

BENEFITS AND INCENTIVE PROGRAMS

Securitas USA offers its security officers benefits/incentive programs that are unmatched in the security services industry. The benefits/incentives offered by Securitas USA to all eligible employees include the following:

MEDICAL PLANS-ACA COMPLIANT MEDICAL COVERAGE

In 2015, we anticipate the employer mandate to be reinstated and all employers will be required to offer a compliant Affordable Care Act plan to every full time officer.

To provide you with pricing that **does** include the cost of the Affordable Healthcare Act per the RFP; we did include the cost for the ACA in our hourly bill rate.

We would be happy to speak with you in more detail about your healthcare plan options and the pending ACA legislation. We will commit to working with DC Ranch Association to introduce value added services, including technology, to assist in mitigating any rising ACA-related cost increases.

SECURE BRONZE MEDICAL PLAN FOR ALL OFFICERS

This plan covers 100% of all officers at DC Ranch Association. Calendar year deductible is \$3,000 out of pocket to the Officer; after deductible is met 50% of costs are covered.

The plan premium costs are calculated and consolidated into the hourly bill rate. Officers will be charged a monthly premium not to exceed 9.5% of household income to ensure compliance to the ACA affordability provision. **The Bronze plan pricing is locked and fixed for the full year of 2015. DC Ranch Association will not experience Rate Increases throughout the 2015 calendar year for medical benefits.**

DENTAL PLANS

Securitas USA offers a choice of two different dental plans through Aetna. Both the PPO and the DMO dental plan provide excellent coverage and are available to all Securitas USA employees through payroll deduction and/or client contribution.

VISION CARE

All of our officers and their families are eligible for a full service vision program offering flat co-pays for eye exams, frames, lenses and contact lenses, as well as a variety of other vision related services. Plan participants have access to over 22,000 providers nationwide. This program is available to employees through payroll deduction and/or client contribution.

401(K) SAVINGS PLAN

All officers may enroll in our 401(k) retirement savings plan. The plan is designed to permit savings on a tax-deferred basis. Security officers may defer 1% to 25% of eligible earnings up to IRS limits, through convenient payroll deduction. Securitas USA provides a ten percent (10%) matching contribution on the first three percent (3%) of plan compensation to all officers enrolled in the 401(k) plan (except those governed by special plan provisions).

LIFE AND ACCIDENT INSURANCE

The cost of this insurance is fully paid by Securitas USA and is provided to all full time (working over 30 hours a week) security officers, effective the first of the month following 90 days of employment. The life insurance benefit is \$5,000 and, in the event of accidental death, this amount is \$10,000. Additional amounts may be provided through client contract.

VOLUNTARY SUPPLEMENTAL LIFE INSURANCE

All full-time security officers are eligible to purchase up to an additional \$25,000 in life insurance coverage for themselves and their families through payroll deduction. Spouses may purchase up to 50% of the face amount of the coverage elected by the security officer.

EMPLOYEE ASSISTANCE PROGRAM

The EAP program has been instrumental in providing guidance, direction and support services to those employees who seek help. EAP programs assist in early identification of problems and in preventing minor problems from escalating to major issues.

The program is offered at no cost to all Securitas USA employees, full and part-time, after 90 days of employment. The service is administered by MHN, and can be accessed 24 hours a day, 7 days a week either by going online or by calling a toll-free telephone number. Members are entitled to up to 3 counseling sessions per incident, per benefit period, and have unlimited online access to EAP information and tools for a wide range of issues, including:

- marital, relationship and family problems.
- alcohol and drug dependency.
- stress and anxiety.
- depression.
- grief and loss.
- child and elder care assistance.
- financial issues.
- legal services.

HOLIDAY PAY

Our officers receive premium wages for all work performed on specified holidays.

PAID VACATIONS

Our basic policy for full-time officers allows for one week (40 hours) after one year, two weeks (80 hours) after five years, and three weeks (120 hours) after ten years of service. This policy may be amended to comply with the vacation policy of the client.



UNIFORMS

As a standard company policy, all uniforms and equipment are furnished without charge or deposit to our security officers. Our uniforms are issued to employees at the local branch offices designated to provide services to our clients. Each branch office maintains an appropriate supply of uniforms to adequately satisfy the needs of security officers and clients. Employees do not pay for the cost of uniforms but are responsible for the care and cleaning of the uniforms they are assigned. Any portion of the uniform that needs to be replaced is readily available at the local branch.

PAYROLL CHOICES

The Securitas Payroll Choices Program is a new program that gives employees the option to receive their pay either by **Direct Deposit** or on a personalized Visa® **Payroll Card**, provided by Citi® Prepaid Services.

The benefits of the EPAY Card include:

- a better payroll payment alternative to employees over paper checks
- give our employees faster, safer and more flexible access to funds
- give our employees tools to manage their funds
- accommodate employees that may not have a bank account
- support the organization's green initiatives with a more eco-friendly payment method

SONS AND DAUGHTERS SCHOLARSHIP PROGRAM

Securitas USA has established a scholarship program to help finance higher education for the children of its security officers. Children of Securitas USA security officers can receive a \$1,500 award that may be used for undergraduate study. Awards are given without regard to race, color, creed, religion, sex, disability or national origin. Up to ten awards are given annually.

INCENTIVE PROGRAMS

Awards of Merit

Recognizing the individual officer for above average performance is critical in maintaining the morale and dedication of any security force. This recognition includes:

- Certificate of Merit.
- Security Officer of the Month-\$25 bonus check, a distinctive plaque, and an Officer of the Month pin.
- Security Officer of the Year-\$100 award, a distinctive plaque, an Officer of the Year certificate. This officer is usually selected from the twelve Officers of the Month.
- Region Officers of the Year-We select two officers from all the offices in a geographical region. One officer is recognized for overall performance and the second is recognized for heroism. This award varies from year to year, but is always of significant value.

- Region Supervisor and Employee of the Month-\$50 bonus and an Award of Merit Certificate presented by a region president for the commendable performance of a supervisor and an employee. A commendation letter and distinctive plaque are also presented to the recipient of these awards.
- Region Supervisor of the Year-\$250 bonus, Award of Merit Certificate, and a distinctive plaque is presented. Supervisor of the Year is chosen from the twelve Supervisors of the Month.
- National Officers of the Year-Two security officers are selected from among the 5 Region Officers of the Year to be honored as Securitas USA's Security Officers of the Year in one of two categories: performance and heroism. The award varies from year to year, but includes a special ceremony and a special prize for the officers.

Corporate Recognition

Special awards are given in two categories by executive management to security officers and supervisors:

- Medal for Meritorious Service - Presented for courage and service above and beyond assigned duties in an emergency or disaster.
- Medal of Valor - Presented for risking one's life in the preservation of another's.

Service Awards

- One year-certificate.
- Five, ten, fifteen and twenty years-Special Securitas USA gold pins.

Excellence In Service





Dear Fellow Employees:

Welcome to the first issue of our updated and redesigned Excellence in Service magazine! This new format also provides a more economical way to produce and distribute the magazine. As you read through it, you will still find the same featured articles and information that will help you deliver an exceptional level of service to our clients.

In this issue we have highlighted the education and training opportunities that are available through Securitas LMS and continuing education programs. You will read about how our security officers, and the excellent service they provide, have helped us maintain a valued client relationship for more than 30 years.

The "Training Talk" article will give you some tips for dealing with horseplay in the workplace and "Spotlight on Safety" discusses how to reduce potential hazards. On page 6 you can read about the 2011 Security Officers of the Year and their accomplishments.

We hope you find this issue informative and we look forward to receiving your feedback on the new layout. Please send any comments or suggestions for future issues to us at magazine.suggestions@securitasinc.com.

Sincerely,

Bill Barthelmy

Specialized Training Enhances Service at Cultural and Educational Institutions

Supervisors, officers and staff working at cultural, educational and other public institutions soon will have additional opportunities to hone their knowledge and skills.

Securitas USA has partnered with the International Foundation for Cultural Property Protection (IFCPP) to become the first contract security provider authorized to deliver in-house training of the Certified Institutional Protection Supervisor (CIPS) course. The instructors, in turn, will conduct training sessions for Securitas USA teams working at various institutions.

The training, which combines classroom instruction and role-playing scenarios, focuses on specific skills that relate to the protection of high-value assets in public settings. In addition to a review of security basics, such as the role and responsibilities of private security officers, the training addresses topics including conflict resolution techniques, emergency response procedures and code of conduct requirements.

Officers who have completed the training, including the Securitas USA team at the Sterling and Francine Clark Art Institute in Williamstown, MA, say the instruction is valuable.

ISSUE • 2 • 2012

- 2 Meritz: A partnership based on performance
- 3 Spotlight on Safety: Helping to reduce potential hazards
- 4 National Industrial Security Program knowledge leader
- 5 Advancing security careers through education and training
- 6 Security Officers of the Year - 2011
- 7 Someone You Should Know: Jared Brown, Site Supervisor
- 8 Service Notes
- 12 Veterans Working for Securitas USA
- 16 Training Talk: The workplace is no place for horseplay



Securitas USA Security Team at Sterling and Francine Clark Art Institute

"It's a reminder of the important role we play here," says Securitas USA Supervisor Carole Lambert-Supernus. "We're not just officers standing in a gallery helping to protect valuable paintings. We're also front-line representatives of the museum, here to help with the safety and comfort of visitors."

Providing a high level of customer service is a priority at the Clark, a museum renowned for its extensive collection of European and American art. The Securitas USA team combines a high-profile security presence while delivering friendly, helpful service to the 200,000 people who visit the museum each year. Visitors remain aware that the security of priceless masterpieces by artists such as Monet, Degas, Picasso and Renoir is paramount, and that all galleries are constantly monitored, both physically and electronically. At the same time, officers help maintain a welcoming environment for visitors. They are familiar with the collection and are happy to briefly answer questions or direct.

See Specialized Training #2



ADDITIONAL INCENTIVES

- Securitas USA has a program in place to motivate our employees by providing them with an avenue of communication from the local office to the top of our executive management team. We employ the use of our awareness program called Securitas Hotline to allow all of our employees a means to anonymously express their concerns without any fear of reproach. All of our officers receive a wallet card with the toll free Securitas Hotline number and are urged to use this program if their concerns cannot be properly handled at the local or region level. The hotline is open 24-hours a day, 7-days a week.
- We survey our officers periodically to determine how we can continue to improve our work environment. This survey gives us information to develop new programs to improve officer morale and ultimately their effectiveness on the job. After we determine general areas of concern, we solicit responses from the field personnel on methods for improvement. These suggestions are reviewed and implemented whenever possible. In addition, we will not make suggestions based upon motivational effectiveness until we have surveyed our officers for its potential effectiveness.
- Our employees' achievements are also highlighted in the various publications we produce and distribute, such as local newsletters and our corporate management newsletter. In addition, we produce many other publications to provide Securitas USA a means of informing our employees and clients about company and security industry-related trends, news, events, services and new technologies.