reasonable notice to the Contractor, to inspect such books, records, documents and other evidence for review, copying and audit at any time and from time to time while this Agreement is in effect and for a period of three years after the expiry or termination of this Agreement for any reason.
- 21.4 The City and the Library may, if applicable, withhold any holdback required by the *Builders Lien Act* (British Columbia).

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21.5 The Contractor will pay to the City and the Library as a price adjustment those amounts set out in Section 4.0, Commercial Proposal, Part C - Form of Proposal, not as a penalty, but as a genuine pre-estimate of the City's actual out-of-pocket costs resulting from a service failure and as liquidated damages.

22.0 Contractor Personnel

- 22.1 The Contractor will supply all personnel reasonably necessary for the performance of the Security Services in accordance with the Agreement.
- 22.2 The Contractor will ensure that all Contractor Personnel are adequately trained, qualified, competent and in all other ways suitable to participate in the Contractor's performance of the Security Services in accordance with and to the standards required under the Agreement and that all Contractor Personnel comply in all respects at all times with the terms of the Agreement as they apply to the Contractor's and their performance of the Security Services.
- 22.3 All Contractor Personnel must possess effective communication skills, appropriate for the duties to which they are assigned, and must be fluent in English, in writing and speech, unless otherwise expressly authorized by the City or the Library.
- 22.4 Without limitation to any other requirement under the Agreement, the Contractor will ensure that all Contractor Personnel carry out their duties in connection with the Security Services skilfully, diligently, safely, efficiently and politely and that they are well and professionally groomed and attired at all times while on duty in the performance of the Security Services.
- 22.5 Contractor Personnel are not permitted to solicit or accept gifts or gratuities of any kind at any time from any person for any reason in connection with the Security Services.
- 22.6 The Contractor will ensure that all Contractor Personnel know at all times when on duty in Contractor's performance of the Security Services that they are not permitted to solicit or accept gifts or gratuities at any time from any person for any reason in connection with the Security Services and, on becoming aware of any person contravening this prohibition, will immediately report the matter to the City and the Library and take such corrective and remedial steps in respect thereof as the City and the Library may require.
- 22.7 Contractor Personnel, while on duty in the performance of the Security Services, will not use any electronic communications equipment or any office equipment or supplies or any other equipment, instruments or devices in connection with the Security Services except as the Contractor supplies to them or the City and the Library may expressly authorize.
- 22.8 The Contractor will not employ or otherwise engage, directly or indirectly, in its performance of the Security Services any person the City or the Library, in their discretion, consider to be unsuitable for any duties to which any such person is assigned or for which it is proposed any such person be assigned.
- 22.9 The Contractor is responsible in all respects at all times for the activities and conduct of the Contractor Personnel in connection with the Security Services, and such activities and conduct of the Contractor Personnel are activities and conduct of the Contractor.

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22.10 At any time during the performance of Security Services, the City or the Library may reasonably require changes in Contractor Personnel assigned, and the Contractor will comply with any such request as and when the City or the Library may require.

23.0 Retention of Contractor Personnel

23.1 The Contractor accepts that one of the key determinants of performance in the delivery of the Security Services will be staff retention. Therefore, the Contractor will take all reasonable steps to minimize staff turnover, in line with the initiatives outlined in the Proposal.

24.0 Contract Manager

24.1 The Contractor will appoint one of its employees to act as a “Contract Manager” on the Contractor’s behalf in connection with the Agreement and will keep the City and the Library fully informed in writing at all times during the Term regarding the identity and contact information of the Contract Manager, or, in the Contract Manager’s absence, anyone acting temporarily as such, including, without limitation, a 24 hour per day, 7 days per week, emergency contact phone number.

24.2 The Contract Manager will be responsible for the management of the Agreement for the Contractor and the management of the Contractor’s performance of the Security Services.

24.3 The Contractor will authorize the Contract Manager to make decisions on the Contractor’s behalf in connection with the day-to-day performance of the Security Services and the administration of the Agreement, including, without limitation, day to day operations of the Security Services, day to day management of Contractor Personnel, the invoicing of the City for Security Services provided and the resolution of any disputes arising with respect to invoicing.

24.4 The Contractor will take reasonable steps to minimize personnel changes in the Contract Manager position, and any such changes will require the express, prior, written approval of the City.

25.0 Contract Coordinator & Field Manager

25.1 The Contractor will appoint one or more employees to act as a “Contract Coordinator” and one or more to act as a “Field Manager” for the Contractor in connection with the Agreement and the Security Services. The duties and responsibilities of the Contract Coordinator and Field Manager will be as outlined in the Proposal. The person acting as the Contract Coordinator will be assigned and dedicated solely and full-time to the position and responsibilities thereof as provided for herein.

25.2.1 The Contractor will keep the City and the Library fully informed in writing at all times during the Term as to the identities and contact information of its employees acting in Contract Coordinator and Field Manager positions and any changes in respect thereof.

25.3 The Contractor will take reasonable steps to minimize personnel changes in the Contract Coordinator and Field Manager positions, and any such changes will require the express, prior, written approval of the City and the Library.

26.0 Supervisory Personnel

- 26.1 The Contractor will ensure that all Contractor Personnel are effectively supervised at all times during the performance of the Security Services.
- 26.2 Without limitation to the foregoing, the Contractor will ensure that, at all times during its performance the Security Services, there is at least one person on duty who has been assigned to act and is acting in a supervisory capacity in relation to other on-duty Contractor Personnel engaged in the performance of the Security Services.
- 26.3 At all times, while on duty in the performance of the Security Services, all Contractor Personnel acting in such a supervisory capacity, unless otherwise expressly consented to by the City, will be engaged exclusively in that capacity.
- 26.4 All Contractor Personnel acting in such supervisory capacity must be fully trained and competent as such and have an intimate knowledge of all tasks and equipment required for the performance of the Security Services so as to be able to adequately, effectively and efficiently direct and supervise all other on-duty Contractor Personnel in the performance thereof.
- 26.5 The duties and responsibilities of Contractor Personnel acting in such supervisory capacity in the Contractor's performance the Security Services, include, without limitation:
 - (a) oversight, inspection, control and direction of the activities of all on-duty Contractor Personnel they are assigned to supervise;
 - (i) consultation with the City and the Library, in accordance with mutually agreed schedules, regarding the Security Services and the Contractor's performance thereof;
 - (ii) implementation of instructions and direction of the City and the Library regarding the Security Services and the Contractor's performance thereof; and
 - (b) ensuring that Contractor Personnel perform the Security Services in a manner that is of the highest quality and complies in all respects with the Agreement.
- 26.6 The Contractor will not make any substitutions or replacements in respect of Contractor Personnel acting in supervisory capacities in relation to the Contractor Personnel performing the Security Services, without the prior written approval of the City and the Library, which approval will not be unreasonably withheld.
- 26.7 The Contractor will keep the City and the Library fully informed in writing at all times during the Term as to the identities of and the on-duty contact information for all Contractor Personnel acting in such supervisory capacities and as to any changes with respect thereto.

27.0 Transition Plan

- 27.1 The Contractor, the City and the Library will do all things necessary to implement the transition plan and protocol for the management of the Agreement as set out in the Proposal

28.0 Notices

28.1 Addresses for Notice

Any notice required or permitted to be given by one party to another pursuant to this Agreement must be delivered or sent by e-mail or fax as follows:

TO THE CITY:

CITY OF VANCOUVER
453 West 12th Avenue
Vancouver, British Columbia
V5Y 1V4

Attention: Gary Wilson, Corporate Security Manager
Fax: 604-873-7049
E-mail : gary.wilson@vancouver.ca

with a copy to:

Andrew Matterson, Category Manager
Fax: (604) 873-7445
E-mail: andrew.matterson@vancouver.ca

TO THE LIBRARY:

VANCOUVER PUBLIC LIBRARY BOARD
350 West Georgia Street
Vancouver, British Columbia
V6B 6B1

Attention: Eric Smith, Director of Corporate Services
E-mail: ericsmi@vpl.ca

TO THE CONTRACTOR:

SECURIGUARD SERVICES LIMITED
300 - 1575 West Georgia Street
Vancouver, British Columbia
V6G 2V3

Attention: Branko Bejo, General Manager
Fax: 604-685-6013
E-mail: Branko@securiguard.com

or such other person, position, address as one party may advise the others from time to time or at any time, by delivery and any notice given in accordance with this or any other more specific provision of this Agreement is deemed to be received as at the time of delivery or receipt of fax or e-mail confirmation as applicable. Only where expressly authorized by this Agreement may notice be given orally.

28.2 Notice of Actions against the Contractor

The Contractor will notify the City and the Library immediately upon becoming aware at any time of any complaints, demands, claims, threats or the commencement of any

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actions at any time against the Contractor, any Sub-Contractor, the City, the Library or any Other City Entity in connection with the Contractor's or any Sub-Contractor's performance of the Security Services or any part thereof.

29.0 Set-off for Third Party Claims

- 29.1 The City and the Library, each at its option and in its discretion, may withhold and set-off against any amounts it might owe to the Contractor for Security Services performed or otherwise, the amounts of any third party claims against the City, any Other City Entity or the Library (or any officials or employees of any of them) made in connection with the Security Services.

30.0 Relationship of Parties

- 30.1 The Contractor is engaged as an independent party for the sole purpose of providing the Security Services. Neither the Contractor nor any of the Contractor Personnel is engaged as a director, officer, employee, servant or agent of the City, any Other City Entity or the Library, and neither the Contractor nor any of the Contractor's personnel shall enter into or purport to enter into any contract or subcontract on behalf of the City, any Other City Entity or the Library. All Sub-Contractors shall be consultants, agents, associates or sub-contractors, as the case may be, of the Contractor and shall not be consultants, agents, associates or sub-contractors of the City, any Other City Entity or the Library. It is understood and agreed that the Contractor will act as an independent contracting party to the City and the Library, and that no joint venture, partnership or principal-and-agent relationship exists between them in connection with this Agreement or otherwise, and the parties covenant that they will not assert otherwise. It is further understood and agreed that the Contractor is entitled to no other benefits or payments whatsoever other than those specified in this Agreement.
- 30.2 The Contractor declares that to the best of its knowledge none of the Contractor, its Sub-Contractors, and their respective directors, officers, employees and agents, have any pecuniary interest or any other current or past interest or dealings, including with any directors, officers or employees of the City, any Other City Entity or the Library, that would cause a conflict of interest or be seen to cause a conflict of interest in carrying out the Security Services. Should such a conflict or potential conflict arise during the term of this Agreement, the Contractor shall declare it immediately in writing to the City and the Library. The City or the Library may direct the Contractor to resolve any conflict or potential conflict to the City's and the Library's satisfaction. The Contractor warrants that neither the Contractor nor any of its Sub-Contractors, nor any of their respective directors, officers, employees or agents, has any predisposition, affinity or association with any third party which would impair or qualify the provision of the Security Services or cause a breach of this Section 30.2.
- 30.3 Except as otherwise expressly provided, nothing in this Agreement shall be construed to give any rights or benefits to anyone other than the City, Other City Entities and the Contractor.
- 30.4 If a joint venture or partnership, the Contractor represents and warrants that all members of the joint venture or partnership are as indicated on the execution page of this Agreement and have duly executed same. The obligations and liabilities of the members of a joint venture or partnership executing this Agreement as the Contractor will be joint and several.

31.0 Compliance with Laws and Taxes

- 31.1 Compliance with Laws. In carrying out its obligations hereunder, the Contractor shall comply with, and shall cause all Sub-Contractors to comply with, all applicable laws.
- 31.2 Regulatory Compliance. The Contractor shall upon request by the City or the Library provide certificates of compliance from regulatory bodies or other evidence of compliance, including as pertaining to any of the Sub-Contractors. The Contractor accepts full and exclusive responsibility and liability, and shall cause all Sub-Contractors to accept full and exclusive responsibility and liability, for payment of federal and provincial payroll taxes and for contributions for employment insurance, old age pensions, retirement annuities, workers' compensation, health and hospitalization plans and other benefits expressed under any provision of any law or any agreement to which the Contractor and the Sub-Contractors are subject.
- 31.3 Permits and Licenses. The Contractor represents and warrants that it has obtained and is in compliance with all requisite permits, professional designations, authorizations and licenses necessary for the Contractor to supply and provide the Security Services. Throughout the Term of this Agreement, the Contractor shall hold a valid Security Business License issued by the Province of British Columbia in accordance with the *Private Investigators and Securities Act* and regulations of British Columbia.
- 31.4 Non-Resident Withholding. If the Contractor is, at any time, a non-resident of Canada, within the meaning of the *Income Tax Act* (Canada) as amended, then, and the Contractor hereby so agrees, the City and the Library may deduct from all money payable under the Agreement and remit to the Receiver-General of Canada, the Government of Canada or Canada Customs and Revenue Agency sums not greater than the greater of:
- (i) twenty-five percent (25%) of all money payable under the Agreement; and
 - (ii) sums required to be withheld and remitted by the *Income Tax Act* (Canada) as amended.

The City and the Library will receive a further credit under this Agreement for money withheld as of and from the date of the withholding (regardless of when or whether remitted) and no interest will be payable by the City or the Library on sums withheld, not remitted as aforesaid and later paid directly to the Contractor.

- 31.5 Unless otherwise provided herein, the City and the Library will pay, in addition to the Contract Price, applicable sales taxes.
- 31.6 Invoices must separately show the appropriate amounts for sales taxes.

32.0 General

- 32.1 No Waiver. No action or failure to act by the City or the Library shall constitute a waiver of any right or duty under this Agreement, or constitute an approval or acquiescence in any breach hereunder, except as may be specifically agreed in writing by the City or the Library, as the case may be.

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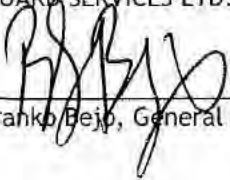
- 32.2 Severability. The invalidity, illegality or unenforceability of any portion or provision of this Agreement or the occurrence of any event rendering any portion or provision of this Agreement void shall in no way affect the validity or enforceability of any other portion or provision of this Agreement. Any void portion or provision shall be deemed severed from this Agreement and the balance of this Agreement shall be construed and enforced as if this Agreement did not contain the particular portion or provision held to be void. The parties further agree to amend this Agreement to replace any stricken provision with a valid provision that comes as close as possible to the intent of the stricken position.
- 32.3 Governing Law. This Agreement shall be construed under and according to the laws of the Province of British Columbia and the parties agree to irrevocably attorn to the jurisdiction of the Courts of the Province of British Columbia.
- 32.4 Remedies Cumulative. The remedies of the parties provided for in this Agreement are cumulative and are in addition to any remedies available to the parties at law or in equity. No remedy will be deemed to exclude or restrict the right of a party to any other remedies against another party and a party may from time to time have recourse to one or more of the remedies specified in this Agreement or at law notwithstanding the termination of this Agreement.
- 32.5 Further Assurances. Each party shall execute such further and other documents and instruments and do such further and other acts as may be necessary to implement and carry out the provisions and intent of this Agreement.
- 32.6 Entire Agreement. This Agreement constitutes the entire agreement between the parties with respect to the subject matter hereof, and supersedes all previous communications, representations and agreements, whether oral or written, with respect to the subject matter hereof.
- 32.7 Amendment. This Agreement shall not be amended except as specifically agreed in writing by the City, the Library and the Contractor.
- 32.8 Joint and Several Liability of Joint Venture Participants. If the Contractor is a joint venture of two or more entities, it is understood and agreed that the grants, covenants, provisos, claims, rights, powers, privileges and liabilities of the Contractor shall be joint and several.
- 32.9 Enurement. This Agreement shall enure to the benefit of and be binding upon the City, the Library and the Contractor, and their respective legal representatives, administrators, successors and permitted assigns.
- 32.10 Representation. By executing this Agreement, the Contractor represents that it has carefully examined this Agreement, acquainted itself with all conditions relevant to the Security Services, made all evaluations and investigations necessary for a full understanding of any difficulties which may be encountered in performing the Security Services, and been given the opportunity to receive independent legal advice. The Contractor further acknowledges that this Agreement is sufficient for the proper and complete execution of the Security Services.
- 32.11 Failure to Enforce. Any failure by the City or the Library to enforce or require the strict keeping and performance of any of the terms and conditions contained in the Agreement will not constitute a waiver of such terms and conditions, and will not affect or impair such terms and conditions in any way or the City's and the Library's

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rights at any time to each avail themselves of such remedies as they each may have for any breach or breaches of such terms and conditions.

AS EVIDENCE OF THE CITY'S, THE LIBRARY'S AND THE CONTRACTOR'S agreement to be legally bound by the terms of the Contract Documents, the City, the Library and the Contractor have signed and delivered this Agreement effective as the Effective Date.

SECURIGUARD SERVICES LTD.

Per: 
Branko Bejo, General Manager


CITY OF VANCOUVER

Per: 
Francie Connell, Director of Legal Services

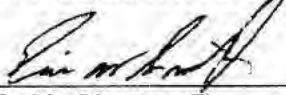
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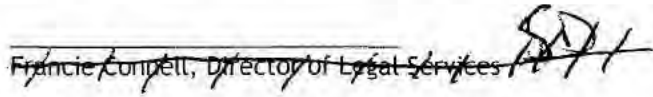

Bill Senta, General Manager Real Estate and Facilities Management

gw.


Nick Kassam, Director of Supply Chain Management

VANCOUVER PUBLIC LIBRARY BOARD

Per: 
Eric Smith, Director, Finance and Facilities Development


Francie Connell, Director of Legal Services



FRANCES J. CONNELL
Director of Legal Services

CITY OF VANCOUVER

SECURITY SERVICES AGREEMENT

SCHEDULE "A"

PROPOSAL

5.0 - Description and Scope of Services

5.1 – Mandatory Requirements

The City has identified key mandatory requirements which require compliance by the Proponent and/or Sub-contractors in order to meet the service requirements of this RFP. The Proponent is therefore required to complete the information for the respective items listed within the following table. Noncompliance with these Mandatory Requirements may or may not result in the Proposal being set aside and given no further consideration.

SecuriGuard is in full compliance with the mandatory requirements listed in Table 2 – Mandatory Requirements below.

Table 2 – Mandatory Requirements

Requirement	Complies (Yes or No)
a) Licensed to provide uniformed guarding services	Yes
b) Licensed to provide mobile patrol services	Yes
c) Licensed to provide alarm response services	Yes
d) Licensed to provide investigative services	Yes
e) Licensed to provide locksmith services	Yes
f) Licensed to provide Security Consulting	Yes
g) Licensed to provide installation, repair and support services for CCTV, Alarms and Access Control	Yes

5.2 - Additional Service Requirements

In addition to the mandatory services outlined above, Proponents should also possess the capability to provide the following services which the City may require from time to time:

- Threat Risk Assessments
- Executive Protection

CPTED Designations:

Branko Bejo, BA, CPP – General Manager

Steve Hoffman, CPP – Operations Manager

Reuben Jacobs, CPP – Operations Manager
Eddy McVeigh, PSP – Operations Manager
Todd Corwin – Regional Manager, Vancouver Island
Brent Kerr – Business Development Manager

Threat and Risk Assessments:

Risk and Vulnerability Assessments have been conducted by Securiguard numerous sites, some of which are listed below:

- Vancouver Port Authority
- Vancouver Coastal Health
- Lady Minto Hospital (VIHA)
- Victoria General Hospital (VIHA)
- Gorge Road Hospital (VIHA& St. John Ambulance)
- SAP
- Douglas Lake Ranch
- Bentall 777
- Saanich Peninsula Hospital (VIHA)
- Royal Jubilee Hospital (VIHA)
- Glengarry Hospital (VIHA)
- Fraser Valley Automall

An example of our risk assessment capabilities, in 2006 Securiguard was tasked to provide a CPTED Assessment of the Gorge Road Hospital (GRH). GRH is a rehabilitation center for the physically challenged, as well as short term placement for extended care patients. The CPTED Assessment identified several issues related to crime and criminal behavior:

- Prostitution in the bushes along the Gorge waterway
- A known crack house on Irma Road, adjacent to the hospital
- Transient traffic through the site

One recommendation was to remove the low lying bushes along the hospital property and the waterway, which obscured the illicit activity. The bushes were cut back substantially, and this resulted in a 95% reduction in identified illicit activities.

Executive Protection:

Securiguard has considerable experience in providing executive protection services for individuals with specific and credible threats made against their person, including:

- Heads of State
- VIP's
- Celebrities
- Corporate Executives
- Professional Athletes

We have provided security and protective services at high profile conferences and events, some of which are listed below:

- World Economic Forum
- World Police and Fire Games
- 2010 Olympics, including Omega Press Conferences and Corporate Events
- Chest 2010 Medical Conference
- Goldcorp AGM
- Canada's Got Talent
- Canadian Chiefs of Police Conference

At times, our history in executive protection has also included the repatriation of prisoners and escorting of native jewelry and artifacts.

5.3 - General Requirements

5.3.1 - Personnel Specifications and Standards

The Proponent will be required to ensure that all staff providing uniformed security services on this contract meets the criteria outlined below. Proponents should indicate how they will meet, or exceed, these criteria.

(a) Training

Staff will have completed Basic Security Training (BST) and Advanced Security Training (AST) (as defined under the Security Services Act), received a Provincial Security Employee License and other training as required by the City prior to commencement of their assignment.

General Training: Security Industry, Securiguard Standard and Client-directed.

Securiguard invests in the long-term development of our employees to ensure employee growth and engagement and, as a result, optimal service to our clients. Our provincially licensed Advanced Training Centre (ATC), registered with the Justice Institute of British Columbia, provides ongoing training and support as a standard practice. Securiguard has proudly remained registered with the Private Post Secondary Educational Commission since 1996. From the main centre located centrally in Vancouver's Business District, Securiguard's ATC operations have grown to include branch locations in Victoria, Nanaimo, YVR, Kelowna and Edmonton, Alberta

All training for Securiguard will be conducted by our Yaniv, our highly qualified in-house trainer, who possesses expertise in a wide array of areas, as listed below:

- Advanced Protective Services Procedures
- Anti-Terror Theory: Terrorist Incidents and Response, Hostage Situations, Evacuation, Crowd Control
- General Protective Services Planning and Training for Critical Infrastructure
- Predictive Profiling (Basic and Advanced)
- Executive, Dignitary and Diplomatic Protection

The following organizations have utilized Yaniv's training:

- Prime Minister and Presidential Security details for various European, Asian and African nations
- 2008 Beijing Olympic Protective Services
- Police Emergency Response Team (ERT) members from Japan, USA, Canada, and India
- Border and Transportation Security
- Oil Route Security
- Dignitary and Diplomatic Protection Officers from around the world
- National Banks
- National Universities
- Foreign Governments and Private Businesses
- Israeli Ministry of Defence

The ATC provides Basic Security Training (BST) and Advanced Security Training (AST) to the general public as well as all our own new recruits.

Each and every member of the Securiguard family successfully completes our in-house SecurityHost™ orientation and seminar. Based on the SuperHost international model, SecurityHost™ covers not only our own company policies and our clients' policies but also sets our high standards for delivering excellent customer service.

Through our exclusive @yourservice program, our security officers and managers are trained to provide the highest level of security, customer service and security management to our clients.

In addition to BST, AST SecurityHost™ training and @yourservice training, Securiguard's ATC offers our front-line staff career advancement training opportunities. These additional opportunities may include, but are not limited to:

- Advanced Security
- Occupational First Aid (OFA) 1 & 2
- Automatic Defibrillator operation
- CPR/WHMIS
- IAHSS Security Training
- Code White Hospital Training
- Non Violent Crisis Intervention (CPI)
- Predictive Profiling
- Retail Loss Prevention
- Cultural Diversity Training
- Customer Service Training
- Assisting Persons with Disabilities Training
- Supervision & Leadership Training
- @yourservice Customer Care/Concierge
- Executive Protection
- CCTV Monitoring
- Loss Prevention
- Power of Arrest
- Bike Patrol Skills and Tactics
- Explosive Search Techniques
- Crowd Management
- Conflict Resolution
- Crisis Management
- Traffic Control
- Communication Skills – general and tactical
- Drug Awareness
- Workplace Harassment

All training programs offered through the ATC are developed and conducted according to provincial and federal government standards by Securiguard's team of in-house certified trainers as well as contracted trainers.

(b) General Health

Staff will possess general good health and the ability to perform the required safety and security services.

As an integral part of the recruitment process, Securiguard Services ensures that each of its new hires is tested to ensure they have the ability to:

- Walk two flights of stairs



- Lift fifty pounds
- Stand on their feet for extended periods of time and actively patrol
- Ability to actively patrol free of pain

Securiguard also ensures that new hires have no medical issues that would prevent them from working a full shift.

Those candidates found to have limited capabilities do not advance through the hiring /screening process. In addition, Securiguard tailors our candidate selection process to each client's specific ability needs.

(c) Security Experience

Staff will possess a minimum of six (6) months experience as a licensed security guard unless otherwise exempted by agreement with a designated representative of the City.

Securiguard will ensure that all regularly scheduled City of Vancouver security officers have a minimum of six (6) months of experience as a licensed security guard unless otherwise exempted by agreement with a designated representative of the City. Securiguard will document and manage this requirement using our WinTeam Resource Management Software Program and can make reports available to the City upon request at any time.

(d) Standards of Conduct

Proponents should ensure that all staff assigned to, or providing services on, this contract maintains a high standard of conduct at all times, including respectfulness to self, others, City property, and the job itself.

Securiguard will ensure that all staff assigned to, or providing services on, this contract maintains a high standard of conduct at all times, including respectfulness to self, others, City property, and the job itself.

Securiguard's philosophy of "**continuous improvement**" begins with our formal selection process. All our procedures originate from our commitment to our core values; **honesty, creativity, compassion, accountability and respect.**

Each potential Securiguard security officer, supervisor or manager is hired according to, and held accountable to operating within, our core values. With this basis of understanding, we successfully deliver protection in a manner congruent with our customers' expectations and will continue to measure each of our City of Vancouver security officers against our and your values. Those security officers identified as not displaying a high standard of conduct, respectfulness to self, others and city property will receive corrective action or removal according to Securiguard standard procedure and/or individual measures requested by the City.

Strategic Purpose

Item	Description
Vision	To "wow" customers with our uniformed security guard services through specialized training and exceptional customer service.
Mission	Making People Feel Safe
Core Values	<ul style="list-style-type: none"> ♦ Respect; consideration for the dignity, rights, beliefs, and property of others ♦ Accountability to our clients, our staff, and to Securiguard ♦ Creativity; innovation and imagination to exceed customer expectations ♦ Compassion; demonstrating care and sensitivity ♦ Honesty; truthful in character, integrity and behaviour

(e) Customer Service

Proponents should ensure that the customer service skills of staff assigned to this contract are of the highest standard, including professionalism, a desire to assist and sensitivity and responsiveness to the needs of all stakeholders.

Securiguard strongly believes that customer service is a critical component to our success. For this reason, we have trademarked our specialized customer service training program SecurityHost™. Securiguard will ensure that the customer service skills of staff assigned to this contract are of the highest standard, including professionalism, a desire to assist and sensitivity and responsiveness to the needs of all stakeholders.

The absolute foundation of Securiguard's service to our clients is the front-line security officer who provides the primary services to the client on a day-to-day basis. The individuals that are chosen for City sites will be the front-line ambassadors for our company, as well as representing the City to its staff and guests through their professional dress, deportment and demeanour.

All personnel assigned to the City of Vancouver contract will meet both Securiguard's and the City's exacting standards. We will ensure security personnel will possess/have completed:

- Securiguard's SecurityHost™ training and certification (SuperHost training adapted to the security industry).
- iBelieve Training: Each officer will understand that they can make a difference.
- Thorough knowledge of the City of Vancouver site and their security program requirements.
- Self-motivational training looking for opportunities to implement improvements for the City of Vancouver and Securiguard.
- A proper security licence in their possession at all times.
- BST & AST training (Provincially regulated Basic Security Training courses).
- Conflict Resolution Training.
- An appropriate background investigation to ensure their fidelity and suitability.
- A high threshold of "Quality Assurance" ratings as performed by management of the City of Vancouver and Securiguard. Securiguard will employ "Ghost Audits" and other proven successful processes to ensure this.
- Superior levels of competency in reading, writing, speaking and understanding. English fluently.
- Basic computer knowledge.
- A solid understanding of Securiguard and City policies regarding conduct that may lead to disciplinary action or immediate removal from the site.

Customer Service Focus

Tourism British Columbia has recognized Securiguard Services as a "SuperHost" Business. Over time we have seen the importance of customer service excellence within the security industry. As a result, we developed a SuperHost program exclusively tailored for the security industry which today has become the industry benchmark. Our SecurityHost™ training program will ensure that each security officer deployed for City of Vancouver is fully trained in all aspects of the specific site and understands the importance of becoming a welcoming and supportive part of the daily interactive experience of every visitor, staff member and stakeholder at that site.

(f) Appearance

Proponents should ensure that the personal appearance of staff assigned to, or providing services on, this contract reflects positively on the City of Vancouver and on the Contractor. Attention should be paid to cleanliness, neatness and a high level of personal hygiene.

Securiguard fully agrees that the personal appearance of staff assigned to, or providing services on, this contract should reflect positively on the City of Vancouver, and that attention should be paid to cleanliness, neatness and a high level of personal hygiene. Our initial "on boarding" training and SecurityHost™ training emphasize the importance of personal appearance, cleanliness,

neatness as well as a high level of personal hygiene. Our Site and Field Managers make the inspection of these qualities an integral part of our regular Quality Assurance Audits.

(g) Uniforms & Equipment

Proponents will provide all staff engaged in security guard duties with a suitable well-tailored uniform of good quality and in accordance with a standard acceptable to the City. Uniforms should be worn at all times that duty shifts are performed. The diverse range of duties encompassed by this contract requires that there may be some variations to the standard uniform; however these differences will not be significant.

Securiguard will provide all staff engaged in security guard duties with a suitable well-tailored uniform of good quality and in accordance with a standard acceptable to the City. Securiguard agrees that uniforms should be worn at all times that duty shifts are performed, and will ensure compliance to this. We further understand that the diverse range of duties encompassed by this contract requires that there may be some variations to the standard uniform, and that these differences will not be that significant.

Securiguard offers our valued clients the opportunity to select from a number of Attorney General approved uniforms. Each uniform selection is designed for high-visibility and to communicate the desired image of safety, security and authority required at a specific site. Alternatively, we can provide uniforms that exactly match your requirements for the City of Vancouver, including custom logo patches.

Complete uniforms are provided to all security officers at no charge to them and replaced regularly according to wear/professional appearance. Securiguard tracks compliance in uniform wearing policies and uniform care during field manager visits and the Quality Audit process.

We look forward to offering the City of Vancouver a selection, with a few of our choices shown below:



(h) Age

Minimum provincial and federal age requirements must be met in all cases.

Securiguard recognizes that minimum provincial and federal age requirements must be met in all cases. As part of our recruitment and hiring process, all potential "new hires" must provide proof of age and Securiguard will ensure that they meet the minimum provincial and federal age requirements.

(i) Communication Skills

All staff should possess effective communication skills appropriate to the duties for which they are assigned. In high profile, customer-facing roles it will be vital that staff possess a high degree of fluency in spoken and written English sufficient for effective communication, including reading, writing and comprehension.

All potential Securiguard new employees are tested to ensure they possess verbal and written English communication skills that meet our minimum standards. For clients such as the City of Vancouver that require a high level of skill for specific positions,

Securiguard profiles candidates accordingly. Securiguard welcomes the City of Vancouver's participation in the final employee selection process for its critical stakeholder sites. All test scores will be made available upon request.

(j) Citizenship

Staff should possess Canadian citizenship or permanent residence status sufficient to allow them to work within Canada. The City reserves the right to interview any or all staff prior to their assignment to this contract.

Securiguard ensures that potential candidates have the sufficient Canadian citizenship or permanent residency status as part of the candidate's requirements to obtain a valid Provincial Security Licence.

Securiguard will welcome the City of Vancouver's participation in the selection process of potential site candidates prior to assignment and will remove an officer from any City site at any time should the City request it.

5.3.2 – Locksmith Services

The Contractor - or subcontractor thereof - will be required to provide professional locksmith services to the City through trained personnel and appropriate security hardware and technology. In particular, the Contractor will ensure that the following specific tasks and duties are performed:

- Provide a single contact point for all locksmith requirements of City of Vancouver property.
- Provide timely customer service response;
- Control the issue and inventory of all mechanical keys;
- Provide re-keying services when necessary;
- Install key hardware;
- Provide general lock maintenance;
- Provide advice and support as required; and
- Supply and accessibility of additional keys, i.e. key box, drop-off services, etc. and/or including sufficient parking spaces and service hours for staff to access keys easily.

Securiguard acknowledges and agrees to provide all locksmith services listed in section 5.3.2 of this proposal. As the Prime Contractor, Securiguard has a Sub-contractor agreement in place with our sister company, H.D. Locks, who currently provides the highest level of locksmith services to Transport Canada standards at YVR. Securiguard and HD Locks will provide and meet all the above requirements throughout the duration of the contract term, and we will ensure compliance with all of these standards. Alternatively as backup, Securiguard retains partnerships with Fusion Security Inc. and Rose Security Services Inc.

5.3.3 – Technical Specifications and Standards

Proponents should note that the use of brand names, makes, names of manufacturers, trade names, or vendor catalogue numbers, in the following section is intended solely for the purpose of establishing a grade or quality of material. It is not intended to rule out competition from equal brands or makes. (Please refer to Part B - Instructions to Proponents, section 15.0)

5.3.3.1 - City of Vancouver Lock Standards

- All non high-security locks installed (dependent on project and application requirement) at the City of Vancouver and its related sites/ structures will meet normal commercial building requirements in conformance to American National Standards Institute (ANSI) Grades 1 & 2.
- All high-security locks installed at the City of Vancouver and its related sites/structures will meet the requirement of Underwriters Laboratories Listed Standards (UL437) for key locks and shall incorporate and exceed the minimum required dual locking principal. Further they will meet the following:
 - The locking system shall be furnished in a patented key section which keys are not made available from the manufacturer's factory or any other source other than its restricted, covenant controlled distribution method.



- Key section assignment shall be determined by the manufacturer based on system requirement and its geographical location to provide maximum protection to the end-user
- All keys shall be milled by code. The key blade shall be of nickel silver, and available with a nickel silver bow.
- All keys shall be embossed "Restricted Do Not Duplicate" and shall have the capability to provide industry standard Visual Key Control for each permanent key cut.
- The manufacturer shall have the capability of establishing a master key system, while incorporating a construction key (CMK) feature, to avoid the use of temporary cylinders. The manufacturer shall warrant that there are no unintentional cross keying within a factory supplied and controlled system.
- The cylinders shall be immediately re-keyable to a new combination of or a new system at any time desired, and shall be serviceable on location. The cylinders shall require no modification, when installed to any worldwide recognized brands of commercial grade locksets.
- The manufacturer shall make available to the end-user, a key control software system, which will incorporate the vital information of the system, in order to control the issuance and tracking of available cut keys. The software shall have the capability to record key holders, issuance and return of keys, print receipts of issuance and return of keys and generate various reports, including list of keys in circulation, list of key holders and locks. The manufacturer shall provide training on the software application and key control management techniques.

Securiguard acknowledges and agrees to all City of Vancouver lock standards listed in section 5.3.3.1 of this proposal. As the Prime Contractor, Securiguard has a Sub-contractor agreement in place with our sister company, H.D. Locks, who will provide and meet all the above requirements throughout the duration of the contract term, and we will ensure compliance with all of these standards.

5.3.3.2 - Closed Circuit Television (CCTV)

The City of Vancouver includes herein a preliminary listing of acceptable CCTV equipment for purchase/installation within any city related sites/ structures.

Fixed Camera - defined as a camera that will provide a fixed view of a specific location/area. For this purpose the City of Vancouver views as a minimum standard the following manufacturer:

- Panasonic/Pelco/Avigilon

PTZ Indoor - defined as a camera that provides the functionality of pan, tilt, zoom to view an interior enclosed location/area. For this purpose the City of Vancouver views as a minimum standard the following manufacturer:

- Panasonic /Pelco

PTZ Outdoor - defined as a camera that provides the functionality of pan, tilt, zoom to view an exterior location/area and is designed to withstand inclement weather conditions. For this purpose the City of Vancouver views as a minimum standard the following manufacturer:

- Panasonic /Pelco

Vandal Proof - defined as a camera specifically designed to be located in areas where it may undergo abuse of a periodic or sustained nature. For this purpose the City of Vancouver views as a minimum standard the following manufacturer:

- Panasonic /Pelco

Traffic Application - defined as a camera system that provides the functionality of pan, tilt, zoom to view areas of traffic and is designed to withstand inclement weather conditions. For this purpose the City of Vancouver views as a minimum standard the following manufacturer:

- Pelco

Lenses - (if not otherwise integrated into camera). For this purpose the City of Vancouver views as minimum standard suitable products from the following manufacturer:

- Pentax or equivalent.

Monitors - For this purpose the City of Vancouver views as minimum standard suitable products from the following manufacturer:

- Panasonic or equivalent.

Digital Video Recorder - defined as equipment to allow for the capture of CCTV surveillance footage directly to recorder hard drive allowing for more effective/efficient storage and retrieval. For this purpose the City of Vancouver views as a minimum standard, and will be dependent on application needs as determined, the following manufacturer:

- Pelco or equivalent.

Network Video Recorders - defined as equipment connected to a network that is designated to record video streams delivered by networked cameras and video servers. For this purpose the City of Vancouver views as a minimum standard, and will be dependent on application needs as determined, the following manufacturer:

- Pelco or equivalent.

Racking/Consoles - For this purpose the City of Vancouver views as minimum standard suitable products from the following manufacturer:

- Winsted or equivalent.

Securiguard acknowledges and agrees to all City of Vancouver closed-circuit television requirements listed in section 5.3.3.2 of this proposal. As the Prime Contractor, Securiguard has subcontractor agreements in place with Fusion Security Inc. and Rose Security Services Inc., with BMS Services as a backup, to provide and meet all the above requirements throughout the duration of the contract term. We will ensure compliance with all of these requirements at the best value.

5.3.3.3 – Access Control System

The City of Vancouver currently employs Keyscan Vantage as its standard to provide for its access control needs. Vancouver Public Library utilizes the Lenel access control system.

Securiguard acknowledges that the City currently employs Keyscan Vantage as its standard to provide for its access control needs, and that Vancouver Public Library uses the Lenel access control system. We look forward to working with the City of Vancouver pre-existing Sub-contractors who have gained your respect and service confidence. As the Prime Contractor, we will ensure continuity of all approved Access Control System products and services as they currently exist at your diverse sites.

6.0 – Performance Standards

6.1 – Response Times

The Proponent and subcontractors will be required to meet the following response time standards across this contract:

6.1.1 - Changes to schedule - Short Notice Call-outs

The City will attempt to minimize changes to the agreed staffing schedule and will try to provide at least forty eight (48) hours notice of any changes; however Proponents should realize that this may not always be possible. The City requires proponents to be able to respond to short notice call-outs within four (4) hours.

Securiguard appreciates the City's commitment to attempt to minimize changes to the agreed staffing schedule, and we acknowledge the proposed minimum 48-hour notice of any changes. We recognize that this may not always be possible and that the City requires proponents to have the ability to respond to short notice call-outs within four (4) hours.

Through our 24-hour Customer Communications Centre (C3) and manpower resources, Securiguard has the demonstrated ability to comply with this requirement for other clients and will do so for the City.

6.1.2 - Provision of short notice staff (not scheduled)

The Proponent will undertake to provide up to twenty five (25) uniformed security guard staff within four hours notice.



Securiguard will undertake to provide up to 25 unscheduled uniformed security guard staff within four (4) hours' notice as may be required. Our WinTeam Resource Management software will enable us to immediately dispatch the above required manpower.

6.1.3 - Alarm Calls

Proponents are required to respond to alarm calls on all City sites within twenty (20) minutes.

Securiguard acknowledges the City's requirement to respond to alarm calls on any City site within **s.15(1)(l)** With the largest GPS monitored mobile fleet in the heart of Vancouver, we will respond to any City of Vancouver sites in the required time period. It should be noted that we are the largest security provider in the City and the most prepared to meet this requirement.

6.1.4 - Technical Support

Proponents are required to respond to technical calls within a period of four (4) hours. This could be either a 'remote' response or through the deployment of a member of staff to the site in question. Such a determination will be dependent upon the respective situation.

Securiguard acknowledges the City's requirement to respond to technical calls within a period of four (4) hours, and understands that this could be either a 'remote' response or through the deployment of a member of staff to the site in question, dependent upon the situation. As the Prime Contractor, Securiguard will be happy to meet this requirement through the services of our sub-contractors Fusion Security Inc. and Rose Security Services Inc.

Securiguard's strategic partnership with Fusion will enable us to call upon their mobile fleet as needs expand and contract or should simultaneous emergency situations arise.

6.2 - Service Guarantees

Should a Proponent - or subcontractors - fail to meet the required response times outlined above, the City will impose a pricing adjustment directly related to the specific service failure in question.

The service guarantee charges are tabulated below and it is the intention, wherever possible, to deduct the sum in question from billings.

A mutually acceptable mechanism for the administration of this process – and for the handling of disputes – will be agreed between the chosen Proponent and the City's designated representative (s) prior to contract.

Securiguard acknowledges and agrees to the requirements and conditions set out in 6.2 Service Guarantees in this RFP, including Table 3 Service Guarantees. Any deductions made in respect of these service guarantees will be from invoiced payments only. Securiguard will suggest the development of a mutually acceptable mechanism through the establishment of Key Performance Indicators and/or Service Level Agreements for the administration of this process and for the handling of disputes. We look forward to meeting with the City's designated representative(s) prior to contract transition to establish this mechanism.

The pricing adjustments indicated in the table below are a genuine pre-estimate of liquidated damages that may be suffered by the City and shall not be construed as a penalty. They are based upon the estimated cost of providing a replacement service at short notice and take into account industry norms.

Table 3 - Service Guarantees

Service Failure	Proposed Pricing Adjustment
Failure to provide a scheduled Mobile Patrol	Three (3) times the agreed billing rate
Failure to provide - non-scheduled -staff within four (4) hours notice	\$50.00 per hour per member of staff. This price adjustment will be 'capped' at \$1250.00, being the equivalent of twenty five (25) guards on any one occasion
Failure to cover a scheduled shift*	\$50.00 per hour that the shift remains unfilled
Failure to respond to an alarm	Three (3) times the agreed billing rate



* Proponents should note that no shift shall be left uncovered at any time. In the event of a 'no show' the staff member in post shall remain at that post until relieved.

As stated above, Securiguard is in agreement with the Service Guarantees detailed in Table 3, including the provision to ensure that no regularly scheduled shift is left open for any reason whatsoever for the duration of the contract.

7.0 - Training

7.1 - Training of Staff - General

The Proponent will ensure that all staff assigned to this contract receives the requisite initial and ongoing training to allow them to effectively perform their duties. In particular, the Proponent will ensure that all assigned Security Guard and Supervisory Guarding staff will have received at minimum forty (40) hours of Basic Security Training, and twenty-four (24) hours of Advanced Security Training as required by British Columbia provincial legislation prior to commencing their duties and each member of staff will have received a valid Provincial Security Employee License, issued upon successful completion of the training.

Securiguard's specialized training programs and requirements ensure that all Securiguard security officers and supervisory staff will have the Province of British Columbia required BST (30 hours) and AST (24 hours) licensed training. Using its WinTeam Resource Management Software, Securiguard will also track the compliance of all of its City of Vancouver security team members to ensure that all ongoing, refresher and renewal training occurs in a timely, organized manner. This exclusive WinTeam software will enable us to prevent any designated City of Vancouver scheduler from dispatching any non-compliant security officer to a City site.

7.2 - Training of Staff - Site Specific

All staff assigned to this contract will receive, at the expense of the Proponent, eight (8) hours site-specific and duty-specific training prior to deployment, unless otherwise agreed with the designated representative(s) of the City of Vancouver. The exceptions to this rule are outlined below.

Proponents will be required to ensure that staff assigned to certain key sites receive, at the expense of the Proponent, additional site-specific and duty-specific training prior to their deployment. Completion of this training will be a prerequisite of assignment to the sites in question. These sites and the additional training required are as follows:

Vancouver Public Library	20 HOURS
EasyPark	16 HOURS

Securiguard acknowledges and agrees to the requirements stated in section 7.2 – Training of Staff – Site Specific. We will continue our ongoing practice of specialized training required for the high-risk EasyPark site as EasyPark's current provider of choice for EasyPark. Our security management team in place at the Vancouver Public Library ensures that we also have extensive knowledge and experience in regard to that important site. Eric Smith will serve as reference to our professional approach in meeting EasyPark's needs, should you require it.

7.3 - Training Records

The Proponent will make and keep records of all training taken by each member of staff assigned to this contract and will make such records available for inspection by the City's designated representative(s) upon request.

Securiguard regularly documents and maintains records of all training taken by each member of our staff through our WinTeam Resource Management database. We will be happy to make any of these records available for inspection by the City's designated representative(s) upon request.



8.0 - Quality Assurance

8.1 - In order to evaluate the performance of the Proponent - and subcontractors - across this contract a Quality Assurance Audit will be undertaken by the Proponent on a regular basis throughout the life of the contract. This ongoing audit is seen as an intrinsic part of the management of this contract and the mechanics of this process will be developed, prior to the start of the contract, by the chosen Proponent in consultation with the City's designated representative(s). It is envisaged that effective and fair performance measures will be mutually agreed. The audit will seek to measure - and ultimately assure -the quality and conformity of performance and service delivery in all areas and job functions.

Securiguard acknowledges and agrees to the Quality Assurance requirements listed in section 8.1 – Quality Assurance of this RFP.

Securiguard conducts regular general quality insurance audits of its staff and processes.

As the first security firm in North America to receive its ISO certification and licence in 1998, Securiguard is in turn regularly audited by a third party. Today we're still only one of a few select firms in the security industry to hold this international certification for quality management.

Our ISO 9001:2008 certification ensures clients continuous improvement and independent, third-party audits. To maintain this accreditation, Securiguard senior management is committed to delivering the best systems and services to our current clients and the City of Vancouver.

We have developed business standards that ensure we are providing the best possible service to our clients and employees. Processes are monitored and regularly audited. Any deviations in processes are identified and addressed accordingly.



Our quality management procedures include:

- Quality Assurance Auditing
- Recruiting
- Customer Satisfaction
- Guard Requests Deployment
- Electronic Data & Filing
- Purchasing
- Internal Auditing
- Post Orders
- Corrective Action Reports (CAR)
- Preventative Action Reports (PAR)
- Internal Communication Meetings
- Quotations & Work Orders

Third Party Auditing

Securiguard's processes are audited to ISO 9001:2008 standards by our third party auditors and ISO regulators BSI Management Systems, who conduct audits semi annually. These audits ensure Securiguard's ongoing compliance with stringent ISO regulations and "continuous improvement" in all Securiguard practices and services on our clients' behalf.

Securiguard Quality Assurance Standards, Processes and Measurement

One of Securiguard's key differentiators within the Canadian Security Services market place is our Executive Oversight Account Management Program.

This program was developed with two objectives in mind:

- 1) To ensure that we actively and continually promote a "customer first" culture, and
- 2) To build proactive client partnerships that support both parties in the innovative and efficient management of security function systems and processes.

9.0 - Administration and Human Resources

9.1 - The Proponent will be required to monitor, evaluate and report deficiencies in safety and security and the performance of personnel; resolve or recommend remedies to resolve deficiencies; administer security matters, and report administrative and human resources issues to the City's designated representative(s). In particular, the Proponent will ensure that the following specific tasks and duties are performed:

- Supervise, guide and direct personnel;
- Complete performance logs on personnel as necessary;
- Develop, institute and administer a performance evaluation system and conduct performance evaluations of all personnel assigned to this contract;
- Develop, institute and administer training, and training manuals/handbooks for assigned staff;
- Investigate and report on incidents assigned to the Proponent by the City. Interview all relevant parties, record written statements, collect and document physical evidence and when requested, prepare reports and/or documents for review by the City's designated representative(s); and
- Complete corrective action reports when training and/or remedial discipline is required

Guard Performance Tracking

As part of our ongoing commitment to providing support and accountability to our employees and to the City of Vancouver, our corrective action policy outlines the process used to address violations of Securiguard policy with employees in a positive, fair and consistent manner. Corrective and preventive actions both include investigation, action, review, and further action if so required.

The process would work as follows:

Incidents

Once an issue is identified, the City of Vancouver Site Manager will inform your dedicated Account Manager that an investigation is in progress.

Investigative Tools & Processes

- Quality Assurance Auditing
- Customer Satisfaction
- Internal Auditing
- All Guards Meetings
- Client Meetings
- Account Manager Monthly Meetings

The Site Manager will complete the proper procedures which will include investigation, gathering information, completing a written report, submitting to your designated Account Manager as required and then action as follows if corrective action is required.

Procedure:

Step 1: Non-disciplinary Counseling – The Account Manager/Direct Report verbally reviews the policy violation with the employee in detail and specifically outlines the expected improvement and clarifies the expected change in behavior, and consequences of repeated incidents. In this and all steps, the employee is given an opportunity to explain his or her actions and to ask questions. A note recording the conversation is placed in the employee file in the WinTeam Employee Management System.

Step 2: Written Warning – If another similar incident occurs, the Account Manager/Direct Report reviews the issue in detail with the employee and clarifies the expected change in behavior, and the consequences of repeated incidents. The written warning includes advice on how to improve and the consequences should another incident occur.

The Account Manager/Direct Report completes the Corrective Action Form indicating a written warning has been given to the employee, the employee (or a witness) sign the form and retains it in the employee's file as well as documented in the employee's diary in WinTeam.

Step 3: Final Written Warning – If another incident occurs, a final written warning is issued to the employee through the Corrective Action Form with a copy retained in the employee's file. The purpose of the final written warning is to advise the employee that he or she will be terminated if the relevant policy is violated again.

The Account Manager/Direct Report completes the Corrective Action Form indicating a final written warning has been given to the employee, has the employee (or a witness) sign the form and retains it in the employee's file as well as documented in the employee's diary in WinTeam.

In certain circumstances where an investigation is warranted, it may be appropriate to issue a suspension with the final written warning. Account Managers/Direct Reports must consult with the People and Culture Department before suspending an employee.

Step 4: Termination – If the problem continues after a final written warning/ suspension (if applicable), employment will be terminated. Account Managers/Direct Reports must consult with the People and Culture Department before terminating an employee under any circumstance.

There are times when situations occur that do not fall under our corrective action process, including immediate dismissal infractions as outlined in our employee handbook and by client request for immediate site removal.

As a valued client the City of Vancouver will have the option of requesting an immediate removal of our employees due to infractions to internal site policies or if any of our guards are not living up to your Company's core values. We take these infractions seriously and we will take action immediately and efficiently to act on requests for site removal. This is our commitment to responsiveness to exceed client expectations.

10.0 - Questions for Proponents

Proponents must answer all of the following questions taking care to maintain the existing order and numbering sequence. Responses should be concise, clear and relevant.

10.1 - Company Background

(a) Please provide an overview of the ownership structure of your company and those of your sub-contractors or consortium partners. (Are they privately owned, partnerships, Incorporated, etc.) In what year were they established/ incorporated?

Changing the Perception of Security

Since its inception in 1974, Securiguard Services Limited has remained faithful in its commitment to provide partnership-driven security expertise and management. This approach is based on our vision of excellence in service delivery, quality resources, accountability and responsiveness. We strive for security programs that continually evolve and improve for our clients and partners within the market.

Our 38 years of growth and success can be directly attributed to five key cornerstones:



- Creating Value
- People & Culture
- Community, Sustainability
- Doing What We Say
- Training each officer to believe they can make a difference

Today, with over 1,600 employees Securiguard is highly diversified with operations in British Columbia, Alberta and the Middle East. Our core business and offices are located in Vancouver, and from there our satellite operations have spread to Victoria, Nanaimo, Kelowna and Edmonton. Securiguard is divided into four business divisions: Securiguard, Westguard, Securicare, and SOS Response.

Securiguard's success in the highly competitive security industry is a direct result of our ability to anticipate and prepare for the security needs of our clients in the marketplace and to form strategic partnerships that benefit our clients and the Vancouver community. Our exclusive integrated solutions offer our clients the benefits of our security knowledge and service experience in diverse industries and markets.

We continually source and develop new technologies and programs, both to fulfill our clients' changing mandates and to improve our own practices. In this way we proactively increase our responsiveness, define efficiencies, expand accountability, and consolidate data in a timely manner, which allows us to make decisions based on, and even anticipating, industry trends.



To achieve our clients' goals and objectives we rely on our corporate values: Respect, Accountability, Creativity, Compassion and Honesty. We hire according to these five principles, and in so doing we are able to exceed industry standards in quality, training and retention. We take the time to first develop the Right Program, select the Right People, conduct the Right Training, recognize the Right Behavior and deliver it at the Right Price.

Commitment to Improving the Security Industry

As Securiguard's founder and President, Darcy R. Kernaghan is committed to advancing the security industry within Canada and has served as Regional Vice President and Chapter Chair for Canada of ASIS International, the world's largest security management organization. He has also served as chairman of APSA and received recognition for international chapter of the year, been an active member of numerous advisory boards and committees, overseeing the advancement of standards and policies governing the security industry in North America.



Securiguard's commitment to security professionalism can also be seen in the high number of executives and senior managers with the Certified Protection Professional (CPP) designation.



1. PRIME CONTRACTOR – SECURIGUARD SERVICED LIMITED

Name of Company (full legal name):

Securiguard Services Limited

Business or Operating Name:

Securiguard Services Limited

Full Street Address:

300-1575 West Georgia Street
Vancouver, BC
V6G 2V3

Courier Address (if Different):

Contact Name: Darcy R. Kernaghan

Position: President & CEO

Telephone: 604-685-6011

Fax: 604-685-0013

E-Mail: darcy@securiguard.com

Address for Delivery of Legal Notices:

300-1575 West Georgia Street

Vancouver, BC

V6G 2V3

Year of Incorporation:

1974

Where Incorporated:

British Columbia

Address of Registered Office in British Columbia:

Fraser Milner

15th Floor, 1040 West Georgia Street

Vancouver, BC

V6E 4H8

How is the Corporation held?

(X) Privately () Publicly

SUB-CONTRACTOR – Fusion Security Inc.

Overview:

Fusion Security Inc.
Suite P1, 999 West Hastings Street
Vancouver, BC, V6C 2W2

Fusion Security Inc is a privately held corporation that is locally owned and managed. The principals have over 50 years of security industry experience. The organization was incorporated in June 2005 and commenced business operations on September 1, 2005.

Securiguard has a long standing strategic partnership with Fusion Security, a proven and experienced City of Vancouver current service provider.

The ownership includes the following individuals:

- Bruce Marginson, President
- Harry Stausgaard, Vice President

SUB-CONTRACTOR – Rose Security Services Inc.

Overview:

Rose Security Services Inc.
2 Dowding Road
Port Moody, BC, V3H 2Z6

Rose Security Services Inc. is owned by John and Andrea Rose. Rose Security was incorporated in July, 2003.

Backup and Redundancy

In addition to our two proven and experienced City of Vancouver subcontractors, we offer the City and its stakeholders added service backup and redundancy through our strategic partnership with BMS Integrated Services Inc.

BMS Integrated Services Inc.
1277 East Georgia Street
Vancouver, B.C. V6A 2A9

(b) What do you consider to be the core service(s) of your organization and those of your subcontractors?

Securiguard Services Limited Core Services

During Securiguard's 38 years we've provided a full range of security and protection services. Our experience in self-performance of these services ensures the City of Vancouver will receive end-to-end responsiveness and accountability to all its stakeholder locations. In addition, Securiguard has formed many partnerships with subcontractors to provide additional services to multiple clients, with great success.

The following is a partial list of the services our organization and subcontractors will provide from our downtown Vancouver head office location:

1. Uniformed Guard Services
2. Mobile Alarm Response
3. Mobile Patrols
4. Bike Patrols
5. C3 Customer Communications Centre – Remote CCTV/Access Control Verification
6. Emergency Notification Systems
7. Computerized Fire & Evacuation Procedures
8. K-9 Explosive, Narcotics, Firearms Detection and K9 patrols
9. Corporate Security "One Stop" Shopping
10. Locksmith
11. Electronic Access Control Systems
12. Intrusion Detection Systems
13. Closed Circuit Surveillance Systems
14. Digital Video Recording and Retrieval Systems
15. Digital Video Transmission Systems
16. Electronic Asset Tracking & Protection Systems
17. Intercom & Emergency Communication Systems
18. ID Badging Systems
19. Fiber Optic Security Networks
20. Biometric Verification Technologies
21. Smart Card Technologies
22. Networked Security Applications (LAN/WAN)
23. Custom Software Development and Integration
24. Network Infrastructure
25. Wireless Services
26. Electrical Services
27. ULC and Fire Operations Centre



Fusion Security Inc. Core Services

Our subcontractor Fusion Security are masters in providing industry-leading integrated security services that provide more efficient and effective security programs by ensuring that the various elements of the physical security programs are effectively combined into one program. In addition, they provide ongoing management of the security program results providing measureable results to ensure adherence to the program goals.

Fusion Security as our systems subcontractor provides additional redundancy to the City of Vancouver by offering a range of private contract security services to clients as shown below:

- Manpower Security
- Close Protection / Escort Security
- Electronic Security
- Access Control
- CCTV
- Intrusion Security Systems
- Alarm Monitoring
- Remote CCTV Monitoring
- Remote System Administration
- Protective Hardware
- Risk Assessment
- Private Investigations
- Consulting

Rose Security Services Inc. Core Services

Our subcontractor Rose Security Services Inc, sells, installs/services and provides consultation regarding card access, video and alarm systems throughout British Columbia and the Yukon Territories.

(c) Please provide up-to-date details of your three (3) largest security contracts, including revenue value and, where appropriate, hours.

- Please provide named client references for these three contracts indicating the official position of the referees and including telephone & e-mail.

Securiguard Services Limited Client References

Vancouver International Airport Authority

YVR SECURITY FORCE

3211 Grant McConachie Way, Richmond, BC

Facility type *Airport Security- Critical assess and egress control within airport and perimeter, customer service.*

Size *2 Terminals, Officers: 170*

Service since *1997*

Revenue Value *7.5 Million*

Contact *Steve Hankinson*

*Director Security and Emergency Planning
604-276-6528*





YVR Airside Escort Services
3211 Grant McConachie Way, Richmond, BC

Facility type Airside Escort-Critical vehicle and contractor safety & security escort within airport perimeter.
Size Restricted Areas, Officers: 25
Service since 1998
Revenue Value 1.2 Million
Contact Brett Patterson
Director Operations, Safety & Planning
604-276-6141
Brett_Patterson@yvr.ca

Provincial Health Services Authority
4480 Oak St, Vancouver, BC

Facility type Hospital Facilities- Critical Safety & Security responsibilities of staff, facilities, patients.
Size 5 Hospital Facilities, Officers: 15
Service since 2007
Revenue Value 1.2 Million
Contact Greg Conlan
Regional Manager, IPS West
604-297-1252
greg.conlan@fraserhealth.ca



TSI Terminal Systems Inc.
2 Robert Bank, Delta & 1300 Stewart St, Vancouver, BC

Facility type Container Port Facilities-Safety & Security, ensure Transport Canada International MARSEC regulations.
Size 5 acres, Officers: 12
Service since 1990
Revenue Value 1.6 Million
Contact Tony Gutenberg, Manager
Safety, Security & Environment
604-215-5771
tgutebberg@tsi.bc.ca



• Please also provide two (2) current client references with contact details for each subcontractor or consortium partner.

Subcontractor Client References - Fusion Security Inc.:

Great West Life
Vancouver Centre, 650 West Georgia St., Vancouver, BC

Facility type One office tower, one parking facility, retail component.
Services Comprehensive security coverage program, consulting and technical support for overall program and service, and support for existing Security Camera solutions
Service since 2007
Contact Randy Felty
604-713-7703





Gulf Pacific Investments (1982) Ltd.
351 Bewicke Avenue, North Vancouver, BC (main head office)

Facility type *Approximately 12 locations across Greater Vancouver.*
Services.....*Mobile Patrol and Alarm Response service, Temporary Security Officer services as required*
Service since *2006*
Contact.....*Robert Forrest*
604-990-1500

Subcontractor Client References – Rose Security Services Inc.:

City of Abbotsford

Rose Security Services is responsible for the electronic security at the City of Abbotsford.

Overview

- Installed Keyscan Access Control in twenty-five sites including City Hall, MCA council auditorium, Police Buildings, City Works Yard, seven Fire Halls, three Libraries and the Agricultural Recreation Park.
- Installed card access system at James Waste Water Treatment Plant (November 2010)
- Monitors fifty-eight intrusion alarm sites for the City of Abbotsford.

Contact:

- Victor Pankratz- (604)853-2281 or vpankrat@abbotsford.ca.

BC Safety Authority

Rose Security Services Inc. has been providing BC Safety Authority an integrated card access / intrusion monitoring system since early 2009.

Overview:

- Installed systems at the following sites throughout BC; Kamloops, New Westminster, Coquitlam, Kelowna, Langley, Courtenay, Abbotsford, Cranbrook, Nanaimo, Saanich, Vernon and Fort St. John.

Contact:

- Ann McLean- (778) 396-2078 or ann.mclean@safetyauthority.ca

(d) Please indicate the size and value of the three largest contracts that you have lost over the last 36 months, outlining the reasons for any such losses. Please also provide client contact details as above.

Insurance Corporation of British Columbia
151 West Esplanade, North Vancouver, BC

Facility type *Corporate Security*
Size *500,000 sq ft 4 locations, Officers: 8*
Service since *2003*
Revenue Value *1 Million*
Explanation.....*Account Maturity*
Contact *Bill Anderson*
Manager, Corporate Security
604-661-6675
bill.anderson@icbc.com



Amgen Biopharma
7990 Enterprise St., Burnaby, BC

Facility type R & D Facility
 Size 250,000 sq ft. Officers: 2
 Service since 2001
 Revenue Value 180,000.
 Explanation International Bid Process for North American "single source" provider
 Contact Raymond Smith
 Pacific North West Regional Security Manager
 206-265-8007
 sraymond@amgen.com



Azure Dynamics
3900 North Fraser Way, Burnaby, BC

Facility type R & D Facility
 Size 60,000 sq ft., Officers: 1
 Service since 2002
 Revenue Value 150,000.
 Explanation Budget cutbacks
 Contact Tom Dielschneider
 Vice President
 604-419-6389



• What contracts have your sub-contractors lost over this period? Again please provide details and reasons.

Subcontractor – Fusion Security Inc.

Securiguard's subcontractor Fusion Security Inc. has lost only one contract over this period.

Company Name and Location: Ministry of Attorney General
 Criminal Justice Branch
 Contact. title, phone, email: Carl Prophet
 Special Advisor
 604 562 8320
 carl.prophet@gov.bc.ca
 Overview: Provision of Security Patrol, Mobile and Protection Services
 Total value under contract \$112,000.00 (maximum over term of agreement).
 Contract was cancelled and the position was no longer a contracted security position.
 Explanation: Contract was cancelled and the position was removed from designation as a contracted security position.

Subcontractor – Rose Security Services Inc.

Securiguard's Subcontractor Rose Security Services Inc. has lost no contracts over this period

(e) As Prime Contractor is your organization registered under the Security Services Agencies Act of B.C.?



A copy of Securiguard Service Limited Security Business License # B1741 is shown in Appendix A for your perusal. We are designated as Private Investigators, Security Consultants and Security Guard Service providers. Our operating Locksmith License is held under the name of HD Locks, BC Licence # B4624.

- Which subcontractors or members of your consortium also hold provincial licenses, including Private Investigator, Security Consultant or Locksmith licenses?

Fusion Security holds the following provincial licenses:

- Security Alarm Service
- Private Investigator
- Security Consultant
- Security Patrol Service
- Security Alarm Monitor
- CCTV Installer
- Electrical Contractor License
- FSR – BC Safety Authority
- Electrical TQ

- Who is the designated license holder in each concern?

Designated License Holder	Services
Securiguard	Security Officers, Mobile Officers and Alarm Response, Private Investigators, Locksmiths, Security Consultants
Fusion	Alarm Services, Private Investigators, Security Consultants, Security Officers, Alarm Monitoring, CCTV Installation, Electrical Contractors, FSR-BC Safety Authority, Electrical TQ
Rose	Private Investigation, Security Officers, Service/Installation Technicians

(f) Have you or any other your sub-contractors ever worked with the City Of Vancouver? What about other federal, provincial or municipal governments? Please provide examples.

Securiguard Services Limited is privileged to be or have been selected the security provider of choice for the below:

- EasyPark Parking Corporation of Vancouver
- Vancouver Public Library
- Vancouver Police Department (Police & Fire Games)
- RCMP (CPIC-Port Clearance Office)
- Office of Attorney General
- Provincial Health Services Authority (PHSA)
- Interior Health Authority (IHA)
- Vancouver Island Health Authority (VIHA)
- BC Summer Games-Victoria
- BC Ferries Corporation (Tsawwassen & Horseshoe Bay Terminals)
- City of North Vancouver
- BC Transit Authority (West Coast Express)

- Ports Canada

Our Subcontractor Fusion is also privileged to work or have worked with various federal, provincial and municipal government agencies including, but not limited to:

- Ministry of Attorney General, Criminal Justice Branch
- Federal Services Canada
- City of Vancouver

Our Subcontractor Rose Security is also privileged to work or have worked with various federal, provincial and municipal government agencies including, but not limited to:

- City of Vancouver
- City of Abbotsford
- Delta Police Department
- BC Housing Corporation
- Canada Border Services Agency
- Seaspan Marine Corporation
- Canadian Department of Fisheries
- BC Safety Authority
- Canada Revenue Agency

10.2 - Staffing, Compensation & Benefits

(a) Please provide the following details of your firm's staffing and structure.

(i) How many permanent staff do you employ?

We currently employ 1600 permanent staff.

(ii) How many part-time or temporary staff do you employ?

Currently we have 400 part-time or temporary staff.

(iii) How many of these work in security related functions?

All 1600 of our permanent staff and 400 part time are in positions related to security.

(iv) How many administrative and clerical staff do you have?

Our organization has 60 administrative/clerical staff members.

(v) Please indicate which of these are full-time and part-time.

55 of the above administrative/clerical staff are full-time and 5 are part-time.

(vi) How many staff are employed by your sub-contractors?

Fusion Security employs 150 FT and PT licenced personnel.

Rose Security employs 7 FT licenced employees.

HD Locks under the Securiguard banner employees 1 FT locksmith.

(vii) How many of these are employed in technical disciplines, such as installation?

Fusion Security employs 9.

Rose Security employs 5.

HD Locks employs 1.

(viii) Please indicate the number of:

- (a) Qualified Locksmiths - 1
- (b) Private Investigators - 5
- (c) Private Investigators Under Supervision - 3
- (d) Consultants within your own organization and those of your subcontractors - 8

(b) Please provide an up to date copy of your company's Organizational Structure, indicating clearly any positions not currently occupied or created within the last 6 months. Please indicate the names of the current post-holders.

Our Securiguard Services Limited Organizational Structure chart is attached in Appendix B for your perusal. No positions are currently open or have been created in the past six months.

Our current executive team is:

- Darcy R. Kernaghan-President & CEO
- Nigel Bullers - VP Operations
- Mike Edwards - VP Business Development
- Lorna Paddison -VP Corporate Culture and Services
- Sam Ciacco - VP Finance
- Branko Bejo - General Manager, Vancouver Region
- Jennifer Gee - Director, People & Culture

(c) Please also provide an organizational chart outlining the management/ supervisory structure proposed for this contract. How does this organizational structure relate to the company structure above?

The Organizational chart for the management and supervision of the City of Vancouver contract is attached in Appendix B.

As detailed in the flow chart, responsibility for overall management and supervision will rest with our Account Manager for the City of Vancouver, who will report to. Reporting to him will be the Assistant Account Manager, or second-in-command (2IC).

Uniformed Guard Services, Mobile Patrols and Alarm Response will report to Field Supervisors for service management and to our Manager Security and Technology for technology management. These roles are part of our ISO Quality Assurance Audit Team.

As detailed in our City of Vancouver contract management flow chart, management of the City's permanent and temporary security needs, regardless of origin or requirement, enter into our structure directly through Securiguard's dedicated City of Vancouver Account Manager and/or his/her second-in-command (2IC) Account Manager. Our 24 hour Customer Communications Centre will either receive coverage instructions from the Account Manager, your Site Supervisors or from your designated Contract Manager. All persons in authority to make coverage requests or changes are contained in our WinTeam Resource Management Software to ensure continuity of service excellence. Once entered into the WinTeam system, the client's request for manpower or services will be quickly dispatched as and where required. If any emergency situation requires it, field managers, site supervisors or work alone officers can request assistance or back up.

Once the City of Vancouver information or requirements is received, you will see in the flow chart shown in Appendix C how your assigned Executive Sponsor, Finance, Operations, People & Culture, ISO Quality Assurance management Systems and Field Supervisors all assist in the process and will full support your City of Vancouver Account Manager and 2IC.

- Please indicate how you envision your sub-contractors fitting in with this structure.

Subcontractor services are delineated in the organizational chart structure through direct reporting to your City of Vancouver Account Manager, as shown in the same organizational flow chart and it follows the same process and benefits from the identical Executive Oversight program. All required sub-contractor services must meet our standards of service delivery and is held

accountable to our ISO Quality Assurance and Quality Management System standards. Your designated Account Manager and ZIC for the City will ensure the City's satisfaction.

(d) Who handles Human Resources (H.R.) management in your organization? What H.R. experience, qualifications and training do they possess?

Jennifer Gee, BA -is the Director, People & Culture and as such manages all aspects of Securiguard Services Human Resources department.

Experience & Training

- Extensive experience managing multi-unit operations across Canada.
- Over 5 years of project management experience across geographically dispersed areas (inter-Province)
- 15 years operational, people management, and loss prevention experience in service, retail, customer service driven companies.
- 15 years experience managing both unionized and non unionized operations.
- Over 12 years experience in multi-level training and coaching strategies, including benchmark strategies to assess employee development.

Education

- B.A. Simon Fraser University, Bachelor of Arts, Political Science, Public Administration
- Disney Institutes Florida Campus – Approach to Quality Service

Responsibilities

- Directs human resources team comprised of Recruiting Manager, Manager, Support Services, Training Manager and Employee Services Coordinator to ensure employee satisfaction in both unionized and non unionized divisions of Securiguard.
- Member of the Executive Committee meetings and contributes to company initiatives relative to business development, marketing, operations and finance.
- Researches, develops and implements recruiting and training programs for a vastly diverse portfolio of vertical markets.
- Directs People and Culture department to ensure the appropriate recruiting, hiring, and the proper deployment of internal employees, including promotions, lateral movement and new hires.
- Directs the operation of Securiguards C3 – Centralized Communications Centre to ensure appropriate service delivery to internal and external clients & the appropriate scheduling and deployment of personnel and resources company wide.
- Ensures correct alignment of all new hires and best cultural fit for site/client
- Guides Union relations, general conflict resolution strategies, and manages the Grievance Resolution process for the unionized arms of Securiguard and Westguard.
- Manages the Employee Survey process, generates data and makes recommendations to the executive on Employee Appreciation and Retention Programs

(e) Please provide details of the procedures your company employs for the recruitment and selection of staff.

- Who has hiring responsibility?

Hiring responsibilities at Securiguard are overseen by Jennifer Gee, Director- People & Culture and Jessica Wrinskelle, Recruiter and Yaniv Enoch, our Trainer/ Recruiter. Both of these highly qualified persons resumes are attached for your perusal in Appendix D.

- Who handles recruitment?

Recruitment is the responsibility of Jennifer Gee, Director, People & Culture through the assistance of her department leads Jessica Wrinskelle and Yaniv Enach.

- What experience, qualifications and training in this field do they possess?

Please see the resumes in Appendix D for each person's experience, qualifications and training

- What is your security screening process?

Candidate selection and training start with a vision for "World Class Service" at Securiguard. We have set the tone by creating a "People & Culture" department to spearhead recruitment, placement and training.

Securiguard's philosophy of "continuous improvement" begins with our formal selection process. All our procedures originate from our commitment to our core values: honesty, creativity, compassion, accountability and respect.

Finding the Right Fit for our clients is a multi-step process. Not only do candidates have to possess the attitude, aptitude, and competencies required to work in such a high profile, high-risk area, but also they need to maintain a professional attitude.

Our experience of over 37 years in scheduling high volume and high profile sites teaches us that ensuring that there is a correct blend of part-time (PT) and full-time (FT) personnel is critical in order to provide the scheduling flexibility required.

Personnel selection is comprised of:

- Recruiting
- Position Profile
- Personnel Standard Documents
- Reference Check
- Interview Process
- Criminal Records Check
- Selection Criteria by Position

Recruiting

Securiguard has developed contacts in colleges, universities, employment agencies, local newspapers and associations to ensure the opportunities in our organization are widely advertised. We employ selective search techniques so that a focused pattern of candidates is readily available for client contract requirements.

Securiguard is committed to sourcing candidates who believe they have the knowledge and skills to do the job required, and who demonstrate that belief during the interview process.

By assessing each candidate's profile from all angles (demonstrated work experience, face-to-face impression, and third-party reference checks) Securiguard can ensure that any candidate hired will act in the travelling public's best interests at all times.

Securiguard uses an eight-step hiring process:

- | | |
|-------------------------------------|--|
| Online application | Reference checks – no fewer than three professional reference checks are conducted per applicant |
| Telephone interview | Medical examination |
| Online self-assessment (Kwantek) | Solicitor General Enhanced Security Background Check |
| Group interview | |
| Final interview with Hiring Manager | |



Position Profile

Our first step to finding the right fit comes with a complete understanding of your needs. During the transition period, prior to service startup, we develop a position profile that identifies unique and/or preferred skills and characteristics by position at the City of Vancouver.

During the recruiting and interview process we use this profile to identify and select the best fit of security officers from the qualified candidates ensuring that Securiguard security officers will be well positioned for successful assignments.

Securiguard is a federally registered Equal Opportunity Employer. We believe that everyone has the right to equal opportunity in employment. It is this belief that guides and directs our employment practices; it ensures that we achieve and maintain fair hiring and promotion policies. In keeping with this philosophy, we have implemented an Employment Equity Program.

By adopting such practices employees enjoy many benefits, among them greater employee morale and job satisfaction; increased employee productivity and efficiency, enhanced reputation, increased customer service and satisfaction, and decreased absenteeism and turnover. As an organization we are able to foster social justice; eliminate barriers in employment and make a positive contribution to the communities that we service.

- What kind of background checks do you perform during selection process for new staff?

From the very beginning, and during all our interactions with potential candidates, we obtain all required documentation.

We use the employment application for the reference checks and to aid in questioning during our interview process.

The following forms must be completed and acknowledged during the selection process:

- Application for employment
- Employee reference/background check
- Company Code of Ethics
- Employee evaluation forms including those used for supervisory staff
- Current collective agreements – (as applicable)
- Company Privacy Policy

Basic Qualifications	Preferred Attributes
<ul style="list-style-type: none"> • Over legal age of 19 years • Canadian Citizen or a Landed Immigrant • Show proof of Canadian status • No Criminal Record • Fingerprints required • Basic Standard Training Certification issued by the Justice Institute of British Columbia • 40 hours mandatory BC security training • Demonstrate computer skills • High school diploma or equivalent • Oral & written English communication skills • Good physical condition • Successfully pass Securiguard's Pre-employment Screening Test 	<ul style="list-style-type: none"> • Knowledge of a second language • Valid BC driver's licence & vehicle • Occupational First Aid, Level I, II or III • Post Secondary education • Related courses, i.e. Conflict Management, Fire Prevention, Private Investigation • Related experience (i.e., Block Watch, Crime Watch, Victim Services, or other Community Policing)

Reference Check

A minimum of three references are required from each of our potential candidates. Background checks with questions based on an individual's values are carefully conducted for each candidate.

Interview Process

Our interview process is based on behaviour assessment tools that indicate whether perceptive applications have the "core values" to represent our customer base. We interview approximately seven people for every one that we hire.

Criminal Records Check

The final screening process requires all personnel to submit to criminal records checks including fingerprinting. This is carried out via the closest police detachment to the applicant's place of residence and the results are forwarded to the Solicitor General's Branch of the Provincial Government. Only when all of the above is complete and with satisfactory results received, will we hire the applicant.

- Do you require a criminal records check of all applicants?

Yes, these criminal records checks are done as detailed above prior to the hiring of a potential candidate and annually thereafter. All potential candidates must consent to receiving an enhanced Criminal Records Review for working with children and/or vulnerable adults. With these background checks along with the Kwantek self-assessment, we identify candidates who best suit the business needs of our sites.

- (f) What is your compensation philosophy? How do you determine how to reward your staff?

Compensation Philosophy

Securiguard recognizes that the cornerstone to our success with serving our Clients has been our on-site management team. We reward on performance and on meeting client key performance indicators, goals and objectives, which are clearly detailed during site training. Performance is carefully monitored through Quality Assurance audits and careful reporting/tracking through our WinTeam Resource Management software.

We are proud of the high caliber of Shift Supervisors and Site Managers we have attracted and placed on sites such as Vancouver International Airport, EasyPark, Shaw Tower and Hotel Vancouver to name a few. These individuals are financially compensated higher than the industry standard. Supervisors enjoy paid sick days, additional holidays, clothing allowances for suits and ties and critical illness benefits and more.

Annually, we include them in our head office celebrations, which is an excellent opportunity for everyone to get together. Most important of all, we give our Supervisors the training, support, authority and freedom to make decisions.

Reward comes in many ways and we believe that by teaching sound principals of leadership through our planned City of Vancouver performance enhancement program, described below, that we will empower our staff and provide opportunities to achieve higher levels of advancement in responsibility and remuneration.

Supervisor Evaluations and Performance Enhancement for the City of Vancouver Contract

- Annual Performance Evaluations will be completed on Shift Supervisors by the Account Manager and reviewed by the City of Vancouver Executive Sponsor.
- Balanced Scorecard Quality Assurance auditing will be completed monthly on Shift Supervisors and submitted to the City of Vancouver Account Manager or 2IC.
- Monthly meetings will be held by the City of Vancouver, Account Manager with the Site Supervisors and overseen by the Executive Sponsor as and when required.
- The Manager, City of Vancouver Corporate Security will be invited to these meetings provide a keynote address to our supervisors. These meetings generate open dialogue on administrative and operational matters that provide opportunities for

continuous improvement innovation.

- Supervisors are encouraged, and sponsored by Securiguard to complete certification in the American Society for Industrial Security (ASIS) Certified Protection Professional (CPP) accreditation security program.
- Tabletop Training Exercises will be regularly scheduled by the City of Vancouver Account Manager or his designate during which Site Supervisors and/or Shift Supervisors are active participants. These training exercises provide Shift Supervisors an opportunity to interact with other security and emergency planning stakeholders to improve their knowledge and skill sets in emergency response environments.
- Site/Shift Supervisors will conduct "team building" tabletop exercises with their respective personnel relating to safety and security emergency response mock scenarios. This exercise provides supervisors an opportunity to improve their Incident Command knowledge and improve leadership skill sets.

(g) How in practice do you attract and retain staff?

- How would you do this on this contract up to and beyond the year 2012?

Creative Approaches to Hiring and Retention

Recognizing that market volatility is likely to be a characteristic that defines the business environment for months and years to come, Securiguard has developed several creative approaches to hiring and retention:

- Guaranteeing flexible labour costs by utilizing full and part-time workers wherever possible, looking at labour solutions holistically in order to rapidly increase labour capabilities when only needed during short growth spurts.
- Hiring against job-switching by using three basic approaches: asking prospects individually to list their decision factors, asking our own top-performing employees in similar jobs to list their job switch factors, and asking newly hired top performers during on-boarding to list the decision factors they used.
- Practicing "green recruiting" – emphasizing our sustainability initiatives since greenness is often ranked in the top half of potential candidate's decision criteria, especially among college graduates.
- Continually examining and improving the candidate experience so that more in-demand candidates will engage with the application and screening process and stick with it until a final decision is made.
- Redesigning our on-boarding process to ensure that a large percentage of our new hires successfully reach their minimum level of expected productivity as rapidly as possible.
- Investing significantly in direct sourcing initiatives that help our organization identify, reach out to, engage, and convert only the candidates who we have determined are highly desirable. This approach has produced a smaller candidate pool, but it is comprised of higher quality talent.
- Leveraging job-seeking trends: In Vancouver specifically, job seekers turn to online sources and career agencies. Securiguard focuses our job search in these two areas. Working with various online advertising agencies (Craigslist, Kijiji, HRDC, LinkedIn, BC Jobs.ca, Hotjobs.ca, Jobboom.com, Working.com, Careerbuilder.ca) we are able to provide accurate and informative job postings outlining exactly what we expect of our candidates in terms of previous work experience, translatable skills and approach to their roles. We've established partnerships with various career-building centres around the Lower Mainland, including YMCA Employment Services, YWCA, Randstad, Multicultural Helping House Society, Alliance Française de Vancouver and the Justice Institute of B.C.

- How will you attract and retain managers, supervisors and technical staff?

Recruitment

Securiguard will incorporate the City of Vancouver's mission and values into the recruitment process, referring to and upholding the City's mission to create a great city of communities which cares about its people, its environment and the opportunities to live, work and prosper.

Efficient – Our multi-faceted process is designed to run quickly and efficiently: an ad can be placed and the vacancy filled within one week. By using up-to-the-minute mediums such as online advertisements, we can always ensure we have the required



advertisements running at any given time.

Effective – Using a multi-faceted system (phone interviews, group interviews, and online screenings) enables Securiguard to guarantee that all aspects of the recruitment process have been covered and that our assessment is well rounded and accurate.

Consistent – By asking questions that adhere to ISO-regulated procedures during phone and group interviews, Securiguard, and therefore the City of Vancouver, can be certain that each candidate proceeds through an identical screening process.

Compensation and Incentives

Securiguard offers an extensive compensation package to our managers, supervisors and technical staff. Through our comprehensive recruitment and screening process we have been very successful in hiring, mentoring, promoting and maintaining an engaged and high-performing management and supervisory workforce.

We know that an active and fully engaged workforce is one of the best measures of our success as an organization. Committed employees not only perform the duties of their job with more efficiency, but also are more inclined to meet challenges and develop a strong sense of pride and accomplishment in their work.

Our People & Culture department is dedicated to creating and developing the tools, training and incentives needed to fulfill the personal and professional needs of our employees. By developing initiatives that resonate with our employees we can ensure a more stable and successful workforce to meet the needs of our clients.

Securiguard's professional development opportunities linked with career planning are one of the most valued elements of our Leadership employment proposition.

Training

Training for our Leaders is both informal (coaching, mentoring, on-the-job, and shadowing) and formal (online, e-learning, instructor-led training classes), which allows us to address the different learning abilities of adult students.

One of the most important aspects of our training is our Leaders Orientation Day (held on Day One). This is the initial orientation program for all Leaders where pride in the Company and their roles is developed. Introduction to the non-negotiables and zero-tolerance issues, clarity of roles and responsibilities, definition of deliverables to our clients, and establishing accountability are the main focus.

Securiguard's WinTeam Resource Management software tracks our talent development carefully, including their technical expertise, and shows the growth potential of our Leaders. We will refine our training to incorporate the City's organizational culture and philosophies with our own, beginning with the Leaders Orientation Day.

Examples of Current Training Offered:

- Contract Manager and key roles: Leaders Orientation Day, Disney Institute, Walt Disney World Resort, Disney's Approach to Business Excellence, quarterly retreat/education day, as well as an annual education fund to further professional skills (\$4,000).
- Supervisors, Site supervisors– Leaders Orientation Day, Foundations of Leadership (5 sessions annually)
- Shift Supervisors – Leaders Orientation Day, 2 days of comprehensive classroom training annually, led by Contract Manager and Securiguard Corporate trainer

In addition to our effective traditional training, Securiguard will work with the City of Vancouver to incorporate all prescribed site training into performance and systems.

(h) Please provide details of any other staff incentive programs that you currently provide. How do you assess the effectiveness of these initiatives?

Securiguard Employee Retention & Incentives

For more than three decades, Securiguard has maintained a reputation in Western Canada's security community as the company to work for. This reputation allows us to pick and choose from the very best candidates working in the security industry today.

Once these candidates have been secured, it is of vital importance that they experience the level of employee care and quality of services that attracted them to Securiguard in the first place. Preferring to maintain employees for the long term, Securiguard has implemented a number of strategies through our Retention and Incentives Programs to groom our employees for personal and professional confidence, knowledge and continuous success in their career as well as a higher quality of life.





Securiguard employees can expect benefits and perks:

Competitive Wages	<ul style="list-style-type: none"> • Securiguard offers competitive wages for our staff members
Lateral Movement and Promotion	<ul style="list-style-type: none"> • Lateral movement and promotion into higher paid positions/prestige sites for employees who prove to be exceptional in their duties.
Continuous Training	<ul style="list-style-type: none"> • Securiguard offers training courses for our employees that include: Securityhost, Non Violent Crisis Intervention, OFA Level 1, Report Writing to name a few
Job Specific Training	<ul style="list-style-type: none"> • We offer OFA Level 2 to qualified personnel, allowing them to grow both their skills and career • The extension of Supervisory Training to individuals within the company who show the potential for leadership.
Annual Barbeque	<ul style="list-style-type: none"> • An Annual summer salmon BBQ for our employees and their families, where annual awards are presented in the categories of Outstanding Customer Service, Public Relations, Reliability
Mysecuriguard.com	<ul style="list-style-type: none"> • Our employee web portal provides employees with up to date company information and communication including: job postings, training courses offered, charity initiatives, perks, benefits and much more
I Believe Award	<ul style="list-style-type: none"> • Awarded by the President & CEO as warranted to the individual(s) who demonstrate a commitment to our core values: Respect, Accountability, Honesty, Creativity and Compassion
Health, Dental and Vision Care Benefits	<ul style="list-style-type: none"> • Securiguard has a comprehensive health, dental and vision care plan for our employees and their families. The cost of this plan is split 50/50 with our employees. • Our plan includes a drug card, allowing our employees to purchase prescriptions while only paying their portion
Life Insurance and Accidental Death & Dismemberment Insurance	<ul style="list-style-type: none"> • Securiguard benefit plans includes Life Insurance and Accidental Death and Dismemberment Insurance.
Employee Assistance Program	<ul style="list-style-type: none"> • Interest Free Loans to assist during difficult financial times or to allow for the purchase of work-related equipment
Retirement Savings Plan	<ul style="list-style-type: none"> • Employees have the ability to contribute to a Retirement Savings Plan fund through payroll deduction
Marks Work Warehouse	<ul style="list-style-type: none"> • 10% discount for our employees
Movie Ticket Discounts	<ul style="list-style-type: none"> • Securiguard has partnered with Cineplex Odeon to get reduced ticket rates for our employees
Costco Membership	<ul style="list-style-type: none"> • Employees can join Costco using our company membership
PNE Discount Passes	<ul style="list-style-type: none"> • Securiguard Employees can enjoy discounted gate admission for the annual fair
Mobile Phone Plan Discounts	<ul style="list-style-type: none"> • We've partnered with Rogers and Telus to bring employees the best deals on the market.

(i) What qualifications, including professional security certifications, do your senior staff and operational management personnel hold? Please provide details.

For all Securiguard Services executives please refer to Appendix D where senior staff biographies are attached for your perusal, including their qualifications.

Securiguard Executive team includes:

Nigel Bullers – VP Operations

- American Society for Industrial Security (ASIS) Canadian Pacific Chapter
- International Association for Healthcare Security and Safety
- Vancouver Board of Trade
- The Building Managers and Owners Association

Mike Edwards – VP Business Development

- American Society for Industrial Security (ASIS) Canadian Pacific Chapter
- Commercial Helicopter Pilot Certification
- Senior Official BCSSA

Lorna Paddison – VP Corporate Services

- Quality Management System Lead Auditor
- American Society for Industrial Security (ASIS) Canadian Pacific Chapter
- Vancouver Board of Trade
- BOMA
- Administrative Professional Certification

Branko Bejo – General Manager, Vancouver Region

- Certified Protection Professional (CPP)
- American Society for Industrial Security (ASIS) Canadian Pacific Chapter
- Downtown Vancouver Business Improvement Association (DVBIA)
- Operation Cooperation – Maintenance and Security Committee
- Crime Prevention through Environmental Design (CPTED)
- Terrorism Awareness Seminar, Justice Institute of B.C.
- B.A. Simon Fraser University, Political Science

Jennifer Gee – Director, People & Culture

- B.A. Simon Fraser University, Bachelor of Arts, Political Science, Public Administration
- Disney Institutes Florida Campus – Approach to Quality Service

Stephen Hoffman – City of Vancouver Account Manager

- American Society for Industrial Security (ASIS) Certified Protection Professional
- Correctional Service Diploma
- Correctional Officer Certification

Eddy MacVeigh – City of Vancouver 2IC

- Physical Security Professional (PSP) Certified
- American Society for Industrial Security (ASIS) Canadian Pacific Chapter
- Vancouver Police Department, Operation Cooperation
- Explosives Detection Proficiency Exam and Certification as per IFRI/NFSTC standards
- Aviation Security Certification Program

Within our subcontractor group, senior staff and operational management hold various industry certifications including:

- Alarm Installation
- Panasonic iPro Certification
- Kantech Entrypass Corporate Edition
- Security Licences
- ASIS Certification-CPP & PSP
- Private Investigators
- Security Consultant
- Pelco Endura
- Milestone, Lenel Indigo, Cisco, Avigilon, Aerial Lift and Keyscan Certification

(j) What methods does your company adopt to respond to short-notice or out-of-hours requests for additional staff? Please provide details.

24 Hour-Customer Communication Centre

Securiguard's Customer Communication Centre (C3) is critical to successfully managing our manpower resources. From C3, Securiguard directs Security Officers, our mobile response units, and other emergency response agencies.

Securiguard assisted in the development of the widely used "WinTeam" Resource Management data base program. This revolutionary program allows our C3 operators to assess the availability of qualified security officers that not only are close to your locations but meet the City of Vancouver "profiled" coverage requirements. The Right People, the Right Training... dispatched to your location regardless of when Securiguard is notified.

Should the City of Vancouver's after hours or short notice request involve the need for our subcontractors to respond, C3 would immediately contact their 24 hour direct lines to arrange dispatch and assistance to your required location.

If the emergency required, your Contract/Account Manager would be notified according to your instructions.

In addition, Securiguard's Customer Communication Centre (C3) offers technology systems back up availability to the City of Vancouver, as our C3 center is capable of monitoring your video, alarm, and signal feeds in its hardened monitoring environment that is equipped with redundant technologies and a emergency stand-alone power system.

If the City so chooses, C3 Operators will also use remote cameras to verify alarms and events, and then follow client response and escalation protocols.

- From an administration and billing perspective, what constitutes 'short notice' for your organization or those of your subcontractors?

Short notice coverage is considered as less than four hours notice during business hours and all other times outside of regular Monday to Friday business hours. We look forward to discussing the City's own current parameters in more detail.



(k) Under what circumstances would you or your subcontractors propose to charge overtime on this contract? Please provide full details of all overtime rates.

Securiguard would only charge overtime only if the City of Vancouver specifically requested a security officer/ supervisor etc. to remain on duty after his/her 8 hour specified shift due to unforeseen conditions such as a police incident or emergency.

The same overtime charge would be true of any subcontractor involvement or when work may be required to be performed after regular business hours to minimize disruption to the day to day operation of the City of Vancouver; or when required testing/verification must be completed after hours.

Overtime rates for all services are charged out at 1.5 times the regular rate of services.

(l) Please provide details of your existing benefits coverage.

- What percentage of staff has this coverage? Please indicate eligibility requirements (waiting periods, hours required, etc.), any deductibles and any differences in coverage for respective staff groups.

Wellness Benefits

Benefits are consistent for security officers regardless of the client contract and site where they work. Additional benefits or extended coverage can be provided based on additional contributions from the City of Vancouver.

- Medical Coverage
- Dental Benefits
- Life Insurance
- Extended Health Insurance

Medical Coverage

The following are minimum benefits and are provided for all security officers at your City of Vancouver locations:

Coverage Area	Paid by: Insurance / Security Officer
Prescription Drugs	70% / 30%
Hospital	70% / 30%
Convalescent Hospital	70% / 30%
Travel Assistance	100% / Nil
Vision Care	100% / Nil
Out of Province	100% / Nil
All Other Eligible Benefits	70% / 30%

- Deductible Amount—Single: \$50,00 / Calendar Year, Family \$100,00 / Calendar Year
- Maximum Amount—Overall: \$1,000,000 lifetime for all charges

Dental Benefits

- Co-pay Amounts—Employee pays 50%. Company pays 50%
- Maximum Amount—Basic & Major Restoration: \$1,500 per calendar year
- Orthodontia—\$1,500 per natural life



Life Insurance

Basic Life Insurance	*Basic employee pays 100% All permanent full-time hourly employees: \$15,000
Accidental Death & Dismemberment Insurance	*Employee pays 100% All permanent full-time hourly employees: \$15,000

* This is paid for by the employee to ensure that the benefits are not taxable.

Extended Health Insurance

- Co-pay Amounts—Employee pays 50%, company pays 50%

Securiguard Services understands that there will be current City of Vancouver security team members who will wish to stay on with your contract. We welcome them joining our organization and participating in a smooth transition for all City of Vancouver stakeholders. These so identified security team members will immediately be added to our benefits package without any normal six months waiting period.

General Employment Benefits

In addition to specific wellness benefits, and recognition and reward programs, Securiguard provides a number of innovative motivational programs, including:

- Modified Work Program for WCB Services
- Funding Educational Improvement
- Interest Free Loans
- Employee Discounts
- Employee Suggestion Opportunities
- Career Advancement Support
- Community Involvement & Team Building

Funding Educational Improvement

Securiguard assists with tuition and fees for security officer who commit to improving their education. We recognize that our service improves as our officers enrich their job knowledge, skills, management and leadership development.

Interest Free Loans

Securiguard provides interest free loans to security officers suffering difficult financial times. Officers can also purchase bicycles, computers and PDAs through the company and repay them through payroll deductions with no interest or carrying charges.

Employee Discounts

We have leveraged our purchasing power for our security officers by obtaining employee discounts at the following:

- Costco
- Fitness centres
- Auto repairs shops
- Clothiers; e.g. 10% Moore's for Men
- Outdoor outfitters; e.g. 10% 3 Vets Clothing





- Restaurants

Security Officer Suggestions—Dial TIPS

Securiguard officers make suggestions that improve our clients' and our business. One such suggestion, a logistical improvement, saved our client thousands of dollars each year.

We've formalized employee suggestions into a TIPS program, a voice mail suggestion box answered by the President.

To promote the TIPS program we give away numerous prizes such as television sets, \$1000 tax free and sporting event tickets.

To further encourage suggestions, management at all levels supports an open door policy and encourages all employees with any ideas, suggestions, or concerns to bring them forward.

Career Path through Advancement

We're continually growing Securiguard's business by securing large and diverse service contracts.

As a result, we provide our security officers opportunities for advancement, both in responsibility and in compensation as we bring on new accounts.

An equally important form of advancement is promotion within a particular Securiguard client account. We promote our officers who have demonstrated performance, initiative and drive.

Community Involvement & Team Building

Led by our care committee, Securiguard fully participates in many charities and client-based events. It's our local participation that builds a sense of belonging to the community, for our security officers and clients alike. Examples include:

- Rotary Club's annual ride to Harrison Hot Springs
- BC Children's Hospital Telethon
- United Way fundraising
- Additionally, we recognize the importance of our officers working together, and the value that brings to our clients protection programs. As a result we invest in teamwork activities among our security officers. examples include:
- White Water Rafting
- Go-Cart racing events
- Team building seminars

Modified Work Program for WCB Services

We're committed to developing and maintaining a safety and health work environment. Our goal is to return injured employees to the workplace and assist them in maximizing their full potential at Securiguard.

In keeping with this goal, we've implemented a formal Modified Work Program. We facilitate the rehabilitation process by making every reasonable effort to provide the following:

Suitable employment	Provided to any employee unable to perform his or her duties because of a work-related injury
Timely medical intervention	Results in better care & faster recovery, with fewer recurrences of injuries

Daily communication	Daily communication with the injured employee & regular communication with medical service providers & WCB personnel to ensure employee comfort and the smooth operation of the WCB program on the employee's behalf
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(m) Please provide details of any collective agreements currently in place, including expiry dates. (Note - legal will incorporate clause re industrial action.)

For this City of Vancouver opportunity, all of your assigned Securiguard staff will be non-union.

Current Securiguard collective agreements include:

- YVR Core-International Association of Machinists and Aerospace Workers
Transportation District Lodge 140 (local lodge 16)
July 1/08 – Sept. 30/13

Current Westguard (sister company) collective agreements for select clients include:

- Teamsters Local # 213
June of 2012

10.3 - Training

(a) Who has responsibility for training delivery within your organization? What training experience, qualifications and background do they possess?

Responsibility for Securiguard training delivery falls under our People & Culture Division led by Jennifer Gee. Under Jennifer's direct leadership, Yaniv Enoch, our Chief Trainer, ensures the quality and delivery of training through our head office and branches, meeting the provincial standards set under the Security Act legislation. All certified course exams including BST and AST are overseen and approved by the Justice Institute of British Columbia and the Solicitor General's office.

The training experience, qualifications and background of Jennifer Gee and Yaniv Enoch are referenced in their resumes, attached in Appendix D.

Yaniv Enoch is an expert in the field of tactical training with more than 15 years of training experience. He has trained personnel in governments and private companies from around the world, and taught trainees from every continent.

Yaniv developed his experience with the **IMI Academy for Counterterrorism**. IMI (www.imi-israel.com) is owned by the Government of Israel and is a worldwide leader in specialized training and projects in the fields of protective services, homeland security, military and law enforcement. As an instructor at IMI, Yaniv regularly created courses and trained individuals from local and foreign government agencies, as well as private enterprises.

Having trained military and law enforcement personnel for almost two decades, Yaniv is aware that the security threats and training needs of each group vary considerably. He is an expert in creating specialized courses and adapting curricula to the specific needs and experience of each group. As a seasoned instructor, Yaniv is also committed to ensuring the highest standards of safety for his trainees.

New to Securiguard, Yaniv will be our resident Basic Security Trainer and will be teaching the following classes in 2012:

- Advanced Protective Services Procedures
- Anti-Terror Theory: Terrorist Incidents and Response, Hostage Situations, Evacuation, Crowd Control
- General Protective Services Planning and Training for Critical Infrastructure

- Predictive Profiling (Basic and Advanced)
- Executive, Dignitary and Diplomatic Protection

The following organizations have utilized Yaniv's training:

- Prime Minister and Presidential Security details for various European, Asian and African nations
- 2008 Beijing Olympic Protective Services
- Police Emergency Response Team (ERT) members from Japan, USA, Canada, India
- Border and Transportation Security
- Oil Route Security
- Dignitary and Diplomatic Protection Officers from around the world
- National Banks
- National Universities
- Foreign Governments and Private Businesses
- Israeli Ministry of Defence

(b) Please provide details of all training that you provide to security staff, including Security Training (BST) and Advanced Security Training (AST), supervisory and ongoing training.

Basic Standards Training

Basic Standard Training (BST) is the mandatory training course for security professionals and must be completed at a government-approved training school. A 40-hour course, it consists of segments for which specific learning objectives have been identified.

These segments are:

Course Introduction

- Introduction to Private Security
- Legal Issues
- Documentation
- Personal Safety

To qualify for a certificate, participants must attend all training sessions (or complete the online version of this course) and successfully complete the learner assessment activities.

Course Requirements

To successfully complete this course, you must:

- Complete the course
- Complete all group and individual exercises in the course.
- Pass the exam

Learning Objectives

By the end of this course, you will have met the following course objectives:

Introduction to Private Security

- Define "professional" and explain the standards of professional conduct for security professionals (SPs).
- Define "ethics" and explain its importance in the security profession.
- Give examples of ethical and unethical behaviour on the part of SPs.
- Define "customer service" and explain its importance in the security profession.
- Describe the difference between private security and the police.
- List the types of jobs that SPs could do.
- List the basic duties of SPs.
- List the types of incidents to which SPs might have to respond.
- Explain the basic steps in responding to incidents.
- Explain the guidelines for incident scene protection.
- Describe the role of emergency services and regulatory agencies.
- Explain the authority of emergency services and regulatory agency personnel on private property.

Legal Issues

- Define "law" and state the function of law.
- List the federal and provincial laws that provide a legal framework for SP duties and powers.
- Explain the purpose of the Canadian Charter of Rights and Freedoms.
- Explain the SP's responsibilities and limitations under the Charter.
- Explain the impact of human rights legislation on the SP's performance of his or her duties.
- Define key terms used in reference to criminal offences.
- Identify the essential elements of common offences.
- Explain the provisions of the Security Services Act and Security Services Regulation that have a direct impact on SPs.
- Identify other legislation that have a direct impact on SPs.
- Describe the SP's powers and limitations under the law.

Documentation

- Explain the benefits of an SP's notebook.
- Explain the guidelines for effective note-taking.
- State the rules for maintaining a notebook.
- List the parties who may access an SP's notebook.
- Explain how an SP's notebook may be used in court.
- Write effective notes about an incident.
- Explain the purpose of a report.
- List the instances when a report must be written.
- Describe the characteristics of an effective report.
- Describe the report-writing process.

- Write an effective report.

Personal Safety

- Define "safety."
- Describe the elements of a safe interview stance.
- Describe the various relative positions that could be used in an encounter.
- Explain the importance of continuous assessment.
- Define "tactical communication."
- State the goal and benefits of tactical communication.
- Explain how tactical communication fits in the National Use of Force Model.
- Apply three major tactical communication strategies.
- Describe the desired outcome of tactical communication.
- List personal safety strategies.

Advanced Security Training

Prerequisite:

Individuals holding a security worker license who are required to carry and use handcuffs in the performance of their duties must add this condition to their Security Worker license through the Registrar, Security Services Act.

In order to obtain this condition, individuals must successfully complete the 24-hour Advanced Security Training (AST) course provided by an AST certified instructor approved by the Justice Institute of British Columbia.

Approved Advanced Security Training Instructors are required to follow the training standards for the security industry as outlined in the Security Services Act.

This requisite course is 24-hours and focus on:

Course Objectives:

- Security Services Act & Regulations
- Advanced Force Options Theory
- Introduction to Control Tactics
- Application of Restraints
- Excited Delirium & Positional Asphyxia
- Reporting & Documentation

Course Syllabus:

- Introduction to The Course
- Security Services Act and Regulations
- Advanced Force response Options Theory
- Introduction to Control Tactics
- Application of Restraints



- Excited Delirium Syndrome and Positional Asphyxia
- Reporting and Documentation

Supervisory and Ongoing Training

In addition to the above required BST and AST certifications, Securiguard offers many courses to its security officers and supervisors as detailed below

Customer Service Focus

Tourism British Columbia has recognized us as a "SuperHost" Business, and The Proponent has further developed this standard for the security industry, trade marking the "SecurityHost" name. Our Chief Trainer and customer service specialist, Yaniv Enoch, is a Tourism British Columbia certified SuperHost Instructor.

Culture of World-Class Service the Disney way

Integrating employees into our culture requires training and building in reinforcement mechanisms to put what is learned into practice.

Ongoing education enhances skills and knowledge as well as further engaging the existing team. Securiguard looks to world-class organizations such as Walt Disney Resorts and duplicates some of the methods they use in employing informal training methods such as job rotation, in-the-moment coaching, culture-based training and lateral movement, which can benefit high-performing individuals by enhancing their knowledge and experience.

Both the lead account manager and the second in command 2/c will attend the Disney Institute's leadership training session (5 days). Securiguard believes in providing the best foundation for our Leaders. During the 5 day immersive course, our Leaders learn the concepts, acquire the tools and will be empowered to be creative in efforts to build, inspire and motivate their teams. They will learn to develop a leadership vision that inspires dedication and commitment among employees. And they will also learn to develop an organizational culture that supports consistent delivery of exceptional quality service.

Our Leaders will learn additional concepts and acquire additional empowering tools to be creative in efforts to build, inspire and motivate their teams. They will learn to develop a leadership vision that inspires dedication and commitment among employees. And they also will learn to develop an organizational culture that supports consistent delivery of exceptional quality service.

By participating in this course, the Leaders for the City of Vancouver contract will learn more about the five most powerful lessons in business – inspiring creativity, leadership excellence, people management, quality service and brand loyalty. These universal assets of successful business are the links in the renowned "Chain of Excellence" that forge an enduring bond among inspired leaders, motivated employees and satisfied customers.

The best time for a leader to take this course is at the start of a new contract so that the material is fresh, relevant and can be implemented with the work force.

In-House Training

- Adult CPR
- Drug Awareness
- Powers of Arrest
- Bomb Search Procedures
- Crowd Management
- Conflict Resolution
- Disability Awareness
- Fire and Life Safety
- Building Operations
- Canine Patrol
- First Aid
- Bike Patrol Skills and Tactics
- General and Tactical Communication Skills
- Report Writing Skills
- Ethnic Diversity
- WHMIS
- Physical Security
- Building Maintenance

- Tenant Services
- Workplace Harassment
- Robbery Prevention
- Mobile Patrol Tactics
- Access Control
- Traffic Control
- CCTV Monitoring
- First Aid – OFA 1-2-3, CPR-A, CPR-C, AED
- Security Supervisor
- Retail Loss Prevention
- Community Foot Patrol Volunteers
- SecurityHost™
- Dispatcher Duties
- Property Inspections for Criminal Activities
(i.e., Grow Operations and Glandestine Laboratories)

Securiguard Training Program

Newly hired Securiguard employees attend a three-day, customized private training program at Securiguard's exclusive training facility at our Vancouver head office.

Securiguard has developed a three-step training program that enhances each employee's strengths while coaching and training to potential weaknesses. In this way we are able to establish a well-rounded team of security experts with the skills to handle daily activities efficiently and to react quickly and effectively to any unexpected safety and security situations.

In assuming responsibility for existing security personnel at the City of Vancouver sites, Securiguard will retain qualified, certified, security guards and will further assess them through a two-day training orientation. Throughout the transition, Securiguard will monitor staffing levels and abilities to determine whether additional hires may be required. Any new employees hired will be enrolled in the full three-day program.

Step 1 – On-boarding and Orientation – Corporate Training

Upon hiring, each transitioning employee will be placed into a Securiguard Orientation group. This two-day course is required for every Securiguard employee. Day 1 is designed to be a general corporate and customer service overview, while Day 2 is a site specific interactive component designed for new hires.

Outline: On-boarding and Orientation

Day 1 & 2: General Overview

- Completion of paperwork
- Introduction to Securiguard – history, core values
- Introduction to the City of Vancouver – vision, mission, expectations, and core values (what are they and how do we meet and exceed them?)
- Setting up for Success: What Every Employee Needs to Know – includes how to navigate employee intranet site mys Securiguard.com and eHub Communication Portal, and information about day off requests, uniform care, job postings, training opportunities, employee support services, etc.
- Uniform fitting and employee registry
- SecuriHost training – a four-hour course which covers exceeding client expectations, maximizing service opportunities, first impressions, effective conversation skills, managing complaints, listening skills and attitude as a key component of service delivery
- Soft Profiling – Security & Service awareness training (full day)
- High Level security training meets High Customer service training – how customer awareness leads to improved security presence and improved customer satisfaction.
- Use of active offer behaviour to increase awareness of behaviour patterns to identify those with malicious intent, while improving customer service to regular passengers.

Day 3: Site Specific Overview (for new hires only)

- Manager meet and greet
- City of Vancouver (enhanced site specific training) – vision, mission, expectations and core values
- The role of the security guard at City of Vancouver sites
- Site layout training

Step 2 – Recurrent and Ongoing Training

All security guards will be advised upon hire that ongoing training is mandatory, and that Securiguard will make every effort to ensure that training meets not only our clients' needs but also employee needs. Ongoing training could be as simple as a demonstration on site, or full/enhanced training scheduled through Securiguard's Centre for Advanced Training facility.

Any security guards who have demonstrated gaps in performance will be flagged immediately by the Field Supervisory team and retraining will be scheduled accordingly as soon as possible once full schedule coverage can be secured.

Step 3 – Career Advancement Training

Security personnel who show exemplary behaviour and ability to perform tasks above expectations will be invited to participate in our Career Advancement training. This training is established for any employee who wishes to advance in their career and includes courses on: Interview Techniques, Supervisory Training Level 1 and Level 2, and opportunities to develop leadership skills within our Management Training Program "Foundations of Leadership".

Training Cost Management

Securiguard will conduct all employee training out of our Centre for Advanced Training at our Vancouver head office.

At the Centre, Securiguard is able to provide comprehensive training for more than 25 students at a time using state-of-the-art audio-visual equipment. Securiguard training resources will be reused on a class-by-class basis and will be available online at mysecuriguard.com for employee referral.

Test and Assessment Integrity

Securiguard believes in delivering consistent and regulated assessments and testing to all security personnel. Any test that our security guards complete will be entered into our WinTeam scheduling and personnel management database so we can monitor results, trends and certification expiries.

Site Specific Training

In addition to the basic training and optional training available to our personnel, Securiguard provides an intensive on-site training component. We have found the most successful combination of resource preparation and training procedure to be the following:

Step 1 – Before the contract begins, head office staff (account manager, duty manager and field support) collect all the site policies and procedures (if client has not prepared elements, Securiguard adopts the best practices approach until one is provided by the client). A training package is created that includes pre- and post-examinations and a training checklist.

Step 2 – A train-the-trainer session takes place where the site designated trainer (usually the site supervisor) is trained by account manager alongside the duty manager and field support.

Step 3 – Site staff are trained before their first official shift. All staff will have to complete a final examination and receive a minimum of 85% to work on the site. In addition, annual recertification must take place with the same minimum of 85% to continue to work on the site.



Supervisor Training

We recognize that well-trained supervisors are crucial to the success of your business plan. We have therefore developed a customized training program that equips supervisors with the skills to effectively manage staff, to provide superior service to your customers, and to partner with the City of Vancouver.

We consider supervisory training an ongoing process, beginning with our basic training program where we lay the foundation for our future supervisors. We follow this with specialized supervisor courses, including a five-day modular supervisory and leadership program. It is our goal to register this program with the Open Learning Institute to help our employees earn credits that can be applied to a certificate or degree program.

- Performance Appraisal and Coaching
- Building Highly Motivated High Performance Teams
- Feedback on the Job
- Communication Skills
- Diversity Training

To augment this formal training, veteran supervisors provide extensive mentoring to supervisor candidates, who, through this process, hone their skills in preparation to work as a supervisor. Training continues even after candidates become supervisors. Indeed, supervisors from various sites meet regularly to train, share ideas and exchange "best practices," which they implement at their respective sites, ensuring that our clients receive leading edge service.

- What training do you or your subcontractors currently provide/arrange for specialist/technical/Information Technology (I.T.)? Please indicate which courses/ sessions are internal and which are contracted externally.

Securiguard and our subcontractors take all I.T. and technical training seriously. For that reason we rely on accredited learning institutes such as BCIT to provide this highly specialized training. In addition to these diploma/certified courses, our technicians attend supplier sponsored (Pelco, Panasonic, Sony, Keyscan, DSC, Avigilon CCTV and Physical Security Network) training sessions on a regular bases to ensure the City of Vancouver's product and installation satisfaction

(c) How do you ensure that managers stay up to date on industry developments and innovations?

Securiguard Service ensures all executives and account managers stay up to date with industry developments and innovations by enrolling them in the Pacific Chapter, ASIS and sponsoring attendance at all chapter luncheon meetings and presentations. We encourage and finance all ASIS CPP class enrolment and exam applications by interested managers and executives not accredited. Securiguard executive/management members attend the ASIS annual North American AGM convention each year.

Securiguard is active member of Operation Cooperation, Vancouver Hotel Security Association, DVVIA, BOMA, Vancouver Board of Trade, American Society for Industrial Security, Port Security Stakeholders, and Project Griffin, and has a strong working relationship with the Vancouver Police Department. We are also members and attendees of the International Association for Healthcare Security & Safety (IAHSS), Downtown Vancouver Business Improvement Association, Retail Council of BC, Tradeshows and Webinars, and subscribe to all key industry security magazines/publications.

In addition, our management team taps into downtown crime statistics through CRIMECAST which indicates areas of high crime as compared to national and province wide averages. This enables us to adopt innovative techniques and strategies to assist our Vancouver clients in reducing crime risk at their locations.

Based on our services for EasyPark Lot 31, we have included an example of how this valuable data is presented in Appendix F.

(d) How would you ensure that sub-contractors and their staff were trained to an appropriate level to meet the needs of the City of Vancouver?

We will ensure that our subcontractors and their staff are trained to the City of Vancouver's designated levels and our own through Securiguard's ISO Quality Management System and Integrated Management System of "continuous improvement" using established Key Performance Indicators and monthly Executive Oversight meetings with subcontractor management.

10.4 - Contract Management

(a) Who do you propose to appoint as Contract Manager to lead this contract for you? What experience and qualifications does this person hold? Please provide a full resume.

Securiguard proposes to appoint Stephen Hoffman, CPP to lead the City of Vancouver contract as our City of Vancouver Account Manager/Contract Manager.

Stephen has international experience in Investigation, Security Consulting and Operations as well as eight years experience with Vancouver Coastal Health Authority as their Security Manager.

Other related work experience includes:

- Director, Interior Investigations-Okanagan
- Operations Manager, Provident Security-Vancouver
- Manager, Field Operations, Paladin Security, Vancouver

Education:

- American Society for Industrial Security (ASIS) Certified Protection Professional (CPP)
- Correctional Service Diploma
- Correctional Officer Certification

Certification/Courses:

- Licensed Private Investigator
- Licensed Security Consultant
- Non-Violent Crisis Intervention Certified
- Advanced Defensive Techniques Certified
- Chemical Hazard & Emergency Response Certified
- Reid Technique of Interviewing & Interrogation Certified
- Risk and Vulnerability Assessment Certified

Most recently Stephen worked with the United Arab Emirates governing body operating as their contracted Security Consultant, Investigations and Close Protection specialist. He brings the City of Vancouver proven leadership within a high-profile stressful environment and is ASIS board-certified in Security Management.

A copy of Stephen's full resume is attached in Appendix D.

Note - While we are confident in Stephen's ability to lead the City of Vancouver's Integrated Security program, we fully understand how important it is to you and your stakeholders to maintain continuity. We are therefore also open to offering this critical City of Vancouver Account/Contract Management position to your current position holder or another person of your choosing. Whatever option you select, your Account/Contract Manager will have our full support in achieving service excellence beginning with the backing of our Executive team.

Securiguard's Executive team consists of:

- Nigel Bullers - VP Operations
- Mike Edwards - VP Business Development
- Lorna Paddison -VP Corporate Culture and Services
- Sam Ciacco - VP Finance

- Branko Bejo – General Manager, Executive Sponsor
- Jennifer Gee – Director, People & Culture

This knowledgeable and creative executive team will directly support and assist Stephen Hoffman or a person of your choice, through our Executive Oversight Program on a regular basis. Our General Manager, Branko Bejo, BA, CPP, will initiate quarterly executive reviews with your City of Vancouver Internal Contract Manager to ensure satisfaction as well as deal with high level planning.

- Will the Contract Manager hold any responsibilities outside this contract, either at Head Office or with other clients?

Securiguards's City of Vancouver Account/Contract Manager will be fully dedicated to your account and its stakeholders and as such hold no other positions at head office or with other clients.

(b) How would you propose to manage operations across this contract?

Please indicate the respective roles to be played by:

- (i) Contract management
- (ii) Operational management:
- (iii) Field management. Who will do what?

Account/Contract Manager

The City of Vancouver Account/Contract Manager and their second-in-command (2IC) will be responsible for the complete day to day operation and long term planning of your integrated security program. They will be directly accountable to your City of Vancouver security management team and all mutually agreed deliverables/KPI under our Executive Oversight Program.

2IC Account/Contract Manager

Securiguard proposes an innovative contract management approach with the implementation of a City of Vancouver - 2IC Account/Contract Manager team consisting of Stephen Hoffman (or a person of the City's choosing) assisted by Eddy MacVeigh, current manager of the City's EasyPark contract.

Eddy MacVeigh has a proven City of Vancouver stakeholder record of quality service in the security industry, including substantially reducing security threats and risks at EasyPark's high profile downtown facilities for many years. The addition of Eddy MacVeigh will to the Account Management team will ensure continuity for the City of Vancouver within EasyPark's high risk facilities.

Operational Management

Securiguard's operational management team will take direction from your City of Vancouver Account/Contract Manager or 2IC and will be held accountable to assist and support in the delivery of services to the city. They will support the Account/Contract Management team in dealing with:

- Recruitment
- Training
- Uniforming
- Equipment
- Compliance Tracking
- Scheduling
- Accounts Receivables/Financials
- Emergency Deployment

- Sourcing

Field Management

- Quality Assurance Audits
- Training
- Uniforming
- Equipment
- Support
- Emergency Deployment

Securiguard's lead Account/Contract Manager will hold monthly meetings with our onsite Securiguard team and your City of Vancouver contract manager. By reviewing critical monthly data and trends, an implementation strategy to counter areas of concern will be acted upon to ensure success. Besides these monthly meetings, your assigned Securiguard Account/Contract Manager will continue to work closely with City of Vancouver security management on a daily basis and be available 24 x 7 via Blackberry.

Securiguard Services successful management of operations begins with and is based on our core values. Each Securiguard security officer, supervisor and manager is accountable to operating according to these values at all times. With this basis of understanding, we will successfully deliver integrated security protection to the City of Vancouver in a manner congruent with your expectations.

Our overall values are communicated through:

- Strategic Purpose
- Management Style
- Integrated Management System

Strategic Purpose

Item	Description
Vision	To "wow" customers with our uniformed security guard services through specialized training and exceptional customer service.
Mission	Making People Feel Safe
Core Values	<ul style="list-style-type: none"> • Respect; consideration for the dignity, rights, beliefs, and property of others • Accountability to our clients, our staff, and to Securiguard • Creativity; innovation and imagination to exceed customer expectations • Compassion; demonstrating care and sensitivity • Honesty; truthful in character, integrity and behaviour

Management Style

We use a management style to motivate and empower individuals and groups to greater ownership, participation, dedication and higher standards of performance.

We seek key skills such as the ability to coach or mentor; develop teams; mediate; and set goals. This may include permanent or temporary transferring of staff to meet business objectives.

Through this management style we're better positioned to:

- Achieve customer goals
- Resolve conflicts
- Escalate customer issues quickly & appropriately
- Work in cross functional teams
- Create competitive business solutions

Integrated Management System

By integrating management systems the City of Vancouver will benefit from higher protection levels at lower total costs to its stakeholders and citizens well into the future.

Integration includes management processes and technology systems that benefit customers in the following activities:

- Electronic security management from our C3 facility (Customer Communication Centre)
- Logistical support
- Document development & control
- Training
- Internal audits
- Management reviews
- Corrective actions
- Preventative actions

(c) In addition to the Contract Manager, please identify the prospective post-holders for other key roles and enclose their resumes, clearly outlining their experience and qualifications.

Securiguard proposes to bring forward Joe Valerio and Michael Kent to play key site supervisory roles for the City of Vancouver. Their experience and qualifications are as follows:

Joe Valerio

Experience:

- EasyPark Security Supervisor
- Field Support Supervisor
- Mobile Patrol Supervisor
- Account Manager
- Transport Canada Port Screener

Qualifications:

- Advanced Private Security Professional Diploma
- BST Certification

- OFA 1
- CATSA Screening Certification
- RCMP K9 Handler Certification

Michael Kent

Experience:

- Field Support Supervisor
- Olympic Village - Construction Site Security Manager
- Senior Bank Supervisor
- Canadian Armed Forces - Class C

Qualifications:

- BST
- WHIMIS
- Safety & Health in Arts Production
- OFA 2
- Possession and Acquisition License (PAL)

Copies of their resumes detailing their full experience and qualifications are attached in Appendix D.

(d) What levels of autonomy do you envisage the Contract Manager and, if appropriate, subordinate staff holding in respect of this contract? What financial authority might they hold?

Securiguard's City of Vancouver Account/Contract manager will have full autonomy on all operational matters and have full financial authority within the boundaries of the contract and Securiguard policies/procedures.

All subordinate staff assigned to your contract will report to and take direction solely from Securiguard's City of Vancouver Account/Contract Manager.

- What decisions might need to be referred back to your head office?

The City of Vancouver Account/Contract Manager will report to the Executive Sponsor or Executive team on contractual matters only.

(e) What level of management authority will the Prime Contractor have over sub-contractors/ consortium members?

Securiguard's City of Vancouver Account/Contract manager will have full authority over any and all sub-contractors used through our Executive Oversight, ISO Quality Assurance and SLA's or KPI's.

- How will operational and service delivery decisions be made?

Securiguard will ensure operational and service delivery decisions are made through our Executive Oversight Review process and weekly operational meetings according to our Facilitative Management Programs. The City's security management team will be consulted on and/or apprised of all major situations or decisions.

(f) How would you seek to maintain management continuity on this contract?

We understand the importance of management continuity to the City of Vancouver and its stakeholder. Securiguard welcomes the opportunity to recruit/hire your current Contract Manager if that is an option the City wishes to entertain.



If this option is not feasible to the City of Vancouver, we are confident our proposed designated Account/Contract Manager and his 2IC will maintain management continuity throughout the lifetime of the contract. Adding the 2IC ensures the City's requirements are understood and backed up through this key position. This team will be involved with all decisions concerning the City of Vancouver integrated security account and hold weekly operational meetings accordingly.

In addition, our quarterly scheduled Executive Oversight Review process will ensure that the City of Vancouver and its stakeholders are involved in the continuity of the security program.

(g) Which key staff on this contract will be salaried? Describe the remuneration level of these individuals, ideally indicating a salary range and outlining likely benefits and incentives.

Securiguard as your Prime Contractor has projected two positions within the City of Vancouver contract to be salary based. These are Securiguard's Contract/Account Manager and 2 IC positions.

We have based the salary of Securiguard's Contract/Account Manager in the \$75,000 to \$100,000 range dependant on his or her experience and qualifications. While we are confident in our selection of Stephen Hoffman as our Contract/Account Manager, we understand the importance of maintaining continuity for the City of Vancouver stakeholders and its security program. Securiguard welcomes the opportunity to enter into negotiate with your current Contract/Account Manager or another person of your choosing.

Our Contract/Account Manager for the City of Vancouver will receive all the benefits outlined on page 47 of this RFP as well as his or hers participation in our executive pension plan.

The Securiguard City of Vancouver 2 IC position salary range will be from \$50,000 to \$65,000 and they will participate in all benefits as outlined on page 47.

Incentive programs for each of these Securiguard positions will be performance and KPI based.

10.5 - Communication and Reporting

(a) How would you propose communicating with the City on this contract with regard to:

(i) strategic and (ii) operational matters?

Strategic Matters

For the City of Vancouver, Securiguard plans to communicate/discuss strategic matters through our Executive Oversight Program on a set quarterly meeting schedule or as situations require.

The Executive Oversight Account Management Program is one of Securiguard's key differentiators within the Canadian Security Services marketplace.

This program was developed with two objectives in mind:

- 1) To ensure that we actively promote a "customer first" culture, and
- 2) To work proactively with clients to build partnerships that help both parties manage the security function in a creative way using systems and processes designed to improve efficiencies.

We have built a program that ensures accountability that begins with the officers on site and ends with the Senior Executive Team within our organization. By setting both monthly and quarterly reviews with each of our client partners we build a strong knowledge base and the trust that is needed to proactively manage and deliver the services that we have been contracted to perform.

Under this program, our assigned account manager will meet at a minimum of once a month with the City's designated representative to review Quality of services and Delivery of those services.

The quarterly meetings have a set agenda and a business review PowerPoint presentation is delivered to the designated account contact one week prior to each meeting. Securiguard will develop and publish an online action log that can be reviewed by both partners before and after each review.

Securiguard's account management team will continually monitor and report to our Executive after each monthly meeting, and a Securiguard Senior management team will be in attendance at every quarterly review.

Initially both organizations will review, but not be limited to, the three key categories of Pricing, Quality of Service and Service Delivery, and can expand on other evaluation criteria during or after the transition phase.

This program has been developed to provide both Securiguard and our clients with the information and tools necessary to maintain a solid partnership within the framework of the Quarterly Business Review.

Operational Matters

Operational matters will be communicated and discussed through weekly and monthly meetings with the City of Vancouver's representative and as/when required. In addition, Securiguard's proposed software database will electronically report all operational matters to the City's representative and any other persons the City of Vancouver wishes to receive them.

(b) What is the communications mechanism for 24/7 contact between your organization (as Prime Contractor), your subcontractors and the City of Vancouver?

- What specific arrangements will exist for contact outside normal business hours?

Securiguard's designated City of Vancouver Account/Contract Manager and their 2IC will be your contact during normal business hours or as a situation requires. Securiguard maintains a 24-hour C3 Customer Communication Centre which acts as the single point of contact after hours or as you require.

Securiguard has strong, long standing relationships/alliances with the subcontractors listed in our proposal which support immediate response to and compliance with client needs. As the City's Prime Contractor, Securiguard will ensure that all required subcontractors are available 24/7 through their communications centre or via cell phone.

(c) What is the nature and frequency of the formal meetings that you currently envisage on this contract?

During the Transition-In Planning, Securiguard envisions having weekly milestone meetings. Once the Phase-In process is successfully completed, we suggest moving to monthly meetings for the first three months. Once this three month period is completed, we will continue with monthly meetings under our regular management process and regulated quarterly meetings will be held under our Executive Oversight Program.

These meetings will be arranged for discussion of all KPIs and deliverables during the Transition-In Phase and throughout the contract.

(d) What types of reports do you currently provide for clients?

Securiguard currently provides the following reports for all its clients:

- Security Occurrence Reports
- Daily Reports
- Mobile Patrol/Alarm Reports
- Weekly/Monthly statistical reports
- Safety Risk/Deficiency Reports

- What written and/or electronic reports/statistics would you intend to provide on this contract and with what regularity?

Securiguard will provide the City of Vancouver with electronic reporting through our proprietary software database which can include email fan-out to various stakeholders. We welcome using any current City of Vancouver data gathering software or

incident management systems in tandem with our customizable software. Our integrated management approach to prime contractor and subcontractor services will be tracked and measured through a combination of the below software.

- Filemaker-Customizable Data Tracking
- Securitrak-GPS Accountability Technology
- Nero- "Go Green" Fleet Management
- eHub-Web Based Customer Portal

Reporting intended for this contract will include:

- Work Orders
- Mobile Patrol and Alarm Reports
- Investigation Reports as and when required
- Shift Pass-on Reports
- Weekly/Monthly statistical reports as required
- e911 dispatch reports when required
- Security Occurrence Reports
- Daily Reports
- Tasking Matrix
- Invoicing with IN TIME verification schedules

Filemaker is the primary intelligence gathering, data sharing and communication hub for all things security related. Compatible with Microsoft Word, Excel and Adobe Acrobat, Filemaker allows our clients the ability to obtain tailored, high-level reports on the performance of security systems against specified targets and recognized threats.

The 3 Foremost Features of Filemaker are as follows:

- A centralized dashboard of all security-related activity
- A flexible search engine that can be customized to your needs
- The capability to analyze real-time data and make informed decisions

Filemaker's graphic-based interface allows the user to quickly determine the status of site security, officer performance and common trends. Dashboard indicators provide a snapshot overview of monthly statistics and can quickly be modified based on our client's needs



Capabilities:

- Review site post-orders and make updates
- Receive automated email acknowledgements whenever changes are made in the system
- Identify patterns through easy-to-generate reports that reinforce security initiatives
- Monthly Performance Reports against assigned KPI's
- Track criminal activity/property offenders and easily consolidate data for legal proceedings
- Request new work and specify guard requirements
- Automate visitor sign-in and logging
- Automate reception call logging

Features:

- Store scanned documents and pictures with the respective electronic files
- Compatible with Excel, Word, Adobe Acrobat
- Reduces paper waste through electronically created forms

An example of how this data tracking system has worked successfully to reduce crime in the downtown core of Vancouver with our client EasyPark is shown in Appendix F in reference to Lot 31 located at 160 Water Street.

"Securitrak"- Accountability Technology

Securiguard is setting the standard in High Tech Security with the introduction of our high tech "Securitrak" Accountability system.

This proven security officer and mobile management tracking system ensures the City of Vancouver "Real-Time" data and accountability from this web based program. You can even receive instant security or safety alerts to your Blackberry at any time 24/7!

This comprehensive system includes features such as live location monitoring and "exception" reporting capabilities. When integrated into our C3, our 24 hour customer service centre, Win-Team resource management system, we are instantly alerted to any missed location checks, which then allows us to direct your on site staff to the missed location. This gives Securiguard the ability to alert your officer "on duty" and have them respond as required.

Our field tested Securitrak system is a proven tool that Securiguard is employing to ensure the City of Vancouver and its stakeholder's accountability, improve service and productivity standards are maintained.

Corporate security managers demand accountability, and the Securitrak system delivers! Features such as web based secure log on and automatic log reporting provides quality assurance, unrivalled account detail and assist you in mitigating any safety risks within your many city locations.



Security officer productivity monitoring using our GPS Tracking System

Using Bluetooth wireless technology as well as low frequency GPS, Securiguard has developed software that is capable of monitoring the precise locations of all your on site security officers. In the event of a security officer has been motionless for a selectable period, an automated text message will be relayed to his device alerting him. Should the security officer remain motionless for an additional selectable period, the closest rapid response unit can be dispatched to his exact location. All information is automatically logged and automatically forwarded to the client and ensuring total accountability.

Client Access to Website

- Clients can log on to our custom-designed website and see a visual display of their property being guarded. The status of each guard is displayed in a clear and straight-forward manner. For example, the RED beacon (■) indicates that the security officer has disabled his GPS device.
- This secured website can be accessed from any internet location.
- Our system allows you, the client, to be in complete control.
- This system provides you direct communication with the security officer via TEXT MESSAGING.
- GPS is the only proven method guaranteeing that the security officer is actively adhering to the clients' standing orders
- GPS eliminates sleeping on the job, no-shows and 'buddy punching'
- GPS CANNOT BE DUPLICATED

Nero- "real time" GPS fleet dispatch and asset tracking

In partnership with Nero Global Tracking, we have developed a best-in-class GPS tracking and fleet management vehicle/asset software program which has the capability to clearly/simply signal and display information onto any office computer screen. Locations, directions, and speeds of every vehicle are displayed, either on a map or on photographs from Google Earth.



Each vehicle in our fleet has a GPS locator beacon installed discretely inside it. Through Global Positioning System satellite links, each of these locators sends a signal to our dispatchers in our 24 hour C3 operations centre. This signal shows them exactly where that vehicle is.

There is no limit to the size of the fleet that we can manage as we grow. Our software can easily track well over 1000 vehicles at a time, and display any 100 of them on our screen on a live map instantly. This means that we can actively Dispatchers in our C3 operations and your account manager can even set up alerts, so they'll be informed if any vehicles exceed certain speeds, or enter into any particular area, letting us supervise them more efficiently. They can see in real time where each vehicle is, and who is closest to any particular destination. The constant information that our global tracking provides us with lets us manage our fleet in ways never before possible. Your account manager can also set up alerts that can go to people in your organization so that you can be informed of visits as they happen.

More efficient routing and driving

Securitrak fleet management utilizes Powerful mapping and fleet management software that contains many features and tools that help us to route vehicles more efficiently and get to more stops and deliveries in the same, or lesser, amount of time.

Our C3 operations centre can dispatch vehicles, play back and analyze routes taken by each vehicle, instantly locate the closest vehicle to an important site, advise drivers of road conditions, and more. This means that mobile units can respond much more quickly to alarms and client requests than ever before. And because GPS Tracking monitors and reports on important vehicle metrics such as speed, engine idling and stops/starts, wasteful behaviors can be identified and eliminated.

Sustainability with fleet management

A growing awareness of global warming and other important (and potentially harmful) environmental trends on our planet is causing many of our clients with mobile needs to start thinking about the "carbon footprint" - that is, the impact they are having on the Earth's atmosphere through their consumption of carbon-based fuels.

A GPS tracking service is a perfect tool to help us to lessen their environmental impact of our vehicles by identifying driving inefficiencies and patterns that are wasting fuel, increasing vehicle wear and tear and causing drivers to be on the road longer than they need to be. Here are five ways in which a GPS-based fleet management service inherently helps us to lessen our carbon footprint and create a greener fleet:

- Reduced fuel usage
- Reduced engine idling
- More efficient routing and driving
- Maintenance management
- Access to relevant data

Safety Features

GPS tracking technology has now become a common and accepted technology. Our vehicles all have heads up displays on the dashboard that guides them to locations in the quickest safest route possible.

Our tracking system also is also a great way to provide security to our vehicles and our officers who are in them. Every vehicle is equipped with an employee panic button, so if our officer is in trouble, our 24 hour C3 operations will know right away. And of course since we know exactly where the vehicle is, help can be sent instantly.



eHub- Customer Self Service Portal

Securiguard Services Limited offers the City of Vancouver and its stakeholder's unlimited access to all operational aspects of its site. With this revolutionary program Securiguard gives you the ability to:

- View and Print invoices
- Receive an e-mail with a link to the site upon invoice generation
- Historical invoices are stored indefinitely, creating a true paperless environment
- Review employees who are scheduled at your site
- Request additional services or log a service issue
- Workflow path will route the requests to the appropriate person(s)
- E-mail notification & assigned due-dates ensures that all requests are followed up on
- View important information on the homepage, including City of Vancouver specific documentation (contracts, correspondence, Post Orders, etc)



Welcome to eHub

User ID

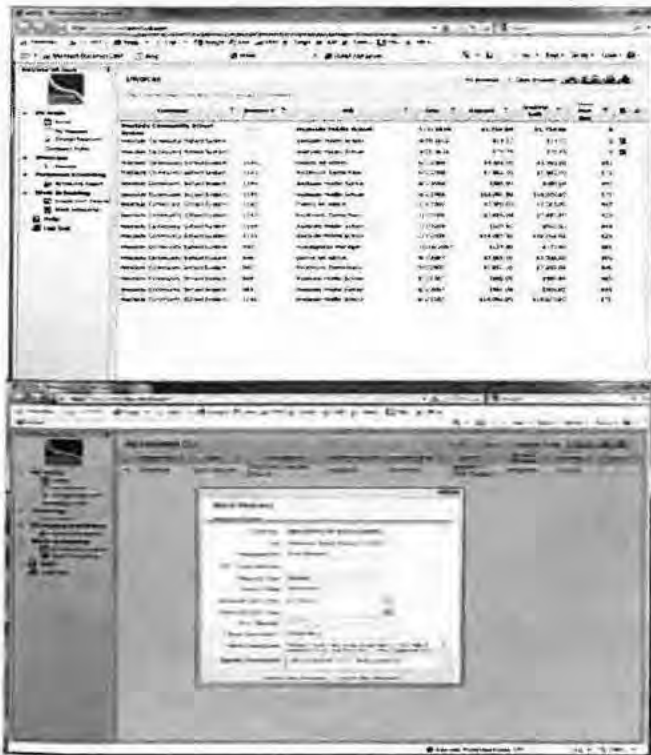
Password

[Forgot Your Password?](#)
[Create New User](#)

Invoicing

- Invoices are saved as PDF files for easy retrieval, review, audit, printing and attaching to emails.
- The City of Vancouver can submit service request or issues that will be routed to the appropriate person(s) within Securiguard for immediate follow-up

Customer requests that have been submitted are logged in the portal along with the current workflow status



- As an organization what non-financial metrics do you track and why?

Securiguard is required to track our business processes as a basic requirement to achieve annual certification, under our ISO 9001:2008 process. This includes:

- Corrective Action Report (CAR) and Preventative Action Report (PAR)
- Customer Satisfaction
- Electronic Data and Filing Systems
- Guard Requests Deployment
- Internal Auditing
- Internal Communication Meetings
- Post Orders/Site Specific Post Orders
- Purchasing
- Quality Assurance Auditing
- Quality Management Procedures Registry
- Quotations and Work Orders
- Recruiting
 - What do you believe are likely to be the Key Performance Indicators (KPIs) on this contract and what will they ideally tell: (a) you as a contractor (b) the City as a client?

Measuring What "Good looks like"

Key Performance Indicators (KPIs) are used within Securiguard's "Operational Performance Benchmark". These benchmarks are part of our ISO 9001: 2008 accountability system.

With your input, we'll build a "Customer Focused" KPI program to fit the specific needs of the City of Vancouver and its stakeholders. This takes place with your representative during the transition period, prior to the start of service.

For the City of Vancouver we're recommending reviewing KPIs quarterly in a partnership review meeting as per our Executive Oversight Program.

City of Vancouver	Securiguard
<ul style="list-style-type: none"> • City of Vancouver- Contract Manager • Security Managers • Facilities Managers • Stakeholders 	<ul style="list-style-type: none"> • Account/Contract Manager • 2IC • General Manager/Operations Manager • President & CEO • People & Culture • Site/Field Managers

It should be noted that leading up to and during the transition we will be meeting weekly with your security team to ensure all targets are met. This process will continue for the first month of transition.

KPI Examples

A few examples of KPI's are listed below, but are not limited to the following:

KPI	Frequency Measured	Frequency Reported	Description
Billing/invoicing accuracy	Bi Weekly	Monthly	<ul style="list-style-type: none"> Numbers of errors Percentage of invoices received to agreed upon timelines
C3 "Safety Line" delays	Daily	Monthly	<ul style="list-style-type: none"> Call waiting times Number of dropped calls
Customer satisfaction	Monthly	Quarterly	<ul style="list-style-type: none"> Survey scores for City of Vancouver services, questions can be incorporated into your pre-existing surveys
Drills, testing & preparedness	Weekly	Quarterly	<ul style="list-style-type: none"> Percentage of drills & tests completed to contract schedule
Incident Trend analysis	Weekly	Monthly	<ul style="list-style-type: none"> Number by type, trending over past year & last months
On Call response times	Daily	Monthly	<ul style="list-style-type: none"> Percentage of response within mutually agreed upon times per incident tier level
Open positions, missed shifts	Daily	Monthly	<ul style="list-style-type: none"> Percentage of open posts per billing period
Safety	Daily	Monthly	<ul style="list-style-type: none"> Number of reportable incidents Number of lost days
Satisfaction scores Security Officer	Monthly	Quarterly	<ul style="list-style-type: none"> Annual survey scores as a preferred workplace
Security Officer Turnover	Monthly	Quarterly	<ul style="list-style-type: none"> Rate of turnover by posts & wage levels Tenure by posts & wage levels
Training	Weekly	Monthly	<ul style="list-style-type: none"> Percentage of training completed to schedule Cumulative scores by post, wage rate, shift & location

Ideally, these KPIs will tell Securiguard and the City of Vancouver if and where improvements need to be made within the security program.

Under our ISO Quality Management Certification, we have developed business standards that ensure we are providing the best possible service to our clients and employees.

With our Quality Circle we mutually identify the benchmarks required through Standard Operating Policies and Procedures/KPIs. We then train all City of Vancouver security officers to those required standards and measure compliance through our ISO Quality Assurance Audit process.

Once measured, we have the ability to mutually identify areas of improvement or retraining opportunities.

Throughout the process, we look to continually improve and increase benchmarks accordingly for both Securiguard and the City of Vancouver.

10.6 - Systems and Equipment

(a) Explain how your I.T. architecture will be secured in the event that you hold any City information on your system.

Securiguard maintains a stringent policy towards data and communication security with different strategies applied in a layered approach.

- Physical layer: All computing equipment in our head office and branches is fully protected by Door Access System and Surveillance cameras. Only authorized personnel have access to them.
- Internet layer: All data is transferred through the Internet. For example, email, website data, and mobile sync are encrypted by using SSL certificates.
- Firewall layer: Only authorized applications are permitted to go through our firewall. This prevents unauthorized intrusion.
- Network layer: All TCP packets are scanned against our packets filter. Only essential ports are opened. Also we have Anti-port scan and Anti-DoS /Flooding program to protect internal network from intrusion.
- Server layer: Anti-virus program with updated signature files checks for viruses on every file that is saved to the server and • protects against them. Also we have mail security program in scanning every single email going through the company. This • significantly decreases spam thread and virus risk.
- Workstation layer: All workstations are protected by centrally managed Antivirus program.
- Data layer: Daily backup and off-site data storage ensure all data on servers are fully backed up and safe.
- How would you protect this information?

(i) Resident in device

City information would be stored on our file servers. Directory access would only be granted to authorized personnel. Sensitive data would be encrypted within the City directory with all the above layers of protection applied accordingly.

(ii) In transit?

All sensitive data transferred electronically via email or removable storage devices, would be encrypted using PGP Symantec software or the City's preferred encryption software. Internally, different strategies are employed for each of our user groups:

- Full access group: full access to CD/DVD ROM and USB drive
- Limited access group: access to CD/DVD and USB is restricted by group policy; access can be granted by special need
- Non access group: CD/DVD ROM and USB are disabled in BIOS level on the particular computers, ensuring no access for the users.
- Will the City have permission to audit these measures?

Yes, the City of Vancouver security representatives will have auditing privileges as it pertains to information travel, stored or distributed by Securiguard.

(b) Who has responsibility for IT and computing within your organization and within those of your subcontractors? What experience/qualifications do they possess in:

(i) I.T.

Securiguard:

Within Securiguard, our IT management is overseen by Sam Ciacco, VP Finance with the assistance of Kevin Kual, IT Administrator.

Kevin manages, monitors and maintains our network operations. He has a BA in Computer Science and is Microsoft MCSE, MCP and MCS trained/certified.

Fusion Security Inc., Subcontractor:

Hans de Haas, IT Manager is contracted to configure Fusion Security's IT infrastructure. Hans has extensive experience in IT Management and Project Management and has managed the IT Infrastructure of a multinational company

Hans has experience on the following network environments: AD, TCP/IP, DNS, WINS, DHCP, SSL, SSH, Digital Certificates, Switches, Firewalls, VPN, Wi-Fi and hardware: IBM/DELL (laptop, desktop, server, storage), Equallogic, Apple (laptop, desktop), IBM iSeries, NORTEL BCM400, BCM50, Edgewave iPrism.

Rose Security Services Inc., Subcontractor:

With over 10 years of IT experience within the industry, John Rose oversees his company's IT resources. John is a current subcontractor for the City of Vancouver, City of Abbotsford, Delta Police Department, Canada Border Services and Canada Revenue who continues to maintain the required internal IT security standards for these clients.

(ii) I.T. Security?

Securiguard and all its subcontractors utilize their respective management teams, IT Administrators and technical personnel to ensure the security of their IT systems. Third party audits are performed quarterly as an ISO requirement as well as both the Provincial/ Federal governments performing yearly audits. Securiguard will implement Service Level Agreements with its subcontractors to ensure their compliance to all IT/Security requirements for this contract.

(c) What electronic systems and tools would you intend to utilize for the management of information on this contract?

- City of Vancouver incident reporting system or PPM 2000 IRMS incident management system
- Securiguard Filemaker database system
- WinTeam Resource Management Platform
- E911- Dispatch software
- Nero-GPS Fleet Tracking/Management software
- Securtrak- GPS Accountability Software

(d) What experience does your company or your subcontractors have with Access Control, Closed Circuit Television (CCTV) and Alarm systems?

Securiguard Services and its subcontractors all have extensive experience in the design, supply, installation and monitoring of access control, CCTV and intrusion systems. Several of our subcontractor sales and technical staff have worked closely with the City of Vancouver since 1994.

Securiguard and its subcontractors all have more than three decades of experience in the industry, and have security certifications in the following:

- Panasonic Certified
- Lenei Platinum Certified
- IndigoVision Certified

- Genetec Factory Certified
- Integral Technologies (now Pelco) factory certified
- Pelco Endura factory certified
- Pelco 9770 matrix switch certified
- Axis factory certified
- ONSSI Factory certified
- Keyscan
- Kantech Corporate
- American Dynamics
- SpectraLink
- Ingersol Rand
- South West Microwave factory certified
- Verint factory certified
- Southwest Microwave factory certified
- Avigilon
 - Which systems do you currently operate on behalf of clients? Do you have any experience of specification and/or installation?

Securiguard and its subcontractors have specification and installation experience in the following systems:

Access Control:

- Keyscan Access Control Vantage Version - Enterprise Partner
- Kantech Access Control - Global Partner Certified
- Centaur Access Control
- Verex Access Control
- DSC Maxsys Access Control

Camera Systems (CCTV):

- Avigilon
- Pelco
- American Dynamics
- Panasonic
- Sony
- Digimerge
- Digital Watchdog
- Veprint Digital Video

Intrusion Systems:

- DSC Power Series
- DSC Maxsys Series

- Ademco
 - What dealer licenses do you currently hold?

Securiguard and its subcontractors have dealer licences in the following:

- Keyscan Vantage
- Avigilon
- Veprint Digital Video
- Ademco Security
- Pelco
- DSC
- Sony
- Panasonic

(e) What will be your pricing mechanism for systems and equipment for Access Control, CCTV and Alarms?

Securiguard and its subcontractors will provide the City of Vancouver with systems and equipment price lists to ensure full transparency with regards to all required Access Control, CCTV and Alarm purchase and installation. Our team is well versed with respect to industry leading technology and will present to the City of Vancouver the best solution and value. We also will supply the City of Vancouver with project close out documentation which includes all cut sheets and installation/operational manuals.

- How will you ensure that the City makes the most appropriate purchases while getting the best value for money?

Securiguard and its subcontractors will ensure that the City of Vancouver receives the appropriate purchase at the best value through the following strategies.

- Full cost transparencies
- Accurate budgeting forecasts
- Tender process where applicable
- Industry trending and product awareness

(f) How will you save the City money on the maintenance of existing equipment?

- Key Performance Indicators (KPIs)/ Service Level Agreements (SLAs) outlining scheduled maintenance
- Ongoing facility assessments
- Planning and implementation strategies
- Lifecycle management recommendations
- Current experience with the City of Vancouver's computer network, geography and organizational chart
- Redeployment/ interfacing of old equipment with new installations

(g) What system, if any, do you currently utilize for incident reporting?

- Securiguard "Customized" Filemaker Data base
- Securitrak- handheld Accountability Technology
- IRAMS reporting systems
- Written reports



- Please indicate your level of familiarity with the PPM Perspective incident reporting and management system

Securiguard has used and is very familiar with the PPM incident reporting platform. We researched the market in 1997 for the Vancouver Port Authority (PortMetro) and recommended this incident reporting/management system purchase. These recommendations to the VPA lead to the Insurance Corporation of British Columbia installing the same system for our security team.

We are well versed in its use/capabilities and look forward to integrating our reporting into your City of Vancouver database

- (h) How many vehicles dedicated to supervision, support, mobile patrol and/or alarm response does your company have on the road per shift? Please provide details.

The below chart details per shift the amount of vehicles Securiguard has on the road that are dedicated to supervise, support, patrol, and respond to any City of Vancouver's needs.

SHIFT	SUN	MON	TUE	WED	THU	FRI	SAT
0900-1600	4	14	14	14	14	14	8
1600-0000	5	5	5	5	5	5	5
0000-0800	7	7	7	7	7	7	7

During the start-up years of our subcontractor Fusion Security Inc., Securiguard assisted Fusion by providing mobile patrols and alarm vehicle services to them. Now they have Fusion-marked vehicles on the road and can assist Securiguard in providing additional vehicles should they be required over and above these numbers.

- (i) What is your firm's - or your subcontractor's - estimated 24/7/365 response times to alarms in the Lower Mainland?

The estimated response time for Securiguard and its subcontractors for alarms within the Lower Mainland is **s.15(1)(l)**, depending on weather and traffic conditions.

10.7 - Service Delivery, Standards & Quality

- (a) How would you and, where appropriate, your subcontractors intend to handle staff scheduling on this contract?

All scheduling of manpower and sub-contractor services will handled through our exclusively designed resource management software.

In keeping with our commitment to improve our total customer experience, Securiguard introduced the evolution of resource management with the introduction of our WinTeam software. This program allows Securiguard to manage the City of Vancouver's manpower resources, sub-contractor services, financial projections and operations data seamlessly in one easy-to-use platform.

With the WinTeam Resource Management System, the City of Vancouver will receive the following client centered benefits, and advantages:

- Compliance Tracking
- 24/7 Work Alone Check In System
- Real Time schedule access
- Accurate Financial Information
- Subcontractor Services Management

All manpower and service scheduling is entered into this database via the direct instructions of your dedicated City of Vancouver Account Manager and any authorized City agents. Our 24-hour C3 Customer Communication Centre ensures your schedule is appropriately maintained and/or adjusted to meet your safety and security needs.

The City of Vancouver has 24 hour phone access to our C3 Centre and your dedicated scheduler or you as the client can utilize Securiguard's eHub web portal to manually update work order requirements.

(b) What metrics do you currently utilize to evaluate staff performance?

Securiguard performs Quality Assurance Audits on all supervisors and security officers as a mandate of our ISO 9001:2008 certification. The metrics used include:

- Department
- Attendance Record
- Communication Skills (written/spoken)
- Knowledge of Site
- Knowledge of Post Orders
- Customer Service/Helpfulness
- Breach/Scenario Testing
- Client Feedback

Those security officers who score low in these unscheduled Quality Assurance Audits are earmarked for retraining under our Securiguard Quality Circle program which involves the setting of Key Objectives; Training; Measuring and identifying retraining opportunities.

(c) What measures or initiatives would you adopt to ensure staff performance on this contract?

Securiguard Services will use a combination of the below to measure and ensure security officer performance for the City of Vancouver:

- Quality Assurance auditing
- Corrective Action Reporting
- Preventative Action Reporting
- Personnel Performance Logs
- Annual Performance Evaluation & Review Report
- Performance Rewards/Awards

(d) As Prime Contractor on this contract, how would you ensure service delivery amongst your sub-contractors?

For each of its subcontractors Securiguard will establish a stringent Service Agreement tailored to the City's needs.

Fostering strong relationships is key in managing complex accounts and projects. Securiguard currently has strategic alliances with the main subcontractors we are proposing for this contract, and throughout the life of the contract we will engage each party on a regular basis individually and with joint informational meetings to ensure a consistent approach to contract execution.

Other safeguards will include:

- ISO Continual Improvement Process
- Establishing KPI's
- Quality Assurance Audits
- Corrective Action Reporting
- Preventative Action Reporting

- Field Manager Supervision
- Weekly meetings with the Prime Contractor or as required
- Monthly Summary to Account Manager/Prime Contractor
- Quarterly Executive Oversight Program Review

(e) Describe in detail how you measure and maintain quality within your organization. What formal procedures, if any, do you utilize?

Our ISO 9001:2008 certification ensures clients continuous improvement and independent, third-party audits. To maintain this accreditation, Securiguard senior management is committed to delivering the best systems and services to our clients. This process will include all sub-contractors conforming to these standards.

We have developed business standards that ensure we are providing the best possible service to our clients and employees. Processes are monitored and regularly audited. Any deviations in processes are identified and addressed accordingly.

Operational and client service areas covered by our Quality Management procedures include:

- Quality Assurance Auditing
- Recruiting
- Customer Satisfaction
- Guard Requests Deployment
- Internal Auditing
- Post Orders/Site Specific Post Orders
- Corrective Action Report (CAR)
- Preventative Action Report (PAR)
- Electronic Data & Filing Systems
- Internal Communication Meetings
- Purchasing
- Quotations & Work Orders

Third Party Auditing

Securiguard's processes are audited to ISO 9001:2008 standards by our third party auditors BSI Management Systems. BSI is our ISO registrar and they conduct audits semi annually. These audits ensure compliance and "continuous improvement" to Securiguard's ISO-regulated operation and client service standards.

(f) As Prime Contractor, how would you maintain quality control over your sub-contractors?

Each of the selected sub-contractors will conform to our ISO certification which will ensure their delivery of service meets both our and the City of Vancouver's quality control benchmark.

Securiguard will hold regular information/strategy meetings to ensure and assess our subcontractors' ongoing understanding of the City's objectives and how each group is performing in delivering against those objectives.

- What measure would you employ to ensure compliance and performance?

Securiguard will employ a number of systems to ensure the compliance and performance of its sub-contractors. They will include:

- KPI's tailored to the City's specific needs

- Financial Penalties designed for maximum effect

(g) How would you balance the competing demands of other clients in order to ensure continuity of service to the City?

Securiguard Services has 38 years of experience in delivering balanced and uninterrupted safety/security services to a diverse client base.

We fully recognize the significant size and volume of your needs in this contract. We agree that these needs require a full-time, dedicated Contract/Account Manager and will provide that for this contract. Securiguard's dedicated City of Vancouver Contract/Account Manager will operate with full authority for the City contract and with the full support of a strong team that includes a second-in-command (2IC) as well as Human Resources and a Scheduler, a Trainer, an Equipment/Uniform specialist and a Financial specialist. As your single point of contact, your Contract/Account Manager will ensure continuity of quality service to the City and be held accountable for doing so.

In addition, all subcontractors will be under Securiguard Service Agreements to ensure continuity of special/technical services for the City of Vancouver.

- What is your philosophy on transferring staff from one contract to another? Does this philosophy vary for management and technical staff?

All City of Vancouver assigned security officers will be dedicated to your contract and will not transfer between different contracts or clients.

Securiguard envisions the cross training of security staff at various sites within the prime contract, where feasible. This strategy provides opportunities for staff to be succession planned, adds to site trained guard pools, and is an excellent preventative measure against complacency, providing an engaging, motivating environment and career staff for path.

Management staff wherever possible will be cross trained for your various City of Vancouver locations to add to our flexibility during emergency situations.

(h) What services do you envisage providing in the event of an alarm call out to a City property?

Beginning with the initial alarm, the process is as follows:

- Alarm system sensor is tripped.
- A signal is sent to the alarm monitoring station.
- The alarm monitoring station calls C3 (Securiguard Services 24 hour dispatch) with alarm information.
- Securiguard Services dispatches alarm to closest GPS tracked mobile unit.
- The mobile unit arrives on site and checks in via phone with the alarm monitoring station.
- The mobile operative conducts a perimeter check of the building looking for signs of forced entry.
- If there are signs of forced entry the operative calls 911, and the alarm monitoring station to advise of situation.
- The City of Vancouver facilities is secured/lockdown and Police or client advised according to established protocol.
- C3 and Contract/Account Manager advised with static officer dispatched to stand-down.
- If there are no forced entry signs the operative enters the building and disarms the alarm system.
- The operative conducts interior checks seeking the source of the triggered alarm.
- The operative re-arms the alarm system and calls the alarm monitoring station to confirm that a signal is being received.
- Prior to departing the operative writes a detailed report, the operative can leave it on site, fax or e-mail it to the attention of a particular person.

Securiguard Services maintains all alarm documentation, and makes it available to all clients for further inquiries or clarification.

- What mechanism would you use to cost this service? Please provide details.

Securiguard's mechanism for costing this type of service has evolved over the last 20 years, and is centred on the costs surrounding the staffing of our 24/7 control centre, the operating costs of our mobile fleet, and the continued integration and evolution of automated systems. We estimate the average alarm response lasts 15-30 minutes in duration, plus travel time to/from the affected site. It is anticipated one vehicle is capable of responding to two alarm calls every hour, and the proposed rates encompass the above-mentioned costs with a nominal margin.

10.8 – Transition In Planning

- (a) Describe the strategy you typically adopt when approaching the takeover of a new contract.

High Level Chart – Transition-In/ Implementation Strategy Plan

Securiguard's implementation plan for the transition of a new contract involves the development and implementation of a contract Transition-In Plan.

Immediately upon award of contract, the Transition-In plan "draft" is reviewed in partnership with the City of Vancouver contract representative(s) to review and refine the plan, set milestones, and approve the plan for implementation.

Critical aspects of the Transition-In Plan are set out in our DRAFT submission in Appendix E and are delineated in various suggested phases for client review, additions and deletions, milestone targets, and approval.

Securiguard will work with the City to ensure that the plan is flexible to adapt to the City of Vancouver's ongoing needs within the scope of safety and security, such as additional new work or contract sites being added.

Communications between all stakeholders at the city and all tenants will be crucial as well as all existing employees with any existing contractor so that all parties have buy-in to the upcoming changes; all parties can assess and address any concerns within early timelines, and we can manage culture change.

Securiguard's communication plan is designed to inform and reassure. We use a variety of formats, including in-person meetings and electronic communication to:

- Define a focused communication and reporting strategy with regular update milestones and periodic check-ins to ensure that our programs evolve to address changing circumstances
- Provide a single point of contact for all employees of the current providers
- Ensure two-way communication to address concerns and questions
- Establish times for the transition, meetings, milestones
- Provide an open and transparent communication style that ensures everyone is on the same page, creating an operational culture of greater employee engagement

- (b) What factors would you be likely to consider when devising a transition plan for this contract?

As the attached flow chart details, it is important to involve all the key players and stakeholders in the process to ensure seamless implementation with a well defined contingency plan for unforeseen events. If at all possible, it is best to transition slowly the takeover of coverage a location at a time.



(c) What aspects of the contract might require particular attention and why?

Securiguard believes particular attention should be devoted to:

- Systems Architecture: preparing of security systems diagrams
- Deployment: timeline implementation, procurement of materials and city of Vancouver schedule approval

We fully understand the City of Vancouver has invested significant resources to facilitate change within your security program. It is paramount that we as your Prime Contractor maintain the achievements that have been made and make recommendations/adjustments that will continue to improve your security program for the benefit of all stakeholders.

Ensuring our understanding the systems architecture is accurate and complete and carefully structuring deployment will better enable us to do so.

(d) What resources would you propose to dedicate to transitional arrangements - after the award but before the inception of the contract? Please provide details.

Securiguard and its sub-contractors will ensure the availability of a dedicated project team that will include your City of Vancouver Account Manager, 2IC, field technicians, Executive Sponsor and sub-contractor management. Your Account Manager will be the projects single point of contact and accountable to ensure all critical timelines are met.

A detailed draft transition plan is shown in Appendix E.

10.9 - Value Added Services and Innovations

(a) What new systems or approaches might you adopt in order to optimize service delivery on this contract?

As part of our ISO 9001:2008 continual improvement process, Securiguard is introducing a proprietary six-step continual loop approach to improve processes and to define and execute training/coaching: Discover, Document, Review, Analyze, Improve, and Repeat. This process is applied across all areas that we manage for our clients.

The six-step model will facilitate the careful transition of services and implementation of the City of Vancouver's vision for a single-solution integrated security provider to assist in the creation of a world-class safe environment for all.

A continuous process is critical in assessing each of the specific areas involved in the transition and implementation stages:



- People**
- Clients**
- Customers**
- Communication**
- Efficiencies**

- Effectiveness**
- Equipment**
- Consistency**
- Processes**

As part of this process, our subcontractor Fusion Security's internal software team is currently developing a state-of-the-art online Dashboard system that would be used for tracking project metrics such as key performance indicators, up-to-date job costing as

well as produce a variety of client specific reports within a real-time environment. This tool will enable your key City of Vancouver personnel and stakeholders to monitor and manage all critical projects.

(b) In what areas do you believe your organization and/or those of your subcontractors can add the greatest value?

Securiguard will fulfill the City of Vancouver's integrated security vision by implementing sophisticated, highly efficient management processes that have been developed, continually tested and refined, including:

- Focus on customer service excellence as an essential component, not only of customer satisfaction, but also of highly effective safety/security threat deterrent measures.
- Experience and understanding of the complete City of Vancouver stakeholder dynamic.
- Comprehensive, long-term experience and success in maximizing synergy among our downtown clients for improved communications and overall best practices, including optimal service in high-risk areas of the downtown core.
- Proven employee training, support, incentive and appreciation processes.
- Effective personnel management, scheduling, reward and retention through our WinTeam Resource Management system, with scheduling and emergency response implementation through our Customer Communication Centre (C3).
- Extensive knowledge about, and swift application of, innovation in world-class "best practice" equipment and systems wherever they may best be used in a value-for-money context.
- Effective and efficient resource budgeting and allocation, whether human, equipment or system.

Partnering with Securiguard and its proven subcontractors, the City of Vancouver will receive the commitment, expertise and experience necessary to reach the goals and objectives of its Integrated Security Program at the greatest value for all its stakeholders.

Our combined corporate experience in managing large portfolios allows us to select the most effective "best of breed" security programs at the best value. We will integrate systems and technology to ensure the smooth and effective integration of manpower, electronic, physical and procedural security that ensures the City of Vancouver the best value.

SOS RESPONSE

Securiguard has developed a proprietary personal safety mobile app that is directly linked with our professional C3 security monitoring centre 24 hours a day, 7 days a week.

In the event of a threat or emergency, the app user can literally just push the button* to send 30 photos, as well as the person's GPS location, to either to our own C3 security monitoring centre or to a centre of the client's choice. With these real-time visuals, trained operators instantly assess and deploy the ideal response, whether that is a security guard, ambulance, police officer or other service.

This exciting new service gives our participating clients the ability to offer a Mobile Personal Security App to employees, vendors, customers, friends and family employed by or in partnership with the City. Not only that, but SOS Response can also serve as a new client revenue stream.

Securiguard is pleased to propose SOS Response as a value-add service to the City of Vancouver as outlined below:

Advantages:

- Work-alone safety solution for lone worker employees.
- Real-time monitoring for employees on the move.
- Increased employee retention through reduced anxiety/stress.
- Safety solution that can be used both at work and at home.
- Solution to immediate need for employees or customers to give notification of sudden accident or illness.

- App can be set up on phones that stay with your employees when they are finished working, providing employee benefit while off duty.
- Reduces liability by providing a safe-walk solution and demonstrating commitment to enhanced security at minimal cost to the app user compared to similar devices.
- Provides a steady monthly revenue stream to the client.

Implementation:

- **Licensing fee:** Securiguard would waive the licensing fee for the City of Vancouver, a savings of between \$30,000 and \$40,000 for a 10-year license, depending upon the service selected.
- **Monitoring:** All monitoring of an individual while within the geo-fence area of the service will be performed by Securiguard C3 Centre. Alternatively we can set it up at any command centre specified by the City. When an individual leaves your customized geo-fenced area, the alert will immediately be transmitted to our SOS Response monitoring centre (world-wide monitoring).

Revenue Generation:

- Monthly subscription cost per unit: \$9.99 per month: the City of Vancouver would be able to sell the unit for a discounted rate of \$8.99 per month
- Revenue split ratio: 40:60 over three year, with the City of Vancouver receiving a revenue stream of 40% of the \$8.99 fee, or \$3.60 for each monthly subscription sold. This would be paid to the City during the first three (3) years of any new subscription.



Example:

- 500 units sold @ \$8.99/month, with \$3.60 per unit going to the City.
- Total monthly revenue: 500 x \$3.60 = \$4,495.
- Total annual revenue: \$4,495 x 12 = \$53,940.
- Total three-year revenue: \$53,940 x 3 = \$161,820

Overall Potential Benefits to the City:

- New recurring revenue stream from patented, copyrighted technology.
- Best in class solution for City properties, employees and tenants.
- Demonstrated concern for employees and tenants, resulting in employee retention and engagement and heightened tenant satisfaction and retention.
- Reduction in liability of travel to and from work.
- The City would be able to provide their monitoring station of choice with multiple roving cameras feeding real time evidence of any security threats to City properties.

We look forward to the opportunity to discuss SOS Response with the City of Vancouver in further detail.



Verify Pro

Verify Pro is a photo-based "evidence-gathering" app designed for SmartPhones. When activated, Verify takes photos and automatically uploads and shares them with authorized personnel through a secure web portal. Employers can mandate that employees provide photographic updates according to specified situations, and non-compliance can be automatically flagged for immediate follow-up. Employees can enter additional notes as required for explanation and referral.

Key Features:

- Capture and access images in real time
- Files are tagged with GPS location, time and date
- Maintain a chain-of-custody process
- Only authorized personnel can manage data, which reduces liability
- Protection of privacy – images and data are not stored on the phone

Primary Uses:

- Loss prevention programs
- Security enforcement and investigations
- Insurance claim validation
- Corporate compliance programs
- Visual progress reports

Again, we look forward to the opportunity to discuss this innovative program with the City of Vancouver in further detail

SECURITY SERVICES AGREEMENT

SCHEDULE "B"

CONTRACTOR BILLING RATES

Billing Rates

The billing rates listed in Table B1 (below) will apply over the five (5) year initial Term of this Agreement. In the event of any extension of the Term pursuant to Section 6.1 of the Agreement, the terms and conditions of the Agreement will continue to apply, except that the parties shall, at each extension date, agree to the remuneration payable to the Contractor pursuant to the Agreement for the subsequent extension period, to account for any increase in the labour rates payable by the Contractor to its personnel participating in the performance of the Security Services.

Table B1 - Agreed Billing Rates

YEAR	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
Hourly Rates	Year 1	Year 2	Year 3	Year 4	Year 5
Security Guard	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)
Shift Supervisor	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)
Site Supervisor	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)
OFA Level 2	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)
Bilingual Guard	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)
Locksmith	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)
Private Investigator	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)
Private Investigator (Under Supervision)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)
Systems Technicians	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)
Canine Patrol	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)
Loss Prevention Officer	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)
Security Consultants	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)
Flat Rates					
Mobile Patrol	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)
Alarm Response	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)

Statutory overtime is billed at ^{s.21(1)} times the base rates in Table B1 above.

If the City's or the Library's requirements for short-notice work exceed the number of stand-by guards available, other guards may be assigned at overtime rates, provided:

- The overtime assignment is approved in advance by the City or the Library; and
- Each overtime guard is relieved by a guard at the standard rate within 24 hours.

SECURITY SERVICES AGREEMENT

Increases in the billing rates under the Agreement as shown above in Table B1 will be implemented according to the following schedule:

Table B2 - Schedule for Billing Rate Increases

YEAR	Year 1 2013-2014	Year 2 2014-2015	Year 3 2015-2016	Year 4 2016-2017	Year 5 2017-2018
DATE	N/A	N/A	JAN 2015	N/A	N/A
PERCENTAGE OF RATE INCREASE			1%		

SCHEDULE "C"
INSURANCE CERTIFICATES

Ref. No. 320006702870

CERTIFICATE OF INSURANCE

Aon Reed Stenhouse Inc.
900 Howe Street
P.O. Box 3228
Vancouver BC V6B 3X8
tel 604-443-2402 fax 604-443-2517

Re: Evidence of Insurance with respect to
*Security Services Agreement dated
the 6th day of February, 2013*

City of Vancouver
453 West 12th Avenue
Vancouver, BC V5Y 1V4

Insurance as described herein has been arranged on behalf of the Insured named herein under the following policy(ies) and as more fully described by the terms, conditions, exclusions and provisions contained in the said policy(ies) and any endorsements attached thereto.

Insured

Securiguard Services Limited
#300 - 1575 West Georgia Street
Vancouver, BC V6G 2V3

Coverage

Commercial General Liability	Insurer	Non Marine Underwriters Member of Lloyds	
Policy #	s.15(1)(l)		
Effective	31-May-2012	Expiry	31-May-2013
Limits of Liability	Bodily Injury & Property Damage, Each Occurrence \$5,000,000 Non-Owned Automobile Liability \$5,000,000 Products and Completed Operations, Aggregate \$5,000,000 Tenant's Legal Liability - All Risks \$250,000 Policy may be subject to a general aggregate and other aggregates where applicable		

Crime	Insurer	Non Marine Underwriters Member of Lloyds	
Policy #	s.15(1)(l)		
Effective	31-May-2012	Expiry	31-May-2013
Limits of Liability	Employee Dishonesty Form A \$100,000		

Crime	Insurer	Travelers Insurance Company of Canada	
Policy #	s.15(1)(l)		
Effective	31-May-2012	Expiry	31-May-2013
Limits of Liability	Being Excess of above Employee Dishonesty (Limit of \$100,000) \$400,000		

**THE POLICY CONTAINS A CLAUSE THAT MAY LIMIT THE AMOUNT PAYABLE
OR, IN THE CASE OF AUTOMOBILE INSURANCE,
THE POLICY CONTAINS A PARTIAL PAYMENT OF LOSS CLAUSE**



Ref. No. 320006702870

CERTIFICATE OF INSURANCE

Additional Insured

Only with respect to the above and arising out of the Named Insured's operations are the following name(s) added to the policy as Additional Insured(s). The policy limits are not increased by the addition of such Additional Insured(s) and remain as stated in this Certificate.

City of Vancouver, the Other City Entities, the Vancouver Public Library Board, and their respective officials, officers, employees, servants and agents where required by written contract or written agreement with respect to Commercial General Liability

Terms and / or Additional Coverage

Commercial General Liability

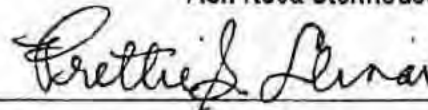
Deductible Bodily Injury & Property Damage \$10,000
Cross Liability
Contractual Liability Blanket Written

Cancellation / Termination

The Insurer will endeavour to provide SIXTY (60) days written notice of cancellation/termination to the addressee except that statutory or policy conditions (whichever prevails) will apply for non-payment of premium.

THIS CERTIFICATE CONSTITUTES A STATEMENT OF THE FACTS AS OF THE DATE OF ISSUANCE AND ARE SO REPRESENTED AND WARRANTED ONLY TO City of Vancouver. OTHER PERSONS RELYING ON THIS CERTIFICATE DO SO AT THEIR OWN RISK.

Aon Reed Stenhouse Inc.



Dated : 08-February-2013
Issued By : Villanueva, Karlo
Tel : +16044433337

THE POLICY CONTAINS A CLAUSE THAT MAY LIMIT THE AMOUNT PAYABLE
OR, IN THE CASE OF AUTOMOBILE INSURANCE,
THE POLICY CONTAINS A PARTIAL PAYMENT OF LOSS CLAUSE



Ref. No. 320006702876

CERTIFICATE OF INSURANCE

Aon Reed Stenhouse Inc.
900 Howe Street
P.O. Box 3228
Vancouver BC V6B 3X8
tel 604-443-2402 fax 604-443-2517

Re: Evidence of Insurance with respect to
"Security Services Agreement dated
the 8th day of February, 2013"

The Vancouver Public Library Board
350 West Georgia Street
Vancouver, BC V6B 6B1

Insurance as described herein has been arranged on behalf of the Insured named herein under the following policy(ies) and as more fully described by the terms, conditions, exclusions and provisions contained in the said policy(ies) and any endorsements attached thereto.

Insured

Securiguard Services Limited
#300 - 1575 West Georgia Street
Vancouver, BC V6G 2V3

Coverage

Commercial General Liability	Insurer	Non Marine Underwriters Member of Lloyds	
Policy #	s. 15(1)(l)		
Effective	31-May-2012	Expiry	31-May-2013
Limits of Liability	Bodily Injury & Property Damage, Each Occurrence \$5,000,000 Non-Owned Automobile Liability \$5,000,000 Products and Completed Operations, Aggregate \$5,000,000 Tenant's Legal Liability - All Risks \$250,000 Policy may be subject to a general aggregate and other aggregates where applicable		

Crime	Insurer	Non Marine Underwriters Member of Lloyds	
Policy #	s. 15(1)(l)		
Effective	31-May-2012	Expiry	31-May-2013
Limits of Liability	Employee Dishonesty Form A \$100,000		

Crime	Insurer	Travelers Insurance Company of Canada	
Policy #	s. 15(1)(l)		
Effective	31-May-2012	Expiry	31-May-2013
Limits of Liability	Being Excess of above Employee Dishonesty (Limit of \$100,000) \$400,000		

**THE POLICY CONTAINS A CLAUSE THAT MAY LIMIT THE AMOUNT PAYABLE
OR, IN THE CASE OF AUTOMOBILE INSURANCE,
THE POLICY CONTAINS A PARTIAL PAYMENT OF LOSS CLAUSE**



Ref. No. 320006702876

CERTIFICATE OF INSURANCE

Additional Insured

Only with respect to the above and arising out of the Named Insured's operations are the following name(s) added to the policy as Additional Insured(s). The policy limits are not increased by the addition of such Additional Insured(s) and remain as stated in this Certificate.

City of Vancouver, the Other City Entities, the Vancouver Public Library Board, and their respective officials, officers, employees, servants and agents where required by written contract or written agreement with respect to Commercial General Liability

Terms and / or Additional Coverage

Commercial General Liability

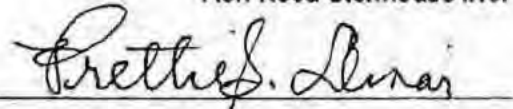
Deductible Bodily Injury & Property Damage \$10,000
Cross Liability
Contractual Liability Blanket Written

Cancellation / Termination

The Insurer will endeavour to provide SIXTY (60) days written notice of cancellation/termination to the addressee except that statutory or policy conditions (whichever prevails) will apply for non-payment of premium.

THIS CERTIFICATE CONSTITUTES A STATEMENT OF THE FACTS AS OF THE DATE OF ISSUANCE AND ARE SO REPRESENTED AND WARRANTED ONLY TO THE INSURED. OTHER PERSONS RELYING ON THIS CERTIFICATE DO SO AT THEIR OWN RISK.

Aon Reed Stenhouse Inc.



Dated : 08-February-2013
Issued By : Villanueva, Karlo
Tel : +16044433337

**THE POLICY CONTAINS A CLAUSE THAT MAY LIMIT THE AMOUNT PAYABLE
OR, IN THE CASE OF AUTOMOBILE INSURANCE,
THE POLICY CONTAINS A PARTIAL PAYMENT OF LOSS CLAUSE**



SECURITY SERVICES AGREEMENT

SCHEDULE "D"

SUB-CONTRACTORS

The Sub-Contractors shown below are the Sub-Contractors that will be used to carry out the Security Services. The listed Sub-Contractors will be engaged and no others will be engaged without prior written authorization of the City. The City reserves the right to require the replacement of any Sub-Contractor, at any time over the Term of the Agreement.

Company Name, Address	Contact Name and Number	Area of Responsibility
Fusion Security Inc. P1-999 West Hastings Inc. Vancouver, B.C. V6C 2W2	Harry Stausgaard Vice President 604-647-6470 hstausgaard@fusionsecurity.ca	Physical and technological security
Rose Security Services Inc. 2 Dowding Road Port Moody, B.C. V3H 2Z6	John Rose President 604-469-4899 jdrose@shaw.ca	Systems consulting, sales and installation

SCHEDULE “E”

SYSTEM UPGRADES

1.1 Background

This Schedule “E” applies to System Upgrades (as defined below).

1.2 Specially Defined Terms Used in this Schedule “E”

In this Schedule “E” the following terms have the following meanings:

- “Acceptance” means the review and testing of each Deliverable by the City, an Other City Entity or the Library in accordance with the Specifications in order to confirm, and the City’s or the Library’s confirmation of, the Contractor’s compliance with the Specifications applicable to that Deliverable.
- “Deliverable” means the phases or portions of the Project which are designated as key milestones in the Specifications as requiring Acceptance by the City or the Library and which require successful completion in order to trigger a payment of the Total Purchase Price.
- “Project” means each individual System Upgrade as described in the applicable Specifications.
- “Project Services” means the services defined in Section 1.4 below but expressly excludes:
 - the “Security Consultant” services provided by the Contractor (at the rates set out in Schedule “B”) prior to issuing a purchase order for a System Upgrade, and
 - the services to be provided by any Sub-Contractor pursuant to the Specifications for a System Upgrade.
- “Project Services Fee” means the fee described in Section 1.6 below.
- “Project Schedule” means the schedule for the Project as described in the Specifications.
- “Specifications” means the detailed description of the Project, including all functional requirements, separate prices for each component of each Deliverable (e.g. each hardware/software item, installation/implementation, integration (where applicable), training, documentation, warranty, maintenance and support), total price for the “Value of Project”, along with a Project Schedule linking each Deliverable to a delivery or completion date, all as developed by the Contractor as requested by the City or the Library pursuant to Section 1.3 below.
- “System Upgrade” means the supply by the Contractor to the City, an Other City Entity or the Library of security systems hardware, software, installation/implementation services, integration services (where applicable), training, documentation, a warranty, maintenance, support, and all related Project Services.
- “Total Purchase Price” means the Value of Project, plus Project Services Fee, plus all fees payable after Acceptance of System Upgrade for its intended purpose, plus applicable sales taxes.
- “Value of Project” means (exclusive of PST and GST) the total purchase price of the System Upgrade, agreed by the City or the Library, less the amounts attributable to Project Services, warranty, maintenance, support, and anything else payable after Acceptance of the System Upgrade for its intended purpose.

1.3 Initiating a System Upgrade

The City or the Library may initiate a System Upgrade by requesting Security Consultant services (at the rates set out in Schedule “B”) for same from the Contractor. The Contractor will then promptly provide such Security Consultant services as are reasonably requested by the City or the Library to develop the Specifications and solicit, receive, and evaluate quotations, proposals or bids from Sub-Contractors (including where the Contractor deems it appropriate to do so, the three preferred Sub-Contractors referred to in the Contractor’s Proposal) in a manner consistent with the definition for “Specifications” set out above.

Where requested by the City or the Library, the Contractor will also assist in the preparation of Council Reports, City Manager Minutes, and other City documentation required to obtain funding or approval for the System Upgrade.

1.4 Purchasing a System Upgrade

Upon completion of the process set out in Section 1.3 above, the City or the Library may, depending on the City’s or the Library’s evaluation of the results of the process, elect to cancel or defer the Project (without any further liability or obligation except as set out in Schedule “B”), or proceed with the purchase of a System Upgrade.

Where the City or the Library elects to proceed with a purchase of a System Upgrade, it may issue a purchase order for same which purchase order will expressly reference the Sub-Contractor proposal, bid or quotation being selected and the applicable Specifications documents being relied upon by the City or the Library for the System Upgrade.

Upon receipt of such purchase order, the Contractor will become legally bound to supply the System Upgrade (as described in the Specifications applicable to the selected Sub-Contractor), including all required Project Services in accordance with the:

- Specifications
- Schedule “E”
- other provisions of this Agreement
- the Project Schedule

for the Total Purchase Price and all further services provided by the Contractor in relation to the Project will then be “Project Services” and will cease to be, and cease to be paid for as, “Security Consultant services under Schedule “B”.

1.5 Project Services

For each Project, the Contractor will provide the services (“Project Services”) required to successfully complete the Project including (but not limited to):

- Entering into the necessary subcontract(s) with the Sub-Contractor to supply the System Upgrade to the City (or an Other City Entity) or the Library in accordance with the Specifications, this Schedule “E”, and this Agreement generally.
- Managing the installation and implementation of the System Upgrade to ensure a professional, timely and cost-effective installation/implementation/integration process.

SECURITY SERVICES AGREEMENT

- Overseeing, managing, and ensuring the performance of its Sub-Contractors and their compliance with the Specifications, this Schedule E, and this Agreement generally.
- Managing all aspects of the Project to ensure consistent, high-quality service delivery.
- Maintaining Project paperwork including sub-contracts, revisions, estimates, work drawings and specifications.
- Ensuring the completion of all Deliverables in accordance with the Project Schedule.
- Liaising with both internal and external organizations and City, Other City Entity or Library employees to schedule and manage the Project through to completion.
- Attending, and where appropriate organizing, regular project management meetings, site meetings, status meetings, etc.
- Working with respective City, Other City Entity or Library representatives to ensure optimal scheduling and coordination of the Project with ongoing City, Other City Entity or Library operations.
- Other duties as required to ensure cost effectiveness and efficiency and that all activities are performed in the best interests of the City, Other City Entity or Library, as the case may be.

1.6 Project Services Fee

In consideration for acting as the contractor for each System Upgrade and providing all required Project Services, the City or the Library, as applicable, will pay the Contractor, as part of the Total Purchase Price, a 1% Project Services Fee, exclusive of applicable sales taxes.

The Contractor will always show the Project Services Fee as a separate line item on its invoices.

1.7 Total Purchase Price + Payment/Holdback Schedule

The Total Purchase Price for a System Upgrade is fixed and may not be increased at any time by the Contractor. The Value of Project as set out in the Specifications is part of the Total Purchase Price and is not subject to any mark-up or other administrative expense by the Contractor (except only for the Project Services Fee).

The City or the Library, as applicable, will pay the Total Purchase Price to the Contractor in installments as follows:

- (a) Subject to Section (b) below, the portion of the Value of Project shown in the Specifications as being attributable to a specific Deliverable will not be invoiced to the City or the Library until Acceptance of that Deliverable by the City.
- (b) Despite Section (a) all payments will be subject to a 10% holdback until Acceptance of the System Upgrade as a whole for its intended purpose.
- (c) The Project Services Fee will also be subject to the 10% holdback and will also only be payable as and when the portion of the Value of Project on which it is based becomes payable pursuant to Section (a) above.
- (d) Upon Project completion and Acceptance of System Upgrade, the Contractor may invoice for the 10% holdback amount. The balance of the Total Purchase Price (e.g. for maintenance and support) will then be paid as and when due under the terms of the Specifications.

1.8 Term of Each System Upgrade Contract

Except where expressly indicated otherwise in the Specifications, and despite any term to the contrary in the main part of this Agreement, the “Term” of this Agreement as it relates to each System Upgrade starts on issuance of the applicable purchase order for same and expires when the term of the maintenance and support period referred to in the Specifications expires or is sooner cancelled by the City or the Library, as the case may be.

1.9 System Upgrade Warranty/Title

The Contractor now agrees and warrants that

- each System Upgrade will be fit for its intended purposes and will be delivered in and operate in accordance with the Specifications and, provided the City, the applicable Other City Entity or the Library is then still subscribing to the maintenance or support services offered as part of the Specifications, will provide uninterrupted and error-free functionality to the City, such Other City Entity or the Library, and
- all risk of loss or damage, and all right, title and interest in and to each component of the System Upgrade will be transferred to the City, the relevant Other City Entity or the Library free and clear of all encumbrances upon delivery of same to the City’s, such Other City Entity’s or the Library’s site, and with respect to such components which are comprised of software, the Contractor now grants the City, such Other City Entity or the Contractor, as applicable, a perpetual, fully paid-up, non-exclusive license to use the software for all such purposes as are reasonably required to utilize the System Upgrade, including making copies for back-up and archival purposes, and
- where Acceptance of any such component is not given by the City or the Library, the risk of loss or damage and the title to same will revert back to the Contractor upon picking up same from the City’s, the relevant Other City Entity’s or the Library’s premises.

1.10 Maintenance and Support of the System Upgrade

Except where expressly indicated otherwise in the Specifications, and despite any term to the contrary in the main part of this Agreement, the Contractor will provide or cause the Sub-Contractor to provide full maintenance and support of each System Upgrade for at least 8 years from the date of Acceptance of the System Upgrade for a fixed annual fee which service may be cancelled at any time by the City or the Library (without cause or liability, but without being entitled to any refund for previously paid fees) upon 30 days written notice to the Contractor or applicable Sub-Contractor.

The maintenance and support will at a minimum provide that any and all defects in a System Upgrade will be fully remedied by the Contractor or its Sub-Contractor within 4 hours of notice (no matter when given, be it a weekend or holiday or outside of business hours) from the City or the Library, failing which the City or the Library may give a second notice and proceed to retain a third party or its own forces to remedy the defect and obtain reimbursement from the Contractor for all such amounts reasonably expended by the City or the Library in doing so.

1.11 Change Orders

At any time during the Term of a System Upgrade, the City or the Library may request changes and the Contractor will then provide a proposed change order setting out how the requested change will affect the Total Purchase Price, Project Schedule, and any other aspect. If the proposed change order is accepted by the City or the Library, then it and the Contractor will sign same and the Specifications will be deemed to be amended accordingly. If the City or the

SECURITY SERVICES AGREEMENT

Library does not accept the proposed change order, then the City or the Library, as the case may be, may direct the Contractor to proceed on the change as a change directive and the Contractor will then carry out the change directive and the parties will then attempt to cooperatively resolve how the change directive affects the System Upgrade, failing which they will refer the matter to dispute resolution in accordance with the main portion of this Agreement.

All changes will be priced (and in any dispute, will be settled) on the basis that the City and the Library will only be required to pay the Contractor's reasonable direct out-of-pocket costs of making the change and there will be no addition or deduction for increased profits or loss of profits, as the case may be.



PS20110718 - SECURITY SERVICES AGREEMENT - AMENDMENT No. 1

THIS AGREEMENT is made as of March 01, 2018 (the "Amendment Effective Date")

BETWEEN:

CITY OF VANCOUVER
453 West 12th Avenue
Vancouver, British Columbia
V5Y 1V4

(the "City")

OF THE FIRST PART

AND:

THE VANCOUVER PUBLIC LIBRARY BOARD
350 West Georgia Street
Vancouver, British Columbia
V6B 6B1

(the "Library")

OF THE SECOND PART

AND:

SECURIGUARD SERVICES LTD.
4th Floor - 1445 West Georgia
Vancouver, British Columbia
V6G 2T3

(the "Contractor")

OF THE THIRD PART

(The City and the Contractor are hereinafter sometimes referred to individually as "Party" and collectively as "Parties")

BACKGROUND:

- A. The City and the Contractor entered into the Original Agreement described herein.
- B. The Parties have agreed to amend the Original Agreement in accordance with the terms and conditions of this Agreement.

NOW THEREFORE, in consideration of the mutual covenants and promises made by the Parties and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the Parties hereby agree as follows:

1.0 INTERPRETATION

1.1 In this Agreement, including the recitals, schedules and appendices to this Agreement, all words and terms have the same meaning as they are given in the Original Agreement, except that the following words and terms, unless the context otherwise requires, shall have the meanings set out below:

- (a) **"Agreement"** means this Amendment No. 1 to the *"PS20110718 - Security Services Agreement"* inclusive of all schedules, appendices, exhibits or other documents attached hereto or incorporated herein by reference, as amended from time to time;
- (b) **"Amended Agreement"** means the Original Agreement as supplemented and amended by this Agreement;
- (c) **"Amendment Effective Date"** means March 1, 2018;
- (d) **"Original Agreement"** means the *"PS20110718 - Security Services Agreement"* dated February 15, 2013 inclusive of all schedules, appendices, exhibits or other documents attached thereto or incorporated therein by reference;
- (e) **"Services"** has the meaning set out in Section 3.1 of the Original Agreement;
- (f) **"Sub-Contractor"** has the meaning set out in Schedule "E" of the Original Agreement;
- (g) **"Term"** means the term of the Original Agreement as specified in Section 6.1 of the Original Agreement.

2.0 THE AMENDED SECURITY SERVICES AGREEMENT

2.1 The Original Agreement is now amended as follows:

- (a) Section 6.2 is amended by deleting "15th day of February 2018" and replacing it with "1st day of March 2019 at 11:59pm (As per Agreement Amendment No.1)"; and,
- (b) Section 22.11 is added and shall state "Job descriptions for all services and positions will be drafted by the City with input from the Contractor for implementation.";and,
- (c) Section 24.2 is amended by adding "The Contract Manager will be assigned, dedicated solely full-time to the position and responsibilities thereof as provided for in the Agreement Amendment No. 1 and will be positioned at the City Hall Campus – Corporate Protective Services office."; and,
- (d) Section 24.5 is added and shall state "The Contract Manager shall be equipped with business cards, a cellphone and a laptop and have all the necessary access to the Contractor Network.";and,

- (e) Section 25.1 is amended by deleting "The person acting as the Contract Coordinator will be assigned and dedicated solely and full-time to the position and responsibilities thereof as provided for herein" and replacing it with "The Contract Coordinator and the Contract Field Manager will be assigned, dedicated solely full-time to the position and responsibilities thereof as provided for in the Agreement Amendment No. 1 and will be positioned at the City Hall Campus - Corporate Protective Services office."; and,
- (f) Section 25.4 is added and shall state "The Contract Field Manager and Coordinator shall be equipped with business cards, cellphones and laptops and have all the necessary access to the Contractor Network."; and,
- (g) Schedule "B" - Contractor Billing Rates is amended by adding a "2018-2019 - Year 6" column to table B1 to account for application of Living Wage Policy and increases in the labor rates; See Appendix 1 to this Agreement; and,
- (h) Schedule "B" - Contractor Billing Rates is amended by adding annual billing rates and payable wages for the Contractor Manager, Coordinator and Field Manager positions; See Appendix 1 to this Agreement; and,
- (i) Schedule "B" - Contractor Billing Rates is amended by adding annual billing rates for dedicated service vehicles; See Appendix 1 to this Agreement; and,
- (j) Schedule "B" - Contractor Billing Rates is amended by deleting billing rates for Bilingual Guard, Shift Supervisor, Private Investigator, Private Investigator (under supervision) and Loss Prevention Officer Services; and,
- (k) Schedule "B" - Section 6.2 Table 3 is amended by adding "Failure to respond to an Alarm within s.15(1)(l) " under the Service Failure column and "s.21(1) every 5 minutes past required response time" under the Proposed Pricing Adjustment; See Appendix 2 to this Agreement; and,
- (l) A Dedicated Mobile Patrol and Alarm Response Service will be implemented for the City. The base service model will consist of s.15(1)(l) dedicated vehicles and s.21(1) s.15(1)(l) hours of service per day. The Dedicated Mobile Patrol and Alarm Response service shift patterns will be established by the City and are subject to change based on City operational requirements. All dedicated vehicles will be based at the City Hall Campus and additional vehicles may be added to the service based on operational requirements of the City. Parking stalls for the dedicated vehicles will be provided by the City. The City in conjunction with Contractor input will monitor service levels and make any necessary service volume adjustments. In cases where the dedicated mobile vehicles for the City are already engaged on a service call, the City will require adhoc emergency and mobile response from the Securiguard Services Ltd fleet; See Appendix 1 to this Agreement for billing rates; and,
- (m) The City Agrees that the Contractor is not required to pay Living Wage for temporary Mobile Patrol services. Temporary Mobile Patrol Services are adhoc services not included in the established base service model. The length of the adhoc service shall not exceed (14) consecutive days of service; and,
- (n) The City will directly negotiate resource models, billing rates and consumable costs and maintain operation and strategic working relationship with the Locksmith and Security Systems Sub-Contractors; and,
- (o) A s.17(1) mark-up of service fee for the Locksmith and Security Systems services will be provided to the Contractor. The service fee is designed to support the Contractor Head

Office for the delivery of invoicing and financial management. Existing processes related to service receipt, dispatch and work verification remain unchanged; and,

- (p) A Security Guard Base Service Model has been established as of the Amendment Effective Date. The City and the Library may each at any time, upon notice to the Contractor, increase, reduce or otherwise modify the scope of the Base Service Model; See appendix 3 to this Agreement; and,
- (q) The Contractor is required to maintain accurate records and report to the city on an annual basis, specific information relating to the Living Wage Policy; See appendix 4 to this Agreement; and,
- (r) A "Technical Specifications Guidelines" will form part of this Agreement and act as a guideline for service delivery standards; See appendix 5 to this Agreement; and,


3.0 Confirmation of Original and Amended Agreement

- 3.1 The parties now ratify, confirm, and affirm the Original Agreement as amended by this Agreement. As evidence of their agreement to be bound by the above amending terms, the City and the Contractor each have executed this Agreement as of the date first above written.

CITY OF VANCOUVER


Signature

Nick Kassam
Director & CPO
Supply Chain Management


Signature

David Aarons
Category Manager
Supply Chain Management


Signature

Bill Aujla
General Manager
Real Estate & Facilities Management


Signature

Greg Conlan
Manager, Corporate Protective Services
Real Estate & Facilities Management

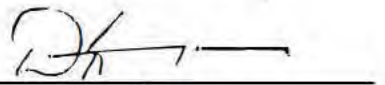
AND:

THE VANCOUVER PUBLIC LIBRARY BOARD


Signature

Eric Smith
Director, Corporate Services & Facilities
Vancouver Public Library Board

SECURIGUARD SERVICES LTD.


Signature

Darcy Kernaghan
President & CEO
Securiguard Services Limited
Print Name and Title

APPENDIX 1
SCHEDULE B - AGREED BILLING RATES

YEAR	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019
Hourly Rates	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6
Security Guard	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)
Site Supervisor	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)
OFA Level 1	N/A	N/A	N/A	N/A	N/A	s.17(1)
OFA Level 2	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)
Locksmith	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)
Systems Technicians	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)
Canine Patrol	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)
Security Consultants	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)

Notes:

- 2018-2019 (Year 6) Rates are effective as of March 1, 2018.
- A Security Guard classification includes all guard types beyond that of which are listed above (i.e Mobile Driver, Event Guard...etc.).
- Statutory overtime is billed at ~~s.21(1)~~ times the base rates listed above.
- A surcharge fee of ~~s.21(1)~~ per day (24hrs) will apply if a vehicle is required as shelter at a static site.
- For any living wage increases, the billing rates will be adjusted accordingly to account for the increases in statutory costs.
- Any requested change to the Agreement will require full justification on behalf of the Contractor and the proposed changes will be considered by the City on a case-by-case basis. The City recognizes that anticipated Provincial Payroll Tax may be considered under this provision if so advanced during the term of this Agreement.

ANNUAL MANAGEMENT BILLING RATES

Dedicated Onsite Management	Annual Pay Rates	Annual Billing Rates
Contract Manager	s.17(1)	s.17(1)
Contract Field Manager	s.17(1)	s.17(1)
Contract Coordinator	s.17(1)	s.17(1)

ANNUAL DEDICATED SERVICE VEHICLE BILLING RATES

Vehicle	Annual Bill Rate
Mobile vehicle	s.17(1)
Hydrogen Vehicle	s.17(1)

EMERGENCY MOBILE PATROL AND ALARM RESPONSE BILLING RATES

Service	Billing Rates
Mobile Patrol - Up to 20 minutes	s.17(1)
Mobile Patrols - each five (5) minutes after	s.17(1)
Alarm Response - First thirty (30) minutes	s.17(1)
Alarm Response - each five (5) minutes after	s.17(1)

APPENDIX 2
SERVICE GUARANTEES

Service Failure	Proposed Pricing Adjustment
Failure to provide a scheduled mobile patrol	Three (3) times the agreed billing rate
Failure to provide non-scheduled staff within four s.15(1)(l) notice	s.21(1) per hour per member of staff. This price adjustment will be 'capped' at s.21(1) , being the equivalent of s.15(1)(l) guards on any one occasion
Failure to cover a scheduled shift	s.21(1) per hour that the shift remains unfilled
Failure to respond to an Alarm within s.15(1)(l) minutes	s.21(1) every 5 minutes past required response time

Notes:

1. "Response Time" means the time of Contractor notification by the City to the time of Contractor arrival to the site.

APPENDIX 3

Security Guard Base Service Model

Site	Position	Sun	Mon	Tues	Wed	Thu	Fri	Sat	Weekly Hours
s.15(1)(l)	Security Guard	s.15(1)(l)							
s.15(1)(l)	Security Guard								
s.15(1)(l)	Security Guard								
s.15(1)(l)	Security Guard								
s.15(1)(l)	OFA Level 1								
s.15(1)(l)	OFA Level 1								
s.15(1)(l)	Site Supervisor								
s.15(1)(l)	OFA Level 2								
s.15(1)(l)	Security Guard								
s.15(1)(l)	Security Guard								
s.15(1)(l)	Security Guard								
s.15(1)(l)	Site Supervisor	s.15(1)(l)							
s.15(1)(l)	Security Guard								
s.15(1)(l)	Security Guard								
s.15(1)(l)	Security Guard								
s.15(1)(l)	OFA Level 2								
s.15(1)(l)	Security Guard								
s.15(1)(l)	Security Guard								
s.15(1)(l)	Security Guard								

APPENDIX 4
LIVING WAGE POLICY ANNUAL REPORTING

Securiguard Services Ltd is required to maintain accurate records and report to the City on an annual basis, specific information relating to the Living Wage, this includes but is not limited to:

- Number of employees, including that of the third party service providers who were paid a living wage
- Number of individuals benefitted
- Incremental costs incurred, including any amounts paid to third party service providers in order to meet the City Living Wage requirements

APPENDIX 5
TECHNICAL SPECIFICATION GUIDELINES
[ATTACHED]

General Requirements		
Reference Section, if applicable	Description of Service-Minimum Requirements	KPI
	Background: The City of Vancouver ("The City") require the security service provider to deliver comprehensive security related services in accordance with the City's security/protection program.	
	The vendor is to confirm it is responsible for the delivery of all goods and services outlined in this schedule to the satisfaction of the City including, but not limited to, all costs associated with supplies, equipment, training, labor, managerial/administrative support and documentation, unless otherwise noted.	
	The vendor is to confirm acknowledgement that the delivery of goods and services outlined in this schedule is subject to change.	
	A minimum of 2 full time management team personnel shall be dedicated to day-to-day operations and contract management.	
	Provide Security Coordinator position as described in the RFP documents.	95% of all Security Coordinator shifts to be at City Hall, Monday-Friday (0900-1700).
	Provide 24 hour/365 day management on call representatives to manage and support contract personnel in all areas and facilities serviced by the contract; respond to incidents as required.	95% of significant incidents to be reported to City representative within 30 minutes of event.
	Attend and participate in site based or other meetings as required including, but not limited to: Occupational Health and Safety, site development/project meetings, Law Enforcement liaison meetings, construction meetings, related management meetings. Meetings may take place at City sites or off site locations within geographical City boundaries.	100% of meetings Attended annually.
	Establish dedicated resources in order to provide a rapid response, including dedicated response vehicle(s), in order to manage issues and events.	99% of responses to be as soon as possible but not to exceed s.15(1)(i)
	Vendors are required to describe a disaster recovery / business continuity plan designed to illustrate how you intend to maintain servicing a contract of this size and scope in the event of a natural disaster or service disruption. Provide a copy of your plan with your submission.	Initially approved by the City. Updated and/or reviewed annually by vendor and approved by the City prior to revision implementation.
	Provide post orders, policies and procedures as required to clearly communicate expectations and operational sequences.	Initially approved by the City. Updated and/or reviewed annually by vendor and approved by the City prior to revision implementation.
	Provide on call management representative(s) as required to service all areas of the contract, including respond to incidents as required, including overseeing investigations, threat management issues, significant/sentinel events.	
	Training and practice scenarios to take place with City and other staff to ensure an organized response to emergency situations.	100% of all security staff to complete all required training and orientation prior to being deployed for work.
	Security Officer uniforms and equipment to be of quality acceptable to the City.	100% of all security staff to be equipped with required uniform and equipment.
	Alternate delivery models will be considered for the delivery of the services listed in this schedule provided minimum requirements are met. Approval is at the discretion of the City. Please include any alternate proposed delivery model(s) with your submission to this proposal outlining, in detail, how the proposed alternate service delivery model will meet or exceed the listed minimum requirements.	

Specification For Site Security Services		
Reference Section, if applicable	Description of Service-Minimum Requirements	KPI
	<p>Background: The vendor should expect to perform any or all of these services at sites where permanent security coverage exists, as identified in the attached appendices. Any or all of these services may be required at these sites at any time during the contract duration.</p> <p>Due to the length of the contract, and the complex nature of delivering services in a dynamic City environment, the vendor can expect these services to be adjusted, modified or changed to meet the service demands required to support the delivery of security services at the designated locations, including facility/campus expansion.</p>	
	The vendor is to confirm it is responsible for the delivery of all goods and services outlined in this schedule to the satisfaction of the City including, but not limited to, all costs associated with supplies, equipment, training, labor, managerial/administrative support and documentation, unless otherwise noted.	
	The vendor is to confirm acknowledgement that the delivery of goods and services outlined in this schedule is subject to change, may be required at any or all City or related locations as required by the specific site.	
	The vendor shall provide sufficient service to ensure an acceptable, effective and immediate response to emergencies such as fire, aggression, bomb threats, hostage taking, evacuation; panic/duress alarm activation, intrusion alarm activation and other emergencies specific to individual sites.	99% of responses to be as soon as possible but not to exceed s.15(1)(l).
	The immediate response shall include scene assessment and information gathering, an intervention plan, implementing minimum interventions necessary to ensure facility and occupant safety, scene security, internal / external notifications, reporting / documentation processes, and other services as required.	95% of significant incidents to be reported to City representative within s.15(1)(l) of event.
	Provide an immediate response to emergencies while working on prevention and deterrence for the protection of assets and facility safety.	99% of responses to be as soon as possible but not to exceed s.15(1)(l)
	The service shall immediately identify areas where a change in service necessitates a review of service staffing and make written recommendations to the City's designated representative regarding security staffing levels and service delivery models.	100% of all staffing and Service level changes reviewed and approved by the City prior to implementation.
	Provide way finding assistance to the public, visitors, staff and others, as requested.	
	Conduct premise patrols, which are electronically recorded to agreed upon standards.	s.15(1)(k) of all mobile patrols completed monthly.
	Design and provide foot patrols of all accessible interior and exterior areas including designated facility vital points as required (site dependent).	100% of all foot patrols completed monthly.
	The Vendor will lock and unlock facilities as identified which includes electronic/computerized recording to agreed upon standards. This schedule is expected to be continuously reviewed and modified.	s.15(1)(k) of all lock/unlocks to be completed monthly.
	Monitor and respond to and document all requests for access to external and internal areas at each site.	100% of all requests documented.

Specification For Site Security Services		
Reference Section, if applicable	Description of Service-Minimum Requirements	KPI
	Ensure that only authorized persons are able to access and/or occupy external and internal site areas; Develop and maintain a specific restricted access process for sensitive/high risk or other areas.	Zero (0) Unauthorized access allowed.
	Where required, develop, maintain and administer an restricted access program designed to strictly manage access to high risk, sensitive or other areas.	Initially approved by the City. Updated and/or reviewed annually by vendor and approved by the City prior to revision implementation.
	Identify, document and/or rectify (where possible) fire, safety, or security hazards and deficiencies during each patrol and take remedial action to eliminate or mitigate risks or hazards where there is a threat to facility or occupant safety.	95% of significant incidents to be reported to City representative within s.15(1)(l) of event.
	Monitor and/or enforce compliance related to security and safety within City sites and correct any deviations.	95% of significant incidents to be reported to City representative within s.15(1)(l) of event.
	Security officers may be required to reset systems, silence alerts/alarms, cancel auto evacuation, or perform other functions related to fire alarm system operation.	99% of responses to be as soon as possible but not to exceed s.15(1)(l).
	Fire watch patrol service may be required where site fire safety is compromised.	100% of all security shifts and hours to be filled monthly.
	Fire watch patrol service to include detailed patrols of affected areas eve 30 minutes, or as determined by the local Fire Department, to investigate potential smoke, fire, safety concerns and provide appropriate response as required.	100% of patrols to be conducted on a timely manner s.15(1)(l)
	Fire watch patrol service to be documented in accordance with other schedules and or appendices and/or may require specific fire watch documentation as required by the City.	100% of all patrols to be documented.
	Where required, accept delivery and provide signature of acceptance for delivery of goods.	100% of all delivery acceptance documented.
	Where required, support City staff and safe custody of valuables (i.e. lost and found, visitor items, city property). This service may include the vendor safely storing these items at some locations. Manage the lost and found program at designated locations.	
	Where required, administer a key control program including authorizing, issuing, storing and documenting all aspects of the key control program as required by the City.	Control Program Initially approved by the City. Updated and/or reviewed annually by vendor and approved by the City prior to revision implementation.
	Where required, administer an access card control program including the verification of authorization, issuance, storage and delivery of access control cards and photo identification cards. This includes the maintenance of a temporarily loaned access cards to authorized individuals.	
	Monitor and/or enforce City policies, procedures, and standards of practice as required. This includes, but is not limited to: workplace violence, respectful workplace, confidentiality, various emergency response protocols, smoking policies, parking and any other applicable safe work procedures, etc.	95% of significant incidents to be reported to City representative within s.15(1)(l) of event.
	Effectively communicate verbally and/or in writing to staff, the public and others in English.	100% of all official communication to be in English.

Specification For Site Security Services		
Reference Section, if applicable	Description of Service-Minimum Requirements	KPI
	A significant incident notification report containing information relating to incidents, events or activities deemed urgent, significant or of a "sentinel" nature are to be reported immediately as issues arise to Protection Services. The definition of a significant incident will be determined by Protection Services.	95% of significant incidents to be reported to City representative within s.15(1)(l) of event.
	Assist City staff and/or lead interventions in the management of aggressive behavior including: Standing by potentially aggressive persons to ensure safety of persons and property and Safely managing aggressive assaultive behavior.	The vendor shall provide the total number of man-hours spent involved in managing challenging/aggressive behaviors. This information shall be provided on at least a monthly basis.
	Provide security and protection services for specified staff/Stakeholders/clients.	100% of all security shifts and hours to be filled.
	Where required, develop, install, monitor, and maintain systems such as mobile two way radio's, telephone interconnects, pagers, CCTV, intrusion/panic alarms and respond to incidents related to each monitoring function.	
	Where required, monitor site security systems, including CCTV(DVR/NVR) camera systems, intrusion and duress/panic alarms for continuous operation and conduct and document regular testing of these systems as required by the City.	
	The City or designated representative shall be advised in a timely manner of all incidents that may impact facility operations or occupant safety or the organization's reputation.	95% of significant incidents to be reported to City representative within s.15(1)(l) of event.
	Assess, document and make recommendations regarding incidents/activities involving threats to an individuals' or group's safety in a timely manner.	
	Provide requested documentation, including CCTV video recordings or other electronic security system records, to authorities having jurisdiction upon approval by the City.	
	As required, develop and distribute "security alerts" and other bulletins in a format acceptable to the City.	
	Document, in a form acceptable to the City, incidents related to security and other safety issues.	100% of all incidents documented.
	Develop Site Security plans; operational plans (including event planning and other related plans) as required by the City.	Plans Initially approved by the City. Where applicable, updated and/or reviewed annually by vendor and approved by the City prior to revision implementation.
	Respond to incidents, activities, complaints and other matters as required.	95% of service complaints to be responded to within 24 hours by service provider.
	Provide a comprehensive complaint resolution mechanism to effectively document and address service complaints and concerns. The vendor shall provide regular reports to the City as required.	95% of service complaints to be responded to within 24 hours by service provider. Compliant reported to the City representative within 12 hours.
	Provide on call management representative(s) as required to service all areas, including respond to incidents as required.	99% of responses to be as soon as possible but not to exceed s.15(1)(l) .
	Notify management representatives, on a 24-hour basis, of high level incidents warranting their attention, as agreed upon.	95% of significant incidents to be reported to City representative within s.15(1)(l) .

Specification For Site Security Services		
Reference Section, if applicable	Description of Service-Minimum Requirements	KPI
	Notify designated City's contact persons of all unusual or critical incidents on a 24 hour/7 day week basis. Incidents include but are not restricted to any situation that immediately or potentially impact occupant / facility safety, impacts service delivery in any City site, or involves the intervention or notification of external agencies, as agreed upon.	95% of significant incidents to be reported to City representative within s.15(1)(l) of event.
	Attend all reports of theft, vandalism, and other unusual occurrences.	100% of all reports attended to.
	If required, provide physical set up of Emergency Operations Centre in advance of EOC staff arrival, as per instructions provided by the City.	100% of all physical EOC setup requests to be completed within s.15(1)(l) .
	Provide senior staff as required to manage significant and/or sentinel events required by the City.	99% of responses to be as soon as possible but not to exceed s.15(1)(l) .
	Provide comprehensive site post orders and procedures; to be continually refreshed; reviewed, amended and approved by senior staff (minimum once annually); provide documentation of completion to the City.	Initially approved by the City. Updated and/or reviewed annually by vendor and approved by the City prior to revision implementation.
	Provide senior staff as required to attend required business/security related meetings including, but not limited to: Site management meeting, Joint Occupational and Safety or other related meetings, Police liaison meetings. Meetings may occur at City locations or other buildings within the geographical boundaries of the Region.	100% of meetings Attended annually.
	Provide support to staff working alone in isolated areas including safety checks; increased security patrols, escorts.	100% of all security shifts and hours to be filled.
	Provide alternate method to contact site security staff in the event of centralized call center dispatch failure. Alternate method may be required during period of transition between contract service providers at contract startup. (For example: site based pagers).	Initially approved by the City. Updated and/or reviewed annually by vendor and approved by the City prior to revision implementation.
	Alternate delivery models will be considered for the delivery of the services listed in this schedule provided minimum requirements are met. Approval is at the discretion of the City. Please include any alternate proposed delivery model(s) with your submission to this proposal outlining, in detail, how the proposed alternate service delivery model will meet or exceed the listed minimum requirements.	

Specification For Occupational First Aid Level II Services		
Reference Section, if applicable	Description of Service-Minimum Requirements	KPI
	Background: At designated locations within respective City sites, Occupational First Aid Level 2 service is required in order to meet Worksafe BC regulations.	
	The vendor is to confirm it is responsible for the delivery of all goods and services outlined in this schedule to the satisfaction of the City including, but not limited to, all costs associated with supplies, equipment, training, labor, managerial/administrative support and documentation, unless otherwise noted.	
	The vendor is to confirm acknowledgement that the delivery of goods and services outlined in this schedule is subject to change, may be required at any or all City sites or related locations as required by the City.	
	Security Officers are required to provide immediate Occupational First Aid level 2 responses and treatment to affected workers.	100% of all security staff to complete all required training and orientation prior to being deployed for work.
	Occupational First Aid, Level 2, services are required at designated sites within the City.	100% of all security staff to complete all required training and orientation prior to being deployed for work.
	Provide security officers who are fully licensed and qualified to perform Occupational First Aid, Level 2. The vendor shall ensure supporting documentation proving certification is posted at each site where these services are provided and/or upon request.	100% of all security staff to complete all required training and orientation prior to being deployed for work.
	Provide the comprehensive delivery of all first aid services including treatment, follow up, required documentation, reports and log books as required by Worksafe B.C. and all other authorities having jurisdiction.	99% of responses to be as soon as possible but not to exceed s.15(1)(l)
	Document all incidents and activities events as outlined in other associated schedules.	100% of all incidents documented.
	Alternate delivery models will be considered for the delivery of the services listed in this schedule provided minimum requirements are met. Approval is at the discretion of the City. Please include any alternate proposed delivery model(s) with your submission to this proposal outlining, in detail, how the proposed alternate service delivery model will meet or exceed the listed minimum requirements.	

Specification For Mobile Security Services		
Reference Section, if applicable	Description of Service-Minimum Requirements	KPI
	Background: Mobile services are used at sites across the city which do not have sufficient activity or risk to warrant an on site security officer, but require limited security support and/or presence. Mobile patrols are used for a number of reasons at various facilities including, but not limited to, asset protection and people safety. Mobile services can be requested for a static time, or on a random basis. This service may be used regularly at some facilities and it may be requested on a temporary basis to address a potential risk at a given location.	
	The vendor is to confirm it is responsible for the delivery of all goods and services outlined in this schedule to the satisfaction of the City including, but not limited to, all costs associated with supplies, equipment, training, labor, managerial/administrative support and documentation, unless otherwise noted.	
	The vendor is to confirm acknowledgement that the delivery of goods and services outlined in this schedule is subject to change, may be required at any or all City's or related locations as required by the specific Stakeholder.	
	Security mobile patrols are security guards assigned to mobile units for the protection of people and assets. Mobile patrol sites are varied and may be remote and include; the facility in question, parking areas and grounds. The physical security of the facility, interior and exterior, may be required to be patrolled and checked. Staff escorts may be required.	s.15(1) of all mobile patrols completed.
	Security mobile patrols service is required at designated sites within the City. Designated sites are identified in the applicable appendices.	s.15(1) of all mobile patrols completed.
	Security mobile patrols service may be required at additional designated sites within the City to meet security and safety needs as situations are identified.	s.15(1) of all mobile patrols completed.
	Security mobile patrols service may be required as an individual service at a given location, or to supplement existing site security coverage.	s.15(1) of all mobile patrols completed.
	Mobile security service to include scene assessment, investigation, threat assessments and related services are required.	s.15(1) of significant incidents to be reported to City representative within s.15(1)(f) of event.
	Develop and maintain an active contact list database containing required contact, including site staff, information required for the management of this service.	
	Sites may require regular pre-scheduled time specific mobile patrols, random patrols and mobile patrols response with little or no notice.	95% of all mobile responses to alarms to arrive within s.15(1)(f) of received alarm.
	The provider will ensure an emergency contact number is provided for each facility where mobile security services are provided and emergency mobile response may be requested by facility occupants.	95% of all mobile responses to alarms to arrive within s.15(1)(f) of received alarm.
	Emergency response to be immediate and not exceed 20 minutes.	95% of all mobile responses to alarms to arrive within s.15(1)(f) of received alarm.
	The vendor shall develop specific site policies and procedures for each mobile site where services are provided that are deemed acceptable by the City.	Initially approved by the City. Updated and/or reviewed annually by vendor and approved by the City prior to revision implementation.
	Provide mobile security services to facilities where risk presented by an incident or other circumstances requires the short-term presence of personnel until the risk is addressed.	
	The vendor will not charge any additional fees associated with modifying the scheduled times for this service unless it is identified in your rate structure submitted with this RFP.	
	Document all incidents and activity events as outlined in Site Security Services Tab.	100% of all incidents documented.
	Provide 24 hour/365 day management on call representatives to manage and support contract personnel in all areas and facilities serviced by the contract; respond to incidents as required.	
	Security Mobile Escort Service is required for all geographic areas of the City.	95% of all mobile responses to alarms to arrive within s.15(1)(f) of received alarm.
	Security mobile escort staff to be trained, at a minimum, to the same level as site based security staff including Provincial Violence Curriculum, threat management, and working alone support; conduct associated work.	100% of all security staff to complete all required training and orientation prior to being deployed for work.
	Alternate delivery models will be considered for the delivery of the services listed in this schedule provided minimum requirements are met. Approval is at the discretion of the City. Please include any alternate proposed delivery model(s) with your submission to this proposal outlining, in detail, how the proposed alternate service delivery model will meet or exceed the listed minimum requirements.	

Specification For C3 Control Centre		
Reference Section, if applicable	Description of Service-Minimum Requirements	KPI
	Background: In order to provide a consistent and uniform service to the sites being served, user requests for security services and alarm monitoring are required to be provided through a centralized control center specifically designed to receive calls for service, monitor alarms and dispatch security staff.	
	The vendor is to confirm it is responsible for the delivery of all goods and services outlined in this schedule to the satisfaction of the City including, but not limited to, all costs associated with supplies, equipment, training, labor, managerial/administrative support and documentation, unless otherwise noted.	
	The vendor is to confirm acknowledgement that the delivery of goods and services outlined in this schedule is subject to change, may be required at any or all health authority or related locations as required by the City.	
	Emergency calls are to be answered by a live operator within 1 ring, but not to exceed 2 rings.	
	Non emergency calls are to be answered within 2 rings, can be queued in priority sequence, and are to be answered by a live operator within s.15(1)(l) .	
	Calls are to be electronically indexed, recorded and archived for a minimum of s.15(1)(l) .	
	Phone call recordings to be available upon request by designated City representative for immediate investigation/follow up. Recordings to be archived for minimum of s.15(1)(l) .	
	Provide employee check in service. Document as required and take remedial action, including response if necessary, for those not checking in as required	
	Control Centre to be able to distinguish specifically which site is calling answer appropriately for each site, as requested by the City.	
	Any long distance, data or other related charges are the responsibility of the vendor.	
	Separate direct dial phone numbers are to be available for requests for service from non site telephones, such as cell phones.	
	Centralized Dispatch to provide direct two way verbal communication from centralized dispatch to responding security officers.	
	Centralized Dispatch to provide redundancy for direct two way verbal communication from centralized dispatch to sites in the event of system failure, such as pagers or cell phones.	
	Control Centre to be able to maintain direct two way verbal communication from control center to individual site security officers, at all sites, and to all areas of the campus. Dead spots are not acceptable and the vendor will take necessary steps to correct.	
	Control Centre to monitor intrusion and other security; life safety alarms and equipment.	
	Dispatch Centers to perform a support function of incident management to include but no limited to, Significant Incident reporting, situational analysis and updates, critical upflow information during significant incident and general information	
	Provide alternate method to contact site security staff in the event of centralized call center dispatch failure. Alternate method may be required during period of transition between contract service providers at contract startup. (For example: Site based pagers).	
	Alternate delivery models will be considered for the delivery of the services listed in this schedule provided minimum requirements are met. Approval is at the discretion of the City. Please include any alternate proposed delivery model(s) with your submission to this proposal outlining, in detail, how the proposed alternate service delivery model will meet or exceed the listed minimum requirements.	

Specification For CCTV System and Related Services		
Reference Section, if applicable	Description of Service-Minimum Requirements	KPI
	CCTV System Service and Preventive Maintenance	
	Background A properly functioning CCTV camera system is an important element of an overall site security system. A comprehensive CCTV repair/replacement system is required in order to maintain site safety and security. Vendors are encouraged to supply pricing/proposals to maintain site CCTV systems in addition to providing site security services. The following are minimum requirements to providing this service. Please include any additional information with your proposal. Vendors may, at the City discretion, be awarded the CCTV service contract as part of the Security Services RFP award (as part of comprehensive overall service delivery package). Vendors without service divisions capable of providing such services in-house, are encouraged to partner with capable vendors to supply this service.	
	The vendor is to confirm it is responsible for the delivery of all goods and services outlined in this schedule to the satisfaction of the City including, but not limited to; all costs associated with supplies, equipment, training, labor, managerial/administrative support and documentation, unless otherwise noted.	
	The vendor is to confirm acknowledgement that the delivery of goods and services outlined in this schedule is subject to change, may be required at any or all City or related locations as required by City.	
	Maintain in good working order, as outlined by the manufacturer specifications, site CCTV systems and devices as described in this and other sections, including Site Data Sheets.	
	CCTV systems include all hardware and software to make a complete functioning system including, but not limited to cameras, recording devices, connectors, encoders, switches, monitors, keyboards, compact disc/videos burning/copying devices, power supplies, CPU's or PC's, infrared illuminators, peripheral devices, uninterrupted power supplies, other supporting devices to make the system functional.	
	CCTV devices will be repaired or replaced, as required, by the vendor as part of this agreement.	
	CCTV calibration, including lenses focus, recording rates, and other applicable settings to be maintained in proper functioning order to meet the functional requirements required by the system and Integrated Protection Services.	
	Cameras may be digital, analogue, internet protocol, or other.	
	Damage to devices and cabling caused by others is not included within the scope of this agreement. In such cases, repair may be completed on a time and basis at quoted rates. Examples include cabling damaged by construction; cameras damaged by patients. Provide a complete rate structure with your submission.	
	Base building AC power and telephone to be provided by others.	
	Systems designated as low risk shall be attended to within s.15(1)(i) by a qualified technician to conduct an initial evaluation and to determine scope and extent of required repairs.	
	Systems designated as low risk shall be required/made functional within s.15(1)(i) subsequent to initial evaluation by the qualified technician.	
	Systems designated as high risk shall be attended to within s.15(1)(i) by a qualified technician to conduct an initial evaluation and to determine scope and extent of required repairs.	
	Systems designated as high risk shall be required/made functional within s.15(1)(i) subsequent to initial evaluation by the qualified technician.	
	Systems to be examined once per day by site security personnel, minimum, to ensure proper operation. Incident report/activity record is required for confirmation.	
	Troubleshooting remote connectivity to be included as part of this agreement.	
	Systems are to remain the property of the applicable City and systems are not to be locked out. All passwords to be provided to the City.	
	Provide preventative maintenance to CCTV system components, associated computers and uninterrupted power supplies once annually by a qualified TQ Technician. Please provide a description of this service with your proposal.	
	Provide details of your proposed delivery of this service with your proposal.	
	Alternate delivery models will be considered for the delivery of the services listed in this schedule provided minimum requirements are met. Approval is at the discretion of the City. Please include any alternate proposed delivery model(s) with your submission to this proposal outlining, in detail, how the proposed alternate service delivery model will meet or exceed the listed minimum requirements.	
	Access Control, Intrusion Detection, Panic duress and other related services	
	Provide pricing and proposals for consideration related to your company ability to also service access control, intrusion detection, panic duress and other security related systems. Provide product lines you are factory authorized to install and/or service. Include proposed pricing including product discounted pricing, installation/labor rates, etc., for consideration.	

Specification For CCTV System and Related Services		
Reference Section, if applicable	Description of Service-Minimum Requirements	KPI
	CCTV System Service and Preventive Maintenance	
	Background: The Locksmith Technician delivers locksmith services, state of the art card access support, and provides technical advice related to the acquisition, maintenance and restoration of systems and hardware to meet the needs of the City, and conducts performance and security evaluation tests on security equipment. Under the general direction of the City, the Locksmith Technicians manage the projects, fabricate and modify precision test and auxiliary equipment, research and provide hardware specifications and interact on joint projects and initiatives related to security systems design. Vendors without service divisions capable of providing such services in-house, are encouraged to partner with capable vendors to supply this service.	
	The vendor is to confirm it is responsible for the delivery of all goods and services outlined in this schedule to the satisfaction of the City including, but not limited to; all costs associated with supplies, equipment, training, labor, managerial/administrative support and documentation, unless otherwise noted.	
	The vendor is to confirm acknowledgement that the delivery of goods and services outlined in this schedule is subject to change, may be required at any or all City or related locations as required by City.	
	Receive, plan and prioritize client requests for locksmith services, determines client requirements, verify the client's signing authority and subsequently action the request in order to ensure that clients security requirements as they relate to access control are continuously met in a timely manner, that requests adhere to City standards.	
	Control and maintain a high security classified mechanical standalone key system, as well as a high security classified electronic standalone key system for the City and VPL.	
	Provide classified audit information upon requests from the City.	
	Evaluate the condition and conservation value of heritage hardware within City facilities. Recommend solutions to problems that exist due to worn heritage parts that can no longer be purchased and that must be fabricated by the Locksmith Technician. Researched and create tools to perform a variety of tasks.	
	Prepare and manage the implementation of operational plans, including the design of high security key systems and re-keying of high security cylinders.	
	Perform complete hardware installations and maintain and repair locksmith equipment and tools.	
	modify precision test equipment for the test and evaluation of all mechanical and electronic security hardware. Calibrate test equipment against industry standards set by the S.15(1)(i) S.15(1)(i) Institute to assure accuracy of data obtained. Analyze results of tests and recommend to the City modifications to the component product or security system under test to meet security requirements. Test complete hardware assemblies under actual conditions to determine if they satisfy the functional requirements of the City.	
	Solve access problems by performing diagnostic procedures, implementing the repair of electromechanical locks and associated equipment and ensuring functionality.	
	Participate on inter-organizational project teams as subject matter expert in the planning and implementation of various projects such as renovations, construction and moves including Long term vision projects.	
	Interpret blueprints and drawings while on-site to advise on access issues during the construction phase of projects. Provide input on hardware specification. Plan and perform product testing and make recommendations to the City in the establishment of locksmith access control standards that include electronic technology for facilities used by Stakeholders and staff.	
	Control, repair and change the combinations and, when necessary, exercises bypass techniques to unlock safes that cannot be opened by combination. Maintain a detailed account of all combinations and safes issued to Stakeholders, staff to ensure security of safes and that no combination is duplicated.	
	Purchase equipment and materials, complete appropriate paperwork, approve and reconcile monthly acquisition card statements.	

Specification for Required Training and Education		
Reference Section, if applicable	Description of Service-Minimum Requirements	KPI
	Background: The comprehensive and on-going training of personnel assigned to provide services within the City environment is a critical component in the provision of quality services and an effective refresher training program is essential in establishing a consistent and sustainable level of service quality. Each City site may require different levels of training as outlined.	
	The vendor is to confirm it is responsible for the delivery of all goods and services outlined in this schedule to the satisfaction of the City including, but not limited to, all costs associated with supplies, equipment, training, labor, managerial/administrative support and documentation, unless otherwise noted.	
	The vendor is to confirm acknowledgement that the delivery of goods and services outlined in this schedule is subject to change, may be required at any or all City or related locations as required.	
	The vendor shall develop and maintain comprehensive training and orientation programs that meets or exceeds the Canadian General Standards Board Security and Safety (CGSB) security officer training standards, individual City Site requirements or other relevant/applicable standards. The service provider shall be required to provide training curriculums and other supporting documentation for review and acceptance by the City where services are being provided.	100% of all security staff to complete all required training and orientation prior to being deployed for work.
	Ongoing Education and Training Program that meet or exceed the Canadian General Standards Board Security and Safety (CGSB) security officer training standards, individual City Site requirements or other relevant/applicable standards.	100% of all security staff to complete all required training and orientation prior to being deployed for work.
	All training shall be conducted in a manner that provides a functional understanding of the subject matter in question and shall incorporate demonstrative methods of measuring its effectiveness (i.e. employee tests/quizzes and audit results).	100% of all security staff to complete all required training and orientation prior to being deployed for work.
	The provision of initial training, site orientation and on-going refresher training shall be the exclusive responsibility of the service provider and shall incur no additional expense to the City	100% of all security staff to complete all required training and orientation prior to being deployed for work.
	The service provider shall maintain a comprehensive record of all site orientation, training/education, and refresher training provided to each security officer including knowledge retention tests and audit results. These records shall be made available to City representatives upon request.	Each security officer assigned to duties at a City site shall be the subject of at s.15(1)(l)
	The vendor shall be responsible for monitoring the on-going performance of their personnel and shall conduct supplementary or remedial training as necessary to ensure quality services are maintained.	The vendor will ensure a minimum s.15(1) Security Officer Quality Assurance Audit (QAA) is conducted at each site across the City sites. Each audit shall focus on a different security officer each month.
	The vendor shall maintain training and orientation records that provide the following minimum information: name of trainee and training officer, date training provided, trainee's acknowledgement of comprehension of training for each subject, indication or initial or refresher training, specific subject heading with key sub headings that provide a comprehensive overview of the overall subject.	
	The following sections indicate the minimum subject areas for which the service provider shall provide training. The City shall provide final approval of the specific content of each subject knowledge area and reserves the right to amend subject matter to meet their desired service quality levels or operational requirements.	
	Fire Safety - Fire represents one of the most significant threats facing City facilities, and security plays a key role in the prevention of and response to fire situations. Training and education shall include comprehensive information concerning; Effective response to fire emergencies (Code Red); Effective knowledge of R.A.C.E protocol; Building Fire System operation and function; Fire Panel operation; Fire Extinguisher use and inspection (P.A.S.S); Routine fire safety inspections and mitigation strategies; Fire Department liaison; and understanding responsibilities and the Authority Having Jurisdiction (AHJ) and emergency evacuation concepts and techniques.	
	Customer Service - Good customer service forms the foundation for quality security services. Security officers assigned to provide services within City facilities will be required to have received formal customer service training.	
	Confidentiality - Detailed explanation of what is considered confidential information and the importance of maintaining confidentiality that conform to the City's internal policies.	
	General Documentation - Outlines the minimum quality standards for the various documentation requirements (notebooks, logs, daily shift reports, etc.).	
	Occurrence/Incident Report Writing - Identifies minimum standards for the completion of comprehensive narrative descriptions of the various occurrences and incidents.	

	Basic Investigations - Provides guidelines for conducting basic initial investigations into a variety of issues such as: theft, suspicious persons, safety hazards, reports of threatening or concerning behavior, vandalism, break and enter, alarm activations, etc.	
	Effective Facility Patrols - Describes minimum performance standards for conducting and documenting effective facility patrols.	
	Managing Challenging & Aggressive Behavior - Including Non Violent Crisis Intervention (NVCi) techniques; Use of force; Powers of arrest. With established practice within the Health Authority where services are being provided.	
	Security Sensitive Areas - Describes minimum security protocols/considerations for areas within a facility that due to the nature of services provided, sensitivity or value of information or property or an inherent risk associated with the function or contents of an area require heightened or unique security considerations. Educate staff on required restricted access protocols for sensitive areas, up to and including a full lock down where access and egress is restricted or denied.	
	Access Control - Minimum standards for providing access control services to provide and protect a safe and secure environment.	
	External Agency Liaison - Clarification of the roles of external agencies commonly encountered (i.e. police agencies, fire departments, etc.) while providing security services and understanding of security's roles in relation to the external agency.	
	Security Systems - Details the basic function, operation, testing and restrictions of various applicable security systems including, but not limited to: CCTV, access control, duress and intrusion alarms and information databases. Information must be specific to the system make and models present.	
	Active Shooter Response - Education as to what an active shooter incident is and initial response guidelines should such a situation occur that consider the specific facility in question.	
	Hostage Taking Response - Education as to the potential for hostage taking situations and guidelines for the initial response and appropriate notifications.	
	Basic Threat Identification & Response - Provide education to security staff regarding the recognition of potential risk situations relating to the potential for targeted violence, domestic violence, stalking and or harassing behavior and how provide an initial response and appropriate notifications.	
	Should include Crime Scene Management, Evidence collection and Statement taking, and report writing.	
	Alternate delivery models will be considered for the delivery of the services listed in this schedule provided minimum requirements are met. Approval is at the discretion of the City. Please include any alternate proposed delivery model(s) with your submission to this proposal outlining, in detail, how the proposed alternate service delivery model will meet or exceed the listed minimum requirements.	

From: "Namdari, Daniel" <Daniel.Namdari@vancouver.ca>
To: "Brian Phillip-Stewart" <Brian@securiguard.com>
"Richard Kim" <RichardK@securiguard.com>
"Fraser, Andrew \ (Securiguard)" <Andrew@securiguard.com>
Date: 8/29/2018 2:51:51 PM
Subject: RE: TTC Admin rate amendment

Good Afternoon All,

Please see the fully signed and executed copy of Amendment #2.

Thank you all for your help,

Daniel Namdari | [Manager, Policy & Performance](#)
CITY OF VANCOUVER | Real Estate & Facilities Management
453 W 12th Avenue | Vancouver, BC V5Y 1V4
Cell: [s.15\(1\)\(l\)](#) | Office: 604.871.6856 | Daniel.Namdari@vancouver.ca



[Report incidents through the City Wire, Security E-Reporting Web Page](#)

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From: Brian Phillip-Stewart [mailto:Brian@securiguard.com]
Sent: Tuesday, August 28, 2018 4:17 PM
To: Conlan, Greg; Namdari, Daniel
Cc: Richard Kim; Andrew Fraser
Subject: TTC Admin rate amendment

Good Afternoon,

Please find attached, the signed Tactical Training Centre bill rate amendment for execution. Please counter-sign and return, or if you prefer, I will have a hard copy delivered. The rate increase for the position with retro-active remuneration will activate immediately upon execution.

Thank you,

Brian Phillip-Stewart Branch Manager, Vancouver

T 604-685-6011 | C 604-354-4695 | F 604-685-0013
1445 West Georgia Street, 4th Floor Vancouver, BC V6G 2T3



[www](#)

This email is intended only for the person to whom it is addressed and may contain confidential and/or privileged material. If you received this in error, please contact the sender and destroy all copies.

Please consider the environment before printing this email.



PS20110718 - SECURITY SERVICES AGREEMENT - AMENDMENT No.2

THIS AGREEMENT is made as of July 20, 2018 (the "Amendment Effective Date")

BETWEEN:

CITY OF VANCOUVER
453 West 12th Avenue
Vancouver, British Columbia
V5Y 1V4

(the "City")

OF THE FIRST PART

AND:

SECURIGUARD SERVICES LTD.
4th Floor - 1445 West Georgia
Vancouver, British Columbia
V6G 2T3

(the "Contractor")

OF THE SECOND PART

(The City and the Contractor are hereinafter sometimes referred to individually as "Party" and collectively as "Parties")

A handwritten signature in black ink, enclosed in a circular scribble.

BACKGROUND:

- A. The City and the Contractor entered into the Original Agreement described herein.
- B. The Parties have agreed to amend the Original Agreement in accordance with the terms and conditions of this Agreement.

NOW THEREFORE, in consideration of the mutual covenants and promises made by the Parties and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the Parties hereby agree as follows:

1.0 INTERPRETATION

- 1.1 In this Agreement, including the recitals, schedules and appendices to this Amendment, all words and terms have the same meaning as they are given in the Original Agreement and Amendment No.1, except that the following words and terms, unless the context otherwise requires, shall have the meanings set out below:
 - (a) "Agreement" means this Amendment No. 2 to the "*PS20110718 - Security Services Agreement Amendment No. 1*" inclusive of all schedules, appendices, exhibits or other documents attached hereto or incorporated herein by reference, as amended from time to time;

2.0 THE AMENDED SECURITY SERVICES AGREEMENT

- 2.1 The Security Services Agreement - Amendment No. 1 is now amended as follows:
 - (a) Schedule "B" - Contractor Billing Rates is amended by adding the annual billing rate for the TTC Admin position; See Appendix 1 to this Agreement.

3.0 Confirmation of Original and Amended Agreement

- 3.1 The parties now ratify, confirm, and affirm the Original Agreement as amended by this Agreement. As evidence of their agreement to be bound by the above amending terms, the City and the Contractor each have executed this Agreement as of the date first above written.

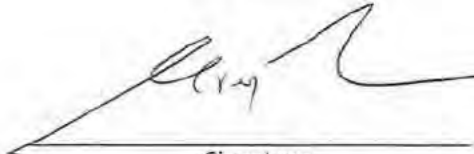


CITY OF VANCOUVER



Signature

Susan Jing Su
Category Manager
Supply Chain Management



Signature

Greg Conlan
Manager, Corporate Protective Services
Real Estate & Facilities Management

AND:

SECURIGUARD SERVICES LTD.



Signature

Darcy Kernaghan
President & CEO
Securiguard Services Limited



APPENDIX 1

SCHEDULE B - AGREED BILLING RATES

YEAR	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019
Hourly Rates	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6
Security Guard	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)
Site Supervisor	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)
OFA Level 1	N/A	N/A	N/A	N/A	N/A	s.21(1)
OFA Level 2	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)
TTC Admin						s.21(1)
Locksmith	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)
Systems Technicians	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)
Canine Patrol	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)
Security Consultants	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)

Notes:

1. The TTC Admin 2018-2019 rate is effective as of May 1, 2018.
2. All other 2018-2019 Rates are effective as of March 1, 2018.

From: ["Su, Susan Jing" <Susanjing.Su@vancouver.ca>](mailto:Susanjing.Su@vancouver.ca)

To: ["Goundouvas, Dino" <dino.goundouvas@vancouver.ca>](mailto:dino.goundouvas@vancouver.ca)

["Conlan, Greg" <Greg.Conlan@vancouver.ca>](mailto:Greg.Conlan@vancouver.ca)

Date: 1/8/2019 2:19:13 PM

Subject: Security Service Amendment No. 3

Attachments: PS20110718 - SECURITY SERVICES AGREEMENT No. 3_fully executed_Jan 8 19.pdf

Hi Greg and Dino,

Attached please see the fully executed Security Service Amendment No. 3 for your record.

Thanks and best regards

Susan



PS20110718 - SECURITY SERVICES AGREEMENT - AMENDMENT No.3

THIS AGREEMENT is made as of November 1, 2018 (the "Amendment Effective Date")

BETWEEN:

CITY OF VANCOUVER
453 West 12th Avenue
Vancouver, British Columbia
V5Y 1V4

(the "City")

OF THE FIRST PART

AND:

THE VANCOUVER PUBLIC LIBRARY BOARD
350 West Georgia Street
Vancouver, British Columbia
V6B 6B1

(the "Library")

OF THE SECOND PART

AND:

SECURIGUARD SERVICES LTD.
4th Floor - 1445 West Georgia
Vancouver, British Columbia
V6G 2T3

(the "Contractor")

OF THE THIRD PART

(The City and the Contractor are hereinafter sometimes referred to individually as "Party" and collectively as "Parties")

 G-COMAN

BACKGROUND:

- A. The City and the Contractor entered into the Original Agreement described herein.
- B. The Parties have agreed to amend the Original Agreement in accordance with the terms and conditions of this Agreement.

NOW THEREFORE, in consideration of the mutual covenants and promises made by the Parties and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the Parties hereby agree as follows:

1.0 INTERPRETATION

1.1 In this Agreement, including the recitals, schedules and appendices to this Amendment, all words and terms have the same meaning as they are given in the Original Agreement and Amendment No.1, except that the following words and terms, unless the context otherwise requires, shall have the meanings set out below:

- (a) "Agreement" means this Amendment No. 3 to the "*PS20110718 - Security Services Agreement*" inclusive of all schedules, appendices, exhibits or other documents attached hereto or incorporated herein by reference, as amended from time to time;
- (b) "Amended Agreement" means the Original Agreement as supplemented and amended by this Agreement;
- (c) "Amendment Effective Date" means November 1, 2018;
- (d) "Original Agreement" means the "*PS20110718 - Security Services Agreement*" dated February 15, 2013 inclusive of all schedules, appendices, exhibits or other documents attached thereto or incorporated therein by reference;
- (e) "Services" has the meaning set out in Section 3.1 of the Original Agreement;
- (f) "Sub-Contractor" has the meaning set out in Schedule "E" of the Original Agreement;
- (g) "Term" means the term of the Original Agreement as specified in Section 6.1 of the Original Agreement.

2.0 THE AMENDED SECURITY SERVICES AGREEMENT

2.1 The Security Services Agreement including Amendments No. 1 and 2 is now amended as follows:

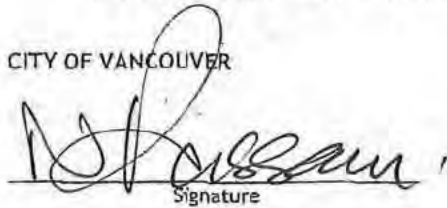
- (a) Schedule "B" - Contractor Billing Rates is amended by updating the annual billing rates in accordance with Living Wage for Families Campaign; See Appendix 1 to this Agreement.
- (b) Section 6.2 of the Original Agreement and Amendment No. 1 - Section 2.0; Sub-section 2.1 (a) is amended to 1st day of March 2020 at 11:59pm by deleting "1st day of March 2019 at 11:59pm".



3.0 Confirmation of Original and Amended Agreement

3.1 The parties now ratify, confirm, and affirm the Original Agreement as amended by this Agreement. As evidence of their agreement to be bound by the above amending terms, the City and the Contractor each have executed this Agreement as of the date first above written.

CITY OF VANCOUVER


Signature

Nick Kassam
Director & CPO
Supply Chain Management


Signature Nov 8, 2018

Lisa Prescott
General Manager (Acting)
Real Estate & Facilities Management


Signature

Francie Connell
Director, Legal Services
Legal Service - Legal Department

AND:

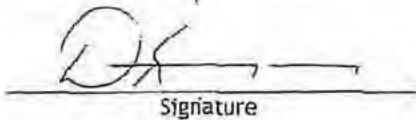
THE VANCOUVER PUBLIC LIBRARY BOARD


Signature

Julia Morrison
Director (Acting), Corporate Services & Facilities
Vancouver Public Library Board

AND:

SECURIGUARD SERVICES LTD.


Signature

Darcy Kernaghan
President & CEO
Securiguard Services Limited



APPENDIX 1
SCHEDULE B - AGREED BILLING RATES

Hourly Billing Rates Effective Date	Existing		New
	Mar 1, 2018	Nov 1, 2018	Feb. 28, 2019
Security Guard	\$21(1)	\$21(1)	\$21(1)
Site Supervisor	\$21(1)	\$21(1)	\$21(1)
OFA Level 1	\$21(1)	\$21(1)	\$21(1)
OFA Level 2	\$21(1)	\$21(1)	\$21(1)
TTC Admin	\$21(1)	\$21(1)	\$21(1)
Locksmith	\$21(1)	\$21(1)	\$21(1)
System Technicians	\$21(1)	\$21(1)	\$21(1)
Canine Patrol	\$21(1)	\$21(1)	\$21(1)
Security Consultants	\$21(1)	\$21(1)	\$21(1)

Notes:

1. The TTC Admin 2018-2019 rate was effective as of May 1, 2018.
2. All other 2018-2019 Rates are effective as of November 1, 2018.



AMENDING AGREEMENT

PS20110718 - SECURITY SERVICES AGREEMENT - AMENDMENT No.4

THIS AGREEMENT (this "Amending Agreement") is made as of March 01, 2020.

BETWEEN:

SECURIGUARD SERVICES LTD.
4th Floor - 1445 West Georgia
Vancouver, British Columbia
V6G 2T3

(hereinafter referred to as the "Contractor")

AND:

CITY OF VANCOUVER, a municipal corporation continued under the *Vancouver Charter* (British Columbia) and having an office at 453 West 12th Avenue, Vancouver, British Columbia, V5Y 1V4

(hereinafter referred to as the "City")

AND:

THE VANCOUVER PUBLIC LIBRARY BOARD
350 West Georgia Street
Vancouver, British Columbia
V6B 6B1

(hereinafter referred to as the "Library")

WHEREAS the Contractor and the City have entered into that certain Services Agreement relating to "PS20110718 - SECURITY SERVICES AGREEMENT" dated February 15, 2013, as amended by Amendment No. 1 dated March 1, 2018, Amendment No. 2 dated July 20, 2018 and Amendment No. 3 dated November 1, 2018 (collectively, the "Base Agreement");

AND WHEREAS the Contractor and the City wish to record their agreement concerning certain amendments to the Base Agreement,

NOW THEREFORE, in consideration of the premises and the covenants herein contained, the Parties agree as set forth herein.

1. AMENDMENTS TO BASE AGREEMENT

- (a) Section 6.1 of the Base Agreement is amended by deleting "1st day of March 2020 at 11:59pm" and replacing it with "1st day of March 2021 at 11:59pm";
- (b) Section 6.1 of the Base Agreement is amended by deleting "The City and the Library may, at their sole discretion, jointly opt to extend the Term, on a year by year basis, for up to a further two years, to a total maximum of a seven-year Term to the 15th day of February 2020" and replacing it with "The City and the Library may, at their sole discretion, jointly opt to extend the Term for a maximum of six months ending on September 1, 2021 at 11:59pm";
- (c) Section 25.1 of the Base Agreement is amended by deleting "and will be positioned at the City Hall Campus - Corporate Protective Services office";
- (d) Schedule B "Contractor Billing Rates" of the Base Agreement is amended by updating all "2020-2021 - Year 7" billing rates with the billing rates for that year set out in tables B1 through B4 of Appendix 1 to this Amending Agreement No. 4 to account for application of the Employer Health Tax and other agreed-upon increases in labour rates;
- (e) The City and the Library agree to pay the Contractor a one-time payment to account for all Employer Health Tax costs incurred by the Contractor between January 1, 2019 and February 28, 2020 in connection with the Security Services;
- (f) The City and the Library will use commercially reasonable efforts to request shifts in multiplications of four (4) hours. All requested shifts will be billed for a minimum of four (4) hours;
- (g) The following definition is added to Section 1.0 of the Base Agreement:

"Short Notice" is defined as any shifts requested by the City and/or the Library which begins in less than four (4) hours of the request time;
- (h) The parties agree that the following conditions will apply to the billing rates set out in Schedule B to the Base Agreement:
 - (i) If any shift exceeds eight (8) hours and the remainder hours are not in multiplications of four (4), those hours can be billed at the overtime rate of 1.4 times the hourly wage, rounding down to the nearest 4-hour block. For example, notwithstanding Short Notice requests:
 - (A) If a shift package is 4, 8, 12, 16 or 24 hours, the overtime rate does not apply.
 - (B) If a shift is requested for 11 hours, then 8 hours will be billed at regular rate and 3 will be billed at the overtime rate.

- (C) If a shift is requested for 13 hours, then 12 hours will be billed at regular rate and 1 will be billed at the overtime rate.
- (ii) The City and the Library agree to increase the billing rates for training requirements as set out in Schedule B to the Base Agreement to the billing rates set out in Schedule B2 of Appendix 1 to this Amending Agreement No. 4, conditional upon the Contractor successfully meeting the key performance indicators set out in Appendix 2 hereto (the "Key Performance Indicators"). If the Contractor does not meet the Key Performance Indicators, the billing rates in Schedule B1 of Appendix 1 to this Amending Agreement No. 4 will apply. The City and the Library will review the Key Performance Indicators with the Contractor once per month prior to the invoicing period to determine the correct billing rate for that month.

2. FURTHER PROVISIONS OF THIS AMENDING AGREEMENT

- (a) This Amending Agreement shall be effective during the term of the Base Agreement (as amended hereby, if applicable) and shall terminate at the end of such term.
- (b) Unless otherwise defined in this Amending Agreement, capitalized terms used herein shall have the meanings ascribed thereto in the Base Agreement.

3. RATIFICATION OF TERMS

The parties hereby ratify the terms and conditions of the Base Agreement, except as varied hereby, and agree that except as amended by this Amending Agreement, the Base Agreement will continue in full force and effect.

4. COUNTERPARTS

This Amending Agreement may be executed in any number of counterparts. All counterparts, taken together, constitute one instrument. A party may execute this Amending Agreement by signing any counterpart.

5. ELECTRONIC EXECUTION

Delivery of an executed signature page to this Amending Agreement by either party by electronic transmission shall be as effective as delivery of a manually executed copy of this Amending Agreement by such party.

[REMAINDER OF PAGE LEFT INTENTIONALLY BLANK]

IN WITNESS WHEREOF this Amending Agreement has been executed as of the day and year first above written by and on behalf of the parties by their duly authorized signatories:

SECURIGUARD SERVICES LTD.



Darcy Kernaghan,
President & CEO

CITY OF VANCOUVER



Susan Jing Su,
Category Manager, Supply Chain Management



Alexander Ralph,
Chief Procurement Officer, Supply Chain Management



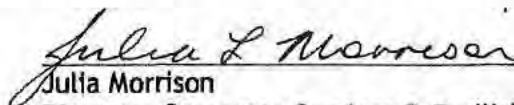
Nick Kassam,
General Manager, Real Estate & Facilities Management



Francie Connell,
Director, Legal Services

AND:

THE VANCOUVER PUBLIC LIBRARY BOARD



Julia Morrison
Director, Corporate Services & Facilities

APPENDIX 1

SCHEDULE B1 - BASE BILLING RATES

YEAR	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019	2020-2021
Hourly Rates	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
Security Guard	\$21(1)	\$21(1)	\$21(1)	\$21(1)	\$21(1)	\$21(1)	\$21(1)
Site Supervisor	\$21(1)	\$21(1)	\$21(1)	\$21(1)	\$21(1)	\$21(1)	\$21(1)
OFA Level 1	N/A					\$21(1)	\$21(1)
OFA Level 2	\$21(1)	\$21(1)	\$21(1)	\$21(1)	\$21(1)	\$21(1)	\$21(1)
TTC Admin	N/A					\$21(1)	\$21(1)
Canine Patrol	\$21(1)	\$21(1)	\$21(1)	\$21(1)	\$21(1)	\$21(1)	\$21(1)
Consultants	\$21(1)	\$21(1)	\$21(1)	\$21(1)	\$21(1)	\$21(1)	\$21(1)

Notes:

1. Training Key Performance Indicators will not apply to the first six (6) months of this amending agreement.
2. Should Training Key Performance Indicators be delivered on target each month (Section (h)), these rates will be increased by \$21(1) in all applicable job classifications for that month (See Schedule B2).
3. A Security Guard classification includes all guard types beyond that of which are listed above (i.e. Mobile Driver, Event Guard...etc.).
4. A surcharge fee of \$21(1) per day (24hrs) will apply if a vehicle is required as shelter at a static site.
5. For any living wage increases / decreased, the billing rates will be adjusted accordingly to account for the increases or decreases in statutory costs.
6. Any requested change to the Agreement will require full justification on behalf of the Contractor and the proposed changes will be considered by the City on a case-by-case basis.

SCHEDULE B2 - KPI DEPENDANT BILLING RATES

YEAR	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019	2020-2021
Hourly Rates	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
Security Guard	\$21(1)	\$21(1)	\$21(1)	\$21(1)	\$21(1)	\$21(1)	\$21(1)
Site Supervisor	\$21(1)	\$21(1)	\$21(1)	\$21(1)	\$21(1)	\$21(1)	\$21(1)
OFA Level 1	N/A					\$21(1)	\$21(1)
OFA Level 2	\$21(1)	\$21(1)	\$21(1)	\$21(1)	\$21(1)	\$21(1)	\$21(1)
TTC Admin	N/A					\$21(1)	\$21(1)
Canine Patrol	\$21(1)	\$21(1)	\$21(1)	\$21(1)	\$21(1)	\$21(1)	\$21(1)
Consultants	\$21(1)	\$21(1)	\$21(1)	\$21(1)	\$21(1)	\$21(1)	\$21(1)

SCHEDULE B3 - ANNUAL MANAGEMENT BILLING RATES

Dedicated Onsite Management	2020-2021 Year 7
Contract Manager	s.21(1)
Contract Field Manager	s.21(1)
Contract Coordinator	s.21(1)

SCHEDULE B4 - SUBCONTRACTOR BILLING RATES

Service Provider	2020-2021 Year 7 Hourly Billing Rate	5% Markup	Total Payable to Securiguard
Pop-a-Lock	s.21(1)	s.21(1)	s.21(1)
Rose Security	s.21(1)	s.21(1)	s.21(1)

APPENDIX 2

SCHEDULE 1 - TRAINING PROGRAM KEY PERFORMANCE INDICATORS

#	Measurement	Scope	Target	Notes
1	All employees have the required basic training & qualifications for their deployment.	Applies to all sites & all Operational Employees.	99% of time	BST/OFA1/OFA2 Training.
2	All employees have successfully completed all required site specific training prior to becoming operational.	Applies to sites requiring site training and employees that were operational in reporting period.	98% of shifts worked	Designed and Delivered by the Contractor - approved by the City.
3	All employees have successfully completed the Reach Online training prior to being operational.	Applies to all sites and employees that were operational in reporting period.	95% of time	Designed and Delivered by the Contractor - reviewed by the City.
4	Each employee receives an In-Field Assessment within <u>s.21(1)</u> of training completion.	Applies to all sites and employees that were operational in reporting period.	95% of time	Designed and Delivered by the Contractor - available for City review.
5	Each employee receives a minimum of 1 In-Field Assessment per <u>s.21(1)</u> period.	Applies to all sites and employees that were operational in reporting period.	95% of time	Designed and Delivered by the Contractor - available for City review.
6	Employees with an In-Field Assessment score of <u>s.21(1)</u> receive follow-up training aligned to deficiency within <u>s.21(1)</u> , or earliest operational availability.	Applies to all sites and employees that were operational and assessed in reporting period.	95% of time	Escalation and development plans created by Contractor - approved by the City.
7	Employees with an In-Field Assessment score of <u>s.21(1)</u> - receive follow-up training aligned to deficiency within <u>s.21(1)</u> , or earliest operational availability.	Applies to all sites and employees who did not receive follow-up training within <u>s.21(1)</u> (KPI #6).	100% of time	Escalation and development plans created by Contractor - approved by the City.
8	All Training Modules and materials are all up-to-date and approved within a <u>s.21(1)</u> period prior to the delivery.	Applies to sites requiring post orders and employees that were operational in reporting period.	95% of time	Materials include REACH modules, reference material, post orders, etc.
9	Access to the training portal is available and system uptime is maintained.	Access to REACH modules, testing and reporting mechanisms and reference material.	98% uptime	Maintained by the Contractor - Monitored by the City on a weekly basis.

Notes:

1. An "Operational Employee" is defined as any employee who has been scheduled to work at a City site within the reporting period.
2. A full list of all sites which require post orders and site training is included in Appendix 2 - Schedule 2.
3. All nine (9) Key Performance Indicator targets must be met each month in order for billing rates in Appendix 1 - Schedule B2 to be utilized for that month.

APPENDIX 2

SCHEDULE 2 - SITES REQUIRING POST ORDERS AND SITE TRAINING

s.15(1)(l)



Notes:

1. All of the above sites require established site post orders, developed by the Contractor and approved by the City.
2. Additional sites may be added to this list as operationally required. Adequate time will be provided to the Contractor to develop all required site orders for new sites.



PROFESSIONAL SERVICES AGREEMENT

PS20151790 EVENT SECURITY SERVICES - VANCOUVER CIVIC THEATRES

THIS AGREEMENT is made as of the June 15, day of 2016 (the "Effective Date")

BETWEEN:

CITY OF VANCOUVER
453 West 12th Avenue
Vancouver, British Columbia
V5Y 1V4

(the "City")

OF THE FIRST PART

AND:

0894914 BC Ltd, DBA Guardteck Security
No. 202 - 4644 Lougheed Hwy
Burnaby, British Columbia
V5T 5C5

(the "Contractor ")

OF THE SECOND PART

(the City and the Contractor are hereinafter sometimes referred to individually as "Party" and collectively as "Parties")

BACKGROUND:

- A. The City requires the professional services described herein, and desires to engage the Contractor to perform said services.
- B. The Contractor has agreed to perform the said services in accordance with the terms and conditions of this Agreement.

NOW THEREFORE, in consideration of the mutual covenants and promises made by the Parties and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the Parties hereby agree as follows:

1.0 INTERPRETATION

1.1 In this Agreement, including the recitals, schedules and appendices to this Agreement, the following words and terms, unless the context otherwise requires, shall have the meanings set out below:

- (a) **"Agreement"** means this Professional Services Agreement inclusive of all schedules, appendices, exhibits or other documents attached hereto or incorporated herein by reference, as amended from time to time;
- (b) **"Applicable Laws"** means all statutes, regulations, by-laws, codes, rules, notices, orders, directives, standards and requirements of every competent federal, provincial, regional, municipal and other statutory authority applicable to the Contractor, any Sub-contractor and the Services, including the Vancouver Building By-law, the British Columbia Building Code, and the British Columbia Fire Code, all as may be in force from time to time;
- (c) **"City's Site"** means any land and/or premises owned by the City on which or in respect of which the Services are performed by the Contractor;
- (d) **"City's Project Manager"** means the City's employee, or his/her delegate, who is authorized in writing to deal with the Contractor on behalf of the City in connection with the Services, or to make decisions in connection with this Agreement;
- (e) **"Confidential Information"** has the meaning set out in Section 15.1
- (f) **"Contract Document"** refers to each of the individual documents composing the Agreement, including this Professional Services Agreement (exclusive of the documents attached hereto or incorporated herein by reference) and each schedule, appendix, exhibit or other document attached to this Professional Services Agreement or incorporated into the Agreement by reference;
- (g) **"Deliverables"** has the meaning set out in Section 17.1;
- (h) **"GST"** means the tax payable and imposed pursuant to Part IX of the Excise Tax Act (Canada), as amended or replaced from time to time;
- (i) **"Project Team"** has the meaning set out in subsection 2.2(c);
- (j) **"Proposal"** means the proposal submitted by the Contractor in response to the RFP, a copy of which is attached hereto, or incorporated by reference herein by operation of, Appendix B;
- (a) **"PST"** means the provincial sales tax payable and imposed pursuant to the *Provincial Sales Tax Act* (British Columbia), as amended or replaced from time to time;
- (k) **"RFP"** means Request for Proposal PS20151790 - , **EVENT SECURITY SERVICES - VANCOUVER CIVIC THEATRES** together with all addenda and questions and answers attached hereto, or incorporated by reference herein by operation of, Appendix C;
- (l) **"Services"** has the meaning set out in Section 2.1;
- (m) **"Sub-contractor"** has the meaning set out in Section 4.1; and
- (n) **"Term"** means the term of this Agreement as specified in Section 12.1.

- 1.2 The Contract Documents are complementary and what is called for by any one will be as binding as if called for by all. In the event of any conflict or inconsistency between or among any of the Contract Documents, the Contract Documents will be interpreted in the following order of priority, from highest to lowest:
- (a) this Agreement, excluding Appendices B and C;
 - (b) the RFP; and
 - (c) the Proposal.
- 1.3 In this Agreement, including the recitals, schedules and appendices to this Agreement, except as expressly stated to the contrary or the context otherwise requires:
- (a) the recitals and headings to sections, schedules and appendices are for convenience and reference only and will not affect the interpretation of this Agreement;
 - (b) the terms "this Agreement", "hereof", "herein", "hereunder" and similar expressions refer, unless otherwise specified or the context otherwise requires, to this Agreement taken as a whole (including any and all attached schedules and appendices) and not to any particular section, subsection or other subdivision;
 - (c) each reference to a statute is deemed to be a reference to that statute and any successor statute, and to any regulations, rules, policies and criteria made under that statute and any successor statute, each as amended or re-enacted from time to time;
 - (d) each reference to a rule, guideline, policy, regulation or directive is deemed to be a reference to any successor or replacement of such rule, guideline, policy, regulation or directive;
 - (e) words importing the singular include the plural and vice versa and words importing gender include all genders;
 - (f) references to time of day or date mean the local date or time in Vancouver, British Columbia;
 - (g) all references to money mean lawful currency of Canada;
 - (h) the word "written" includes printed, typewritten, faxed, e-mailed or otherwise capable of being visibly reproduced at the point of reception and "in writing" has a corresponding meaning; and
 - (i) the words "include" and "including" are to be construed as meaning "including, without limitation".

2.0 CONTRACTOR'S SERVICES TO THE CITY

- 2.1 The Contractor will provide and be fully responsible for the following services (the "Services"):
- (a) the services described in the RFP;
 - (b) the services which the Contractor proposed to provide in the Proposal; and
 - (c) all services not specifically included in subsections 2.1(a) and 2.1(b), but which are necessary or incidental to the completion of such other Services.

- 2.2 The Contractor will be fully responsible for:
- (a) coordinating the Services with the City's Project Manager, or his/her delegate, and ensuring that the performance of the Services does not adversely impact any design or construction schedule for any project or work and/or services provided by the City's other Contractor s, in each case to which the Services relate;
 - (b) taking all steps required in placing, effecting and maintaining insurance and providing evidence of insurance as set out in Appendix A - Insurance Requirements; and
 - (c) maintaining and supervising its employees and Sub-contractors (the "Project Team") described in Section 3.1.
- 2.3 The Contractor represents and warrants to the City that the Contractor possesses the necessary skills, knowledge, qualifications and experience to perform the Services to the reasonable satisfaction of the City.
- 2.4 The Contractor will perform the Services:
- (a) with that degree of care, skill and diligence normally applied in the performance of services of a similar nature and magnitude to those contemplated by this Agreement at the time and place the Services are rendered;
 - (b) in accordance with sound current professional practices and design standards; and
 - (c) in conformity with any and all Applicable Laws.
- 2.5 The Contractor will commence the Services promptly and will use every reasonable effort to carry out the Services in accordance with:
- (a) the requirements and appendices of this Agreement, or
 - (b) where no date is specified for the provision of any component of the Services by this Agreement, such completion dates as are reasonably specified from time to time by the City.
- 2.6 The Contractor will not permit, do or cause anything to be done at any time which could allow any lien, certificate of pending litigation, judgment or certificate of any court or any mortgage charge, conditional sale agreement, personal property security interest or encumbrance of any nature to be imposed or to remain on title to the City's Site or any other City property.
- 3.0 PROJECT TEAM**
- 3.1 Subject to Section 3.2, the Contractor will utilize only the Project Team members noted in the Proposal.
- 3.2 Except for substitutions required by circumstances not within its reasonable control, the Contractor may not make substitutions of Project Team members without the prior written consent of the City, which consent will not be unreasonably withheld, delayed or conditioned.
- 3.3 For the purposes of this Section 3, "substitutions required by circumstances not within its reasonable control" means substitutions required by virtue of illness, death, injury, pregnancy, medical leave, or termination of employment or contract, but expressly excludes situations where the Project Team member is called upon to perform services for another client of the Contractor , its Sub-contractor or their affiliates.

- 3.4 The City may, with stated reasons and acting reasonably, request that the Contractor replace a Project Team member. The Contractor will, subject to scheduling and staffing considerations, make commercially reasonable efforts to replace the individual with someone of substantially similar competency and experience.
- 3.5 Regardless of whether or not the City consents to a substitution, or requests a substitution, the City will not be liable to pay additional compensation to the Contractor for any replacement Project Team member.

4.0 SUB-CONTRACTORS

- 4.1 Unless expressly permitted pursuant to Section 3.0, the Contractor may not engage any contractor or Contractor (in each case a "Sub-contractor") for the performance of any part of the Services, unless the Contractor has first obtained the written consent of the City, which consent may be arbitrarily withheld.
- 4.2 The Contractor will administer, coordinate, and manage all Services provided by any Sub-contractors, and will assume full responsibility to the City for all work performed by the Sub-contractors in relation to the Services and will pay all fees and disbursements of all Sub-contractors, subject to reimbursement by the City where the City has expressly agreed in this Agreement that such reimbursement is to be separate from and additional to the fees and disbursements payable to the Contractor.
- 4.3 Where a Sub-contractor is used by the Contractor under this Agreement, the Contractor will legally bind the Sub-contractor to comply with this Agreement.
- 4.4 Nothing in this Agreement will create any contractual relationship between a Sub-contractor and the City.

5.0 BASIS OF PAYMENT TO THE CONTRACTOR

- 5.1 In consideration of the Services performed by the Contractor to the satisfaction of the City and in strict conformity with the terms hereof, the City will pay the Contractor the fees and reimbursable expenses prescribed herein, plus GST and PST as applicable to the sale made to the City hereunder.
- 5.2 The fees for the Services are described in this Section 5.0 and in the section marked as "Commercial Proposal" - Page 21 of Guardteck Security Co.'s submission. Subject to Section 5.3, payment to the Contractor will be based on hours worked by employees of the Contractor or by the Sub-contractors multiplied by the applicable hourly charge-out rates stated in the Proposal.
- 5.3 The contractor will provide real time invoicing at the conclusion of each event and by the conclusion of services rendered to the Vancouver Civic Theatres
- 5.4 If there are maximum, lump sum or other limiting amounts for fees or disbursements indicated herein for the Services or for portions thereof, then notwithstanding anything to the contrary in this Agreement the maximum fees or disbursements to be paid by the City to the Contractor for the Services or such portions of the Services will not exceed those stated amounts, except as mutually agreed in writing. Any limit on the fees or disbursements to be paid by the City to the Contractor will in no way diminish the duties and obligations of the Contractor to provide the Services covered by this Agreement.
- 5.5 Subject to any "Fixed Disbursement Amount" defined herein, or any other limit on disbursements stated herein, the City will reimburse the Contractor for disbursements

reasonably incurred by the Contractor in the performance of the Services. Reimbursement of these expenses by the City will be at actual cost without any addition for overhead or profit.

- 5.6 If the Contractor has engaged Sub-contractors, then the Contractor will make full payment to said Sub-contractors for work performed in relation to the Services. [Subject to any "Fixed Disbursement Amount" defined herein, or any other limit on disbursements stated herein, the City will reimburse the Contractor for payments made to Sub-contractors at amounts equal to such actual payments without any additions for overhead and profit to the Contractor.
- 5.7 If the City does not approve of or wishes to further review, audit or otherwise seek clarification concerning any of the Consultant's invoices, for whatever reason, the City will not be liable for interest charges in respect of that invoice for the period from the date the invoice is submitted until the date that the invoice is paid, provided however, the City will use reasonable efforts to have the review, audit or clarification resolved within a 60 day period. The City will, if it approves the amount of such invoice, cause the respective invoice to be paid within 30 days of approval.
- 5.8 The Contractor will keep proper accounts and records of all costs and expenditures forming the basis of any billing to the City, including but not limited to hours worked, details of all disbursements and percentage amounts of work completed. The City will be entitled to verify the accuracy and validity of all billings and payments made by auditing and taking extracts from the books and records of the Contractor and by such other means as will be reasonably necessary or advisable.

6.0 CHANGES TO SCOPE OF SERVICES

- 6.1 The City's Project Manager may, from time to time and at any time on prior written notice to the Contractor, vary the scope of Services to be provided by the Contractor. In that case and where this Agreement contains delivery dates and/or limits as to fees or disbursements (or a defined "Maximum Fees and Disbursements") for all or any part of the Services, such delivery dates and/or limits will be adjusted as agreed to by both Parties in writing, and failing agreement, as reasonably determined by the City's Project Manager.
- 6.2 Should the Contractor consider that any request or instruction from the City's Project Manager constitutes a change in the scope of Services, the Contractor will provide the City's Project Manager with notice in writing within ten days of such request or instruction. If the Contractor does not deliver written notice to the City within the time period specified, the City will not be obligated to make any payments of additional fees, disbursements or out of pocket expenses to the Contractor.

7.0 RELEASE AND INDEMNIFICATION

- 7.1 The Contractor now releases the City, its officials, officers, employees and agents from all costs, losses, damages and expenses, including those caused by personal injury, death, property damage, loss and economic loss arising out of, suffered or experienced by the Contractor its Sub-contractors, and their respective officers, employees and agents in connection with their performance of the Services under this Agreement.
- 7.2 In undertaking the Services, the Contractor acknowledges that the Contractor has inspected the City's Site, agrees to accept the City's Site "as-is" and undertakes to take all precautions necessary to ensure the safety of all persons employed or contracted by the Contractor to perform the Services.
- 7.3 Despite any insurance coverage of the City, the Contractor hereby agrees to indemnify and save harmless the City of Vancouver and its successors, assigns, official, employees, agents and

authorized representatives and each of them (in each case an "Indemnified Party") from and against all costs, losses, claims, damages, actions, and causes of actions (collectively referred to as "Claims") that an Indemnified Party may sustain, incur, suffer or be put to at any time either before or after the expiration or termination of this Agreement, that arise out of errors, omissions or negligent acts of the Consultant, its Sub-contractors, or their respective officers, employees or agents under this Agreement excepting always that this indemnity does not apply to the extent, if any, to which the Claims are caused by errors, omissions or negligent acts of an Indemnified Party.

7.4 This indemnity will not affect or prejudice the City from exercising any other rights that may be available to it at law or in equity.

7.5 The release and indemnity set out above will survive the expiry or sooner termination of this Agreement.

8.0 INSURANCE

8.1 The Contractor will comply with the insurance requirements set out in Appendix A - Insurance Requirements.

9.0 WORKSAFEBC

9.1 The Contractor agrees that it will procure and carry and pay for, full WorkSafeBC coverage for itself and all workers, employees, servants and others engaged in or upon any work or service which is the subject of this Agreement. The Contractor agrees that the City has the unfettered right to set off the amount of the unpaid premiums and assessments for such WorkSafeBC coverage against any monies owing by the City to the Consultant. The City will have the right to withhold payment under this Agreement until the WorkSafeBC premiums, assessments or penalties in respect of work done or service performed in fulfilling this Agreement have been paid in full.

9.2 The Contractor will provide the City with the Consultant's and each Sub-contractor's WorkSafeBC registration number and clearance letters from WorkSafeBC confirming that the Contractor and each Sub-contractor are registered in good standing with WorkSafeBC and that all assessments have been paid to the date thereof prior to the City having any obligation to pay monies under this Agreement. The Contractor will indemnify the City and hold harmless the City from all manner of claims, demands, costs, losses, penalties and proceedings arising out of or in any way related to unpaid WorkSafeBC assessments owing from any person or corporation engaged by the Contractor in the performance of this Agreement or arising out of or in any way related to the failure to observe safety rules, regulations and practices of WorkSafeBC, including penalties levied by WorkSafeBC.

9.3 Whenever the Contractors required or permitted to perform any Services on any City sites, the contractor is now appointed and now accepts appointment as the "prime contractor" (as defined in the WorkSafeBC regulations) in connection with such Services.

10.0 CITY INFORMATION/APPROVALS

10.1 No reviews, approvals or inspections carried out or information supplied by the City will derogate from the duties and obligations of the Contractor (with respect to designs, reviews, inspections, approvals or otherwise), and all responsibility related to the Services will be and remain with the Consultant. For greater certainty, any information provided by the City to the Consultant, whether under the RFP or under this Agreement, including any studies, reports, plans, drawings, or specifications, is provided to the Contractor for information purposes only and may not be relied upon by the Consultant.

11.0 COMMUNICATION BETWEEN CONTRACTOR AND CITY

- 11.1 The City appoints **Sandra Gajic** sandra.gajic@vancouver.ca as the City's Project Manager for the purposes of this Agreement.

In the event of the revocation in writing of **Sandra Gajic's** appointment as the City's Project Manager by the City, **Sandra Gajic** will have no further authority under this Agreement, except as may be specifically designated in writing by the City and agreed to in writing by **Guardteck Security Co.** and all references to the City's Project Manager in this Agreement will thereafter be deemed to be a reference to the City or to such other person designated in writing by the City to the Consultant.

The City's Project Manager may from time to time delegate to a representative the performance of or the authority to perform the duties, responsibilities, rights and obligations of the City in respect of which the City's Project Manager has been designated and appointed its sole and exclusive agent.

- 11.2 The Contractor appoints **Seth Fruson** s.fruson@guardteck.com as its representative for the purposes of this Agreement (the "Contractor's Project Manager").
- 11.3 Unless otherwise agreed to in writing by the Parties, all material communication between the Contractor and the City regarding this Agreement, including performance of the Services, will be between the City's Project Manager and the Consultant's Project Manager.

12.0 TERM OF AGREEMENT

- 12.1 This Agreement will commence on the Effective Date and will expire on the completion of the Services, which Services must be completed by **June 14, 2019** (the "Term").

13.0 TERMINATION

- 13.1 The City at any time, in its sole judgment, may, whether or not cause exists, terminate the services of the Contractor in whole or in part by giving ten days' prior written notice to the Consultant. If termination is not for cause, the Contractor will be paid for all Services properly performed to the date of the delivery of the said notice (subject to the terms of this Agreement) plus all necessary and reasonable wind-up costs incurred, if any, in closing out the Services or the part terminated.

14.0 ASSIGNMENT

- 14.1 The Contractor will not assign this Agreement in whole or in part except with the prior written consent of the City, which consent will not be unreasonably withheld, delayed or conditioned. Any attempt to assign this Agreement without such consent will be void and of no effect. However, the Contractor will be permitted to assign this Agreement to any entity into, by or with which the business or assets of the Contractor have been merged, acquired, consolidated or re-organized, or any entity which purchases all or substantially all of the business or assets of the Contractor, provided always that the Contractor first provides the City with:
- (a) reasonable particulars of the transaction (permitting the City to independently verify the nature of the transaction); and
 - (b) a legally enforceable covenant from the new entity confirming that it is legally bound to the City to perform this Agreement.

15.0 CONFIDENTIALITY

- 15.1 In the course of or for the purpose of performing the Services, the Contractor will obtain or have access to information, including but not limited to technical information, financial information and business information, which is confidential to the City, and is the exclusive, world-wide property of the City and/or its suppliers and customers (collectively "Confidential Information"). Excluded from the definition of Confidential Information is:
- (a) information which is in, or becomes part of, the public domain, not due to the Contractor 's breach of this Agreement or the Contractor 's actions;
 - (b) information which was previously in the Contractor 's possession and did not originate from the City; and
 - (c) information which lawfully becomes available to the Contractor from a third party not under an obligation of confidence to the City regarding such information.
- 15.2 The Contractor will not use or reproduce the Confidential Information other than as reasonably required for the performance of the Services under this Agreement. The Contractor will not, without the prior written consent of the City given on such terms and conditions as it prescribes in its sole discretion, disclose or allow access to the Confidential Information to any person, except to only those of its own employees who have a need to know the Confidential Information solely for the provision of the Services, and who have been advised of its confidential nature and have agreed to be bound by the confidentiality and use-restriction provisions in this Section 15.0. The Contractor will take all reasonable precautions against the Confidential Information being used by or disclosed to any unauthorized person.
- 15.3 If the Contractor is required by any law, legal proceeding, or court or government order, to disclose any Confidential Information, the Contractor shall limit its disclosure of such Confidential Information to the extent and purpose legally required, provided that prior to any disclosure the Contractor will promptly notify the City in writing of the existence and the terms, and conditions of the required disclosure and, at the City's request and expense, cooperate in obtaining a protective order or other assurance that confidential treatment and restrictions on use will be accorded such Confidential Information.
- 15.4 The City is subject to the *Freedom of Information and Protection of Privacy Act* (British Columbia), which imposes significant obligations on the City's contractors to protect all personal information acquired from the City in the course of providing services to the City. The Contractor confirms and acknowledges its obligations to comply with all obligations imposed on it pursuant to the *Freedom of Information and Protection of Privacy Act* (British Columbia) with respect to all personal information received from the City whether as part of the Confidential Information or otherwise.
- 15.5 The Contractor acknowledges that in the event of a breach by the Contractor or any of its employees of their respective confidentiality obligations pursuant to this Section 15.0, damages alone would not be an adequate remedy. The Contractor therefore agrees with the City that, in addition to and without limiting any other right or remedy it may have, the City will have the right to an immediate injunction or other available equitable relief in any court of competent jurisdiction enjoining any threatened or actual breach of such obligations.
- 15.6 The Contractor shall return all copies of the Confidential Information to the City, in all tangible forms and media, and delete all Confidential Information resident in any databases or systems, upon the earliest of the following dates:
- (a) completion of the Services;

- (b) expiration or earlier termination of this Agreement; and
- (c) written request of the City for return of the Confidential Information;

provided that the Contractor shall have the right to retain one copy of the Confidential Information solely for archival purposes or as otherwise may be required by law, subject to its ongoing confidentiality and restricted use obligations.

15.7 This Section 15.0 shall survive the expiration or earlier termination of this Agreement.

16.0 NO PROMOTION OF RELATIONSHIP

16.1 The Contractor will not disclose or promote its relationship with the City, including by means of any verbal declarations, announcements, sales, marketing or other literature, letters, client lists, websites, internet domain names, press releases, brochures or other written materials (the "**Communications**") without the express prior written consent of the City (except as may be necessary for the Contractor to perform its obligations under this Agreement).

16.2 Furthermore, the Contractor undertakes and will cause all of its Sub-contractors to undertake not to disclose or promote its relationship with the City in any Communications in a manner which could suggest or create an association, express or implied, between the Contractor and the City. Without limiting the generality of the foregoing, the Contractor will not refer to or use any website, domain name, official emblem, logo or mascot of the City of Vancouver in any Communications, without the express prior written consent of the City.

17.0 DELIVERABLES

17.1 As a result of or as part of providing the Services, the Contractor may receive, create, produce, acquire or collect one or more of the following:

- (a) products, goods, equipment, supplies, models, prototypes and other materials;
- (b) information and data;
- (c) reports, drawings, plans, designs, depictions, specifications and other documentation; and
- (d) any other items identified in this Agreement as deliverables;

(collectively, the "**Deliverables**").

17.2 Deliverables are deemed not to include:

- (a) any item not required to be produced by the Contractor or supplied to the City as part of or together with the Services, provided that if the City has paid or is liable to pay for any portion of such item's creation, production, acquisition or collection then such item shall be deemed to be a Deliverable;
- (b) any item produced as a result of the Services, which is specified in this Agreement as being excluded from the Deliverables category; and
- (c) any item which pre-existed the effective date of this Agreement, that is owned by a third party or that is used by the contractor as part of the services provided to any of its other customers (the "**Pre-Existing Materials**").

- 17.3 All Deliverables will be owned solely by the City unless otherwise expressly provided herein. The City shall have the complete and unfettered right to use and deal with the Deliverables for its own benefit in any way it sees fit without limitation, and without accounting in any way to the Contractor.
- 17.4 The Contractor will keep accurate records and provide regular reports to the City about the Deliverables as they are created or acquired, and grant to the City access to the Deliverables at all times on reasonable notice. The Contractor will treat each Deliverable as subject to the confidentiality provisions set out in Section 15.0 unless advised otherwise by the City.
- 17.5 Each Deliverable, as to the whole or that portion of the Deliverable then existing, will be delivered by the Contractor to the City on the earliest of each of the following events:
- (a) the date specified in this Agreement for the delivery of such Deliverable;
 - (b) immediately on the date of expiration or sooner termination of this Agreement; or
 - (c) the date specified by written notice of the City requesting delivery of all or any part of the Deliverable.
- 17.6 The Contractor transfers to the City, free of all liens and encumbrances, ownership of each Deliverable, and assigns all of its world-wide present and future rights, title and interest in and to each Deliverable, including copyright, effective as of the date of creation or acquisition of such Deliverable by the Contractor. The Contractor irrevocably waives, in favour of the City, all moral rights in the Deliverables. The Contractor will obtain from its employees and any independent contractors, all required assignments and releases of intellectual property, and waivers of moral rights, in the Deliverables. The Contractor will not assert any rights to or interests in, or apply for or register any copyright or other rights or interests in, the Deliverables, or assist any other person in doing so. The Contractor shall provide to the City, during and after the term of this Agreement, any reasonable assistance required for the City to obtain, perfect and enforce its ownership of and rights in the Deliverables, including without limitation execution of assignments and transfers of the Deliverables. This Section does not apply to Pre-Existing Materials.
- 17.7 The Contractor will not incorporate any Pre-Existing Materials in any Deliverable without first:
- (a) advising the City, in writing, of the nature of the Pre-Existing Materials and their proposed use and obtaining the City's written consent to do so;
 - (b) acquiring from each third-party owner of such Pre-Existing Materials, a fully paid-up, perpetual, non-exclusive license, in writing, for the City to use the Pre-Existing Materials as part of the Deliverable; and
 - (c) granting, in writing, to the City with respect to such Pre-Existing Materials that the Contractor owns, a fully paid-up, perpetual, non-exclusive license to use the Pre-Existing Materials as part of the Deliverable.
- 17.8 The Contractor represents and warrants that the Deliverables will not infringe, misappropriate or misuse any copyright, patent, trade-mark, trade secret, or confidential or proprietary information of a third party. The Contractor shall defend, indemnify and hold the City harmless from and against any and all damage, liability, cost and expense incurred by the City in connection with any claim by a third party that a Deliverable infringed, misappropriated or misused its copyright, patent, trade-mark, trade secret, or confidential or proprietary information.

18.0 NOTICES

- 18.1 Any notice required or permitted to be given to the Contractor will be sufficiently given if delivered in writing by the City's Project Manager to the Contractor's Project Manager personally or, if mailed, by registered mail to the last known address of the Contractor .
- 18.2 Any notice required or permitted to be given to the City will be sufficiently given if delivered in writing by the Contractor's Project Manager to the City's Project Manager personally or, if mailed, by registered mail to City of Vancouver at 453 West 12th Avenue, Vancouver, B.C., V5Y 1V4 (addressed to the attention of the City's Project Manager).

19.0 NO CONFLICT OF INTEREST

- 19.1 The Contractor agrees that during the Term the Contractor will not engage in any conduct which would or might put the interests of the City into conflict with the interests of any other person, whether or not a client of the Contractor's. Without limiting the general scope of this Section 19.1 and by way of example only, the contractor is prohibited from and will not provide any services which assist or could be seen to be assisting any person in responding to a request for proposal or invitation to tender, or otherwise giving that person an unfair competitive advantage over other proponents or tenderers responding to a request for proposal or invitation to tender by the City. The Contractor now acknowledges that a breach of this Section 19.1 could constitute not only a breach of this Agreement but also a violation of the *Competition Act* (Canada) and *Criminal Code* of Canada, and accordingly, could be punishable as a crime (as well as a breach of contract).
- 19.2 The Contractor now confirms and warrants that there is no officer, director, shareholder, partner or employee or other person related to the Contractor's organization (a "person having an interest") or any spouse, business associate, friend or relative of a person having an interest who is:
- (a) an elected official or employee of the City; or
 - (b) related to or has any business or family relationship with an elected official or employee of the City, such that there would be any conflict of interest or any appearance of a conflict of interest in the administration of this Agreement or the performance of the Services.

20.0 NON-RESIDENT WITHHOLDING TAX

- 20.1 If the contractor is a non-resident of Canada as defined in Canadian income tax legislation, the City may withhold from all monies payable under this Agreement such amounts as set out in Canadian income tax legislation, unless a Canada Revenue Agency waiver has been provided to the City within the time limit required under the Canada Revenue Agency administrative guidelines as in effect from time to time and, in any event, prior to payment of an invoiced amount.
- 20.2 The City shall receive full credit under this Agreement for monies withheld as of and from the date of the withholding and no interest will be payable by the City on sums withheld and later paid directly to the Contractor.
- 20.3 The Contractor shall indemnify the City for any losses, damages or expenses incurred by the City as a result of the Contractor's failure to properly disclose to the City its non-resident status, as defined in Canadian income tax legislation.

21.0 COMPLIANCE WITH LAW

- 21.1 The Contractor will comply with the City of Vancouver License By-law and maintain a valid business license throughout the duration of this Agreement.
- 21.2 The Contractor agrees that it will during the Term comply with all Applicable Laws.

22.0 GOVERNING LAW AND RESOLUTION OF DISPUTES

- 22.1 This Agreement will be governed by the laws of the Province of British Columbia and the courts of British Columbia will have exclusive jurisdiction to determine all disputes arising under this Agreement and the Parties now irrevocably agree to submit all disputes to the courts of British Columbia for resolution.

23.0 INDEPENDENT CONTRACTOR

- 23.1 This Agreement is a contract for services and the Contractor , its permitted Sub-contractors, and the officers, directors, shareholders, partners, personnel, affiliates and agents of the Contractor and its permitted Sub-contractors are not, nor are they to be deemed to be, partners, appointees, employees or agents of the City.
- 23.2 The Contractor will not represent to anyone that the Contractor has any authority to bind the City in any way or that the contractor is an employee or agent of the City.

24.0 INDEPENDENT LEGAL ADVICE

- 24.1 The Contractor acknowledges that the Contractor has been given the opportunity to seek independent legal advice before executing this Agreement.

25.0 TIME FOR PERFORMANCE

- 25.1 **Time of the Essence.** Time shall be of the essence of this Agreement.
- 25.2 **Unavoidable Delay.** Notwithstanding Section 25.1, except for the performance of obligations to pay money, the time periods for the City and the Contractor to perform under this Agreement will be extended for periods of time during which their performance is delayed or prevented due to an Unavoidable Delay. For the purposes of this Section, an “**Unavoidable Delay**” means any circumstances beyond the reasonable control of the party trying to perform (such as, for example, acts of God, war or other strife or governmental action) but expressly excludes any and all delays caused by the Contractor ’s lack of financial resources; the Contractor ’s insolvency ; strikes, lockouts or other withdrawals of services arising out of any labour dispute involving the City, the Contractor or a Sub-contractor; or governmental action taken in the enforcement of any law specifically against the Contractor or its Sub- Contractor s. If an Unavoidable Delay occurs, the non-performing party will, as soon as possible after the occurrence of the Unavoidable Delay, give written notice to the other party describing the circumstances preventing continued performance and the efforts being made to resume performance of its obligations under this Agreement.

26.0 GENERAL

- 26.1 **No Waiver.** No action or failure to act by the City shall constitute a waiver of any right or duty under this Agreement, or constitute an approval or acquiescence in any breach hereunder, except as may be specifically agreed in writing by the City.

- 26.2 **Severability.** The invalidity, illegality or unenforceability of any portion or provision of this Agreement or the occurrence of any event rendering any portion or provision of this Agreement void shall in no way affect the validity or enforceability of any other portion or provision of this Agreement. Any void portion or provision shall be deemed severed from this Agreement and the balance of this Agreement shall be construed and enforced as if this Agreement did not contain the particular portion or provision held to be void. The Parties further agree to amend this Agreement to replace any stricken provision with a valid provision that comes as close as possible to the intent of the stricken position.
- 26.3 **Remedies Cumulative.** The remedies of the Parties provided for in this Agreement are cumulative and are in addition to any remedies available to the Parties at law or in equity. No remedy will be deemed to exclude or restrict the right of a Party to any other remedies against the other Party and a Party may from time to time have recourse to one or more of the remedies specified in this Agreement or at law notwithstanding the termination of this Agreement.
- 26.4 **Further Assurances.** Each Party shall execute such further and other documents and instruments and do such further and other acts as may be necessary to implement and carry out the provisions and intent of this Agreement.
- 26.5 **Entire Agreement.** The Contract Documents constitute the entire agreement between the Parties with respect to the subject matter hereof, and supersede all previous communications, representations and agreements, whether oral or written, with respect to the subject matter hereof.
- 26.6 **Amendment.** This Agreement shall not be amended except as specifically agreed in writing by both the City and the Contractor.
- 26.7 **Joint and Several Liability of Joint Venture Participants.** If the Contractor is a joint venture of two or more entities, it is understood and agreed that the grants, covenants, provisos, claims, rights, powers, privileges and liabilities of the entities who comprise the Contractor shall be joint and several.
- 26.8 **Schedules and Appendices.** The schedules and appendices attached hereto are incorporated by reference in and form an integral part of this Agreement.
- 26.9 **Set-Off.** The City may at its option, withhold and set-off against any amount owing to the Contractor (whether under this Agreement or otherwise) any amounts payable by the Contractor to the City (whether under this Agreement or otherwise) and the amount of any damages suffered or claims made or to be made by the City as a result of any other claim it may have against the Contractor, whether such claim is at law or in equity or tort or on any other basis.
- 26.10 **Enurement.** This Agreement shall enure to the benefit of and be binding upon the City and the Contractor and their respective successors and permitted assigns.

PS20151790
EVENT SECURITY SERVICES - VANCOUVER CIVIC THEATRES
FORM OF AGREEMENT

26.11 Execution. This Agreement may be executed in one or more counterparts each of which will constitute an original and together will constitute one and the same Agreement. This Agreement may be executed by the Parties electronically or by facsimile and if so executed and transmitted, this Agreement will be for all purposes as effective as if the Parties had delivered an executed original Agreement as evidence of their agreement to be bound by the above contract terms, the City and the Contractor each have executed this Agreement as of the day and year first above written.

CITY OF VANCOUVER



Signature

Sandra Gajic, Director
Civic Theatres

20/06/2016
Date

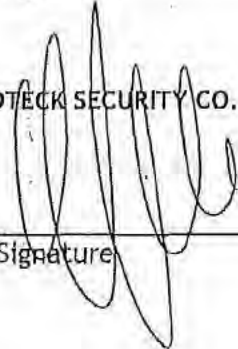


Signature

David Aarons, Category Manager
Supply Chain Management

20/06/2016
Date

GUARDECK SECURITY CO.



Signature

SETH FRUSONS - PRESIDENT
Print Name and Title

JUNE 15, 2016.
Date

APPENDIX A - INSURANCE REQUIREMENTS

A1.1 Required Types/Amounts Prior to commencing the Services, the Contractor will obtain at its own expense:

- (a) a commercial general liability insurance policy with a limit of not less than \$10,000,000 per occurrence, and a deductible of not more than \$5,000, protecting the Contractor and the Contractor's personnel against all claims for personal injury, including death and bodily injury, and property damage or loss, arising out of the operations of the Contractor or the actions of the Contractor or the Consultant's personnel. The policy must contain a cross-liability clause in favour of the City and will name the City and the City's officials, employees and agents as additional insureds.

A1.2 Required Policy Terms

All required insurance policies must remain in full force and effect at all times until completion of the Services or earlier cancellation of this Agreement, and for a period of not less than two years thereafter, and must:

- (a) be obtained from and issued by insurers authorized to carry on business within British Columbia, on terms satisfactory to the City's Director of Risk Management, acting reasonably;
- (b) be primary insurance in respect to the City, and any insurance or self-insurance maintained by the City will be in excess of this insurance and will not contribute with such policies; and
- (c) contain a provision that such insurance coverage will not be cancelled without the insurer giving the City at least 30 calendar days' prior written notice

and, for any property insurance carried by the Contractor, contain a clause that waives the insurer's right of subrogation against the City and the City's officials, employees and agents.

A1.3 Insurance Certificate

Prior to signing, and immediately following the signature of, this Agreement, the Contractor shall have provided, or shall provide, the City's Project Manager with evidence of all required insurance to be taken out in the form of one or more certificate(s) of insurance. The certificate(s) of insurance will identify the Agreement title, number, policyholder and scope of work and must not contain any qualifications or disclaimers. Proof of insurance, in the form of such certificate(s) of insurance (or copies of the policy(ies) themselves, if requested), will be made available to the City's Project Manager at any time during the performance of the Services immediately upon request.

A1.4 Sub-Contractors' Insurance

The Contractor will provide in its agreements with its Sub-contractors insurance clauses in the same form as in this Agreement. Upon request, the Contractor will deposit with the City's Project Manager detailed certificates of insurance for the policies of its Sub-contractors (or copies of the policy(ies) themselves, if requested) and a copy of the applicable insurance clauses from its Sub-contractor agreements.

A1.5 Insurance Requirements Additional to any other Requirements

The Contractor and each of its Sub-contractors will provide, at its own cost, any additional insurance which it is required by law to provide or which it considers necessary.

A1.6 Insurance Requirements Independent of Agreement Obligations

Neither the providing of insurance by the Contractor or the Sub-contractors in accordance with this Agreement, nor the insolvency, bankruptcy or the failure of any insurance company to pay any claim accruing, will be held to relieve the Contractor from any other provisions of this Agreement with respect to liability of the Contractor or otherwise.

APPENDIX B - RFP

December 22, 2022

Securiguard Services Ltd.
4th Floor - 1445 West Georgia Street
Vancouver, BC
V6G 2T3

Email: Kay@securiguard.com

Attn: Kay Blunt-Clayden

Dear Kay

RE: Contract No. PS20110718 -SECURITY SERVICES

The above contract expires on December 31, 2022, however in accordance to Session 6.2, the contract allows the parties to continue to deal with each other following the expiry date. The City wishes to extend this Agreement for an additional two (2) month period until February 28, 2023

Please advise whether you are prepared to extend this contract until February 28, 2023.

If you are prepared to grant such an extension of this contract, please sign below and return a copy of this letter to Supply Chain Management.

Yours truly,



Susan Jing Su
Category Manager
Operation/Maintenance/Facilities Ops Management/Professional Services
City of Vancouver
(tel.) 604.873.7254, (fax) 604.873.7057
susanjing.su@vancouver.ca

“We will extend contract PS20110718 -Security Services, under the existing terms and conditions, with the exception of the amended sections as attached below. The amended prices listed below will remain fixed for the duration of the contract extension period and may not be changed by either party except to the extent mutually agreed upon by both parties in writing.”

Kay Blunt-Clayden Director of Operations, Securiguard

(Signature and Title of Person Authorized to Sign)

December 22, 2022

(Date)

- Schedule B “Contractor Billing Rates” of Appendix 1 to Amending Agreement No. 5 are amended by including all “2023 - Year 9” billing rates as set out in “Schedules B1-B4” below;

SCHEDULE B1 - ANNUAL MANAGEMENT BILLING RATES

YEAR	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019	2020-2021	2021-2022	2023
Hourly Rates	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9
Security Guard	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)
Site Supervisor	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)
OFA Level 1			N/A N/A N/A N/A N/A			s.21(1)	s.21(1)	s.21(1)	s.21(1)
OFA Level 2	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)
TTC Admin	N/A					s.21(1)	s.21(1)	s.21(1)	s.21(1)
Canine Patrol	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)
Consultants	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)

Notes:

- 2023 Year 9 Rates are effective as of January 1st, 2023
- A Security Guard classification includes all guard types beyond that of which are listed above (i.e. Mobile Driver, Event Guard...etc)
- Statutory overtime is billed at ^{s.21(1)} times the base rates listed above
- A surcharge fee of s.21(1) per day (24hrs) will apply if a vehicle is required as shelter for any service request
- For any living wage increases, the billing rates will be adjusted accordingly to account for the increase in statutory costs.

SCHEDULE B2 - Annual Dedicated Service Vehicle Billing Rates

Vehicle	Annual Bill Rate
Mobile Vehicle	s.21(1)

SCHEDULE B3 - ANNUAL MANAGEMENT BILLING RATES

Dedicated Onsite Management	Year 9
Contract Manager	s.21(1)
Contract Field Manager	s.21(1)
Contract Coordinator	s.21(1)

SCHEDULE B4 - SUBCONTRACTOR BILLING RATES

Service Provider	Year 9 Hourly Billing Rate	s.21(1)	Total Payable to Securiguard
Pop-a-Lock	s.21(1)	s.21(1)	s.21(1)
Rose Security	s.21(1)	s.21(1)	s.21(1)

2. Section 1(c) "Short Notice" definition of the Amending Agreement No.5 is replaced by:
- (i) "Short Notice" is defined as any shifts requested by the City which begins in less than sixteen (16) hours of the request time";
 - (ii) If a Short Notice request results in overtime, hours scheduled during the first sixteen (16) hours since the service request can be billed at the overtime rate of 1.4 times the hourly wage. For example, notwithstanding Short Notice requests:
 - a. If service requested at 12:00 noon for 23:00 start, overtime rate will be applied from 23:00 to 04:00, and regular rate will apply from 04:00 until the end of the service request time.

3. PS20110718 - Security Services Agreement - Amendment No.1 - Appendix 2 - Service Guarantees

Securiguard Services Ltd. recognizes the importance of the Service Guarantees and will continue to deliver and report the performance in relation to the service elements. In the event there is a service failure, it will be addressed on a case-by-case basis at the time with the City CPS management team.

Service Guarantees as defined in Amendment No.1 - Appendix 2 - will not be subject to financial penalties in the remaining term of the extension.

4. PS20110718 - Security Services Agreement - Amendment No.4 - Schedule 1 - Training Program Key Performance Indicators

Securiguard Services Ltd. remains committed to achieving and reporting on the Schedule 1 - Training Program Key Performance Indicators outlined in PS20110718 - Security Services Agreement - Amendment No.4. However, during the term of the extension, in the event there is a service failure, it will be addressed on a case-by-case basis at the time with the City CPS management team. The Key Performance Indicator target achievements as defined in Amendment No.4 - Schedule 1 will not be subject to non-compliance penalties applied to billing rates.

5. The extension of the PS20110718 - Security Services Agreement and any associated amendments will be applied exclusively to the delivery of services contracted between City Protective Services and Securiguard Services Ltd. A separate Security Services Agreement will be established and implemented for the delivery of services contracted between Vancouver Public Library and Securiguard Services Ltd., as per the award of Request for Proposals PS20210888.

AMENDING AGREEMENT #5

THIS AGREEMENT (this "Amending Agreement") is made as of March 01, 2021.

BETWEEN:

SECURIGUARD SERVICES LTD.
4th Floor - 1445 West Georgia
Vancouver, British Columbia
V6G 2T3

(hereinafter referred to as the "Contractor")

AND:

CITY OF VANCOUVER, a municipal corporation continued under the *Vancouver Charter* (British Columbia) and having an office at 453 West 12th Avenue, Vancouver, British Columbia, V5Y 1V4

(hereinafter referred to as the "City")

AND:

THE VANCOUVER PUBLIC LIBRARY BOARD
350 West Georgia Street
Vancouver, British Columbia
V6B 6B1

WHEREAS the Contractor and the City have entered into that certain Services Agreement relating to "PS20110718 - SECURITY SERVICES AGREEMENT" dated February 15, 2013, as amended by Amendment No. 1 dated March 1, 2018, Amendment No. 2 dated July 20, 2018, Amendment No. 3 dated November 1, 2018 and Amendment No. 4 dated March 1, 2020 (collectively, the "Base Agreement");

AND WHEREAS the Contractor and the City wish to record their agreement concerning certain amendments to the Base Agreement,

NOW THEREFORE, in consideration of the premises and the covenants herein contained, the Parties agree as set forth herein.

1. AMENDMENTS TO BASE AGREEMENT

- (a) Section 6.1 of the Base Agreement is amended by deleting "1st day of March 2021 at 11:59pm and replacing it with "31st day of December 2021 at 11:59pm";
- (b) Schedule B "Contractor Billing Rates" of the Base Agreement is amended by updating all "March 1, 2021 - Year 8" billing rates with the billing rates for that

year set out in tables B1 and B2 of Appendix 1 to this Amending Agreement No. 5 to account for increases in labour rates;

(c) ~~As per~~ Section 1(g) "Short Notice" definition of the Amending Agreement No.4 is replaced by:

(i) "Short Notice" is defined as any shifts requested by the City and/or the Library which begins in less than eight (8) hours of the request time";

(ii) If a Short Notice request results in overtime, hours scheduled during the first eight (8) hours since the service request can be billed at the overtime rate of ^{s.21(1)} times the hourly wage. For example, notwithstanding Short Notice requests:

a. If service requested at 12:00 noon for 19:00 start, overtime rate will be applied from 19:00 to 20:00, and regular rate will apply from 20:00 until the end of the service request time.

(d) When Training Program Key Performance Indicators stated in Amending Agreement #4 - Appendix 2 are achieved, the billing rates in Schedule B2 will be applied for the purpose of both deployment and oversight of the training programs.

2. FURTHER PROVISIONS OF THIS AMENDING AGREEMENT

(a) This Amending Agreement shall be effective during the term of the Base Agreement (as amended hereby, if applicable) and shall terminate at the end of such term.

(b) Unless otherwise defined in this Amending Agreement, capitalized terms used herein shall have the meanings ascribed thereto in the Base Agreement.

3. RATIFICATION OF TERMS

The parties hereby ratify the terms and conditions of the Base Agreement, except as varied hereby, and agree that except as amended by this Amending Agreement, the Base Agreement will continue in full force and effect.

4. COUNTERPARTS

This Amending Agreement may be executed in any number of counterparts. All counterparts, taken together, constitute one instrument. A party may execute this Amending Agreement by signing any counterpart.

5. ELECTRONIC EXECUTION

Delivery of an executed signature page to this Amending Agreement by either party by electronic transmission shall be as effective as delivery of a manually executed copy of this Amending Agreement by such party.

IN WITNESS WHEREOF this Amending Agreement has been executed as of the day and year first above written by and on behalf of the parties by their duly authorized signatories:

SECURIGUARD SERVICES LTD.

Darcy Kernaghan,
President & CEO

CITY OF VANCOUVER

Susan Jing Su,
Category Manager, Supply Chain Management

Alexander Ralph,
Chief Procurement Officer, Supply Chain Management

Nick Kassam
General Manager, Real Estate & Facilities Management

Francie Connell,
Director, Legal Services

AND:

THE VANCOUVER PUBLIC LIBRARY BOARD

Julia Morrison
Director, Corporate Services & Facilities

APPENDIX 1

SCHEDULE B1 - BASE BILLING RATES

YEAR	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019	2020-2021	March 2021 - December 2021
Hourly Rates	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8
Security Guard	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)
Site Supervisor	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)
OFA Level 1	N/A					s.21(1)	s.21(1)	s.21(1)
OFA Level 2	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)
TTC Admin	N/A					s.21(1)	s.21(1)	s.21(1)
Canine Patrol	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)
Consultants	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)

SCHEDULE B2 - KPI DEPENDANT BILLING RATES

YEAR	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019	2020-2021	March 2021 - December 2021
Hourly Rates	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8
Security Guard	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)
Site Supervisor	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)
OFA Level 1	N/A					s.21(1)	s.21(1)	s.21(1)
OFA Level 2	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)
TTC Admin	N/A					s.21(1)	s.21(1)	s.21(1)
Canine Patrol	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)
Consultants	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)	s.21(1)

SCHEDULE B3 - ANNUAL MANAGEMENT BILLING RATES

Dedicated Onsite Management	Year 8
Contract Manager	s.21(1)

Contract Field Manager	s.21(1)
Contract Coordinator	s.21(1)

SCHEDULE B4 - SUBCONTRACTOR BILLING RATES

Service Provider	Year 8 Hourly Billing Rate	5% Markup	Total Payable to Securiguard
Pop-a-Lock	s.21(1)	s.21(1)	s.21(1)
Rose Security	s.21(1)	s.21(1)	s.21(1)

City of Vancouver

Supply Chain Management Department
4th Floor – Vancouver City Hall
453 West 12th Avenue
Vancouver, British Columbia
Canada, V5Y 1V4

Tuesday January 26, 2016

Event Security Services – Vancouver Civic Theatres PS20151790

Wednesday February 10, 2016

Submitted By:

Seth Fruson

GuardTeck Security

#202-4664 Lougheed Hwy

Burnaby, BC, V5C 5T5

1(800) 931-7107

Cell: 1 (604) 835-7107

s.fruson@guardteck.com



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Executive Summary

Success to GuardTeck is simple - to provide Vancouver Civic Theatres with meaningfully different service based on Positive Attitudes, Proactive Partners, Professional Approach, going Above and Beyond and Keeping Our Word. Those core values of GuardTeck security we hope will be ever apparent with every component of this proposal, showing that GuardTeck security can provide something meaningfully different.

With GuardTeck already doing more than 65 events at the Civic Theatre properties throughout the year, we would provide the most seamless transition of all companies. In addition our staffs experience at work at your venues for over 8 years provides a level of venue familiarity that would forgo any training required to perform the work.

Sustainable success and competitive advantage can only be achieved when a company is able to communicate and adhere to its core principles, vision and operating philosophy. Not every security professional possesses GuardTeck client focused skills. With proper recruitment, training and continual education, both our and Civic Theatres values are found and honed in our employees to be apparent in every client interaction.

At GuardTeck Security sustainable success goes much further than how we perform at work but also how we operate. Working in the security business, where people perform the duties required, the outcome of our work does not produce much environmental waste. However, GuardTeck Security believes in "Think Globally, Act Locally", which to us means "every little bit counts". We imbed this mantra into our employees with every chance we get. All our patrol and company vehicles are hybrid vehicles, lowering our emissions; we train our people to only print when it is absolutely necessary, lowering the paper wastage; we use electronic reporting measures to, once again, reduce paper waste even further; but most importantly, on the rare occasion we do produce any waste, such as paper, our environmental company policies and procedures ensure that it is recycled to the maximum of our ability.

GuardTeck current successes are in large part a result of our young, diverse and experienced ownership and management team. Our eagerness to adapt to different, and ever-changing labor markets results in an excellent ability to attract the right employees. The result of such enthusiasm and capability is a partnership approach to client relationship management and a loyal and dedicated GuardTeck team.

The confidence in our ability to meet the needs of Civic Theatres comes from a number of facets outlined in the proposal, specifically, our connection with the Community, our experience in providing over 600 events per year, our training practices, our experience working at Civic Theatres, our focus on customer centered recruitment and our highly experience management and Supervisory Team. We have the proven ability to provide the services outlined in the RFP and look forward to the opportunity to showcase our teams' skills.

Technical Proposal

1.1 The City has the following objectives and requirements (together, the “Requirements”):

- (a) General scope of work shall be to supply all labour, materials, equipment and incidentals necessary to provide appropriate event security guard services at Queen Elizabeth Theatre, Orpheum Theatre, Playhouse and Orpheum Annex. The contractor must be able to demonstrate a highly rigorous process of information management.

GuardTeck Security fully agrees to supply all labour, materials, equipment and incidentals necessary to provide the appropriate event security guard services at Queen Elizabeth Theatre, Orpheum Theatre, Playhouse and Orpheum Annex. Throughout this proposal GuardTeck endeavors to demonstrate our highly rigorous process of information management.

- (b) Further information regarding the Requirements is contained in Annex 1 to the RFP.

Annex 1 - Schedule of Detailed Requirements

1.0 Introduction

To obtain a contractor to provide recoverable event security services at Vancouver Civic Theatre properties.

2.0 Background

The Vancouver Civic Theatres (VCT) is a unique division of the City of Vancouver providing event and performance venue spaces to Canadian and international performers, dignitaries, commercial and non-commercial events for the enjoyment of thousands of Vancouver residents and visitors.

As such, the Civic Theatres has identified a need for access to a security contractor that specializes in event and performance specific security services. The goal is to reduce risk to the City by enabling VCT staff to call on a ready event security provider for higher risk performances (e.g. rock shows), higher profile events (e.g. various dignitaries/guest speakers) and on behalf of Theatre License Agreement (TLA) holders that are deemed unable to coordinate these services for themselves (e.g. one-time large event holders or smaller non-profit organizations).

The cost of these event security services would be fully recoverable from the TLA holders and administered by VCT staff.

3.0 Summary of Requirement

General scope of work shall be to supply all labour, materials, equipment and incidentals necessary to provide appropriate event security guard services at

Queen Elizabeth Theatre, Orpheum Theatre, Playhouse and Orpheum Annex. The contractor must be able to demonstrate a highly rigorous process of information management.

4.0 Work Scope

General duties include but are not limited to:

4.1 Control Public Access

GuardTeck Security Corp. has provided Event Security to over 600 events in 2015 alone. Each event has very specific Public and access control, which are always managed entirely by GuardTeck Security. This not only makes us believe that we can control public access but are experts in such duties. Our experience for controlling public access is for venues of attendance levels from 500-60,000 patrons. In 2015 GuardTeck Security has delivered on over 40 events at Queen Elizabeth Theatre and over 25 Shows at Orpheum theatre.

- 4.2 Be part of the Fire and All hazard operational response and participate Fire evacuation and all hazards training on an annual basis based on the client's needs. Crowd control only - not part of operational response.

GuardTeck Security understands the importance and absolute necessity of proper Fire Evacuation plans as well as having capability to deal with all possible Hazards. This is why GuardTeck Security will not only participate in all Fire Evacuation drills but also insist that they are in place on, at least, a yearly basis. GuardTeck Security also ensures that all supervisors are trained in Workplace Hazardous Materials Information Systems and will ensure that, at least, one OFA 3 trained staff will be onsite to apply first aid to anyone in need should any such events take place.

- 4.3 Perform searches of patrons if directed by COV Staff.

To ensure the safety of all that attend City of Vancouver Civic Theaters, searches must take place. This is not only to stop drugs, weapons and/or other banned devices to enter, but to deter possible offenders by ensuring everyone knows that the possibility of being searched is real and will take place. GuardTeck Security has trained our supervisors and staff in the discipline of legal personal searches in accordance with BC Laws and have put them to good use at all our events. This has created a team you will be confident in, that should the need arise, GuardTeck will search any persons legally and ensure the safety of all patrons of Civic Theaters. All searches conducted at the COV properties will be conducted professionally, effectively, and efficiently in accordance with law and policy as directed by COV staff. We will also provide metal detection wands for non-intrusive searching as directed. We have developed our own internal policy on searching to ensure legal compliance and minimize risk and liability.

- 4.4 Detain and remove individuals.

All Supervisors of GuardTeck Security are AST (Advance Security Training) certified and all Guards are BST (Basic Security Training) which trains security personnel in the discipline of legally permitted use of force as well as the legalities surrounding the removal of undesirables or people not following the permissible actions whilst at any location. This training is continually refreshed at GuardTeck Security ensuring the City of Vancouver is confident that should any situation arise where we must detain or remove

individuals, we will do it legally and safely. GuardTeck Security has in house Use of force class; lead by a retired Police member Julian Knight, and classes are run every quarter and open to all GuardTeck Staff, mandatory attendance is required for new employees. The training our guards receive is in line with the National Use of Force model. No removals of force are executed without the event supervisor's oversight and in most scenarios approval for removal from the venue management team is provided. GuardTeck Security will ensure all events are staffed with at least one AST certified security officer.

4.5 All guards to be able to articulate use of force measures.

All guards receive use of Force training and are well versed in the National Use of Force model detailing the appropriate response in all situations. They are able to articulate use of force measures employed verbally and in writing. GuardTeck Security has a rigorous reporting system to ensure thorough documentation of any incidents. *Please see 4.4.*

4.6 Demonstrate appropriate search techniques with physical and electronic methodologies. Proved certification of all machines in good working order based on manufactures instructions. These certifications are to be provided to City of Vancouver upon demand.

As stated in paragraph 4.4, GuardTeck Security Staff is well educated and continually refreshed on search techniques and should the situation arise where electronic methodologies be needed, such as metal detection wands, GuardTeck Security will ensure they are in good working order and all staff is fully fluent in its functionality. GuardTeck Security has multiple retired Police and Peace officers in its employ who oversee our policies, Procedures and executions of searches for our clients.

GuardTeck also has its own internal search policy to ensure legal compliance while ensuring safety and minimizing risk and liability.

4.7 Provide a high level of quality assurance. The company must supply monthly reports by end of first week of the following month to COV outlining staff on time attendance, meeting the two hour limit of staffing, complaints.

GuardTeck Security believes that we must continually improve to maintain our advantage in the security industry. We do this by our continual use of our Quality Assurance Program:

1. *Audits of employees with onsite Supervisors and managers – Procedure Review*
2. *Draft/Amend SOPs*
3. *Train all staff in amendments*
4. *Quality Improvement Audits*
5. *Review Audits*
6. *Repeat Process*

By constantly repeating this cycle with our customers we are effectively reviewing our performance and systems on an ongoing basis. This allows for optimum performance from our staff onsite and the systems we put in place. Bill Bunt a retired VPD member oversees our quality assurance program and ensures our delivery meets or exceeds our client's expectations.

GuardTeck will provide monthly reports to COV as requested in the RFP.

4.8 Supervisors should be familiar with the Incident Command System (ICS).

GuardTeck Trains all supervisors in Incident Command System (ICS) through the Justice Institute of BC. ICS is one of many training programs we put a large contingent of our staff, not just supervisors, through for our venues, retail shopping centers, Corporate towers, post secondary education institutions and other clients.

4.9 Demonstrate a clear ability to work with other contracted security service providers belonging to the City of Vancouver.

GuardTeck security currently works with COV staff and current suppliers in the Civic Theatre venues. We have done more than 65 shows in 2015 alone.

GuardTeck Security in addition to providing services within the venue has done numerous events in the area including Harvest Haus and the FIFA Fan Zone. We have worked very closely with the COV staff.

GuardTeck has also worked with COV staff for Canada Day and NYE events at Canada Place.

GuardTeck Security has worked with multiple providers in Vancouver and we believe we have a great working relationship with all security providers. Some examples of companies we have worked with in the last year are as follows,

- 1. Securiguard - We subcontract some work to them, and they subcontract work to GuardTeck. Scope of work includes mobile patrols and static security personnel.*
- 2. Genesis Security - We provide the security to Squamish Music Festival show site and Genesis does the camping security at the event, we work with them closely during planning and execution.*
- 3. Limited Edition - When any major act comes to Vancouver and performs at BC Place we provide all Back of House and front of house security on the floor, Limited Edition assists with the security for the aisles and certain seating sections.*

4.10 Meet all provincial licensing, legislation and regulations for BST, AST under Security Services Act and appropriate regulations.

GuardTeck Security is a professional company. This means we always meet all Provincial licensing, legislation and regulations for BST, AST under the Security Services Act and appropriate regulation.

We have developed a strong working relationship with the licensing body in British Columbia, Security Programs Division, and are known as a company who ensures all provincial licensing, legislation and regulations under the BC Security Services Act and associated regulations are met. We provide training to our supervisors on the BC Security Services Act, BC Trespass Act, BC Liquor Control and Licensing Act and other related legislation to providing security services.

4.11 Be able to provide their own communications systems. Earpieces are a must for all employees.

GuardTeck Security will provide all communication systems needed to operate professionally at Civic Theaters. Earpieces will be provided to all employees working at Civic Theaters.

4.12 Must follow a rigorous notification process of issue escalation.

Should any Incident arise, our guards are trained to communicate what is occurring immediately to their supervisors. Should the situation need further attention, the supervisor will escalate the Incident through the proper channels that are illustrated during the briefing that occurs before any event will begin.

Currently, we provide one of our radios to COV staff at all events so they are aware of any incidents occurring and can obtain our assistance as needed.

Our supervisors always meet with the COV Manager On Duty at the beginning of events to ensure they are fully briefed on expectations and possible issues or concerns in addition to the briefing provided by the client putting on the event. At the conclusion of the event, our supervisors speak with the Manager On Duty to address any questions or issues that may have arisen. There is a clear notification process for any incidents or issues during the event, including for issue escalation. Follow-up reports are provided to COV staff.

4.13 Must be able write up all incidents and provide them to Vancouver Civic Theatre Security Staff by the end of each event including metrics and safety concerns.

Documentation is the best form of protection should a complaint come against the Civic Theatres and GuardTeck. For that reason, GuardTeck Security insists that any incident, safety concern and/or irregularity of an event be written in detailed Incident Reports. This will always be done before the end of the shift and will always be given to the person in charge of the location of its origin.

GuardTeck has an online reporting system where staff complete Incident Reports online. These reports are automatically sent to the Management Team electronically when submitted. We then provide them to COV staff. There is also a Shift Brief report completed and submitted at the end of each event by our supervisors detailing all information pertaining to the event, including any incidents.

We provide training to our supervisors and staff on report writing.

4.14 Must be able to have Male and Female guards available.

GuardTeck Security believes it is important to have a diverse workforce. Any event needs both male and female staff for many reasons, but most importantly when searches must be done. Therefore, GuardTeck Security will definitely always have both Male and Female guards on site for any and all events. No company in Vancouver can match GuardTeck Security's depth in staff for any event that is why we have been trusted to execute most major events that come to Vancouver.

We go above and beyond by speaking with the Civic Theatres Manager Phil Iosef as well as the client holding the event in advance to ascertain the expected demographic for the event. Based on the information provided, we staff male and female guards to match the demographic of the event. This ensures there are an appropriate number of male and female guards specific to the event.

4.15 Must have crowd management strategies.

Aaron Billesberger, Manager of Special Events and Training, is experienced in crowd control and crowd management strategies. He has been awarded the Commissioner's Citation for Bravery for his coordination of the staff response during a prison riot in 2008. He has been awarded a Deputy Chief Constable's

Commendation by the Vancouver Police Department for his response to a strong-arm robbery in progress as a Reserve Constable. He was also awarded the Outstanding Member Award as a Reserve Constable with the Vancouver Police Department. He has managed literally hundreds of events of all kinds. He is a wealth of knowledge and our leader to create and implement crowd management strategies, whatever the need. Aaron's wealth of knowledge along with his training of our leadership and supervisory team ensures all events have the best in the business assigned. Aaron has over 20 years of experience managing all aspects of special event security.

Aaron is a National Trainer with the Correctional Service of Canada in Institutional Emergency Management; a course focused on managing all types of security incidents, emergencies and crises, including those involving large groups or crowds.

Aaron already supervises a large number of Civic Theatre events and he is committed to leading all major shows that come to the Civic Theatre venues.

Our supervisors and staff are well trained in Crowd Management strategies and equipped to deal effectively with all situations.

- 4.16 Talent or Executive protection needs - plain clothes available - within Vancouver Civic Theatre properties.

GuardTeck Security's workforce is the most diverse in the industry. From former and existing law enforcement members to former Royal Marines Commandos, trained in the arts of Talent and Executive Protection and have provided security to many artists as well as dignitaries such as the Secretary-General of the United Nations, Chantal Kreviazuk, Shania Twain, Ray Kurzweil, the CFL Commissioner, John Cleese, and many others. Many companies claim to be experts in Executive protection. Our executive protection team has received formal training through the military, police force, and corrections as well as advanced training through the United States. Our team received their training and experience in the field and we are lucky enough to have them on our team for us and our clients.

- 4.17 Must be available with minimum two hours' notice to provide two guards.

As previously stated, GuardTeck Security has an abundance of staff who are eager to take shifts, pre-planned or last minute. Providing two guards with minimum two hours notice will never be a problem. With 24 hour per day seven day per week area supervisors on shift, if there is any requirement by Civic Theatres for a last minute security member, our area supervisor will attend the site until a replacement guard can be found by our 24 hour dispatch team.

- 4.18 Must have a ratio of staffing to coincide with the Risk of the event and a staffing profile to suit the demographic of the event.

GuardTeck Security has a workforce of over 500 employees that most certainly has a ratio of staffing to coincide with the Risk of the event and a staffing profile to suit the demographic of the event. Furthermore, our experts will be able to provide aid, based on years of experience based information, to ensure the right ratio is included in any event planning. GuardTeck Security and their staff have been working at the civic theatres through Live Nation and many other promoters for years. We have worked with the civic theatre management team to ensure staff levels are appropriate and the profile of the staff is a good fit for demographic of the event.

GuardTeck consistently speaks with the Civic Theatres Manager Phil Iosef and the client putting on the event in advance of the event to identify expected demographics and temperament of the crowd so that we can subsequently staff the event appropriately.

- 4.19 Will review any Threat Risk Assessment provided by COV staff and adjust plans accordingly.

Please see 4.18

GuardTeck has done this and will continue to do so. An example was the Miley Cyrus concert at the Queen Elizabeth Theatre in December 2015. Manager Aaron Billesberger was very much involved with Civic Theatres Manager Phil Iosef and COV staff who conducted a Threat Risk Assessment due to information suggesting there may be a credible threat to the artist. Aaron attended and supervised the event to ensure continuity of service delivery. COV staff complimented our execution and staff performance at the event.

- 4.20 Must provide appropriate level of supervision and work in unified command with VCT staff accordingly.

The major differentiator GuardTeck Security thrives on is our excellence in Customer Service, which is imbedded in our supervisors, who will always be onsite at the appropriate levels to lead and ensure our guards do the same. This gives us the ability to work in unified command with VCT staff.

We have consistently demonstrated through all events we have worked how well our staff and supervisors work with VCT staff in unified command. We believe strongly in a professional, courteous, proactive, customer service oriented, client focused and team oriented approach to working with everyone at events.

Our managers and supervisors at events closely observe and interact with our staff to ensure they deliver at a high level and strive to exceed expectations. A key part of this is conducting thorough briefings to ensure staff know the expectations and following up with all staff throughout the event.

- 4.21 JIBC Advanced Security Training/AST for Supervisor on Shift. All other staff including Supervisor should have Basic Security Training.

Supervisors and above have AST training and OFA Level 3. All other staff have Basic Security Training as a minimum.

5.0 City Provided

- 5.1 No Equipment to be provided by the City.
5.2 Access cards on an as needed basis.

6.0 Deliverables

The following deliverables are required:

- 6.1 Supply of certified and experienced event security staff.
• *Please see 4.21*



- *As detailed in this submission, GuardTeck Security strives to recruit the best staff in the business with extensive experience in special events. Our staff maintain valid security licenses, participate in ongoing training to enhance their skills and have a wealth of experience working as event security for all types of special events.*
- 6.2 Monthly metrics of events.
 - *GuardTeck Security will meet with COV Management to work together to decide the best metrics for the Civic Theaters to ensure that they are receiving the proper information to prove the best ROI. The results will be provided on a monthly basis.*
- 6.3 Monthly invoicing based on theatre location and show event order number.
 - *GuardTeck Security will provide monthly invoices based on theatre location and show event order numbers on the invoices.*

7.0 Acceptance Criteria

- 7.1 Contractor experience with projects of similar size and scope.
 - *GuardTeck Security has extensive experience working in the Civic Theatres venues as well as providing professional and effective teams for projects of similar size and scope.*
- 7.2 Contractor certifications.
 - *GuardTeck Security meets all required certifications specified in the RFP.*
- 7.3 References.
 - *References are provided in the Reference section of this submission.*
- 7.4 Financials.
 - *Financials will be provided if requested. GuardTeck Security has become a well-established security company with strong financials.*
- 7.5 Price.
 - *Bill rates are provided in the Commercial Proposal section of this submission.*

8.0 Schedule

- 8.1 As soon as possible.

9.0 Attachments:

- 9.1 Specifications. - none
- 9.2 Drawings. - none

- 1.2 The Requirements stated herein are current as of the date hereof, but they may change or be refined in the course of the evaluation of Proposals or otherwise.

Key characteristics of any successful security company are adaptability and the ability to react to an ever changing industry. GuardTeck Security has never met a challenge it could not overcome. Should there be any changes, GuardTeck Security knows we will be able to deal with it.



Commercial Proposal

Payment terms are 30 days after invoicing.

Role	Regular Rate	Overtime Rate	Statutory Holiday Rate	Call Out Rate (less than 2 hours' notice)
Uniformed Guard	s.21(1)	s.21(1)	s.21(1)	s.21(1)
Plain Clothes Guard	s.21(1)	s.21(1)	s.21(1)	s.21(1)
Talent/Executive Protection	s.21(1)	s.21(1)	s.21(1)	s.21(1)
Site Supervisor	s.21(1)	s.21(1)	s.21(1)	s.21(1)
Other (OFA3)	s.21(1)	s.21(1)	s.21(1)	s.21(1)

GuardTeck Security will provide Monthly Invoicing coinciding with "Deliverables" 6.3 of the requirements section.



GUARDTECK
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GuardTeck Security
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Proponent Overview

Corporate Offices

Vancouver Office
#202 – 4664 Lougheed Hwy
Burnaby, BC, V5C 5T5

Abbotsford Office – Head Office
#204 – 33386 South Fraser Way
Abbotsford, BC, V2S 2B5

Calgary Office
Sun Life Plaza West Tower
144 - 4 Avenue SW Suite 1600
Calgary, AB, T2P 3N4

Contact for Tender:

Seth Fruson
Email: s.fruson@guardteck.com
Phone: 1(604) 835-7107
www.guardteck.com

Ownership: Seth Fruson owns GuardTeck Security 100%.

Seth J.D. Fruson, President & CEO, Owner

Seth started Crusade Security in 2005 as a privately owned guard company in the Fraser Valley, Abbotsford area of British Columbia. In recent years, Crusade Security merged with Live Host International and rebranded as GuardTeck Security. Since this time, GuardTeck Security has emerged as the service provider of choice for special events in British Columbia. A customer-centered service delivery with a focus on quality improvement has enabled GuardTeck Security to win new contracts and expand its services throughout British Columbia and Alberta.

Over the past ten years, Seth has assembled a versatile management team that has helped him grow his business to over 500 security officers. With the recent expansions in both British Columbia and Alberta, GuardTeck Security has:

- Provided one of the largest security deployments since the 2010 Olympic games, at the Squamish Valley Music Festival
- Opened offices in Greater Vancouver, Abbotsford, and Calgary
- Provided security for over 600 events annually, including but not limited to Canada Day and New Year's celebrations, FIFA Fan Zone, Civic Theatre events, Commodore Ballroom events, etc.

In 2015, Seth was recognized in the business community for the success of GuardTeck Security by being named as a Finalist for the Business in Vancouver 40 under 40 awards.

Services Provided

GuardTeck Security has been in operation for 10 years in British Columbia and 2 years in Alberta. Since inception, GuardTeck Security has grown into one of the largest security providers in the Lower Mainland area with 500 staff, two offices in British Columbia (Abbotsford and Greater Vancouver) and one office in Alberta (Calgary).

GuardTeck Security provides the following security services to our clients:

Security Guard Service

- Large Scale Event Management
- Retail
- LPO
- Commercial and Residential Building Security
- Mall Security
- Private Investigations
- Emergency Medical Services

Mobile Security

- Mobile Patrols
- Alarm Response
- Emergency Response

System Installation and Integration

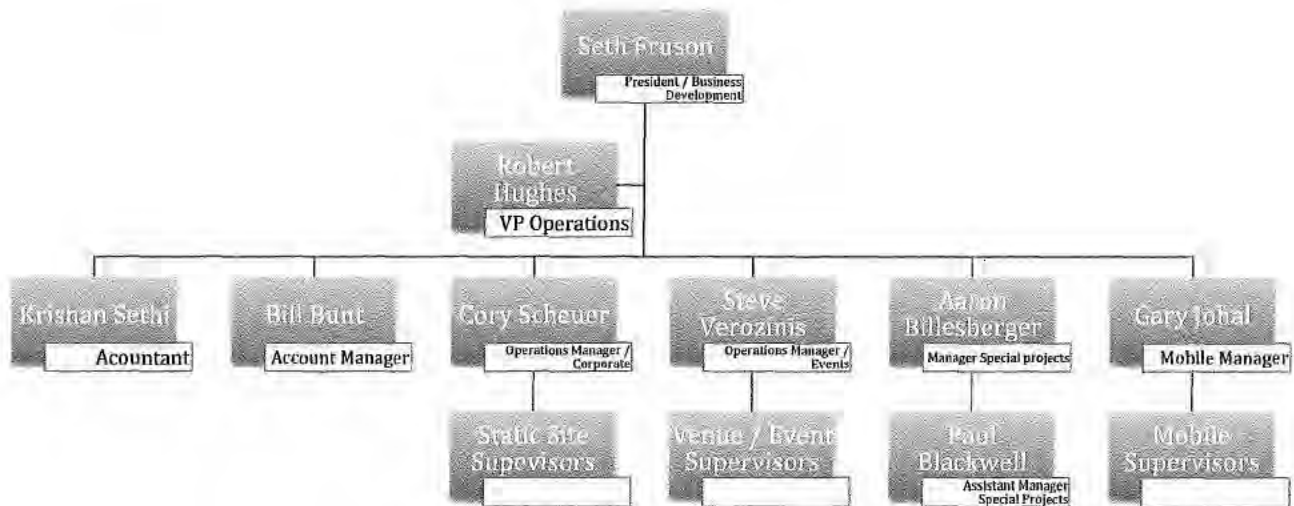


- Residential and Commercial Security Installations
- Intrusion Systems
- Fire Systems
- Entry Phone Systems
- Access Control
- CCTV Cameras

Security Consulting

- Private Investigations
- Personal and Executive Protection
- Risk Assessments

Management Structure





Goals

We have built this business on four simple core values;

1. Professional Approach – From our interactions, to the way we look.
2. Proactive Partners – In how we treat our employees and our customers. We have your back.
3. Positive Attitude – Front Line Brand ambassadors, Smiles, helpfulness, caring, fun never at the expense of professionalism.
4. Keeping Our Word – Do what you say you are going to do.
5. Above and Beyond – Exceed the expectations of our clients.

On the back of these values we are well on our way to accomplishing the following vision and Mission Statement.

Vision

GuardTeck will be the provider of choice for premier venues and deliver our premium promise. By December 2016, GuardTeck aims to be doing revenues of 12 Million dollars in BC and Alberta and regarded as the primary company for premium security service delivery.

Mission Statement

True Partnerships are formed by the investment of each other's success, be it Client, Vendor and/or Employee. GuardTeck Security invests everyday, in every relationship, which empowers our business success.

I have attached our Dream Customer List and the premier venues we hope to add as partners over the next two years.

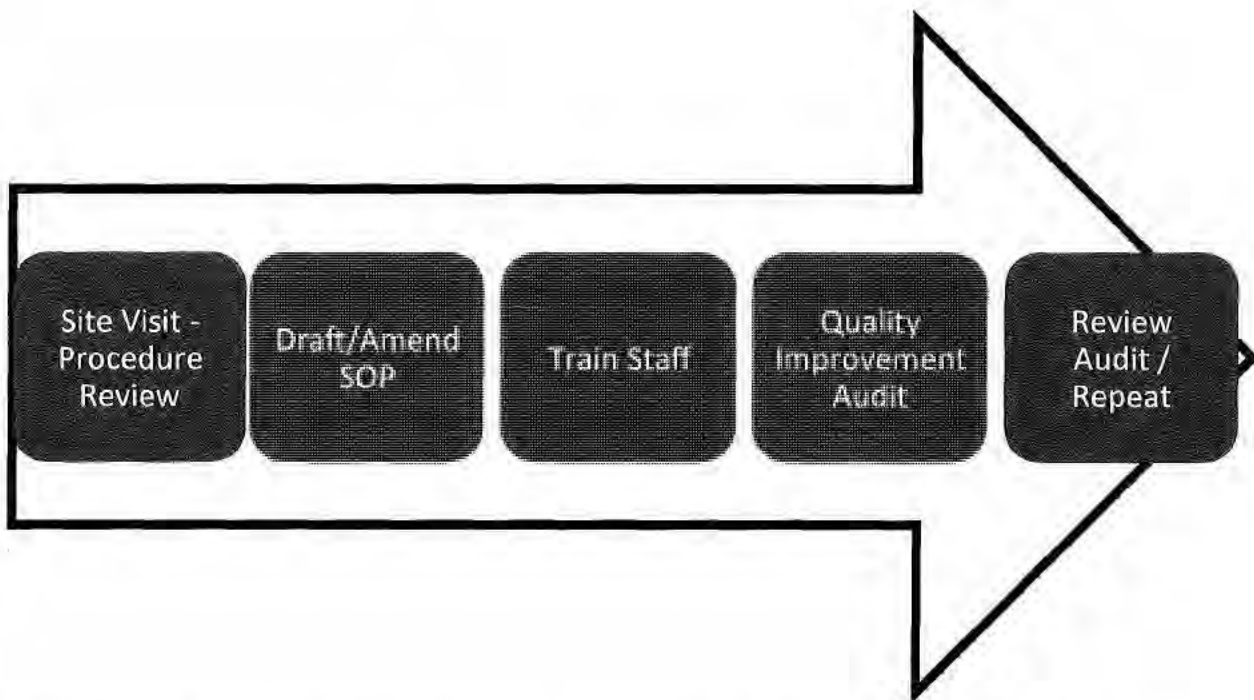
<i>British Columbia</i>	<i>Alberta</i>
1. Rogers Arena	1. BP Place
2. Morguard	2. Telus Building
3. Brentwood Town Center	3. The Bow
4. Lougheed Town Centre	4. Jameson Place
5. Bentall Kennedy Fraser Valley	5. TransCanada Tower
6. Civic Theaters	6. Calgary Place
7. Bentall Vancouver	7. Stock Exchange Tower
8. Royal Center Vancouver	8. Intact Place
9. UFV	9. Scotia Center
10. Central City	10. Palliser 1 and 2
11. Center of Gravity	11. Saddle Dome
12. Gay Pride	12. Rio Can
13. BMO Marathon Vancouver	13. Morguard
14. Seawheeze Marathon	14. Bentall Kennedy
15. Shambala Music Festival	

***This list was developed at a Management and Supervisory Team Meeting in September 2015. Crossed out line items are contracts we have been awarded since the development of this list.

Customer Service

As customer service being the differentiator in a market where everything is replicated and duplicated, GuardTeck Security places a heavy emphasis on the Customer service in the business and review cycle. Our aim is to continue to partner with the Civic Theatre Management and create an outstanding customer experience.

GuardTeck Security was founded on the idea of continuous improvement and the basic model outlined below:



By constantly repeating this cycle with our customers we are effectively reviewing our performance and systems on an ongoing basis.

This allows for optimum performance from our staff onsite and the systems we put in place.



Past Successes

1. Successful completion of Squamish Valley Music Festival three years in a row, deploying more than 400 security officers per day. (Please see reference letter in Reference Section)
2. 600+ special events per year ranging from 6-420 guard deployments
3. Forging our way to be the leader in the event security industry.
4. Business in Vancouver 40 under 40 finalist
5. Establishing an amazing culture that fosters excellence in our people and translates to the best front line staff for our clients.
6. Above average industry pay.
7. Over 65 events at Civic theatres in 2015 Listed below.

Orpheum Shows		Queen Elizabeth	
Feb 15 - Hozier	June 30 - The Roots	January 16, 17, 18 - Shen Yun	September 10 - Mark Knopfler
Oct 20 - Alton Brown	July 15 - The Strings that bind Us	February 11 - So You Think You Can Dance	September 11 - Moshen Yaganeh
March 24 - Colin James	August - 5 Movie Filming	February 12 - Billy Idol	September 12 - Salim and Solumen
April 5 - Stromae	August 11 - Brit Floyd	March 14 - The Next Step	September 17 - Corporate Event
April 25 - Nightwish	August 12 - Wilco	March 29th - Marilyn Manson	September 29 - Corporate Event
April 28 Counting Crows	August 22 - Tallest man on earth	April 29 - Nick Offerman & Megan Mullally	October 9 - Ringo Starr
May 13 - Dianna Krall	September 9 - Passenger	May 11 & 12 - Joe Bonamassa	October 10 - Chris Deburgh
May 27 - Ryan Adams	September 16 - Empire of the Sun	May 18 - Na Ying	October 11 - Alan Tam
May 29 - Kapusong	Sept 18 - Joe Rogan	May 20 - Kids in the Hall	October 12 - Slash
June 9 - Sufjan Stevens	Sept 30 Chris Cornell	may 21 - Linsdey Stirling	October 18 - Bill Maher
June 19 - Buddy Guy	November 11 - Bahamas	may 23 - Body Building Championship	October 21 - Barenaked Ladies
June 23 - Erykah Badh	November 12 - Glen Hansard	May 25 & 26 - Lady Gaga & Tony Bennett	November 9 & 10 - Billy connolly
June 27 - Pink Martini		June 4 - Jesse Cook	November 13 & 14 - Jerry Seinfeld
June 28 - BC Lions Corporate		June 5 - Corporate Event	November 15 - The Cult
		July 6 - Corporate Event	November 27 - Darcy Oake
		July 18 - John Mellencamp	December 2 - Puscifer
		July 25 - Corporate Event	December 14 - Miley Cyrus
		September 8 - Weird Al Yankovic	December 15 - Mythbusters



GUARDTECK
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GuardTeck Security
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Current Client List



UNION EVENTS





GUARDTECK
SECURITY CO.

GuardTeck Security
Toll Free: 1-800-931-7107
Fax: (604) 855-7108
www.guardteck.com



Key Personnel

Please find below a summary of the backgrounds of the key personnel for GuardTeck Security Co.

We have developed a strong reputation in the security industry for specializing in providing high level event and performance specific security services in a manner that enhances safety and security while reducing and mitigating risk to everyone involved from clients to ticketholders.

Our key managers and supervisors, who have already developed a positive working relationship with Civic Theatres and COV staff, have been recruited and retained because of the depth of their knowledge, skills and abilities developed over thousands of hours working special events of all types and risk levels at various venues from theatres to arenas to festivals in Western Canada. We have extensive experience successfully operating security teams for higher risk performances (e.g., rock shows) and higher profile events (i.e., 2010 Olympics LiveCity Downtown site, FIFA Fan Zone, close protection for the Time of India Film Awards, etc.).

We specialize in controlling public access, developing and implementing operational response plans including evacuations, crowd control, searching, evictions, detention of individuals when appropriate, use of force, quality assurance, Incident Command System (ICS), complying with all provincial licensing legislation and regulations, and working cooperatively with all personnel.

Communication and our desire to always deliver a high level of service above industry standards are our greatest assets.

1. **Aaron Billesberger**, Manager of Special Projects and Training

Email: (a.billesberger@guardteck.com)

- Researcher/Analyst, Matsqui Police Department (1992-1993)
- VPD Reserve Constable 1994-1999
- Employed with the Correctional Service of Canada since 1995. Currently serving as a Correctional Manager at Mountain Institution (2007-present)
- Awarded the Commissioner's Citation for Bravery for actions taken during a prison riot at Mountain Institution in 2008
- Aaron has served as a Security Manager and director at Shambhala Music Festival (2002-2012), Merritt Mountain Music Festival (2002-2011), Squamish Valley Music Festival (2013, 2014, 2015), and Live City downtown for the 2010 Olympic Games
- Security Supervisor – Rogers Arena 1997-2007
- **Some Project Highlights Include**
 - Merritt Mountain Music Festival Security Manager and Director
 - Squamish Valley Music Festival Security Manager
 - Shambhala Music Festival Security Manager
 - Security Manager at BC Place Concerts (AC/DC, One Direction, Paul McCartney, Taylor Swift, etc.)

- FVDED in the Park Security Manager
- LiveCity Downtown Security Manager for 2010 Olympics
- Volunteer Work includes being a Cops for Cancer Tour de Valley Rider (2014-present)

2. Paul Blackwell, Assistant Manager Special Events

Email: (p.blackwell@guardteck.com)

- Senior Operations Manager Genesis Security 2005-2007, site manager for Cloverdale rodeo and Molson Indy.
- Senior Account Manager Securiguard 2007-2009, Oversaw 4 major facilities and 50+ staff.
- Director of Operations, Sea to Sky Hospitality 2009-2013
- 2013 – Current Assistant Manager Special Events, responsible for executing major events throughout BC. Overseeing deployments from 30 – 420 security professionals.

3. Steve Verozinis, Operations Manager – Events

Email: (s.verozinis@guardteck.com)

- Over 8 years experience in event security
- Site Supervisor for major festivals including:
 - Squamish Valley Music Festival (2014, 2015)
 - Shambhala Music Festival – Internal Investigator (2010, 2011, 2012, 2013)
 - FVDED in the Park Music Festival (2014)
 - BC Place Stadium Shows (Taylor Swift, One Direction, AC/DC, Justin Timberlake / Jay-Z)
 - Contact Festival (2012, 2013, 2014, 2015)
 - Deer Lake Concert Series (Siguros, Alice & Chains, The Lumineers, City & Colour, Burnaby Blues and Roots, Beck, Jack Johnson, Jack White, ALT-J)
- Has personally supervised teams of between 5 – 30 security professionals at over 50 events at the Orpheum and Queen Elizabeth Theatre as well as up to 420 security professionals at the Squamish Valley Music Festival.
- Site supervisor at the Commodore Ballroom for 5 years
- Certified close protection specialist with Wilding and Associates
- Over 10 years martial arts training in Tae-Kwon-Do, Japanese Jujitsu, Maui Thai and kick boxing.
- AST Certified

4. Dan Labonte, Senior Supervisor

Email: (D.labonte@guardteck.com)

- Supervised various venues including **Civic Theatres, Commodore Ballroom, Squamish Music Festival, Shambhala Music Festival, FIFA Women’s World Cup**



- Control Access Points, monitor crowds, deploys staff as best suited for various functions including concerts, festivals and special events
- Often deployed at point of entry to venue, VIP areas and backstage areas with direct access to high profile performers due to high standard of professionalism, ability to assess and act appropriately and high standard of customer service

5. Kyle Bruchet, Senior Supervisor

Email: (K.labonte@guardteck.com)

- Over 8 years experience in concerts, music festivals and special events
- Current site supervisor at The Commodore Ballroom
- Supervisor at major events such as **Squamish Music Festival, Shambhala Music Festival, Contact Winter Festival, AC/DC, Taylor Swift, One Direction at BC Place**
 - Oversaw ingress /egress of the 15,000 festival attendees, security operations and asset protection throughout the event.
 - Actively observed/participated in investigations and incident management, responding to emergency situations, adjusting security resource deployment as needed, and collaborating with emergency services.
- Supervises staff between 5 – 30 at over 50 shows per year
- AST Certified

6. Shahin Gonabadi, Supervisor, OFA 2/3 Attendant

Email: (s.gonabadi@guardteck.com)

- Over 3 years event security experience
- Certified Conflict Resolution
- Supervisor of various events
- Has been a Security Manager for many events and locations such as:
 - **FIFA Fan Zone 2015**
 - **Squamish Valley Music Festival (2014, 2015)**
 - **Contact Festival (2014, 2015)**
 - **Convention Centre's New Year's Eve 2015**
 - **FVDED in the Park (2014)**
 - **Various BC Place Shows (Taylor Swift, One Direction, AC/DC)**
- Currently studying Health Sciences at Simon Fraser University
- Volunteers at Langley Memorial Hospital (Physician Scribe), St Paul's Hospital (D & D), Lions Gate Hospital (D & D), Canadian Blood Services (Clinic Volunteer lead), Big Brothers of Vancouver

7. **Patrick Wilson**, Supervisor, OFA 2/3 Attendant / EMR

Email: (P.wilson@guardteck.com)

- With over 3 years event security experience, Patrick Wilson has worked major festivals such as **Squamish Music Festival, Shambhala Music Festival, Pemberton Music Festival**
- Currently holds the title of Assistant Site Supervisor for the Commodore Ballroom
- Has worked over 50 events at the Queen Elizabeth Theatre and Orpheum Theatre.
- AST Certified
- Emergency Medical Responder
- Tactical Criminal Analysis
- Theoretical Foundations of Dispute Resolutions
- Non Crisis Intervention Training
- Project Griffin Certificate
- Distress Services Volunteer
- Black Belt Japanese Jujitsu



References

Contract:	Live Nation British Columbia				
Location:	BC Region				
Description:	Security for Major shows throughout BC				
Customer Since: 2013					
Name:	Dave Osborne	Phone:	1(604) 683-4233	Fax:	

Contract:	BrandLive				
Location:	BC Region				
Description:	Security provider for major shows throughout BC				
Customer Since: 2013					
Name:	Paul Runnals	Phone:	1(604) 733-7171	Fax:	

Contract:	Commodore Ballroom				
Location:	Vancouver				
Description:	Security all shows at their venue				
Customer Since: 2013					
Name:	Gord Knights	Phone:	1(604) 683-4233	Fax:	

Contract:	Port Metro Vancouver				
Location:	Vancouver				
Description:	Security for all shows at their venue				
Customer Since: 20013					
Name:	Anita Boyle-Gill	Phone:	1(604) 356-3458	Fax:	



165 - 1020 Mainland Street
Vancouver, BC V6B 2T5 Canada
office 604.733.7171 fax 604.733.7160
brandlivegroup.com

October 6th, 2014

To whom it may concern,

I am writing to recommend the services of GuardTeck Security.

I have been using GuardTeck Security to provide security for brand.LIVE in British Columbia for the past three years. Seth and his team have continually met or exceeded our expectations and provide outstanding service. We have created a true partnership due to their ability to continually perform in extremely demanding environments.

Based on their competence, success and high level of service, we make a decision to take our partnership to the next level over this past summer. Instead of using several security providers for our Squamish Valley Music festival (the largest and highest grossing Festival in Western Canada), we decided that GuardTeck Security deserved the opportunity to show their superior security capability to provide security for the entire festival.

This meant ensuring that 340 licensed and trained individuals were dispatched daily to oversee the entire festival grounds. Once again, not to our surprise, GuardTeck Security delivered unsurpassable service levels thereby validating our partnership once again.

I'm happy to recommend the services of GuardTeck Security. I never worry about security at any of our events with GuardTeck Security as I know, through proven service that they are up to any challenge that we put in front of them.

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

Thank you,



Paul Runnals
Executive Producer & Founding Partner
Brand.LIVE Management Group Inc.

1



Highstreet

October 2, 2014

To Whom It May Concern

We contracted Guardteck to provide security services at Highstreet Shopping Centre in 2012. During the competitive bidding process, we placed particular emphasis on recruitment and retention and training initiatives as well as the ability to dispatch additional guards on short notice, and staff up during seasonal events with qualified personnel.

Unique store grand openings, continuous community event programming and signature event development and execution add a critical layer to the overall success of the project. Consequently, we established a close working relationship with and rely on our partners and contractors to deliver a first class experience in every aspect.

To date, I have been most impressed with Seth and his team in understanding our needs, quickly adapting to change and do it all with a can do attitude.

As we are gearing up for yet another busy Christmas holiday season at Highstreet, which will draw thousands of spectators to the centre each day – taking in marching band parades, dance performances and tree light shows and more – we are glad to count on Guardteck as a reliable partner once again.

Sincerely,



Markus Briesser
General Manager

Highstreet
3170 - 3122 Mt Lehman Road
Abbotsford, British Columbia
Canada V2T 0C5

T 604.381.3004
F 604.681.2378
Highstreet(v.com)





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Subcontractors

GuardTeck will not use subcontractors to staff required positions if awarded the Civic Theatres contract.

Work Plan

CITY OF VANCOUVER CIVIC THEATRES – SECURITY SERVICES TRANSITION-IN PLAN MATRIX (Page 1 of 2)				
Task	Start Date	Finish Date	Resources	Description
Contract Awarded – Date to be determined	March 1, 2016	Within 5 days of receipt of Contract		GuardTeck to Execute and deliver signed contract to City of Vancouver
Contract Period	March 1 2016	February 28, 2018		
President & Designated Contract Representative meet with City of Vancouver Contract Representatives	Immediately upon execution and delivery of contract to City of Vancouver	Ongoing & Updated throughout term of contract	GuardTeck President and Contract Rep meet with COV contract Rep(s)	Review contract terms and conditions.
Review of Buildings Security Policies and Procedures	March 8, 2016	Prior to start of contract	GuardTeck Contract Rep in consultation with Buildings contract Rep(s)	Required for development of Site Specific Post Orders
Identify any security concerns or challenges	March 8, 2016	Prior to start of contract	Review of Buildings security documents, services and equipment from outgoing Service Providers	Written notification will be made to client and/or email exchange(s) for record of resolution
Site Specific Post Orders given to GuardTeck Security to inform Trainers of site specific methods	March 8, 2016	March 15, 2016	GuardTeck Contract Representative & Buildings Guest Service Team Leader	Site Specific Orders Draft for review and sign-off by Buildings Ops Manager
Training Plan completed, in class training dates confirmed and signed off by COV	March 8, 2016	March 28, 2016 - updated as and when required throughout contract	GuardTeck Contract Rep in consultation with Buildings contract Rep(s)	Training Manual Draft for review and sign-off by Buildings contract Representative
Secure security guard resources for contract	Pre-Award strategies implemented	March 16, 2016 and ongoing throughout term of contract	GuardTeck – Human Resources/Recruiting	GuardTeck already has a core team that works at COV properties. No resource recruiting would be necessary



CITY OF VANCOUVER CIVIC THEATRES – SECURITY SERVICES TRANSITION-IN PLAN MATRIX (Page 2 of 2)				
Task	Start Date	Finish Date	Resources	Description
Commencement Phase Start-Up of contract – Earlier start date available if needed	April 1, 2016	May 1, 2016	GuardTeck Contract Rep(s); Buildings Guest Service Team Leader Field Supervisor(s)	GuardTeck to liaise on a daily basis during 1-month start-up to ensure contract security and customer service is in compliance.
Quality Improvement Auditing and Supervisory Coaching of guards	April 1, 2016	May 1, 2016 and throughout term of contract services conducted at every event.	GuardTeck Contract Rep(s); Buildings Guest Service Team Leader Field Supervisor(s)	Auditing to include guard performance, reporting, and customer service delivery
First Week Evaluation	April 1, 2016	April 9, 2016	GuardTeck President and Contract Rep meet with Buildings contract Rep(s)	Meeting to provide parties feedback of contract services delivery to date in the event remedial corrective action is deemed necessary
Monthly Evaluation	April 1, 2016	May 1, 2016	GuardTeck President and Contract Rep meet with Buildings contract Rep(s)	Meeting to provide parties feedback of contract services. Resolve outstanding administrative or operational issues and discuss new business or security solution recommendations if any.

Sustainability

Environmental Sustainability –Green Initiatives

Now more than ever it is vital that all reasonable efforts are made to carry out our activities in environmentally sound and sustainable ways. GuardTeck strives to foster an educated, aware and engaged workforce acting as responsible stewards for the environment. GuardTeck follows the guiding principle of planning proactively to create, adapt and apply best environmental and risk minimization practices

System Upgrades

GuardTeck has made a significant investment in purchasing and creating several web based reporting and recording solutions in an effort to achieve paperless reporting. This is consistent with GuardTeck policies to reduce consumption and increase efficiency in resource and material use. Outlined are some of the recent achievements of our software systems and what they have achieved

- WinTeam software – Online access eliminates the need to manually print Payroll, Scheduling, Billing, employee files, training records, earning statements and paystubs.
- Shift Board - Real Time Online Scheduling

Mobile

A responsible and accountable approach in accordance with principles of sustainability is taken when making strategic decisions and implementing policies to our mobile fleet. Recent accomplishments include:

- GuardTeck currently uses 2010 or newer Honda Insights or Toyota Prius' which are both Hybrid vehicles reducing the amount of gasoline used significantly.
- Proactive fleet maintenance, driver training and management practices.
- Vehicle use operations to achieve fuel efficiencies and idling policies to promote emission reduction
- Additional fleet purchases made with the most efficient and appropriate size in mind.
- Laptop equipped vehicles allow alarm, patrol, and special occurrence reports to be emailed eliminating the need to leave paperwork on site

Bike Patrol

In our efforts to operate in ways that are greener than its contemporaries and counterparts GuardTeck introduced bike patrols to replace service that was traditionally completed by motorized vehicles when possible. While the benefit of reducing cost is evident, GuardTeck is authentic in its commitment, eco-friendly and sustainable choices.

Green Initiative Office Policies

In recognition of the importance of the quality of our sustainable environment, individual and collective actions are encouraged to protect and enhance our ecological environment. Below are some of the GuardTeck green initiative policies that are in place and being applied in our branch offices:

- When any shipments arrive, boxes are saved so we can use them again for shipments out and for additional storage.
- Paper recycling receptacle is available next to every printer, copier and fax machine
- Colour printing generally uses more ink and is not to be used unless it is for final client reports
- Printing is to be done in draft mode to conserve more ink
- All office memos are to be distributed via email and not to be printed
- Shred unwanted paper and reuse them as packing material in shipments
- Manuals, policies and other large documents are stored online through inner office virtual private networks for employees to access and vastly reduce the need to have them printed
- Reduced margin settings are on as a default so that your printer uses less paper
- Company computers are set to go to sleep when not in use. Creating short energy breaks can cut energy use by up to 70 percent.
- Screen savers are set to "none" or "blank screen as employees are aware screen savers eat up lighting and processing energy

Think Globally, Act Locally



Sustainability Initiative	Description	Details	Response
a. Packaging Reduction	The City aims to reduce the packaging associated with acquiring various products. More and more suppliers are adopting innovative programs to reduce packaging.	Tell us about your proposed measures to reduce product packaging such as recycle ability, percentage of recycled content, return/collections programs and/or re-use. Examples include providing products in reusable packaging such as plastic totes, reducing unnecessary packaging such as shrink wrap or offering packaging that is made from recycled material.	When any shipments arrive, boxes are saved so we can use them again for shipments out and for additional storage.
b. Greenhouse Gas/Carbon Reduction	The City aims to reduce its greenhouse gas/carbon emissions, where possible as part of its Climate Protection Program.	Tell us how the design and use of your product or service takes into account strategies to reduce its carbon footprint. Examples could include offering products with a limited amount of embedded carbon, having a strategy for limiting transportation-related to service provision and/or purchasing carbon credits to offset emissions	GuardTeck Security only uses Hybrid vehicles for all transportation, patrols and responses. These vehicles include the Honda Insight Hybrid and Toyota Prius Hybrid. This reduces our carbon footprint immensely.
. Third Party Eco-labelling	The City aims to purchase, when possible, products that are eco-certified or eco-labelled by a recognized third party.	Describe and explain third party certification for the products to be supplied, which includes labelling requirements. State the type of testing performed and the standards applicable to support biodegradable products completely breaking down in the landfills.	Please see below GuardTeck Security's Procurement Plan that illustrates our reluctant efforts to always have our Environment at the forefront of all our decisions.
f. Socio-economic Sustainability	Socio-economic sustainability is important to the City. As such, The City aims to do business with suppliers who are striving to advance social and economic wellbeing in the community.	Tell us about your firm's efforts with regards to socio-economic sustainability. Examples include, but are not limited to, broadening educational and professional development opportunities, supporting minority/youth groups, and supporting low-threshold job programs for vulnerable people.	We actively recruit online using publicly accessible websites. We contribute to fundraising for post-secondary institution sports programs, including SFU and UFV, by providing them with employment opportunities to raise money to assist in funding their programs. We employ students as much as possible to assist them with obtaining part-time employment to assist in funding their educations.



GUARDTECK
SECURITY CO.

GuardTeck Security
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c. Waste Reduction	The City aims to reduce waste where possible.	Tell us how your firm addresses waste minimization and diversion of waste from the landfill in the design of your product or service and its associated delivery, use and disposal. Examples include take-back programs you may have for your products at end-of-life or products that are made from recycled materials.	GuardTeck insists that every site that we are in partnership with use as many electronic measures as possible. This includes reporting software and patrol hardware and software. This reduces paper usage in a huge way. When paper, or any recyclable, needs to be used, when its time comes for disposal, GuardTeck ensures that each site has the proper recycling capabilities for such items.
d. Toxic Reduction	The City aims to reduce toxins and hazardous substances in the workplace where possible.	Tell us what steps your firm has taken to use 'design for environment' principles to reduce toxic and hazardous substances found in your products. Examples could include products that contain polyvinyl chlorides (PVCs) or volatile organic compounds (VOCs).	GuardTeck Security does NOT use any Hazardous substances or Toxins in its business model, EVER.

SUSTAINABLE PROCUREMENT TOOLKIT
<p>Introduction</p> <p>Sustainable procurement is the purchase of goods and services based, not only on economic factors, but on environmental and social factors as well. Sustainable procurement practices seek to reduce negative environmental impacts, promote fair labour practices, and consider occupational health and safety. In buildings, typical purchase areas targeted for improvement include paper, cleaning supplies and equipment, ongoing consumables, and food.</p> <p>Products or services purchased through a sustainable procurement process typically exhibit one or more of the following characteristics compared to their conventional versions:</p> <ul style="list-style-type: none"> • Require less energy, water or virgin raw materials to be manufactured • Have lower transportation needs due to shorter shipping distances and/or greater number of products shipped per load • Produce fewer greenhouse gas or toxic emissions • Generate less waste • Support local economies • Exhibit fair trade and labour practices • Maintain occupational health and safety
<p>Objectives</p> <p>This toolkit is intended to help you develop a sustainable procurement policy and begin to implement it in areas that you control at your property. This toolkit can help to improve the sustainability performance of your property in four ways:</p> <ol style="list-style-type: none"> 1. Implement a Sustainable Procurement Policy: The Sustainable Procurement Policy is provided. 2. Improve Understanding, Transparency and Disclosure: Implementing a sustainable procurement policy requires you to engage with your suppliers and service providers to learn more about the social and environmental impacts of the products and services used at your property. The sustainability criteria and resources included in this toolkit can help you in your conversations with suppliers and service providers, and can lead to mutually improved understanding, transparency and disclosure. 3. Establish Environmental Performance Requirements: The sustainability criteria listed in the "Tracking" sheet can help you to establish environmental performance requirements for common purchases, including: paper, cleaning supplies and equipment, lamps, ongoing consumables, furniture, and food. Addressing these LEED-related purchasing criteria can support credit achievement under LEED and BOMA BEST building rating systems. You may also wish to consider social issues in your procurement decisions as they relate to your supply chain (e.g., growing methods (fair trade, organic, etc.), labour practices and conditions, terms of trade, etc.). 4. Track and Report: This toolkit can be used to identify and track which common products purchased at your property meet relevant environmental sustainability criteria. Ultimately, this toolkit can be used to support operations and maintenance-related sustainability reporting at your property.
<p>Overview</p> <p>This toolkit provides five resources across the following five tabs:</p> <ol style="list-style-type: none"> 1. Sustainable Procurement Policy The Policy tab presents the Sustainable Procurement Policy. 2. Process The Process tab presents three steps to help you engage with your suppliers and service providers in order to implement your sustainable procurement policy. 3. Tracking The Tracking tab allows you to list the common products purchased for your property and identify which relevant environmental sustainability criteria they meet. 4. Resources The Resources tab provides you with links to related resources. 5. Glossary The Glossary tab describes the terminology and sustainability criteria used throughout this toolkit.

Declaration of Supplier Code of Conduct Compliance



GuardTeck Security
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Fax: (604) 855-7108
www.guardteck.com

Declaration of Supplier Code of Conduct Compliance DECLARATION OF SUPPLIER CODE OF CONDUCT COMPLIANCE

Purpose: All proposed suppliers are to complete and submit this form to certify compliance with the supplier performance standards set out in the Supplier Code of

The City of Vancouver expects each supplier of goods and services to the City to comply with the supplier performance standards set out in the City's Supplier Code of Conduct (SCC)

<http://vancouver.ca/policy_pdf/AF01401P1.pdf>. The SCC defines minimum labour and environmental standards for City suppliers and their subcontractors.

Suppliers are expected to comply with the aforementioned standards upon submitting a tender, proposal, application, expression of interest or quotation to the City, or have a plan in place to comply within a specific period of time. The City reserves the right to determine an appropriate timeframe in which suppliers must come into compliance with these standards. To give effect to these requirements, an authorised signatory of each proposed vendor must complete the following declaration and include this declaration with its submission:

As an authorised signatory of GuardTeck Security (vendor name), I declare that I have reviewed the SCC and to the best of my knowledge, GuardTeck Security (vendor name) and its proposed subcontractors have not been and are not currently in violation of the SCC or convicted of an offence under national and other applicable laws referred to in the SCC, other than as noted in the table below (include all violations/convictions that have occurred in the past three years as well as plans for corrective action).

Section of SCC / title of law	Date of violation /conviction	Description of violation / conviction	Regulatory / adjudication body and document file number	Corrective action plan

I understand that a false declaration and/or lack of a corrective action plan may result in no further consideration being given to the submission of GuardTeck Security (vendor name)

Signature:

Name and Title:

Seth Fruson President

Deviations and Variations

Proposal is fully consistent with the Form of Agreement.

Attached is our signed amendment issued by the City of Vancouver.



FINANCIAL SERVICES GROUP
Supply Management

Date: January 20, 2016

REQUEST FOR PROPOSAL "RFP" No. PS20151790
SECURITY SERVICES - VANCOUVER CIVIC THEATRES

AMENDMENT No. 1

RE: CLOSING DATE EXTENSION

CURRENTLY READS:

Event	Time and Date
Deadline for Enquiries	3pm, January 20, 2016
Closing Time	3pm, January 26, 2016

REPLACE WITH:

Event	Time and Date
Deadline for Enquiries	3pm, January 26, 2016
Closing Time	3pm, February 10, 2016

All other conditions and specifications remain unchanged.

This amendment must be completed, and attached to your Proposal form.

GUARDECK SECURITY

NAME OF VENDOR

SIGNATURE OF AUTHORIZED SIGNATORY

FEB 10/2016
DATE

Contracting Specialist, Dino Goundouvas

City of Vancouver, Financial Services Group
Supply Management
453 West 12th Avenue
Vancouver, British Columbia V5Y 1V4 Canada
tel: 604.873.7263 fax: 604.873.7037
website: vancouver.ca





GuardTeck Security
Toll Free: 1-800-931-7107
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Conflicts; Collusions; Lobbying


Civic Theatres security manager Phil Iosef was an employee of GuardTeck Security from approximately February 2014 until he joined COV as a security manager for Civic Theatres.

Otherwise GuardTeck Security has no conflicts, collusions and or lobbying pertaining to this RFP.

Insurance

CSIO CERTIFICATE OF INSURANCE				DATE (YYMMDD) 16/02/09	
BROKER B & W INSURANCE - ABBOTSFORD Ste. 4 2054 Whatcom Road Abbotsford, BC V3G 2K8 BROKER'S CLIENT ID: ZERO082 INSURED'S FULL NAME AND MAILING ADDRESS 0894914 BC LTD. O/A GUARDTECK SECURITY LIVE 204-33386 S. FRASER WAY ABBOTSFORD, BC V2S 2B5			This certificate is issued as a matter of information only and confers no rights upon the certificate holder. This certificate does not amend, extend or alter the coverage afforded by the policies below.		
			COMPANIES AFFORDING COVERAGE		
			COMPANY A Certain Underwriters at Lloyds COMPANY B Under Contract ESR2015001 COMPANY C as arranged by Elliotts Special COMPANY D Risks Ltd		
COVERAGES					
This is to certify that the policies of insurance listed below have been issued to the insured item(s) above for the policy period indicated, notwithstanding any requirement, term or condition of any contract or other document with respect to which this certificate may be issued or may pertain. The insurance afforded by the policies described herein is subject to all the terms, exclusions and conditions of such policies.					
LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.					
TYPE OF INSURANCE	CD LTR	POLICY NUMBER	POLICY EFFECTIVE DATE (YYMMDD)	POLICY EXPIRATION DATE (YYMMDD)	LIMITS OF LIABILITY (Canadian dollars unless indicated otherwise)
COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE OR <input type="checkbox"/> OCCURRENCE <input checked="" type="checkbox"/> PRODUCTS AND /OR COMPLETED OPERATIONS <input type="checkbox"/> EMPLOYER'S LIABILITY <input checked="" type="checkbox"/> CROSS LIABILITY <input type="checkbox"/> TENANT'S LEGAL LIABILITY <input checked="" type="checkbox"/> NON-OWNED <input type="checkbox"/> HIRED <input type="checkbox"/> POLLUTION LIABILITY EXTENSION	A	E15111	15/02/28	16/02/28	EACH OCCURRENCE \$ 1000000 GENERAL AGGREGATE \$ PRODUCTS - COMPAG AGG \$ 10000000 PERSONAL INJURY \$ 10000000 TENANTS LEGAL LIABILITY \$ MED EXP (Any one person) \$ NON-OWNED AUTO \$ 10000000 OPTIONAL POLLUTION LIABILITY EXTENSION (Per Occurrence) \$ (Aggregate) \$ BODILY INJURY PROPERTY DAMAGE COMBINED \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE \$
AUTOMOBILE LIABILITY <input type="checkbox"/> DESCRIBED AUTOMOBILES <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> LEASED AUTOMOBILES <small>* ALL AUTOMOBILES LESS THAN 60 DAYS WHERE OPERATING IS REQUIRED TO PROVIDE COVERAGE</small>					BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE \$
EXCESS LIABILITY <input type="checkbox"/> UMBRELLA FORM <input type="checkbox"/> OTHER THAN UMBRELLA FORM <small>(None)</small>					EACH OCCURRENCE \$ AGGREGATE \$
OTHER LIABILITY (SPECIFY)					
ADDITIONAL INSURED			DESCRIPTION OF OPERATIONS/LOCATION/AUTOMOBILES/SPECIAL ITEMS		
			Request for Proposals No. PS20151790 Event Security Services - Vancouver Civic Theatres		
CERTIFICATE HOLDER			CANCELLATION		
THE CITY OF VANCOUVER 453 W 12TH AVENUE VANCOUVER, BC V5Y 1V4			Should any of the above described policies be cancelled before the expiration date thereof, the issuing company will endeavor to mail days written notice to the certificate holder named to the left, but failure to mail such notice shall impose no obligation or liability of any kind upon the company, its agents or representatives.		
SIGNATURE OF AUTHORIZED REPRESENTATIVE <i>Alex Schubert</i> <small>Per: B&W Insurance</small>			PRINT NAME INCLUDING POSITION HELD ALEX SCHUBERT ACCOUNT EXECUTIVE		
FAX NUMBER	EMAIL ADDRESS	COMPANY	DATE		
804-853-0037	aschubert@bwinsurance.com	B&W INSURANCE AGENCIES	16/02/09		
CSIO CERT (200906)					
OP ID: MS			CSR: ST		

WCB Clearance Form

 WORK SAFE BC WORKING TO MAKE A DIFFERENCE	Assessment Department	Location	Clearance Section
	Mailing Address PO Box 5350 Station Terminal Vancouver BC V6B 5L5	6951 Westminster Highway Richmond BC V7C 1C6 www.worksafebc.com	Telephone 604 244 6380 Toll Free within Canada 1 888 922 2768 Fax 604 244 6390

0894914 BC ltd
4664 loughheed hwy
BURNABY, BC V5C 5T5

February 04, 2016

Person/Business : 0894914 B.C. LTD.
GUARDTECK SECURITY LIVE
858494 AQ(017)

This letter provides clearance information for the purposes of Section 51 of the *Workers Compensation Act*.

We confirm that the above-referenced firm is active, in good standing, and has met WorkSafeBC's criteria for advance clearance. Accordingly, if the addressee on this letter is the prime contractor, the addressee will not be held liable for the amount of any assessment payable for work undertaken by the above-referenced firm to **April 01, 2016**.

This firm has had continuous coverage with us since December 01, 2010.

Employer Service Centre
Assessment Department

Clearance Reference # : C128764938
CLRAAA

For more information about Section 51 and clearance letters visit WorkSafeBC.com

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Response to Assessment of Vendor Sustainability Leadership Questionnaire

Purpose: This document is designed to identify where suppliers are going above the minimum standards in the Supplier Code of Conduct and are demonstrating sustainability leadership in their own operations as part of the evaluation criteria of a bid process.

As part of the City's corporate Purchasing Policy and related Supplier Code of Conduct, all City vendors must meet minimum requirements related to ethical, social and environmental standards. Beyond these basic requirements, the City would also like to reward vendors that are demonstrating leadership and innovation in sustainability. In order to be able to do so, the City requires that all suppliers bidding on a City contract answer the following questions. The answers to the questionnaire will be evaluated as part of the bid evaluation process.

You will need to be able to verify all your answers to the City upon request. Please keep in mind that these questions relate to your company's internal operations and overall sustainability leadership.

Section 1: Workplace Health & Safety, Wage Rates and Diversity

1. Tell us how your company works to promote workplace health and safety.

a) We have a documented Health & Safety Policy and Program that is openly endorsed by senior management and is updated on an annual basis	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
b) We have a Health & Safety Manual that includes safe work procedures, incident investigation process with the intent of prevention, workplace inspection process and emergency preparedness and response.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
c) We conduct hazard assessments and job-task-specific health & safety training on an annual basis	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
d) We are registered with one or more of these Safety Management System/Program:		
DHSAS 18001	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
CAN/CSA Z1000	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
ANSI Z10	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
e) We have a system registered, certified or recognized by another standard	Please specify: WCB Registered Designed	
f) We adhere to one or more of the ILO health and safety resolutions	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
g) We have a non-registered audited health and safety management system	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
2. Tell us how you ensure fair wages and employee benefits.		
a) We pay all of our staff a minimum wage that meets the regional LICO (See http://www.statcan.gc.ca/pub/75f0002m/2009002/tbl/tbl-2-eng.htm for wage amounts)	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
b) We pay benefits to all of our full-time employees	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
3. Tell us about your strategy to address diversity in your workplace.		
a) We have a policy or strategy to support hiring a diverse workforce	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
b) We have a policy or strategy to purchase from diverse contractors/suppliers	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

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c) Our company participates in work/employment training programs for vulnerable/diverse populations (e.g. Social purchasing portal) Yes No

Section 2: Environmental Management & Stewardship

4. Tell us what policies and programs your company has in place to manage its environmental impact.

a) We have a documented Environmental or Sustainability Policy	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
b) We have an environmental management system registered to ISO 14001	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
c) We have a system registered, certified or recognized by another standard (e.g. EMAS) Please specify	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
d) We have a non-registered audited environmental management system	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
e) We conduct compliance audits to health, safety and environmental legislation	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
f) We produce a publicly available annual environmental, CSR, sustainability or accountability report	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

5. Tell us how your company works to reduce its greenhouse gas (GHG) emissions.

a) We measure our GHG emissions and have developed a reduction strategy	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
b) We publicly report our GHG emissions	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
c) We have set publicly available GHG reduction targets	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
d) We have set a target for the use of renewable or alternative forms of energy and have developed a strategy to reach this target	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
e) We have retrofitted our facility, our fleet and/or made process improvements to decrease GHG emissions and energy use	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
f) We have an alternative transportation program for employees (e.g. public transit subsidy, cycling facilities, carpooling program)	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
g) We purchase from shipping/delivery companies that have taken steps to reduce their GHG emissions	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
h) We operate in third party verified green buildings and have developed a plan to meet third party verified standards (such as LEED, BREEAM, etc.) in as many of our facilities as possible Please specify the verification system:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

6. Tell us how your company works to reduce waste in its daily operations.

a) We conduct annual audits to measure the total amount of solid waste generated by our facilities and have a waste reduction strategy	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
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b) We have set publicly available waste reduction targets	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
c) We have an office recycling program that includes office paper, beverage containers, batteries and printer cartridges	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
d) We have other recycling programs in our operations Please specify additional materials recycled:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

7. Tell us how your company works to reduce the use of toxins and properly manage hazardous substances

a) We are not in violation with any local, national or international laws related to the use of toxins and management of hazardous substances	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
b) We have a Toxic Reduction Strategy/Policy that aims to reduce toxins across all operations	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
c) We measure the implementation of our Toxic Reduction Strategy/Policy against a pre-determined set of performance metrics and verify performance with a third-party	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Section 3: Back-up Documentation to Verify Responses

The City reserves the right to verify responses on this questionnaire and may request some or all of the following documentation.

Section	Question	Back-up Documentation
Section 1: Workplace Health & Safety, Wage Rates and Diversity	Question 1	<ul style="list-style-type: none"> * A copy of policies * Proof of safety management system certification
	Question 2	<ul style="list-style-type: none"> * Documentation of employee benefit packages and a list of those who receive benefits
	Question 3	<ul style="list-style-type: none"> * A copy of policies
Section 2: Environmental Management & Stewardship	Question 4	<ul style="list-style-type: none"> * A copy of policies * Proof of environmental management system certification * A copy of public report
	Question 5	<ul style="list-style-type: none"> * A copy of public report * A copy of reduction targets and related results * A copy of LEED, BREEAM, etc. certification
	Question 6	<ul style="list-style-type: none"> * Total tonnes of solid waste generated * A copy of reduction targets
	Question 7	<ul style="list-style-type: none"> * A copy of policy or strategy * A copy of reduction targets and related results * A copy of third party audit/verification



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