

**CITY OF FORT LAUDERDALE  
PROCUREMENT SERVICES DEPARTMENT**

**CITY OF FORT LAUDERDALE EXECUTIVE AIRPORT  
AND  
DOWNTOWN HELISTOP FOR THE CITY'S BUSINESS  
ENTERPRISES DEPARTMENT**

**RFP #545-11298**

**SECURITY GUARD SERVICES**

**Tuesday, November 12, 2013  
2:00 p.m.**



**NAVARRO SECURITY GROUP, INC.  
4100 NW 3<sup>rd</sup> Court, Suite 102  
Plantation, Florida 33317  
(954) 581-1516**

**Prepared by Louis R. Sorrentino  
Submitted by Louis R. Sorrentino**

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**TAB 1**

**Bid/Proposal Signature Page**

RFP/Bid /Contract No: 545-11298

Project Description: Airport Security Services

Contractor/Proposer/Bidder acknowledges and agrees to utilize the U.S. Department of Homeland Security's E-Verify System to verify the employment eligibility of,

- (a) all persons employed by Contractor/Proposer/Bidder to perform employment duties within Florida during the term of the Contract, and,
- (b) all persons (including subcontractors/vendors) assigned by Contractor/Proposer/Bidder to perform work pursuant to the Contract.

The Contractor/Proposer/Bidder acknowledges and agrees that use of the U.S. Department of Homeland Security's E-Verify System during the term of the Contract is a condition of the Contract.

Contractor/Proposer/ Bidder Company Name:



Authorized Company Person's Signature: \_\_\_\_\_

Chief Operating Officer

Authorized Company Person's Title: \_\_\_\_\_

Date: November 12, 2013

**TAB 2**

**PART VII - PROPOSAL PAGES – COST PROPOSAL**

Proposer Name Navarro Security Group, Inc.

Proposer agrees to supply the products and services at the prices bid below in accordance with the terms, conditions and specifications contained in this RFP.

Cost to the City: Contractor must quote firm, fixed, annual rate for all services identified in this request for proposal. This firm fixed annual rate includes any costs for travel to the City. No other costs will be accepted. This firm fixed annual rate will be the same for the initial contract period.

Failure to use the City’s COST PROPOSAL Page and provide costs as requested in this RFP, may deem your proposal non-responsive.

Description	Cost/Hour		Est Total	Annual Cost
Security Manager (40hrs/week)	\$ <u>27.00</u>	X	2080 Hrs	\$ <u>56,160.00</u>
Senior (Rotating Shifts)	\$ <u>23.00</u>	X	6680 Hrs	\$ <u>153,640.00</u>
Airfield Patrol Officer (Rotating Shifts 56hrs/week)	\$ <u>21.00</u>	X	5840 Hrs	\$ <u>122,640.00</u>
Estimated Grand Total/Year				\$ <u>332,440.00</u>

Extra Security Officer (No vehicle required)\* \$ 15.49 /hr

\*This Security Officer will be on an as needed basis and will not factor into cost for basing award. This Security Officer will be for scheduled and non-scheduled events at the Airport or Downtown Helistop. For non-scheduled events the Security Officer should be able to respond to the Airport or Downtown Helistop for assignment within four (4) hours.

Number of days that the Contractor will need for personnel training and initial startup at no cost to the City. 30 Days

Tab 3: Local Business Preference Certification (if applicable)  
E-VERIFY Affirmation Statement (Attachment "A")  
Non-Collusion Statement

RFP NO. 545-11298


TITLE: Airport Security Services

LOCAL BUSINESS PREFERENCE CERTIFICATION STATEMENT

The Business identified below certifies that it qualifies for the local BUSINESS preference classification as indicated herein, and further certifies and agrees that it will re-affirm it's local preference classification annually no later than thirty (30) calendar days prior to the anniversary of the date of a contract awarded pursuant to this RFP. Violation of the foregoing provision may result in contract termination.

- (1) Navarro Security Group, Inc.  
4100 NW 3<sup>rd</sup> Court Suite 102  
Plantation, FL 33317  
Business Name is a Class A Business as defined in City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. A copy of the City of Fort Lauderdale current year Business Tax Receipt and a complete list of full-time employees and their addresses shall be provided within 10 calendar days of a formal request by the City.
- (2) \_\_\_\_\_  
Business Name is a Class B Business as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. A copy of the Business Tax Receipt or a complete list of full-time employees and their addresses shall be provided within 10 calendar days of a formal request by the City.
- (3) \_\_\_\_\_  
Business Name is a Class C Business as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. A copy of the Broward County Business Tax Receipt shall be provided within 10 calendar days of a formal request by the City.
- (4) \_\_\_\_\_  
Business Name requests a Conditional Class A classification as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. Written certification of intent shall be provided within 10 calendar days of a formal request by the City.
- (5) \_\_\_\_\_  
Business Name requests a Conditional Class B classification as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. Written certification of intent shall be provided within 10 calendar days of a formal request by the City.
- (6) \_\_\_\_\_  
Business Name is considered a Class D Business as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. and does not qualify for Local Preference consideration. (Notary not required for Class "D")

PROPOSER'S COMPANY: Navarro Security Group, Inc.

AUTHORIZED COMPANY PERSON: Louis R. Sorrentino  November 12, 2013  
NAME SIGNATURE DATE

ATTACHMENT "A"

E-VERIFY AFFIRMATION STATEMENT

RFP/Bid /Contract No: 545-11298

Project Description: Airport Security Services

Contractor/Proposer/Bidder acknowledges and agrees to utilize the U.S. Department of Homeland Security's E-Verify System to verify the employment eligibility of,

- (c) all persons employed by Contractor/Proposer/Bidder to perform employment duties within Florida during the term of the Contract, and,
- (d) all persons (including subcontractors/vendors) assigned by Contractor/Proposer/Bidder to perform work pursuant to the Contract.

The Contractor/Proposer/Bidder acknowledges and agrees that use of the U.S. Department of Homeland Security's E-Verify System during the term of the Contract is a condition of the Contract.

Contractor/Proposer/ Bidder Company Name:



Authorized Company Person's Signature: \_\_\_\_\_

Chief Operating Officer \_\_\_\_\_

Authorized Company Person's Title: \_\_\_\_\_

Date: November 12, 2013

Tab 4: Letter of Interest: Briefly state the Proposer's understanding of the services to be rendered, and make a positive commitment to perform according to the requirements noted in this RFP. The letter of interest should not exceed two (2) pages.

NAVARRO SECURITY GROUP, INC.  
4100 NW 3<sup>rd</sup> Court, Suite 102  
Plantation, Florida 33317

November 5th, 2008

City of Fort Lauderdale  
Procurement Services Department  
100 N. Andrews Avenue, Room 619  
Fort Lauderdale, Florida 33301

RE: City of Fort Lauderdale Executive Airport and Downtown Helistop for the City's  
Business Enterprises Department – RFP #545-11298

On behalf of Navarro Security Group, Inc., I would like to thank you for the opportunity to submit this proposal regarding security services for the City of Fort Lauderdale Executive Airport and Downtown Helistop for the City's Business Enterprises Department.

In our contemporary society, the importance of security for government agencies and departments, business, and industry cannot be overestimated. Navarro Security Group, Inc. has had extensive experience in recommending and providing security solutions and superior security technology for major sites, including such areas as airports, public transport facilities and various other government facilities. Since the events of September 11th, 2001, we have been asked by many governmental agencies to advise and implement security solutions.

As a well established and successful security company with its headquarters located in Fort Lauderdale, Florida, NAVARRO is in a position to offer flexibility of services tailored to the present and future needs of the City without compromising the level and quality of such services.

Our philosophy goes beyond settling for the adequate, and pursues excellence. We are sure that this is the only way to meet the ever-increasing demands of public and private business and industry. We are setting standards today that our competitors will try to emulate tomorrow.

We have adopted a proactive approach with all accounts. Working together with our clients on an on-going consultative basis, we look for ways to continually improve our service. In this way we are able to establish a true "Partnership" with each client.

We are confident that the people who know us best, our clients and our employees, will support our claim of consistently demonstrating our commitment to quality. At NAVARRO, our goal is “to be the best.” This is a goal we do not take lightly. It is our commitment to the industry and our clients.

Louis Sorrentino (Director) is authorized to make representation on behalf of Navarro Security Group, Inc. in responding to this RFP. He can be contacted at: 954-581-1516, extension 103, 954-581-8687-fax, 954-931-7065-cell, and by e-mail address to: [sorrentino@navarrosecurity.com](mailto:sorrentino@navarrosecurity.com).

We look forward to working with you once again and for many years to come with the same commitment to performing according to the requirements noted in your RFP’s, particularly, this one for the City of Fort Lauderdale Executive Airport and Downtown Helistop.

Sincerely,

A handwritten signature in black ink that reads "Louis R. Sorrentino". The signature is written in a cursive, flowing style.

Louis R. Sorrentino  
Chief Operating Officer / COO



Tab 5: Narrative: proposer shall include a comprehensive narrative to include the following: Understanding of the City's needs for security services at the City's Executive Airport facilities and your overall approach to those needs, including monitoring and supervising assigned Security Officers. Specifically, comment on what type of management controls, supervisory inspections, and check-in provisions you utilize to monitor the actions and whereabouts of assigned Security Officers.

After reviewing your security requirements for the City of Fort Lauderdale Executive Airport and Downtown Helistop for the City's Business Enterprises Department in this RFP, we at Navarro Security Group, Inc. are confident that we can provide you with the type of professional service you desire in a contract security company.

Effective security is a result of effective communication. Therefore, as you review the recommendations and pricing structure in this proposal, please know that Navarro Security Officers continue to take pride in their work, career, and above all, the client. The backgrounds of the personnel we hire is still far more advanced than that of the standard commercial officer and as a result, their performance, knowledge, alertness, communication skills, and basic security common sense make them more proficient in meeting the demands of the City of Fort Lauderdale Executive Airport and Downtown Helistop.

Our supervisory and managerial staff have extensive law enforcement experience and together with NAVARRO's Central Station, we are available to you twenty-four hours a day, seven days a week. Carefully selected security personnel will provide the Executive Airport and Downtown Helistop with an efficient and productive security team. All NAVARRO Road Captains will Cross-Certified to handle all Aviation duties at the Fort Lauderdale Executive Airport and the Downtown Helistop.

We are confident that we can help you reduce the number of incidents as well as continue helping you increase safety on these properties through a prevention program based on analysis and quality management. Throughout the years that NAVARRO had been provided security services at the Ft. Lauderdale Executive Airport, we developed a very professional, good working relationship with the Broward Sheriff's Office personnel assigned to this area, the Fire Department, the Executive Airport's tenants, and clients. Also, as a result of the years of service from the past, NAVARRO had a thorough understanding of the individualized requirements that pertain to the security of the Executive Airport, as well as all the requirements stated in this RFP.

Navarro Security Group, Inc. adheres to the Affirmative Action Plan for the purpose of maintaining the promise of emphasis on the minority workforce. As a minority company, we also make every effort to deal with minority vendors when looking to satisfy any and all equipment needs.

The function of Navarro Security Group, Inc. will be to provide the City of Fort Lauderdale Executive Airport with security services designed with operational efficiency at the forefront and specifically designed for the City of Fort Lauderdale Executive Airport. Our specialized services cover AOA inspections include runway and taxiway surveillance for debris, light inspections to ensure all lighting circuits are functioning properly in order to enhance the safety of all aircraft moving on the surface, and inspection of all Navigation-Aids, such as obstruction lights located on stadiums and surrounding buildings and the rotating beacon to provide the highest degree of safety obtainable for all arriving and departing aircraft.

Navarro Security Group, Inc. is skilled at working with all local and federal agencies conducting operations on the Airport including the Fort Lauderdale Police Department, FAA Control Tower personnel, and the U.S. Customs Services. NAVARRO will maintain a high visibility on the Airport grounds through a constant vehicle patrol of all perimeter roadways and buildings within the patrol areas. Security staff on duty will accommodate and assist the Airport Manager's office in all special requests and assignments that the Airport Manager or his designated representative deem necessary with an unequivocal degree of professionalism for the duration of the event. Post orders may vary as instructed by Airport Management for each of the shifts to accommodate the needs of the Airport

during any particular time period.

The Navarro Security Group has had extensive experience in recommending and providing security solutions and superior security technology for major sites, including such areas as airports, public transport facilities and other government facilities. Since the events of September 11<sup>th</sup> we have been asked by many governmental agencies to advise and implement security solutions.

Navarro has supplied the City of Boca Raton with unarmed guards for the main City Hall, Municipal Building, and Main Water Plant and the Executive Airport For five (5) years, Navarro provided a Level III security officer for the City of Fort Lauderdale Marine Facilities as well as a seventeen (17) year relationship with the City of Ft. Lauderdale Executive Airport. This contract required us to work directly with the city police agency and we are currently utilizing the police communication system.

Perhaps the most relevant portion of the City of Fort Lauderdale contract is the work we did for the Fort Lauderdale Executive Airport.

Our contract with the City of Fort Lauderdale Executive Airport required us to provide security services designed with operational efficiency at the forefront. Our specialized service covered AOA inspections which includes runway and taxiway surveillance for debris, light inspections to ensure all lighting circuits are functioning properly to enhance safety for all aircraft moving on the surface, an inspection of all Nav-Aids, obstruction lights located on stadiums and surrounding buildings, and the rotating beacon to provide the highest degree of safety obtainable for all arriving and departing aircraft. Our Security staff is skilled at working with all local and federal agencies conducting operations on the Airport including the Fort Lauderdale Police Department, FAA Control Tower personnel, and the U.S. Customs Services. Navarro maintained a high visibility on the Airport grounds through a constant vehicle patrol of all perimeter roadways and buildings within the patrol areas. Security staff on duty accommodated and assisted the Airport Manager's office in all special requests and assignments that the Airport Manager or his designated representative deemed necessary with an unequivocal degree of professionalism. Post orders varied as instructed by Airport Management for each of the three shifts to accommodate the needs of the Airport during a particular time period.

Navarro security officers also work closely with the city police department at the City of Ft. Lauderdale Marine Facilities by utilizing the city police communication system. Security Officers' duties are to secure and patrol marine facilities at (8) locations throughout the city. During their normal operation the officers will answer alarm calls, as well as document boat slip inventory.

Navarro's twenty (20) year relationship with the state and local law enforcement agencies has facilitated the opportunity for developing a unique working relationship with the staff. This has resulted in a most efficient way to resolve any issues that may have arisen during the normal course of our security staff's patrol activities. Longevity here is the key to quality and sustaining security. The same security staff has been employed by Navarro and assigned to the City almost since conception of any contract.

Navarro also conducts Site Surveys/Threat Assessment Surveys for all airport buildings, runways, control tower, walk in and drive in gates and similar locations. This is for the purpose of determining the viability of existing physical security, target hardening and threat and also to comply with the following:

Site Surveys of the physical locations are required to determine vulnerability to attack; subtle, overt or a combination. There are written reports submitted providing by "phase" citing the most serious improvements first. This includes defensive tactics and passive systems such as monitoring, perimeter alarms system, locks, armed Security guard.

Threat Analysis is performed to determine if the site has been specifically targeted or is considered secondary or a

target of opportunity.

The Navarro Group Ltd., Inc. provides security products and services in four primary categories: security officer and patrol services, investigative and litigation services, alarm system design, installation, and monitoring, and the design, manufacture, and sales of security products.

The company has more than twenty (20) years of experience in the physical security industry providing service and installations throughout the Caribbean and the continental United States. Operated by ex-law enforcement personnel, it is uniquely qualified and sensitive to a diverse range of security requirements crucial to both the public and private sector. The Navarro Group is a full service security company offering all aspects of security and related support service to individuals, commercial, industrial, and governmental organizations. The Company has extensive experience in installing and servicing cell block controls, access control systems, duress systems, video CCTV distribution systems, vehicle barriers, guard shacks, uninterruptible power supplies, and other related security components. Navarro clients include local, state and federal government agencies, colleges, and major corporations.

Navarro Security offers both armed and unarmed uniformed security guard services, patrol services, plainclothes and uniformed bodyguards, as well as financial asset and VIP protection. Additionally, the company performs independent security surveys, countermeasures and electronic sweeps, management training, and security program planning. Navarro places strong emphasis on preplanning to identify the client's potential security risks and implement proactive loss prevention programs.

The Navarro Security Division offers broad-based physical security programs for both the public and private sectors, with services customized to the unique needs of each individual client. Navarro performs a comprehensive analysis of each new client's potential hazards and security needs and develops a security program to meet those needs. Navarro Security offers both armed and unarmed uniformed security guard services, patrol services, plainclothes and uniformed bodyguards, as well as financial asset and VIP protection. Additionally, the Company performs independent security surveys, countermeasures and electronic sweeps, management training, and security program planning. Navarro places strong emphasis on preplanning to identify the client's potential security risks and implement proactive loss prevention programs.

As a part of a complete security package, Navarro Security will furnish the client with security patrol vehicles to increase the frequency of patrol throughout the community or facility. Navarro's highly visible patrol cars are operated by professional officers who provide an extra level of protection. Navarro's widely recognized patrol vehicles, equipped with sophisticated communications technology, are a major factor in preventing criminal activity in the community.

Navarro's range of services includes contracting private security officers to governmental agencies (at local, state and federal levels), commercial customers, condominium associations, and residential customers. There are three categories of security officers, based on qualifications and presence; Premier Officer, Upgraded Officer, and Regular Officer. The requirements and qualifications of the security officers are carefully matched to the customer's wants and needs.

### **QUALITY CONTROL PROGRAM, INSPECTION/REPORTING SYSTEM**

Navarro Security Group supports all supervisors with their management personnel. Supervisory personnel and management hold weekly meetings. Monthly meetings are held between each employee assigned to each post and management personnel, including supervisory personnel. All equipment issued to the officers is monitored by our road supervisory force and project manager on a weekly basis.

All personnel are issued with the Navarro Security Handbook which details the policies and procedures required by the company. All employees are required to be familiar with, and abide by, these policies and procedures.

### **QUALITY CONTROL PROGRAM**

Navarro believes that an effective security officer must be supported and directed by strong and active supervision.

All personnel are issued the Navarro Security Handbook which details the policies and procedures required by the company. All employees are required to be familiar with, and abide by, these policies and procedures.

### **CODE OF ETHICS**

#### **GENERAL ORDERS**

- A. Security Officer Orders
- B. Personal Conduct
- C. Uniform & Equipment
- D. Call Off & Check In Requirements
- E. Highway Safety
- A. Firearms

#### **EMPLOYMENT POLICY**

- A. Discrimination Policy
- B. Wages
- C. Probationary Period
- D. Company Benefits

#### **GENERAL POLICY**

- A. Personal Guidelines
- B. Public Relations
- C. Telephones
- D. Language
- E. The News Media
- F. Duty Relief
- G. Familiarization with your Post
- H. Security Officer Rounds

#### **EMERGENCIES**

- A. What all Security Officers Must Know
- B. First Aid – Injuries or Illness
- C. Fire

#### **REPORTING PROCEDURES**

- A. Report Procedure
- B. Log Book
- C. Daily Activity Report
- D. Incident Report
- E. Security Officer Regulations

#### **ADDITIONAL POLICIES AND PROCEDURES**

- A. Drug Free Workplace Policy
- B. Use of Guide Dogs -Use of Non-Human Primates

## DISCIPLINARY ACTION

Outline of violations and consequences

## QUALITY ASSURANCE PLAN

- A. Periodic Contractual Review – to review contractual requirements and services; to identify activities to be inspected both scheduled and unscheduled, how often, and by whom;
- B. Corrective Action Procedures – to respond and correct deficiencies and implement time frame for correction
- C. Tabletop Exercises and Drills – to simulate contingency events based on the security plan and to identify weaknesses.
- D. Customer Satisfaction Program – by implementing a program with the help of the County to conduct satisfaction surveys
- E. Scheduling Software Review – to track the scheduling of guards to make sure all posts are staffed properly and to assist in the invoicing process
- F. Guard Checks – to insure that the guards are actively performing duty and to provide reports to the County as requested

Security Officers are issued with Orders. These will be General Orders, Special Orders (specific orders outlining the duties required at a specific post, also known as Post Orders) and Informational Orders (additional information required to carry out duties at Special Events). These orders are issued to the officers and reviewed by their supervisors, in order to ensure that each officer is familiar with his/her post and the duties required.

Officers have strict check in and call off requirements and are required to make hourly Radio or Telephone check-ins with the Central Dispatch Station. The Central Monitoring Station and Dispatch and Supervisors are available 24 hours a day seven days a week. Road Supervisors make regular checks at all posts and are available to assist in emergency situations and to cover posts where necessary.

Security Officers are required to complete and sign the Log Book at each post for every shift. They are also required to write Daily Activity Reports and Incidence Reports. These reports are reviewed by Supervisors and Management personnel.

All supervisory and management personnel can be contacted at any time through telephone, radio or pager systems, twenty-four hours, per day.

The Project or District Manager Is responsible for maintaining the master schedule, including all posts. The scheduler will be on call 24 hours per day. If a problem should arise that the road supervisor cannot handle, then the scheduler will be contacted. The scheduler will also be responsible for replacing those security officers that request certain days or time periods off. The scheduler will be responsible for maintaining overtime control for the Security Division. In addition, when the division acquires new accounts the scheduler will be responsible for setting the schedule and staffing of these accounts.

Navarro uses *InTime and e-Time* Solutions Software for Officer Scheduling and Record documentation. *InTime and e-Time* are designed to meet the unique and specific challenge of scheduling officers. *InTime and e-Time* finds the best way to match officers to shifts easily and efficiently. The heart of *InTime and e-Time* is a powerful scheduling engine that analyzes and sorts personnel. *InTime and e-Time* maintain and organize specific information on each and every shift, employee and client. The computer processes the information to give you the best qualified candidates for every shift. *InTime and e-Time* allow you to update and revise schedules in minutes. Plus they track, in real time, hours scheduled and computes hours and overtime to employment standards

*InTime and e-Time* track specific information on each and every employee and maintains a complete work history for every shift. Having this information means the best qualified people available are always assigned. Plus, employees get the best schedule possible given their needs and availability.

#### Scheduling Features:

- \* Eliminates double bookings
- \* Display up to 1 month on screen and up to 12 weeks at a time.
- \* Extensive security access control
- \* Find matches Officers to Shifts, using over 12 constraints including: no overtime, no exclusions, past experience and personal criteria
- \* Provides a complete list of unassigned open shifts

#### Officer and Location Features

- \* Active/Inactive Officer
- \* Officer Photo and Video clip display
- \* Maintain up to several pages of data
- \* History/Exclusion – automatically maintains first and last dates worked for all sites and shifts
- \* Maintains Officers on/off times
- \* Special and Priority file settings

#### Operations Management

- \* Event Schedule with Call In interface and alarms
- \* Track expiry dates for contracts, certification, licenses with reminder alarms
- \* Track officer issued supplies and equipment
- \* Clients, contracts and departments
- \* Rates Table with Bill/Pay matrix

#### Operations Management

- \* Event Schedule with Call In interface and alarms
- \* Track expiry dates for contracts, certification, licenses with reminder alarms
- \* Track officer issued supplies and equipment
- \* Clients, contracts and departments
- \* Rates Table with Bill/Pay matrix

**InTime - Working** File Edit Event Display Report Window Help

Spherion Corporation  
2050 Spectrum Blvd  
Ft Lauderdale FL 33309

Start 17 End 17 Comment  
Book 0700 1500  
Post 0700 1500

[4]Watson, C  
Clear Book Edit... Cancel Add

[4]Watson, C  
Week End Aug 30  
Book 40.0 hr  
Ovr/Std 0.0 hr  
Find

Aug 00	Hrs	Thu 17	Fri 18	Sat 19	Sun 20	Mon 21	Tue 22	Wed 23
0700-1500 Premier	8							
0800-1600 Site Supervisor	8							
1500-2300 Premier	8							
1700-2300 Standard Golf	6							
1700-2300 Upgraded Patr	6							
2300-0700 Premier	8							

Job/Work Shifts / Job/Persons / Person/Work Shifts / Person/Jobs

Refresh recommended 24 Aug 2000 10:26:32

**InTime - Working** File Edit Event Display Report Help

Spherion Corporation  
2050 Spectrum Blvd  
Ft Lauderdale FL 33309

Start 17 End 17 Comment  
Book 0700 1500  
Post 0700 1500

[3]Pierre, M  
Clear Book Edit... Cancel Add

[3]Pierre, M  
Week End Aug 30  
Book 25.0 hr  
Ovr/Std 0.0 hr  
Find

Aug 00	Hrs	Thu 17	Fri 18	Sat 19	Sun 20	Mon 21	Tue 22	Wed 23
0700-1500 Premier	8							
1500-2300 Premier	8							
1700-2300 Standard Golf	6							
1700-2300 Upgraded Patr	6							
2300-0700 Premier	8							

Job/Work Shifts / Job/Persons / Person/Work Shifts / Person/Jobs

24 Aug 2000 12:12:08

Navarro Security Group, Inc. also utilizes the Destiny Patrol Software to ensure compliance of our contractual obligations by our guards.

### GT3: GUARD TOUR VERIFICATION

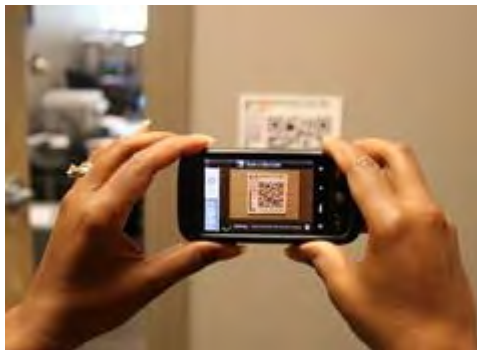
Besides the old school detex clocks, using an i-button (RFID) system is how clients and owners of security companies would verify a guard was doing their "rounds" of a property.

PROBLEMS: a supervisor has to go download and read the data from the wand. Another problem with the i-button systems is the large availability of the actual i-buttons themselves, just do a search on the internet for i-button systems, a guard can get a [reader](#) that reads i-buttons, then the guard orders his own set of [i-buttons](#) that match the ones that are on the post, then sits at his desk running the wand over his own collection of i-buttons.

THE SOLUTION: **GT3** Guard Tour Verification System. GT3 uses simple QR Code labels that are scanned with an Android phone running the GT3 software. How is this different from the old problems of yesterday, GT3 creates a GPS stamp of each and every time the GT3 code is scanned and is sent to the server immediately where it is viewable instantly by your client from their own client account page, and there are GPS links to satellite maps showing a marker of where the guard was exactly at the time of the GT3 scan. This eliminates a supervisor from having to download the data by visiting the property. Furthermore the GT3 system sends out an email to each one of your clients every morning with the activities from the past 24 hours of all the GT3 scans of their property only.

This is how the GT3 system works:

Guard Scans GT3 Code Location



QR Code Example



GT3 codes cannot be decoded by regular scanners

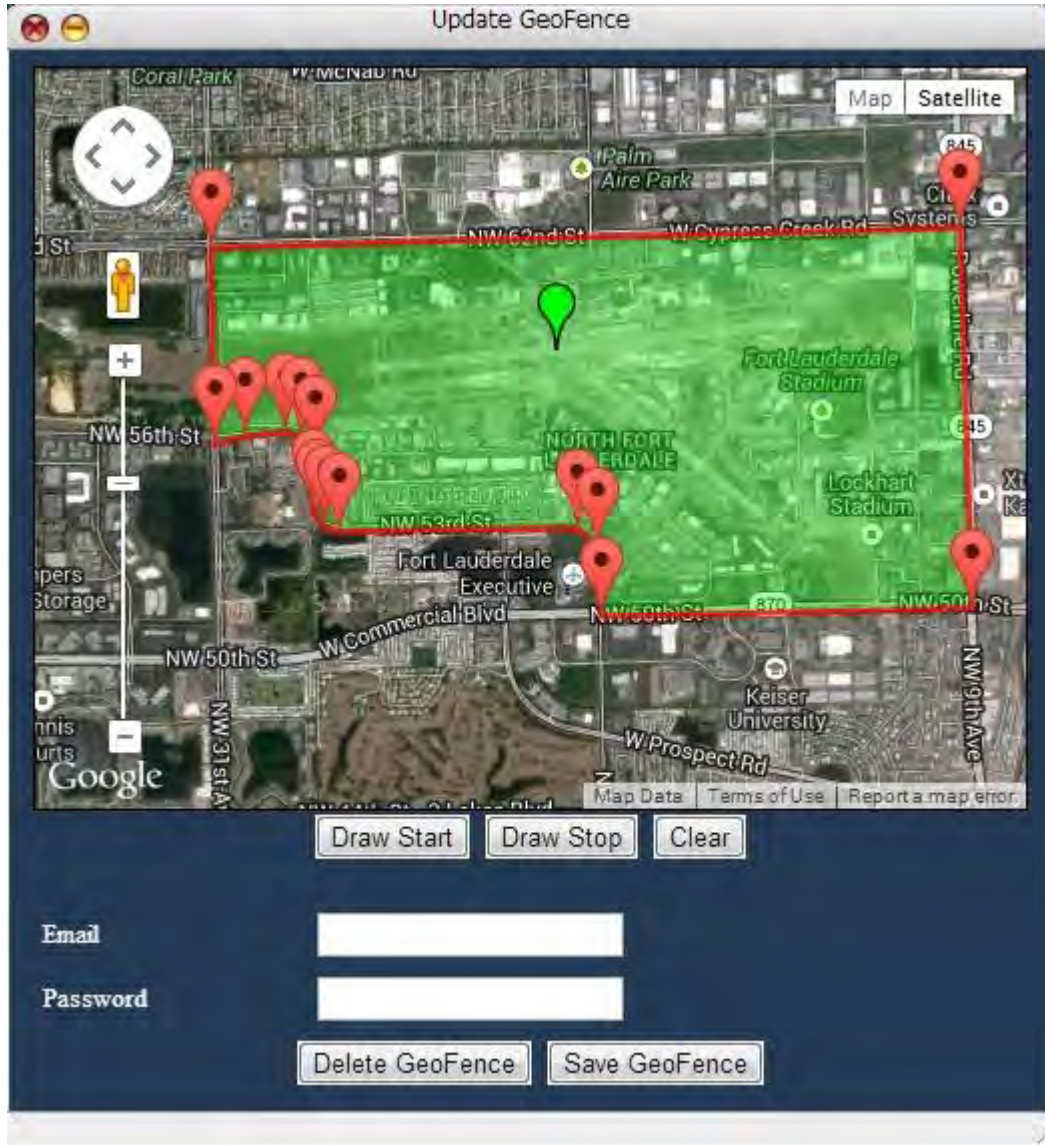


The City of Fort Lauderdale Executive Airport can log into their own custom [client access page](#) to view the GT3 report instantly.

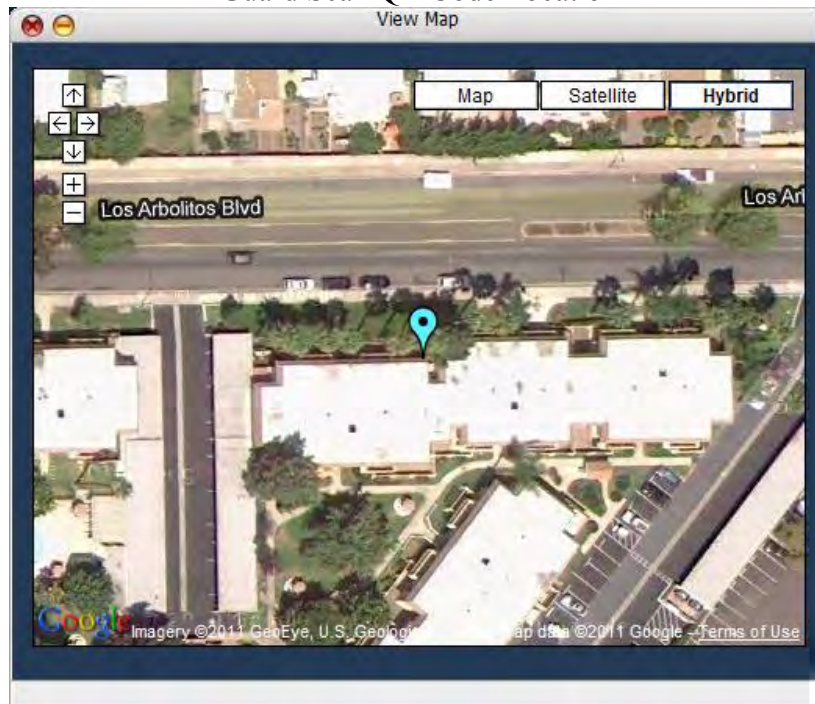


When the guard scans a location, a GPS stamp is created so there is absolutely no way a guard can manipulate the location of the scan entry. If the client wishes to verify the GT3 tour scan location, all they need to do is click to the right of the report entry under the "Options" header where it says "Map" to view the exact location where the entry was made via a satellite map that can be zoomed in for a location within 10 feet.

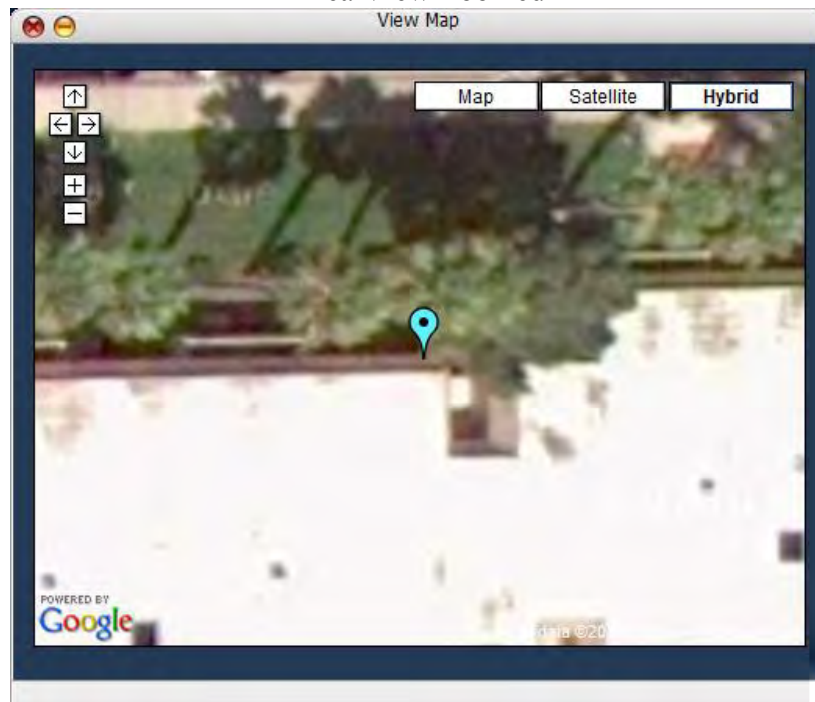
**This is an example GeoMap of the Fort Lauderdale Executive Airport**



### Guard Scan QR Code Location



### Area View Zoomed



Auto-generated reports are sent to City of Fort Lauderdale Executive Airport at 9AM every morning of the past 24 hour time period.



Hello, this is the Computer Aided Dispatch system at DEMO SECURITY COMPANY, the public safety provider for DEMO ACCT.

The following is a Guard Tour ® Report which shows the exact dates and times of when various checkpoints were visited, or specific duties were performed at your property by one of our officers within the past 24 hours:

Date / Time	I.D.# / Officer	Check Point / Activity
2013-04-29 11:41:15	GUARDGUY / G. GUARD	BEGIN TEST
2013-04-29 11:42:29	GUARDGUY / G. GUARD	CHECKED DOOR
2013-04-29 11:42:48	GUARDGUY / G. GUARD	CHECKED EXTINGUISHER = NEEDS SERVICE
2013-04-29 11:43:29	GUARDGUY / G. GUARD	CHECKED EXTINGUISHER = OK
2013-04-29 11:43:29	GUARDGUY / G. GUARD	PATROLLED PARKING LOT
2013-04-29 11:43:48	GUARDGUY / G. GUARD	PERIMETER CHECK - 1
2013-04-29 11:44:04	GUARDGUY / G. GUARD	PERIMETER CHECK - 2
2013-04-29 11:44:18	GUARDGUY / G. GUARD	PERIMETER CHECK - 3
2013-04-29 11:44:54	GUARDGUY / G. GUARD	READ TEMPERATURE GAGE - NOTIFIED MANAGER
2013-04-29 11:45:12	GUARDGUY / G. GUARD	READ TEMPERATURE GAGE - OK
2013-04-29 11:45:34	GUARDGUY / G. GUARD	SECURED GATE
2013-04-29 11:45:49	GUARDGUY / G. GUARD	STOP TEST

If you wish to view a more detailed report of any given time span, please log in to your Client Portal and from the main index page, select the option that shows "Guard Tour ® report".

Management and Dispatch are able to track employees graphically on a map, generate specific reports of the officer within a 10 foot area with a date and time stamp. You can create geofences around a property and the guard will trip the geofence alerts when entering a designated area. We can choose who is notified, City of Fort Lauderdale Executive Airport and our management.

When using the Guard Tour feature or "GT3 Lite", all you have to do is create the GT3 QR codes in the administration section of the Destiny Patrol Software system and print them using a laser printer and these outdoor labels that are readily available from many suppliers. Here are some examples for your convenience:

[Avery Outdoor Labels - Item #05524](#)

[Online Labels .com](#)

[See the "how to" video here.](#)

**GT3** has numerous specialized features that enable all of our clients to save time and money, improve operational control and substantially reduce potential liabilities.

Tab 6: Business Licenses and Certifications: Submit a copy of all licenses, certificates, registrations, permits, etc. that your company / staff possesses – to include, but not be limited to occupational, state and local, registrations, safety certifications, etc. Company must be licensed and/or registered in the State of Florida in all required disciplines.

# State of Florida



## Department of State

I certify from the records of this office that NAVARRO SECURITY GROUP, INC. is a corporation organized under the laws of the State of Florida, filed on December 15, 1992 .

The document number of this corporation is P92000011720.

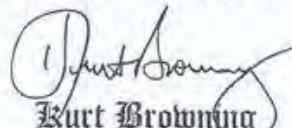
I further certify that said corporation has paid all fees due this office through December 31, 2008, that its most recent annual report/uniform business report was filed on June 2, 2008, and its status is active.

I further certify that said corporation has not filed Articles of Dissolution.



CR2EO22 (01-07)

Given under my hand and the  
Great Seal of the State of Florida  
at Tallahassee, the Capitol, this the  
Fourth day of June, 2008

  
Kurt Browning  
Secretary of State



FLORIDA DEPARTMENT OF STATE

Jim Smith  
Secretary of State

March 22, 1993

NAVARRO SECURITY GROUP, INC.  
200 EAST LAS OLAS BLVD.  
SUITE 1410  
FT. LAUDERDALE, FL 33301

SUBJECT: NAVARRO SECURITY GROUP, INC.

DOCUMENT NUMBER: P92000011720

In compliance with the request on your 1993 Annual Report, the certificate of status for the subject corporation is enclosed.

Should you have any questions regarding this matter, please telephone (904) 487-6056.

Vonda Hill  
Annual Reports Section

Letter No. 893A00102261

# State of Florida



## Department of State

I certify from the records of this office that NAVARRO GROUP LTD. INC. is a corporation organized under the laws of the State of Florida, filed on September 9, 1992 .

The document number of this corporation is V62399.

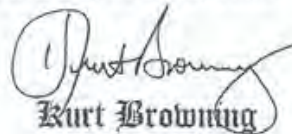
I further certify that said corporation has paid all fees due this office through December 31, 2008, that its most recent annual report/uniform business report was filed on June 2, 2008, and its status is active.

I further certify that said corporation has not filed Articles of Dissolution.



GR2EO22 (91-07)

Given under my hand and the  
Great Seal of the State of Florida  
at Tallahassee, the Capitol, this the  
Fourth day of June, 2008

  
Kurt Browning  
Secretary of State

# State of Florida



## Department of State

I certify from the records of this office that NAVARRO GROUP LTD., CO., is a limited liability company organized under the laws of the State of Florida, filed on July 27, 2006, effective July 26, 2006.

The document number of this company is L06000074515.

I further certify that said company has paid all fees due this office through December 31, 2006, and its status is active.

Authentication Code: 406A00047722-072806-L06000074515-1/1



Given under my hand and the  
Great Seal of the State of Florida,  
at Tallahassee, the Capital, this the  
Twenty-eighth day of July, 2006



*Sue M. Cobb*  
Sue M. Cobb  
Secretary of State



FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES

ADAM H. PUTNAM  
COMMISSIONER

DIVISION OF LICENSING

10/24/12  
DATE ISSUED

05/19/15  
DATE OF EXPIRATION

BB9800028  
LICENSE NUMBER

NAVARRO GROUP LTD, INC. (WEST PALM BCH.)  
301 CLEMATIS STREET  
SUITE 300  
WEST PALM BEACH, FL 33401

THE SECURITY AGENCY BRANCH OFFICE NAMED ABOVE IS LICENSED AND REGULATED UNDER THE PROVISIONS OF CHAPTER 493, FLORIDA STATUTES.



  
ADAM H. PUTNAM  
COMMISSIONER

**FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES**

ADAM H. PUTNAM  
COMMISSIONER

**DIVISION OF LICENSING**

**11/08/12**  
DATE ISSUED

**BB9800027**  
LICENSE NUMBER

**05/19/15**  
DATE OF EXPIRATION

**NAVARRO GROUP LTD. INC. (MIAMI)**

2655 LE JEUNE ROAD  
SUITE SUITE 500  
CORAL GABLES, FL 33134

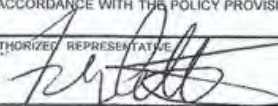
THE SECURITY AGENCY BRANCH OFFICE NAMED ABOVE IS LICENSED AND REGULATED UNDER THE PROVISIONS OF CHAPTER 493, FLORIDA STATUTES.



ADAM H. PUTNAM  
COMMISSIONER

Tab 7:

Evidence of Insurance. Certificate of Insurance showing coverage, forms, limits. Actual insurance certificates will be required from recommended contractor, prior to award.

ACORD		CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/DD/YYYY)																						
<p>THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.</p> <p>IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).</p>																										
<b>PRODUCER</b> Pettineo Insurance Agency, Inc 2430 E. Commercial Blvd. Ft. Lauderdale, FL 33308			<b>CONTACT NAME</b> PHONE (A/C No. Ext) 954-493-9424 FAX (A/C No.) 954-493-8968 E-MAIL ADDRESS:																							
<b>INSURED</b> Navarro Security Group, Inc. 4100 NW 3 Court Suite 101 Plantation, FL 33317 954-581-1516 954-581-3696-Fax			<table border="1"> <thead> <tr> <th colspan="2">INSURER(S) AFFORDING COVERAGE</th> <th>NAC#</th> </tr> </thead> <tbody> <tr> <td>INSURER A</td> <td>Admiral Insurance Company</td> <td></td> </tr> <tr> <td>INSURER B</td> <td>Scottsdale Insurance Company</td> <td></td> </tr> <tr> <td>INSURER C</td> <td>Mercury Auto Insurance Co</td> <td></td> </tr> <tr> <td>INSURER D</td> <td>M.C.I.M. Insurance</td> <td></td> </tr> <tr> <td>INSURER E</td> <td></td> <td></td> </tr> <tr> <td>INSURER F</td> <td></td> <td></td> </tr> </tbody> </table>			INSURER(S) AFFORDING COVERAGE		NAC#	INSURER A	Admiral Insurance Company		INSURER B	Scottsdale Insurance Company		INSURER C	Mercury Auto Insurance Co		INSURER D	M.C.I.M. Insurance		INSURER E			INSURER F		
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<b>COVERAGES</b>		<b>CERTIFICATE NUMBER:</b>		<b>REVISION NUMBER:</b>																						
<p>THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.</p>																										
INSR LTR	TYPE OF INSURANCE	ADDL ENR	SUBR WVO	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS																			
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR GENL AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC		Y	CA000017242-01	12/15/12	12/15/13	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 50,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000																			
C	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input checked="" type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS			FLC7018688	3/19/13	3/19/14	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$																			
D	UMBRELLA LIAB EXCESS LIAB DED: RETENTION \$		Y	WC12502	5/14/2013	5/14/2014	EACH OCCURRENCE \$ 1,000,000 AGGREGATE \$ 1,000,000 \$ 1,000,000																			
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A				WC STATUTORY LIMITS OTHER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$																			
B	COMMERCIAL PROPERTY		Y	CPS1707886	12/15/12	12/15/13	BLDG LOC 1 \$600,000 2 \$30,000 3 \$30,000																			
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101. Additional Remarks Schedule, if more space is required)																										
<b>CERTIFICATE HOLDER</b>				<b>CANCELLATION</b>																						
CITY OF FT. LAUDERDALE ATTN: Procurement Department 100 NORTH ANDREWS AVE 6TH FLOOR FT. LAUDERDALE, FL 33306				SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE: 																						

ACORD25(2010/05)

The ACORD name and logo are registered marks of ACORD

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Tab 8: Company Profile: Legal name, address, telephone number, fax number, email address, web page address, etc. of the proposer, together with legal entity (corporation, partnership, etc.). Firm must be established as a legal entity in the State of Florida. Provide years in business; state whether the firm is local, regional, or national. Give a list of owners and/or partners and managers of the firm. Include names, addresses and phone numbers; any additional information that your firm wishes to supply to augment its proposal.

Specifically indicate the office address where the supervisor(s) would be located when not on the road and where they would respond from if needed by the Security Officer.

**OFFICE LOCATION**

Navarro Security Group, Inc. maintains offices in each of the tri-county areas, Broward, Miami- Dade and Palm Beach counties.

The company’s headquarters are located in Broward County at:

Navarro Security Group, Inc.  
4100 NW 3<sup>rd</sup> Court, Suite 102  
Plantation, FL 33317

Tel: (954) 581-1516  
Fax: (954) 581-8687  
E-mail: [sorrentino@navarrosecurity.com](mailto:sorrentino@navarrosecurity.com)  
Web Address: [www.navarrosecurity.com](http://www.navarrosecurity.com)

**Other locations:**

Dade County Office	Palm Beach County Office
2655 Le Jeune Road, Suite 500	301 Clematis Street, Suite 3000
Coral Gables, FL 33134	West Palm Beach, Florida 33401

Navarro Security Group, Inc. is a corporation established in the State of Florida.

The company has been in business for over 20 years and is regional.

The company is owned by:

Joseph M. & Rachael Dibbs  
Navarro Security Group, Inc.  
4100 NW 3<sup>rd</sup> Court, Suite 102  
Plantation, FL 33317

Tel: (954) 581-1516  
Fax: (954) 581-8687

Tab 9: Descriptions / Pictures:  
UNIFORMS: Provide pictures and descriptions of uniforms and City identification on the uniform of the Security Officers;

VEHICLES: Provide pictures and descriptions of the vehicles proposed for this contract - with company name and City identification. Vehicle description should list make, model, mileage, condition, etc. Describe the equipment installed and the equipment installation configuration. Describe your vehicle and equipment maintenance procedures and schedules.

### **UNIFORMS**

#### **The Navarro Suggested Uniform**



All Navarro Security Officers will wear the uniform approved by the City. Please refer to the examples below. Insignias will be issued to those who achieve rank above that of a security officer. The Navarro shoulder patch will be worn on each shoulder centered 3/4" from the shoulder seam. The breast badge will be worn over the left breast pocket.

#### **UNIFORM ISSUE**

- Above are examples of brown Shirts.
- Above are examples of black uniform trousers with brown stripe.
- Black or dark brown socks.
- 1 ½" black belt with standard gold buckle.
- Above is an example of a Stetson hat with the Navarro emblem.

Only jackets issued by Navarro are permitted to be worn over the uniform. When jackets are worn, the breast badge will be on the outer garment and visible to everyone.

The Navarro Group uniform, or any part thereof, may not be worn in a bar, cocktail lounge or any establishment where the main business is the sale of alcoholic beverage, unless on official company business.

The Navarro uniform, either complete or in part, will not be worn off duty except in travel to and from your assigned post.

Premier uniforms are required for certain posts. These uniforms are to be decided by the City.

Captains uniforms worn are to be decided by the City.

All officers must wear their official I.D. and license cards. A \$500 fine can be imposed by the State of Florida Division of Licensing.

All uniforms must be clean, neat and pressed at all times while on duty.

*Display Different Recommended Navarro Uniforms*



**Vehicles**



2014, FORD, ESCAPE, BLACK IN COLOR

- 4 Wheel Drive Patrol Vehicle
- One full band two-way Aviation Radio
- Equipped with yellow strobe light bar.
- Decals “City of Fort Lauderdale, Executive Airport” “Security Patrol” 3M’s Scotch-Lite reflective material.
- Class II trailer hitch.
- Trailer sway control
- 2.0L EcoBoost® I-4 engine

Full leather-trimmed heated front bucket seats	Body-color rear spoiler
Map pocket, passenger seat-back	Door handles – body-color
Map pocket, driver's seat-back	Upper grille – gloss black with chrome bar and surround
Memory feature for driver's seat and exterior mirrors	Lower grille – gloss black
Dual-zone electronic automatic temperature control	Mirrors – body-color
Audio System from Sony®	Mirrors – body-color with integrated turn signal indicators and puddle lamps
SiriusXM Satellite Radio with 6-month prepaid subscription	Integrated blind spot mirrors
SYNC® with MyFord Touch®	Heated exterior mirrors
Cargo floor hooks	Chrome beltline molding
Coat hooks (2), second row	Chrome liftgate garnish
Overhead console with sunglasses holder	Halogen headlamps
Center floor console with armrest	Fog lamps
Universal Garage Door Opener	Dual chrome exhaust tips
Remote Start	Silver front and rear skid plate inserts

Vehicle maintenance and a general inspection will be conducted every 3,000 miles by the originating dealership.

NAVARRO's highly visible patrol vehicle, manned by professional officers, will guard and provide an extra level of protection. The presence of widely-recognized patrol vehicles, constantly in contact with each other together and with our computerized communications center, is a major factor in preventing criminal activity at your establishment. The Navarro Security Group will furnish the Client with two (2) security patrol vehicles to increase the frequency of patrols the outside perimeter of the City of Fort Lauderdale Executive Airport and grounds. The implementation of patrol vehicles will enable the road patrol supervisor's to not only have the ability to check on individual sites, but also support those same sites through routine patrol activity.

Specifications for the patrol vehicle to be utilized at the City of Fort Lauderdale Executive Airport Facilities: Please Note that all Vehicles will be purchased new for the City of Fort Lauderdale Executive Airport. ***Decals applied will be as per the specifications of the City.***



Tab 10: Equipment: Provide information regarding the proposed equipment to be used to provide the security services in accordance with the specifications. Equipment information shall include quantity, make, model, etc. shall include radios, phones, vehicles, etc.

**The patrol vehicles will each be equipped with:**

- 1 Each Spotlight (Handheld)
- 1 Each Fire Extinguisher, capable of extinguishing A, B and C type fires.
- 1 Each First Aid Kit
- 6 Each Traffic Cones
- 1 Each Hand-held Icom IC-A6 COM Transceiver. The IC-A24/A6 has a completely renewed style with a large LCD and speaker. It offers simple operation by way of a minimum of practical functions. With its stylish design and reliable performance, the IC-A24/A6 series is a fitting successor to the award winning IC-A23 / IC-A5.
- 1 Each Vehicle-mounted Icom IC-A210 with MB-53 Vehicle Mount VHF Air Band Transceiver.
- The MB-53 Mounting Bracket kit is used to mount the IC-A210 to a vehicle.
- 1 Each Nylon Rope (100') (Flotation Device)
- 1 Each Vehicle Recovery Straps
- 1 Each Street Broom
- 1 Each Scoop Shovels
- 1 Each Flashing Amber Barricade Lights
- 1 Each Lightman Xenon Strobe Light
- 1 Each Traffic Flash Light
- 1 Each Traffic Safety Vest
- 1 Each Emergency Seat Belt Cutter
- 1 Each Booster Pac Portable Engine Starter
- 1 Each Rain Gear (Jacket & Pants, Rubber Boots)
- 1 Each Trunk/Cargo Organizer Locker
- 1 Pair OSHA Heat Resistant Gloves
- 1 Each Window Punch
- 1 Each Sprint Portable Cellular Telephone/with backup battery
- 1 Each Small tool box containing pliers, screwdriver, wrench, etc.
- 3 Each battery operated flashers 7" backup batteries

Tab 11: Joint Venture: If submitting as a joint venture, submit a copy of the joint venture agreement including the financial agreement between the parties and the percentage of participation of the parties.

*Navarro Security is entering this proposal as a singular provider. Navarro Security is experienced with providing security services of this type in the past.*

Tab 12: Qualifications / Experience: Describe firm’s local experience / nature of service with security contracts of similar size and complexity, in the previous five- (5) years. Proposers should be aware that bidding firms with at least ONE (1) YEAR experience providing airfield security services shall be given additional consideration in the qualification process. (baggage screening does not qualify).

Navarro’s range of services includes contracting private security officers to governmental agencies (*at local, state and federal levels*), commercial customers, condominium associations, and residential customers. There are three (3) categories of security officers – based on qualifications and presence – Premier Officer, Upgraded Officer, and Regular Officer. The requirements and qualifications of the security officers are carefully matched to the client's wants and needs.

As a well established and successful security company with its headquarters located in Plantation, Navarro is primed to offer a customizable service, tailored to the current and future needs of the County. As a well established and successful security company, Navarro is an equal opportunity employer, and we fully comply with the Broward County Non-Discrimination Policy as well as the Broward County’s Domestic Partnership Policy.

We have adopted a proactive approach with all our clients and place great emphasis on *communication*. Working together with our clients on an on-going consultative basis, we look for ways to continually improve our service. It is in this way, we are able to establish a true “*partnership*” with each client.

We are confident that the people who know us best, our clients and our employees, are objective verifiable evidence of consistently demonstrating our commitment to quality.

Navarro is an *Equal Opportunity Employer*, and we comply fully with the Broward County non-discrimination policy as well as the Broward County’s Domestic Partnership Policy.

Louis Sorrentino, Chief Operating Officer (COO), Navarro Security Group, Inc. is authorized to make this representation on behalf of the Navarro Security Group, Inc. in responding to this RFP. His contact information is as follows:

Louis Sorrentino	Phone: (954) 581.1516
Navarro Security Group, Inc.	Fax: (954) 581.8687
4100 N.W. 3 <sup>rd</sup> Court, Suite 102	Email: <a href="mailto:sorrentino@navarrosecurity.com">sorrentino@navarrosecurity.com</a>
Plantation, FL 33317	

The Navarro Security Group has had extensive experience in recommending and providing security solutions and superior security technology for major sites, including such areas as airports, public transport facilities and other government facilities. Since the events of September 11<sup>th</sup> we have been asked by many governmental agencies to advise and implement security solutions.

Navarro supplied the City of Boca Raton with unarmed guards for the main City Hall, Municipal Building, and Main Water Plant. For five (5) years, Navarro provided a Level III security officer for the Fort Lauderdale Executive Airport as well as a seven (7) year relationship with the City of Ft. Lauderdale Executive Airport. This contract requires us to work directly with the city police agency and we are currently utilizing the police communication system.

Perhaps the most relevant portion of the City of Fort Lauderdale contract is the work we did for the Fort Lauderdale Executive Airport.

Our contract with the City of Fort Lauderdale Executive Airport requires us to provide security services designed with operational efficiency at the forefront. Our specialized service covers AOA inspections which includes runway and taxiway surveillance for debris, light inspections to ensure all lighting circuits are functioning properly to enhance safety for all aircraft moving on the surface, an inspection of all Nav-Aids, obstruction lights located on stadiums and surrounding buildings, and the rotating beacon to provide the highest degree of safety obtainable for all arriving and departing aircraft. Our Security staff is skilled at working with all local and federal agencies conducting operations on the Airport including the Fort Lauderdale Police Department, FAA Control Tower personnel, and the U.S. Customs Services. Navarro maintains a high visibility on the Airport grounds through a constant vehicle patrol of all perimeter roadways and buildings within the patrol areas. Security staff on duty accommodates and assists the Airport Manager's office in all special requests and assignments that the Airport Manager or his designated representative deem necessary with an unequivocal degree of professionalism. Post orders vary as instructed by Airport Management for each of the three shifts to accommodate the needs of the Airport during a particular time period.

Navarro security officers also work closely with the city police department at the City of Ft. Lauderdale Marine Facilities by utilizing the city police communication system. Security Officers' duties are to secure and patrol marine facilities at (8) locations throughout the city. During their normal operation the officers will answer alarm calls, as well as document boat slip inventory.

Navarro's eleven (11) year relationship at the City of Ft. Lauderdale Marine Facility has facilitated the opportunity for developing an unique working relationship with the Dockmaster and staff which has resulted in a most efficient way to resolve any issues that may have arisen during the normal course of our security staff's patrol activities. Longevity here is the key to quality and sustaining security. The same security staff has been employed by Navarro and assigned to the City almost since conception of the contract.

Navarro also conducts Site Surveys/Threat Assessment Surveys for Water Treatment Plants and similar locations. This is for the purpose of determining the viability of existing physical security, target hardening and threat and also to comply with the following:

Site Survey of the physical plant locations are required to determine vulnerability to attack; subtle, overt or a combination. There are written reports submitted providing by "phase" citing the most serious improvements first. This includes defensive tactics and passive systems such as monitoring, perimeter alarms system, locks, armed Security guard.

Threat Analysis is performed to determine if the site has been specifically targeted or is considered secondary or a target of opportunity.

The Navarro Group Ltd., Inc. provides security products and services in four primary categories: security officer and patrol services, investigative and litigation services, alarm system design, installation, and monitoring, and the design, manufacture, and sales of security products.

The company has more than twenty (20) years of experience in the physical security industry providing service and installations throughout the Caribbean and the continental United States. Owned and operated by ex-law enforcement personnel, it is uniquely qualified and sensitive to a diverse range of security requirements crucial to both the public and private sector. The Navarro Group is a full service security company offering all aspects of security and related support service to individuals, commercial, industrial, and governmental organizations. The Company has extensive experience in installing and servicing cell block controls, access control systems, duress systems, video CCTV distribution systems, vehicle barriers, guard shacks, uninterruptible power supplies, and other related security components. Navarro clients include local, state and federal government agencies, colleges, and major corporations.

Navarro Security offers both armed and unarmed uniformed security guard services, patrol services, plainclothes and uniformed bodyguards, as well as financial asset and VIP protection. Additionally, the company performs independent security surveys, countermeasures and electronic sweeps, management training, and security program planning. Navarro places strong emphasis on preplanning to identify the client's potential security risks and implement proactive loss prevention programs.

The Navarro Security Division offers broad-based physical security programs for both the public and private sectors, with services customized to the unique needs of each individual client. Navarro performs a comprehensive analysis of each new client's potential hazards and security needs and develops a security program to meet those needs. Navarro Security offers both armed and unarmed uniformed security guard services, patrol services, plainclothes and uniformed bodyguards, as well as financial asset and VIP protection. Additionally, the Company performs independent security surveys, countermeasures and electronic sweeps, management training, and security program planning. Navarro places strong emphasis on preplanning to identify the client's potential security risks and implement proactive loss prevention programs.

As a part of a complete security package, Navarro Security will furnish the client with a security patrol vehicle to increase the frequency of patrol throughout the community or facility. Navarro's highly visible patrol cars are operated by professional officers who provide an extra level of protection. Navarro's widely recognized patrol vehicles, equipped with sophisticated communications technology, are a major factor in preventing criminal activity in the community.

Navarro's range of services includes contracting private security officers to governmental agencies (at local, state and federal levels), commercial customers, condominium associations, and residential customers. There are three categories of security officers, based on qualifications and presence; Premier Officer, Upgraded Officer, and Regular Officer. The requirements and qualifications of the security officers are carefully matched to the customer's wants and needs.

Navarro Security Group, Inc. has had extensive experience in providing and recommending security solutions and superior security technology for major sites, including such areas as airports, public transport facilities and various other government facilities. NAVARRO is confident of its capability to offer the City of Fort Lauderdale a plan that would satisfy their security requirements and would also welcome the opportunity to discuss this in more detail with the committee.

**SIMILAR SERVICES:**

Navarro Security Group, Inc. has had extensive experience in providing and recommending security solutions and superior security technology for major sites, including such areas as airports, public transport facilities and other government facilities. It is confident of its capability to offer the Broward County Commission a plan that would satisfy their security requirements and we would welcome the opportunity to discuss this in detail with the Broward County Purchasing Division.

Navarro states that it has been engaged in providing the same and similar services as outlined in this RLI.

**Miami-Dade County Transit – Metro-Rail Project, 2009-ON GOING**

On November 1, 2009, Navarro Security Group, Inc. began security guard services for Miami-Dade County Transit servicing more than ten (10) Metro Rail Stations and parking lots throughout northern Dade County, during the hours of 4:30 am to 1:00 am, seven days a week, with an annual revenue of approximately \$3,276,000.00

The Metro-Rail project called for armed security officers with a G license as well as security officers meeting specific requirements such as fitting a specific law-enforcement/military background and profile as well as specialized training conducted at Miami-Dade Community College – North Campus and gun-range training and certification.

**City of Boca Raton, 2001 - 2009**

City of Boca Raton Municipal Services Complex

2500 NW 1st Avenue, Building A

Boca Raton, FL 33431

Contact Person: Capt. Dixon

cdixon@myboca.us

Phone Number 561-338-1243

Contact Person: Greg Kuller

gkuller@myboca.us

**City of Boca Raton Water Plant**

Phone Number 561-239-0383

Contact Person: Norman Wellings

nwellings@myboca.us

Phone Number 561-338-7322

Public Works Director

Contact Person: Michael Woika

Phone Number 561-3387388

**City of Boca Raton Municipal Airport**

Contact Person: Ken A. Day

Phone Number: 561-391-2202

The annual contract price was approximately \$439,172.20 (four hundred thirty nine thousand, one hundred seventy two) for approximately 515 hours or more per week for security services at the Boca Raton City Hall & Municipal Building, Utility Plant, and Executive Airport.

Navarro supplied the City of Boca Raton with two unarmed guards for the main City Hall and one unarmed guard for the Municipal Building, one armed guard (Level III), with vehicle, for the Municipal Airport.

City of Fort Lauderdale, 1996 – 2008  
City of Fort Lauderdale Executive Airport  
6000 N.W. 21st Avenue  
Fort Lauderdale, Florida 33309  
Contact Person: Mr. Alex Erskine  
aerskine@fortlauderdale.gov  
Phone Number: (954) 828-4967

Another Level III security contract we maintained was with City of Fort Lauderdale which included the Fort Lauderdale Executive Airport. The annual contract price was approximately \$250,000.00 (three hundred eighty thousand) for approximately 216 hours. This contract required us to work directly with the city police agency and we were utilizing the police communication system.

Perhaps the most relevant portion of the city contract was the work we did for the Fort Lauderdale Executive Airport. Our contract with the City of Fort Lauderdale Executive Airport required us to provide security services designed with operational efficiency at the forefront. Our specialized service covered AOA inspections which included runway and taxiway surveillance for debris, light inspections to ensure all lighting circuits are functioning properly to enhance safety for all aircraft moving on the surface, an inspection of all Nav-Aids, obstruction lights located on stadiums and surrounding buildings, and the rotating beacon to provide the highest degree of safety obtainable for all arriving and departing aircraft. Our Security staff was skilled at working with all local and federal agencies conducting operations on the Airport including the Fort Lauderdale Police Department, FAA Control Tower personnel, and the U.S. Customs Services. Navarro maintains a high visibility on the Airport grounds through a constant vehicle patrol of all perimeter roadways and buildings within the patrol areas. Security staff on duty was to accommodate and assist the Airport Manager's office in all special requests and assignments that the Airport Manager or his designated representative deemed necessary with an unequivocal degree of professionalism. Post orders varied as instructed by Airport Management for each of the three shifts to accommodate the needs of the Airport during a particular time period.

City of Fort Lauderdale Marine Division, 1996 – present  
COOLEY'S LANDING, Marine Patrol  
Contact Person: Jamie Hart, Manager Marine Division  
jhart@fortlauderdale.gov  
2 South New River Drive East  
Fort Lauderdale, Florida 33301  
Phone Number: (954) 761-5423  
Fax Number: (954) 468-1599

Currently Navarro is conducting Motor Vehicle Patrol, Golf Cart Patrol, and Bicycle Patrol, armed type security for the City of Fort Lauderdale Marine Division.

Navarro security officers work closely with the city police department by utilizing the city police communication system. Security Officers' duties are to secure and patrol marine facilities at (5) locations throughout the city. During their normal operation the officers will answer alarm calls, document boat slip inventory.

Within the last three years, Navarro Security Group, Inc. has provided security services to the following large accounts that cumulatively exceed Three Million dollars and covered over twenty geographically separate locations simultaneously:

#### CITY OF FORT LAUDERDALE, EXECUTIVE AIRPORT

Another relevant contract was our contract with the City of Fort Lauderdale Executive Airport required us to provide security services designed with operational efficiency at the forefront. Our specialized services covered AOA inspections which included runway and taxiway surveillance for debris, light inspections to ensure all lighting circuits were functioning properly to enhance safety for all aircraft moving on the surface, an inspection of all Nav-Aids, obstruction lights located on stadiums and surrounding buildings, and the rotating beacon to provide the highest degree of safety obtainable for all arriving and departing aircraft. Our Security staff was skilled at working with all local and federal agencies conducting operations on the Airport including the Fort Lauderdale Police Department, FAA Control Tower personnel, and the U.S. Customs Services. Navarro maintained a high visibility on the Airport grounds through a constant vehicle patrol of all perimeter roadways and buildings within the patrol areas. Security staff on duty accommodated and assisted the Airport Manager's office in all special requests and assignments that the Airport Manager or his designated representative deemed necessary with an unequivocal degree of professionalism. Post orders varied as instructed by Airport Management for each of the three shifts to accommodate the needs of the Airport during a particular time period.

#### CITY OF FORT LAUDERDALE MARINE DIVISION

Currently, Navarro is conducting Motor Vehicle Patrol, Golf Cart Patrol, and Bicycle Patrol, armed type security for the City of Fort Lauderdale Marine Division. Navarro security officers work closely with the city police department by utilizing the city police communication system. Security Officers' duties are to secure and patrol marine facilities at (5) locations throughout the city. During their normal operation the officers will answer alarm calls and document boat slip inventory.

#### CITY OF BOCA RATON

Another specialized project relevant to this RLI, was the work that Navarro Security Group, Inc. performed for the City of Boca Raton. Navarro supplied the City of Boca Raton with two unarmed guards for the main City Hall, one unarmed guard for the Municipal Building, and one armed guard (Level III), with vehicle, for the Municipal Airport.

#### OTHER SPECIALIZED PROJECTS/AREAS

Navarro Security Group, Inc. also conducts Site Surveys/Threat Assessment Surveys at similar locations. This is for the purpose of determining the viability of existing physical security, target hardening and threat and also to comply with the following:



Presidential Decision Directive (PDD) 63 issued on May 22, 1998, calls for "...vulnerability assessments...for each sector of the economy and each sector of the government that might be a target of infrastructure attack intended to significantly damage the United States...", and "...within both the government and the private sector to sensitize people to the importance of security and to train them in security.

Site Survey of the physical locations is required to determine vulnerability to attack; subtle, overt or a combination. There are written reports submitted providing by "phase" citing the most serious improvements first. This includes defensive tactics and passive systems such as monitoring, perimeter alarms system, locks, armed Security guard.

Threat Analysis is performed to determine if the site has been specifically targeted or is considered secondary or a target of opportunity.

Navarro, in an effort to enhance the security solution will, upon receiving this contract, complete a Security Survey of each and every Broward County facility in order to determine the need for the EZ-Alert Emergency Call Box. If determined an EZ-Alert Call Box will be put in place at No Additional Cost to the County.

Tab 13: Staff: Because the Airport Security Manager position is extremely important to this post, please provide as much detailed information regarding the person your company is expected to put into this position. To state that you will merely hire someone after award will not satisfy this request.

In addition provide a complete list of the number of managers, supervisors, and other staff employed at the compound site from which services will be rendered Resumes for each managerial and supervisory person to be assigned to the project should be submitted, as well as those of the principals of the firm, including the following information:

1. Formal level of education
2. Relative Supplemental education
3. Membership in various relevant national, state and local associations
4. Professional recognition, awards, etc.
5. Experience in providing security services, including any military experience, etc. (number of years).
6. Any special skills, experiences, qualifications, etc.

Arnaud Giraud

8201 NW 8th Street #310  
Miami, FL 33126  
(C) 786-246-9070 (E) arnaudgiraud@gmail.com

Experience  
01/2013 – present                      Navarro Security Group Plantation, FL  
Armed Security Officer

11/2012 – 01/2013 US Security Associates Boca Raton, FL  
Security Officer

06/2012 – present US Air Force  
Aircrew Egress Systems Technician  
I maintain aircraft egress systems including ejection seats, canopies, hatches, and modules; explosive components; subsystems; and related support equipment. I advise on and solve installation, maintenance, and repair problems by studying schematic and technical publications. I diagnose malfunctions and recommend corrective action. I implement maintenance and safety policies for egress systems. I am qualified to operate government vehicle safely on the flightline, and I have general knowledge of flightline procedures.

01/2012 – 06/2012 Wellness and Motion Pilates Pompano Beach, FL

02/2011 – 01/2012 Martino Tires Miami, FL

Tire Technician  
Safe and efficient operation of tire mounting machine and high speed balancing machine.

09/2007 – 06/2009 GGI Doral, FL  
Tire Technician

Safe and efficient operation of tire mounting machine and high speed balancing machine. Load and unload Parts into boxes for shipment. Used propane fork lift to load trailer at warehouse. Used item numbers to properly stock warehouse. Attached identifying tags to containers, Load and unload Packed containers and re-pack damaged containers.

03/2006 – 09/2007 Martino Tires Miami, FL

Tire Technician  
Safe and efficient operation of tire mounting machine and high speed balancing machine.

03/2004 – 03/2006 Richard A. Aronsky, P.A. Sunny Isles Beach, FL  
Title Processor

09/2003 – 03/2004 World Jet Set Protection, Inc. Aventura, FL

Security Supervisor  
Managed team of two security guards on private sites. I was part of a security team for the transport of high valued items to and from private events.

#### Qualifications

- Bilingual French/English
- Relationship/team building
- Fast learning
  
- Commitment to quality and service
- Strong communication skills

- Problem resolving

Certifications

- Security Licenses D and G
- US Air Force certificate of training – Aircrew Egress Systems Apprentice and Journeyman
- Department of Defense secret clearance

Education

2012 Aircrew Egress Systems, 248 hours certification  
82nd training group, Sheppard AFB, TX

2000 High school diploma  
Valley Forge Military Academy, Wayne, PA, USA

References Available upon request

Describe your employee screening, hiring and training practices that would apply to Security Officers proposed for the City contract. A copy of your manuals can complete this requirement. Provide the pay rate for Airfield Patrol Officers, Airport Patrol Officers, and Security Manager (See item ‘E’ under Specific Requirements of the Contractor).

Briefly describe your supervisory and employee evaluation practices that would apply if awarded the City contact. A copy of your personnel and/or operating manuals can complete this requirement if this information is included within it.

**JOSEPH M. DIBBS,  
Managing Partner / CEO**

*Mr. Joseph Dibbs* is the Chief Executive Officer of **Navarro Security Group Inc.**, located at 4100 NW 3<sup>rd</sup> Court Suite 102, Plantation FL 33317. Mr. Dibbs comes to **Navarro** with a wealth of experience being the founder and Managing Director of **Quest Security Services Limited** with its head office located at 26 Roosevelt Avenue, Kingston 6, Jamaica. Over the past twelve (12) years Mr. Dibbs has brought his business acumen to the security industry with a committed emphasis on utilizing technology to enhance and augment the service delivered by security officers deployed on client locations tailored to meet client needs. He brings experience in the strategic and tactical operations of a private security company – **Quest Security Services** being one of the leading companies in the Private Security Industry in the Caribbean. He is also the holder of a Bachelor of Arts (B.A.) degree from the University of West Indies (Mona). Outlined below are some of his duties and responsibilities for the companies he currently manages. We have also included a brief report on his job functions from his related companies.

**NAME OF COMPANY:** **NAVARRO SECURITY GROUP, INC.**  
Position: Chief Executive Officer (2011 – present)

**NAME OF COMPANY:** **QUEST SECURITY SERVICES LTD.**  
Position: Managing Director (1999 – Present)

**NAME OF COMPANY:** **AMBASSADOR ELECTRONIC SUPPLY INC.**  
Position: Sales Manager (1997 – Present)

### **Security Related Experience**

- Ingeniously developed strategies for the company
- Meeting with and setting performance standards and goals for Electronic and Technical Departments
- Creatively personalized portfolio and closed contracts of clients
- Creatively found security solutions and made recommendations for improved service
- Aggressively expanded client base in:
  - Guard Service Operations (Armed and Unarmed)
  - Armed Response and Monitoring Services
  - Cash in Transit Services
  - Electronic Security
  - Personalized Body Guard
  - Fleet Management and Maintenance
  - Pre-employment and specific Polygraph Testing
- Spearheaded all new product development and sales
- Investigated and implemented training program prescribed by International Foundation for Protection Officers (IFPO)
- Attended various training programs, workshops and security shows throughout
- Opened new branch offices in major towns island wide (Kingston, May Pen, Mandeville, Ocho Rios, Montego Bay, Port Antonio)
- Promoted and promulgated use of CCTV systems
- Liaised with suppliers for Electronic Products
- Sourced and introduced cutting edge technology and equipment to Jamaican market
- Trained and managed Sales & Marketing Departments

**NAME OF COMPANY:**                      **POLYGRAPH ASSOCIATES**

**Position:**                                      Polygraph Examiner (1998 – present)

With a Certificate in Polygraph Science & Methodology from the International Academy of Polygraph in Fort Lauderdale, Mr. Dibbs is a Certified Polygraph Examiner.

He offers this service to many clients in Jamaica who require:

- pre-employment,
- loss prevention and needs based polygraph testing done for their employees

### **LOUIS SORRENTINO, Chief Operating Officer**

*Louis Sorrentino* has been with **Navarro Security Group, Inc.** since its inception in 1993 and has served as the President of the Uniformed Security Division and as Director of Special Services. He is responsible for responding on behalf of the company to numerous bid opportunities such as Request for Letters of

Interest (RFPs), Request for Letter of Intent (RFPs) and Intent to Negotiate (ITNs) etc. He has been responsible for securing large contracts for the company. Most recently he has worked with local and State Governmental Agencies to provide security for crucially important public facilities such as water treatment plants. He is directly involved in, and coordinates legal issues such as law suits, interrogatories and is the company liaison between attorneys. He conducts internal affairs and investigations surrounding administrative complaints, investigations of security officers and other staff. He has spent his entire professional career in law enforcement.

From 1980 to 1993, he was an officer in the Broward County Sheriff's Office and was at the forefront of the BSOs formation of the Juvenile Liaison Unit (in 1991), formed to enhance and develop juvenile policies for the BSO. Mr. Sorrentino served as the Juvenile Liaison Division Coordinator for the Unit, and in such capacity, coordinated the activities between the Broward County State Attorney's Office, the School Board, the HRS Department and the BSO.

Mr. Sorrentino was also an officer with the City of Sunrise Police Department from 1973 to 1978 during which time he served as uniformed patrol officer, and an investigator. He served with the City of Plantation Police Department from 1970 to 1973.

Throughout his career, Mr. Sorrentino has participated in numerous educational and training schools relating to various facets of law enforcement and has received many commendations.

## **LINDA BLADES,**

### **Personnel Manager**

Linda Blades is the Personnel Director. Mrs. Blades is responsible for all hiring and general Human Resources related matters. These include: Workers Compensation, Medical Issues and Insurance claims. Mrs. Blades has been with **Navarro** since 2001 and began her career in Human Resource Management in March 1990. She spent eight years with ADT as HR Manager. Linda Blades was born and raised in South Florida and attended Hollywood Hills High School, and went on to further her education at Nova Southeastern University where she graduated with a Bachelor's Degree in Human Resources. Linda Blades is married to Bennie Blades, a former football player of the National Football League (NFL).

## **JOHN CRUZ**

### **Director, Management Information Systems**

John Cruz is the Systems Analyst and Network Administrator for **Navarro Security Group, Inc.** As the MIS Director, Mr. Cruz has overall responsibility for managing information systems and computing resources for the company. He assesses the cyber needs of the company and makes sure that systems are provided to meet those needs. He acts as liaison between upper management and the company's staff and assists the staff with issues relating to data processing, information systems and network services.

Some of his more specific responsibilities are to:

- Evaluate use of technology in the organization
- Recommend improvements in technology (hardware and software upgrades)
- Manage back-up and security systems
- Develop a disaster recovery plan
- Oversee the organization's communications network
- Manage user services and training

**RACHAEL S. DIBBS,  
Director, Systems and Special Projects**

Rachael S. Dibbs has responsibility and oversight for the detailed systems and procedures used. A US citizen, Mrs. Dibbs possesses a Bachelor of Science degree in Computer Science and Electronics and a Master of Science in Computer Based Management Information Systems degree, both from the University of the West Indies, Mona. She has a Bachelor of Laws degree from the University of London and has been admitted to practice as an attorney-at-law in Jamaica. Her considerable experience in contract formation and negotiation procedures have proved vital to the expansion and growth plans of **Navarro Security Group, Inc.**

**Major Mark Kahn, Director of Airport Security.** Major Kahn has an Associate Degree in Business Administration and an Associate Degree in Business Computer Programming. Prior to working for NAVARRO, he worked for Floyd Security at the Ft. Lauderdale Executive Airport. Major Kahn was hired by NAVARRO shortly after NAVARRO's contract began at the Ft. Lauderdale Executive Airport in 1999 where his experience and knowledge made him a good candidate to be promoted quickly from Security Officer to Supervisor, and consequently to Director of Airport Security in 2005. His current duties include: training Security Officers in Airfield Operations, overseeing the entire staff of Security Officers assigned to the airport and ensuring officer conduct, conducting inspections of the airfield and City property, and monitoring and reporting airport activity to the City Airport Operations Staff. As well as being a licensed Security Officer, Major Kahn also has his license as Security Agency Manager. He has received training in AOA Safety & Recurrency Training, training in Search & Locating ELT on aircraft, training in Movement Area & Air Traffic Control procedures, and training in CPR.

**Lieutenant Security Officer Supervisor, Steven Leonard Thaden.** Officer Thaden served in the U.S. Military from 1972-1992, and when honorably discharged he had the rank of Sargeant. Officer Thaden is a former Corrections Officer having worked for about five years for the state of Georgia Department of Corrections after successfully completing Basic Correctional Officer Training and Basic Mental Health Training. Prior to working for NAVARRO, Officer Thaden worked for Wackenhut as a Security Officer at the Ft. Lauderdale/Hollywood International Airport. He has both his "D" and "G" license and has been working at the Ft. Lauderdale Executive Airport since 2005 first as a Security Officer and rapidly promoted to Supervisor in 2006. He has received training in AOA Safety & in Safety Recurrency Training, training in Search & Locating ELT on aircraft, and training in Movement Area & Air Traffic Control procedures.

**Security Officer & Weekend Supervisor, Dauphin Harold Etienne.** Officer Etienne has been working at the Ft. Lauderdale Executive Airport since 1999 and also serves as the weekend Supervisor. Mr. Etienne is has received instruction in Basic First Aid Training. Prior to working for NAVARRO, he served in the U.S. Army, both active and reserves, for 11 years, as well as acquiring extensive experience in mechanical work on aircraft, automobiles, and other small and large industrial equipment. Officer Etienne has received training in AOA Safety & in Safety Recurrency Training, in Search & Locating ELT on aircraft, and is a licensed private pilot.

**Security Officer, David H. Van Baalen.** Prior to working for NAVARRO, Officer Van Baalen graduated from the University of Southern Illinois in Carbonelle with an Associate Degree in Dental Technology and owned and operated his own dental laboratory for many years. Officer Van Baalen also has received instruction in Basic First Aid Training. He has been working at the Ft. Lauderdale Executive Airport since

2004, first assigned to Perimeter Patrol and consequently, promoted to Airfield Patrol. He has received training in AOA Safety & in Safety Recurrency Training, training in Search & Locating ELT on aircraft, and training in Movement Area & Air Traffic Control procedures.

**Security Officer, Daniel Mirabal.** Prior to working for NAVARRO, Officer Mirabal was a Police Service Aide for the City of Ft. Lauderdale for about six years and served two years as Law Enforcement Officer for the City of Juno Beach, Florida. He is currently certified by the American Heart Association in CPR & AED training, has First Responding Training, and is certified for driving tractor-trailers and for the hauling of passengers. He was recently hired by NAVARRO to work as a Security Officer at the Ft. Lauderdale Executive Airport and has received AOA Safety training.

**Security Officer, Lawrence Marvin Cunningham.** Prior to working for NAVARRO, Officer Cunningham worked for Wackenhut where his worksite was the BSO Work/Release Center for the Department of Corrections. Officer Cunningham also worked for State Wide Custom Enterprise Security where he served as Supervisor. He was recently hired by NAVARRO to work as a Security Officer at the Ft. Lauderdale Executive Airport. He has received training in AOA Safety, in search & locating ELT on aircraft, in Movement Area & Air Traffic Control procedures, as well as, training in CPR.

**ANNE MARIA BANKAY (DR.),**

**Director**

Dr. Anne Maria Bankay was born in Port Antonio Jamaica. She is a United States citizen with a PhD from Stanford University, California. She is fluent in Spanish and English. She has direct responsibility for formulating and updating our training syllabus and retraining systems.

**DEMETRIUS ROBINSON,**

Dispatch Communication Center Manager

Mr. Robinson is an experienced administrative professional with strong leadership and team-building skills within any office environment. In addition to having excellent analytical and organizational qualities, possessing strong written and verbal communication skills, with the capability to communicate with all level of employees' vendors and customers. Recognized for bringing enthusiasm and creativity to projects, implementation and problem solving. He is an independent self-starter, detail oriented and resourceful, with the ability to perform multiple tasks effectively. Proven skills with MS office suite, data management, scheduling and file records archiving and maintenance. He is proficient with eTime, Intime, and Winteam Scheduling Program systems and takes a business approach to individual objectives for maximizing success of the organization

**KARL T. BUETTNER,**

Training Officer

[kbuettner67@gmail.com](mailto:kbuettner67@gmail.com)

(786) 390.8745

Mr. Buettner has dedicated his life to the security industry where he was a member of the Miami Dade Police Force for over three (3) decades. A trained instructor, he has lectured and instructed at numerous institutions such as National Transit Institute and Florida International University (FIU). He has a Bachelor of Science in Criminal Justice and a Master's in Adult Education. His experience will add value to the **Navarro** team.

## **HIRING AND BACKGROUND SCREENING**

Security excellence can only result from excellent security. Therefore, the quality of any security company is first illustrated by its policies on personnel selection. Through an innovative application process, each potential Navarro employee is closely evaluated. We diligently strive to employ only the highest caliber men and women who are best suited to the position and post assignment.

Our requirements include a high school diploma (or equivalent), minimum three (3) months local residency, home telephone, reliable transportation, good communication skills, and proper physical fitness to post assignment. In addition to the State regulations that are required for individual guard licensing, we conduct our own thorough background investigation on each potential employee. All references are checked to the legal extent of the law and particular attention is given to criminal history, worker's compensation claims, drugs or alcohol abuse, poor employment records, and dishonesty.

Our process is positive and designed to weed out those applicants who are undesirable for us and our clients. The additional time we invest initially pays dividends that result in a lower-than-industry turnover rate and customer satisfaction.

In addition to our standard requirements, our security officers must also meet one of the following qualifications:

- Former Police Officer, Federal Agency Officer or graduation from a Certified Police Academy.
- Former Military with emphasis on serving in the Military Police or the Elite Forces.
- Graduate of an Accredited Institution in Special Industrial Security Training.
- Criminal Justice Degree or other similar qualifications.
- Minimum five (5) years of experience in Private Security with the psychological profile and supervisory experience to qualify for advancement.

### INITIAL EMPLOYMENT ASSESSMENT

- All candidates for employment are initially screened in person to assess their ability to meet the minimum requirements of the position. All candidates for employment at the Juvenile Services Department must meet the following minimum requirements:
  - Must have availability of transportation
  - Must have telephone access.
  - Must be a minimum of 21 years of age
  - High School Diploma or GED equivalent
  - Proof of US citizenship or legal 1-9 documents in compliance with Federal Guidelines



- No criminal record.
- Must be physically able to perform all duties as required by contract and defined by job descriptions and the Juvenile Services Department post regulations within the guidelines of ADA.
- Ability to read, write, speak, and understand the English language to the extent of giving and understanding written orders and verbal instructions. Must be capable of composing reports which convey complete and accurate information.
- Drug Testing
- Driver License Check (DMV)
- Criminal Back Ground Checks (State of Florida)

SECURITY GUARD PERSONNEL  
SELECTION PROCESS

**HIRING**

The following Hiring Guide for Uniformed Security Personnel describes the key elements involved in the process of hiring new uniformed security employees. The Hiring Guide establishes the employment procedures for NAVARRO SECURITY GROUP INC., which serves a threefold purpose:

- 1) Assuring full compliance with all applicable regulations;
- 2) Meeting/exceeding all NAVARRO SECURITY GROUP INC. company policies regarding hiring practices, affirmative action, and ethics; and
- 3) Establishing the most cost effective decision path for applicant acceptance/rejection choices.

The entire procedure of ensuring our clients are consistently furnished with qualified trained officers has been summarized into Eleven Steps. It should be understood that at any time the process may stop if an applicant fails to pass a step. Failure to pass a step will normally mean the applicant will not be considered for employment or may need to be returned to a lower step.

UNIFORMED SECURITY OFFICER HIRING GUIDE  
(Candidate Selection Approval Training Process)

STEP #1 - PRE-EMPLOYMENT APPLICATION

Any applicant will be allowed to complete a Pre-Employment Application. The application consists of a three-part fold, serving as pre-employment survey and background investigation consent. Applications will be properly secured for a period of no less than one year from date of application.

STEP #2 - PERSONAL INTERVIEW

Prior to the interview, the Personnel Director will review the application in order to determine if the applicant meets all other minimum employment standards.

During the interview, the District Manager will use the NAVARRO SECURITY GROUP INC., Security Officer Applicant Evaluation Form in evaluation rating scale, the District Manager will establish suitability and qualifications including eligibility, availability, work habits, abilities, and skills. An unsatisfactory rating will justify termination of the interview.

#### STEP #3 - TELEPHONE REFERENCES

An applicant meeting an acceptable rating will be allowed to move on to the next step: the telephone references. During the interview, the District Manager will attempt to verify employment with previous employers for the immediate prior three-year period.

If verification of employment is confirmed without negative results, the applicant should be administered the NAVARRO SECURITY GROUP INC., written test.

#### STEP #4 - CONDITIONAL OFFER OF EMPLOYMENT

At this point, a conditional offer of employment is given to the applicant, which is subject to the following additional conditions:

- Acceptable check on criminal record
- Acceptable confirmation on written references
- Proper completion of forms to prove proper work permits or citizenship
- Completion of High School Degree or recognized equivalency
- Successful completion of 3-year employment verification
- Successful completion of orientation class

#### STEP #5 - WRITTEN REFERENCE CHECK

Each applicant will be required to provide verifiable work references for at least three years. The references will be mailed or faxed immediately.

The District Manager will have the conditional employee sign authorizing each previous employer or reference to release his/her employment information. The District Manager will obtain the conditional employee's date of birth for the purpose of conducting a criminal background check.

#### STEP #6 - CRIMINAL / CREDIT/ DMV / CHECK

The completed Background Investigation Consent Form is used to conduct a thorough background investigation to include stat-wide criminal history check, along with credit and DMV checks. All individuals selected will be free of criminal convictions due to felonies, high-misdemeanors, or crimes of moral turpitudes. All records will be available for review by client and placed with employee files.

#### STEP #7 - ORIENTATION CLASS

The orientation class is a non-paid training session conducted at the NAVARRO SECURITY GROUP INC., corporate headquarters in Ft. Lauderdale and includes a course involving both instructor and video material on the following topics:

- The importance of the Security Officer
- Legal Issues
- Human and Public Relations
- Communications
- Patrol
- Report Writing
- Fire Prevention and Control
- Emergency Situation
- Safety

**STEP #8 - DOCUMENTATION REVIEW**

After successful completion of the orientation test, the conditional employee will complete all remaining employment documents, including: Employment Statement, fingerprint cards, federal Withholding (Form W4), Supplemental Application Form, etc. All documents will be checked by the Personnel Director.

**STEP #9 - FINAL HIRING APPROVALS**

Upon completion of such review, the entire personnel folder will reviewed and approved by:

- The Personnel Director
- The District Manager
- The President/CEO

**STEP #10 - INTERVIEW AND ASSIGNMENT**

Each newly hired Security Officer will have an interview with the District Manager. This interview determines the specific client assignment and includes instruction regarding expectations and goals for that specific assignment. It will also include exact schedules and travel instructions.

**STEP #11 - SITE SPECIFIC TRAINING**

This step may be conducted at the NAVARRO SECURITY GROUP INC., corporate headquarters in Fort Lauderdale and on the site. The training will be conducted by the District Manager and site supervisory personnel, if necessary.

All aspects of the site's general instructions and post will be covered in this training step to ensure that the Security Officer completely understands the assignment. The Security Officer will initial the post instructions indicating he/she has read and understood them.

## RECRUITMENT & RETENTION

We at NAVARROSECURITY GROUP, INC., believe that the critical first step in retention of security personnel is recruitment.

NAVARRO SECURITY GROUP INC., participates in area wage and benefits surveys to determine the adequacy of its compensation programs and their ability to successfully attract and retain personnel who possess the qualifications necessary to meet our hiring standards.

The recruitment process utilizes both conventional methods as well as NAVARRO SECURITY GROUP INC., proprietary network of referral sources. Typically, corporate client personnel recruitment and search programs include the following activities:

1. Internal Search:

This procedure involves both a manual and on-line personnel inventory search of existing security officer personnel to identify any matches with the new client assignment hiring criteria. Consideration is given based on availability, attitude, ability, and performance record.

Frequently, the wage-progressions and promotion system at NAVARRO SECURITY GROUP INC., generate an available supply of proven, capable personnel ready for such advancement.

2. External Search:

NAVARRO SECURITY GROUP INC., conducts on-going recruiting programs which normally involve the following activities:

- a. Employee referrals
- b. Selected newspaper advertising
- c. Direct recruitment - depending on the level and qualifications desired -on-site recruitment
- d. Access of NAVARRO SECURITY GROUP INC., network of industry resources

Due to its successful growth of quality client organizations, NAVARRO SECURITYGROUP, INC., has been able to successfully establish a critical mass of quality personnel, which together with its internal management systems, greatly facilitate the personnel search and recruitment process.

## FULL TIME vs. PART TIME EMPLOYEES

Navarro utilizes both full and part time employees.

Navarro has 2 security personnel currently holding licenses issued by the State of Florida who provide security services to firms located in Broward, Miami/Dade and Palm Beach Counties. Of those, 45 are employed on a part time basis and 430 are employed on a full time basis.

Navarro has used both full and part time employees and prefers to utilize full time employees on contracts of a sensitive nature and at critical public safety sites to ensure the highest level of security. This also allows for an assured continuation of personnel familiar with the duties regarding those sites and who are available on a regular basis.

## EMPLOYEES PROFICIENT IN SPEAKING AND WRITING ENGLISH

All Navarro employees are required to be proficient both in speaking and writing English.

Basic Navarro requirements for employment include: *“U.S. Citizen or Valid Resident Alien Status; High School Diploma; Fluency (written and oral) in the English Language.”*

The Navarro Employee Handbook also states that: *“English only shall be spoken unless a client requests an officer speak a specified language.”*

Tab 14: References: A list of current and former major (those exceeding \$100,000 per year) accounts along with contact person name and phone number(s). This list should include accounts that represent company’s experience with entities of similar size and exposures as the City of Fort Lauderdale. Include all Airport experience references. **PLEASE DO NOT INCLUDE CITY OF FORT LAUDERDALE OR ITS EMPLOYEES AS A REFERENCE.**

Tab 15: Technical Approach / Security Plan - Describe the range of security and related services performed by your firm and your implementation plan for this contract. This section must address the required services noted in this RFP, and how your firm plans to provide them. Include Availability of personnel; current work load/staff participation; organization of the team that will be handling this contract. Also describe your vehicle maintenance, back-up vehicle, and vehicle replacement plan in this section. This narrative should encompass all information regarding how the bidder intends to provide “first class” security for the Airport from initial set-up and implementation.

## FORT LAUDERDALE EXECUTIVE AIRPORT

### SECURITY PLAN:

The function of NAVARRO SECURITY GROUP, INC. is to provide the City of Fort Lauderdale Executive Airport with security services designed with operational efficiency at the forefront and specifically designed for the City of Fort Lauderdale Executive Airport. Our specialized services cover AOA inspections, which include:

1. Runway and taxiway surveillance for debris,
2. Light inspections to ensure all lighting circuits are functioning properly to
3. enhance the safety of all aircraft moving on the surface,
4. An inspection of all Navigation-Aids:
  - a. Obstruction lights located on stadiums and surrounding buildings,
  - b. Rotating beacon to provide the highest degree of safety obtainable for all arriving and departing aircraft.

NAVARRO SECURITY GROUP, INC. will be skilled at working with all local and federal agencies conducting operations on the Airport including the Fort Lauderdale Police Department, FAA Control Tower personnel, and the U.S. Customs Services. NAVARRO will maintain a high visibility on the Airport grounds through a constant vehicle patrol of all perimeter roadways and buildings within the patrol areas. Security staff on duty will accommodate and assist the Airport Manager's office in all special requests and assignments that the Airport Manager or his designated representative deem necessary with an unequivocal degree of professionalism for the duration of the event. Post orders may vary as instructed by Airport Management for each of the shifts to accommodate the needs of the Airport during any particular time period.

Navarro Security believes the strength of its operation lies in three specific areas: SELECTION, TRAINING and SUPERVISION.

Specifically, this is defined as follows:

*SELECTION* - Security excellence can only result from excellent security. Therefore, the quality of any security company is first illustrated by its policies on personnel selection. Through an innovative application process, each potential Navarro employee is closely evaluated. We diligently strive to employ only the highest caliber men and women who are best suited to the position and post assignment.

Our basic requirements include a high school diploma (or equivalent), minimum three (3) months local residency, home telephone, reliable transportation, good communication skills and proper physical fitness to post assignment. In addition to the State regulations that are required for individual guard licensing, we conduct our own thorough background investigation on each potential employee. All references are checked to the legal extent of the law and particular attention is given to criminal history, worker's compensation claims, drugs or alcohol abuse, poor employment records and dishonesty.

Our process is positive and designed to weed out those applicants who are undesirable for us and our clients. The additional time we invest initially pays dividends that result in a lower-than-industry turnover rate and customer satisfaction.

In addition to our standard requirements, our security officers must also meet one of the following qualifications:

- Former Police Officer, Federal Agency Officer or graduation from a Certified Police Academy.
- Former Military with emphasis on serving in the Military Police or the Elite Forces.
- Graduate of an Accredited Institution in Special Industrial Security Training.
- Criminal Justice Degree or other similar qualifications.
- Minimum five (5) years of experience in Private Security with the psychological profile and supervisory experience to qualify for advancement.

CROSS CERTIFICATION OF NAVARRO ROAD SUPERVISORY PERSONNEL:

PLEASE NOTE: NAVARRO SECURITYGROUP, INC. has three (3) Road Captains available per shift in the Broward County area.

All NAVARRO Road Captains are Cross-Certified to handle all Aviation duties at the Fort Lauderdale Executive Airport. These Road Captains will be available as needed to fill an open post, replace security staff, and assist supervisory staff assigned to the Executive Airport and the Downtown Helistop with additional daily site inspections.

Specific Specifications per Class:

There are three categories of security officers, based on qualifications and presence; Premier Officer, Upgraded Officer, and Regular Officer. The requirements and qualifications of the security officers are carefully matched to the customer's wants and needs.

## CATEGORY OF GUARDS:

### Level I

This is the base level classification of security officer. This position requires: U.S. Citizen or Valid Resident Alien Status; High School Diploma; Fluency (written and oral) in the English Language; 21 years of age; have valid driver's license; extensive background investigation; one or more years in position as security officer; 40 hours of classroom training; 40 hours on the job training; pass drug screening and medical examination.

### Level II

This is the intermediate classification of security officer. Requirements (in addition to those for Level 1) are one or more of the following: One year military experience, or one year as a security supervisor. This classification may be used in sensitive and high visibility areas.

### Level III

This is the highest classification of security officer. Requirements (in addition to those for Level 1) are: graduate of a certified federal, state, county or local law enforcement training program; military police training or equivalent with appropriate certificate or diploma. In addition, they must have a minimum of three (3) full years of experience in certified law enforcement in a military or civilian setting. This classification will work as a supervisor or in high visibility areas and other specialized site locations requiring this type of background.

### Supervisors and Security Officers

Supervisors and security officers are all drawn from Navarro's Level 3 category of security officers. Navarro's "Premier Protection Division" allows for three categories of security officer. Level 3 or Premier Officer is the highest classification of security officer and requires that the employee be a graduate of a certified federal, state, county or local law enforcement program; military police training or equivalent with appropriate certificate or diploma. In addition they must have a minimum of three full years of experience in certified law enforcement in a military or civilian setting. Navarro currently employs over 100 Level 3 Premier Officers which translates to approximately 1500 hours of Premier Service a week. It should be noted that this level of officer has already undergone stringent background and medical examinations and checks.

## CHAIN OF COMMAND

DEFINITION: The unbroken line of authority from the District Manager, Security Division down through a single subordinate at each level of command to the level of execution. All orders of execution shall move downward and upward throughout the chain of command with mutual consideration by all Security Officer concerned. This chain of command shall be preserved in order to maintain principles of good administration.

The Security Division is comprised of a strictly enforced Chain of Command. The Chain of command consists of the following personnel:



### Security Team

- A. Jeff MacGregor, District Manager
- B. Major Mark Kahn, Director of Airport Security
- C. Lieutenant Steven Thaden
- D. Security Patrol Officers
  - 1. Security Weekend Supervisor Etienne
  - 2. Security Officer Van Baalen
  - 3. Security Officer Daniel Mirabal
  - 4. Security Officer Marvin Cunningham
- E. Road / Shift Supervisors
  - 1. Marshall Harris
  - 2. Yusuf Haisley
  - 3. Leo Echevarria

#### IV ROAD SUPERVISORS of SECURITY

DEFINITION: The Shift Supervisor, the Second in the Chain of Command. The Shift Supervisor has the authority to administer responsibilities or commands on a temporary basis to any subordinate Officer of the Security Division. Duties are as follows:

- A. The Shift Supervisor is responsible for the supervision of his assigned shift consisting of one or more Security Officers
- B. Ensures all Security Personnel under his command, perform efficiently and are following the rules, regulations, and policies set forth by the SOP Manual and the direction of his Superior Officers.
- C. Makes monthly efficiency reports on all Security Personnel assigned to the Marine Facilities.
- D. Checks on a daily basis, all incident reports, alarm incident reports, patrol reports, and basis operating procedures. Rejects any reports that fail to meet the standards of the Security Division back to the individual(s). Any reports that have been rejected must comply with the set standards before being accepted.
- E. Immediately, reports in writing, to the district Manager, any and all cases of insubordination, neglect of duty, or any other infractions of the rules and regulations of the Security Division.
- F. Reports all matters of an unusual nature or concern to the District Manager as soon as possible. If deemed necessary, when the District Manager is unable to be contacted, refers the matter to the Director of Special Services, Security Division.

- G. At the beginning of the shift, checks to ensure the Security Patrol Vehicle is in acceptable condition and signs for that acceptance.
- H. At the beginning of the shift, checks to ensure all of the Emergency Equipment is in good working condition, and immediately reports any maintenance or defects found.
- I. The Shift Supervisor is charged with the duty of instructing and training of new Security Personnel the proper performance of this duties, report writing, patrol procedures, uniform, and appearance.
- J. Ensures to the District Manager that all security Personnel are, at all times, consistent with all up-to-date training methods, rules, regulations, and policies at any given time.
- K. Consults with the off-going Supervisor as to any conditions or areas of concern which may extend into his tour of duty.
- L. Consults with on-coming Supervisor as to any conditions or areas of concern which may extend into his tour of duty.
- M. Checks to make sure that proper and correct entries were made in the daily journal log book concerning Officers reporting to duty and that all complaints, disturbances, or unusual activity that may have occurred were properly reported and logged before signing off duty.
- N. All Supervisors must set an example for other in courteous behavior, conduct, uniform, and personal appearance.

## V GENERAL DUTIES OF ALL SECURITY OFFICERS

PURPOSE: In order to carry out the duties that imposed on the Security Division, it is necessary to understand the rules and regulations which will assist in the carrying out of these duties in a uniform and orderly manner with the least amount of confusion possible. Changing conditions will naturally result in changing of policies over the years, so additions, deletions, and alterations are not only inevitable but desirable.

- A. All Security Personnel will report to their respective post, on time, and in clean and neatly pressed issued uniform, shined shoes, clean shaven, and neatly trimmed hair.
- B. The Security Division's paramount concern is the safety, security, and protection of all person and property.
- C. All Security Personnel must immediately respond to all calls for assistance and request for additional assistance from the proper authorities or agencies as requested.
- D. All employees shall maintain a telephone number where they may be reached.
- E. All employees shall complete all necessary reports and log entries before the expiration of their shift.

- F. All employees shall record all matters of interest and concern while on duty in the log book and a written report shall be made containing all the facts.
- G. All employees shall remain alert at all times and avoid any unnecessary conversations; observe everything that takes place within the sight or sound of their post.
- H. All employees shall become familiar with all Marine Facility tenants, guests, and employees, as well as, the buildings and property.
- I. All employees shall become familiar with all emergency access Locations and equipment.
- J. Remain vigilant of signs of malicious mischief, crimes of violence, damage to property, loiters and/or suspicious persons or acts. If encountered, written report will be made and the District Manager notified.
- K. Always be ready to serve guests in a courteous manner, remembering that we are a service organization.
- L. Any behavior, other than platonic, while on duty, or any conduct which could be considered indecent or immoral will result in disciplinary action.
- M. All Security Personnel shall follow the schedule as posted without any variations. In the cases of any schedule adjustments, the Scheduler must be notified.
- N. All Security Personnel shall immediately report any and all cases of insubordination, neglect of duty, or any other infractions of the rules and regulations to the Supervisor.
- O. All Security Personnel shall be responsible for their Security Patrol Vehicle during their shift. An inspection report shall be completed at the beginning of each shift. Any damage found will require a written report explaining the circumstances.

VI DAILY OPERATION

A. WORK SCHEDULE

- 1. Hours of Duty: Officers of the Security Division shall have, as
  - 1. \_\_\_\_\_ to \_\_\_\_\_ scheduled regular hours assigned to them.
- 2. Tour of Duty: The tour of duty is scheduled for one shift from
  - 1. \_\_\_\_\_ to \_\_\_\_\_.
- 3. Security Personnel shall report 15 minutes early for their shift in order to have a smooth change-over from one tour to the next.

4. Days Off: Security Personnel are entitled to approved days off as scheduled by the District Manager. If a Security Officer is requesting a day off other than the day(s) assigned to him, he must request the day(s) off in writing to his Supervisor, at least seven (7) days in advance.
5. Tardiness: Failure of Security Officer to report to duty on will not be tolerated. Repeated failure will result in suspension from duty, and continued offenders will be terminated.
6. Lunch Period: All Security Personnel that will be working on eight (8) hour shift or more will be entitled to a 30-minute lunch period. Any Office taking such a period shall be available immediately in case of an incident.

#### B. UNIFORM and APPEARANCE

1. Security Personnel shall report to duty in a clean, neatly pressed issued uniform.
2. Security Personnel shall be clean shaven and hair neatly trimmed at all times.
3. Security Personnel will be considered unfit for duty if they are in violation of any regulations and will be sent home without pay. A second offense will result in a two-day suspension. A third offense will result in termination.
4. During the Fall and Winter Seasons, only issued Security Department jacket will be worn. Security Personnel will be allowed to wear an additional sweater under their jackets, if they desire.
5. All security Personnel will wear all issued collar brass or badges and will be considered out of uniform without them.

#### C. SECURITY OFFICER

DEFINITION: The Security Officer's duties, procedures, and responsibilities will include, but not be limited to the following:

- Monitor Two-Way Radio: The Security Officer will keep the dispatcher/supervisor apprised of any extraordinary conditions or situation which arise in the Marine properties. Proper Radio procedure is to be followed at all times. While on duty, Security Personnel shall monitor this two-way radio for any emergency condition.

#### D. PATROL DUTIES

DEFINITION: The Patrol will be the Security Officer assigned to the Post of patrolling the grounds while looking for violations of the Navarro Security Group Rules and Regulations. A tour of patrol will be performed by each assigned Officer. The duties, procedures, and responsibilities will include, but not be limited to the following:

**NAVARRO SECURITY GROUP**

**POST ORDERS**

**FOR**

**Fort Lauderdale  
Executive Airport**

POST ORDERS BOOK

EMERGENCY TELEPHONE NUMBERS

Facility:

TO REPORT AN EMERGENCY

Dial: 911

1. Give your name
2. Give the facility address
3. Give the exact location of the emergency
4. Briefly describe the type of emergency
5. Notify the key client personnel
6. Notify your supervisor
7. Prepare to direct emergency personnel

Emergency Medical Service	911
Police Department	911
Sheriff	911

Navarro Security Group: (954) 581-1516

Jeff MacGregor  
District Manager

Client Key Personnel

Name Office Phone Pager Fax Home Phone

Note: In an emergency, notify key client personnel in the order listed above. Do not give home telephone numbers to anyone unless it is authorized by your supervisor.

## POST ORDERS FOR

## COMPANY

## TYPE OF POST

Executive Active Airport

## HOURS OF OPERATION

Monday – Sunday

## DIRECTIONS

## GENERAL INFORMATION

These post orders are intended to provide a guideline for the Officers assigned to this post. They are not an all-inclusive list of the duties and responsibilities. The main objectives of security at Company are:

1. Officers must report for duty at least fifteen (15) minutes before the start of the shift.
2. Officers must be clean, properly dressed in uniform, and equipped throughout the tour of duty.

## CITY OF FORT LAUDERDALE EXECUTIVE AIRPORT

## SECURITY PLAN:

NAVARRO SECURITY GROUPS function is to provide the City of Fort Lauderdale Executive Airport with security services designed with operational efficiency at the forefront, specifically for the City of Fort Lauderdale Executive Airport. Our specialized service covers AOA inspections which includes runway and taxiway surveillance for debris, light inspections to ensure all lighting circuits are functioning properly to enhance safety for all aircraft moving on the surface, an inspection of all Nav-Aids, obstruction lights located on stadiums and surrounding buildings, and the rotating beacon to provide the highest degree of safety obtainable for all arriving and departing aircraft. Our Security staff will be skilled at working with all local and federal agencies conducting operations on the Airport including the Fort Lauderdale Police Department, FAA Control Tower personnel, and the U.S. Customs Services. Navarro will maintain a high visibility on the Airport grounds through a constant vehicle patrol of all perimeter roadways and buildings within the patrol areas. Security staff on duty will accommodate and assist the Airport Manager's office in all special requests and assignments that the Airport Manager or his designated representative deem necessary with an unequivocal degree of professionalism for the duration of the event. Post orders will vary as instructed by Airport Management for each of the three shifts to accommodate the needs of the Airport during a particular time period.

## EXECUTIVE AIRPORT RULES

3. NO LITERATURE TO BE READ WHILE ON DUTY SUCH AS NEWSPAPERS, BOOKS AND MAGAZINES. IF YOU DO READ, PLEASE READ THE HANDBOOK. (LITERATURE IN THE VEHICLE WILL BE CONSIDERED AS LITERATURE READ.)
4. THERE WILL BE NO VISITORS WHILE ON DUTY. (THIS INCLUDES PAST EMPLOYEES.)
5. DRINKING ALCOHOLIC BEVERAGES BEFORE OR DURING YOUR SHIFT IS A SERIOUS OFFENSE AND WILL BE TREATED AS SUCH.
6. WHILE ON DUTY, SECURITY OFFICERS ARE NOT PERMITTED TO LEAVE THE AIRPORT PROPERTY, EXCEPT TO FUEL THE VEHICLES AND IN EXTREME EMERGENCIES. (ADMIN APPROVAL).
7. SLEEPING ON DUTY IS ALSO A VERY SERIOUS OFFENSE AND THIS MEANS DISMISSAL.
8. OBSERVE SPEED LIMIT ON PERIMETER ROAD AND RAMP AREAS.
9. SECURITY TWO AND THREE WILL ROTATE ZONES EVERY TWO HOURS. (UNLESS SPECIAL PROJECT)
10. SECURITY WILL RESPOND TO GROUND CONTROL WHETHER YOU ARE SECURITY TWO OR THREE.
11. SECURITY OFFICERS WILL NOT TALK TO ANY AIRCRAFT BY RADIO.
12. SECURITY OFFICERS ILL FILL OUT THEIR ACTIVITY REPORTS IN A PROFESSIONAL MANNER.
13. ALL SECURITY OFFICERS WILL REPORT TO THEIR POST AT LEAST A HALF HOUR BEFORE THE SHIFT BEGINS.
14. SECURITY OFFICERS MUST KEEP THE CONVERSATION WITH EACH OTHER AT A MINIMUM. (JUST TO EXCHANGE INFORMATION).
15. SECURITY OFFICERS WILL READ THE SECURITY PASSDOWN SHEET TO KEEP UPDATED ON CURRENT EVENTS.
16. TWO WEEKS NOTICE IS REQUIRED FOR A DAY OFF OTHER THAN YOUR REGULAR DAYS OFF.
17. SECURITY OFFICERS WILL NOT CONTACT THE POLICE UNITS BY TOWER RADIO, USE THE TELEPHONE.

18. THE TELEPHONES WILL BE ATTENDED TO AT ALL TIMES.
19. SECURITY PERSONNEL WILL NOT LEAVE THEIR POST UNTIL PROPERLY RELIEVED.
20. EACH VEHICLE MUST HAVE AT LEAST 45 MILES ON SHIFT, NO MORE THAN 55 MILES OR AS DIRECTED BY SECURITY MANAGER.
21. RUNWAY AND TAXIWAY INSPECTION OF LIGHTS OR DEBRIS WILL BE DONE THOROUGHLY.
22. LOG ALL TIMES OF RUNWAY AND TAXIWAY INSPECTIONS.
23. USE YELLOW TINGS AND ID NUMBERS ON LIGHT INSPECTION OF RUNWAYS AND TAXIWAYS. (IF OUT OF RINGS INFORM SECURITY MANAGER.)
24. LOG ALL TIMES WHEN GETTING GAS, IN OFFICE, OR IF OFF AIRPORT PROPERTY.(MILITARY TIME).
25. EQUIPMENT IN THE FOOT LOCKER IS USED FOR EMERGENCIES ONLY.
26. DO NOT FORGET TO USE YOUR SEAT BELTS.
27. SECURITY #2 AND #3 WILL PERFORM A DEBRIS INSPECTION AT 7 AM. (SECURITY MANAGER WILL INSTRUCT ON PROCEDURES).
28. IF SECURITY #2 DOES NOT RESPOND TO FAA GROUND CONTROL, THEN SECURITY #3 WILL RESPOND. THIS WILL BE THE SAME FOR SECURITY #2.
29. ALL FAA GROUND CALLS MUST BE RESPONDED TO.
30. BASE RADIO MUST BE CARRIED AT ALL TIMES.
31. ALL PERSONNEL WILL REPORT TO WORK A HALF HOUR BEFORE THE SHIFT BEGINS.
32. PERSONNEL WILL LEAVE THE OFFICE NO LATER THAN 15 MIN. TO THE HOUR.
33. FROM 2200 TO 0700 SECURITY WILL PERFORM A RADIO CHECK WITH BASE EVERY HOUR.
34. ALL ITEMS WILL BE TAKEN OUT OF THE VEHICLE WHEN IT IS TO LEAVE THE AIRPORT FOR ANY REASON.
35. VEHICLES WILL BE CHECKED EVERY SHIFT FOR DAMAGE.
36. VEHICLES WILL BE CHECKED FOR THE PROPER FLUIDS.



37. SUPERVISOR WILL SEE THAT ALL THE ABOVE IS DONE.
38. ALL VEHICLES WILL BE CHECKED BEFORE LEAVING THE OFFICE.
39. THE TIME SHEETS WILL BE FILLED OUT BEFORE LEAVING THE OFFICE WITH THE EXCEPTION OF FUEL END AND MILEAGE END WHICH WILL BE DONE AT THE END OF THE SHIFT. THE TIME SHEETS WILL REMAIN IN THE OFFICE.
40. ALL PERSONNEL WILL REVIEW THE HANDBOOK AT LEAST ONCE A WEEK TO KEEP UPDATED ON RULES AND REGULATIONS.
41. AT THE BEGINNING OF EACH SHIFT AND EVERY HOUR ON THE HOUR, ALL PERSONNEL WILL MONITOR BRIEFLY 119.85 FOR THE LATEST INFORMATION SUCH AS FREQUENCY CHANGES, ETC.
42. ALL PERSONNEL WILL LOG THE TIME OF FREQUENCY MONITORING AND THE NAME OF THE ADVISORY. EXAMPLE: MONITORED 119.85 AT 1300 AND ADVISORY FOXTROT WAS IN EFFECT.
43. WHENEVER A PIECE OF EQUIPMENT IS TAKEN OR RETURNED TO THE AIRPORT IT MUST BE RECORDED ON A FLOYD & ASSOCIATES NARRATIVE SHEET. THIS MEANS EVERYTHING, RADIOS, BATTERY, VEHICLES, ETC.
44. SECURITY PERSONNEL WILL ASK THE PERSON WHO IS TAKING OR RETURNING THE EQUIPMENT WHAT IS THE NATURE OF THE PROBLEM, I MUST KNOW THE TIME AND NATURE OF THE TRANSACTION.
45. ALL PERSONNEL SHALL GO THROUGH THE CHAIN OF COMMAND.
46. THE MOBILE IS USED FOR EMERGENCY CALLS ONLY.
47. DO NOT DEFACE OR CHANGE ANY PRINTED FORMS.
48. YOUR HANDBOOK SHALL BE WITH YOU AT ALL TIMES DURING YOUR SHIFT.
49. ANY NEW ORDERS OR LETTERS SHALL BE ATTACHED TO YOUR EXISTING HANDBOOK.
50. ALL PERSONNEL SHALL SEE THAT THE SECURITY MANAGER GETS A COPY OF ALL LICENSE WHEN THEY ARE RENEWED AND NEW PHONE NUMBERS AND ADDRESSES.
51. ALL PERSONNEL SHALL REPORT TO THE SECURITY MANAGER OF ANY TENANTS WHO ARE NEW OF MOVED OR LEFT THE AIRPORT.

52. THE EXECUTIVE AIRPORT DAILY REPORT AND THE REVERSE SIDE IS FOR AIRPORT BUSINESS AND ANYTHING THAT PERTAINS TO FLOYD & ASSOCIATES IS TO BE PUT ON THE FLOYD NARRATIVE.
53. ALL PERSONNEL WILL LOG ESTIMATED AMOUNT OF FLUIDS USED FOR THE VEHICLES (1QT. ½ QUART ETC.).
54. THERE WILL BE NO SMOKING IN THE SECURITY OFFICE.
55. THE HAND HELD RADIO IS NOT TO BE USED FOR THE PURPOSE OF LEAVING THE VEHICLE AND SOCIALIZING WITH THE TENANTS. THE RADIO'S PRIMARY FUNCTION IS FOR EMERGENCY USE ONLY.
56. THERE ARE ALWAYS 2 OR 3 SECURITY OFFICERS ON DUTY AT ALL TIMES, USE THE BASE RADIO TO INFORM THE OTHER SECURITY OFFICER THAT YOU WILL BE LEAVING THE VEHICLE AND THE LENGTH OF TIME YOU WILL BE GONE.
57. ALL PERSONNEL WILL LOG IN THEIR ACTIVITY REPORT OF ALL LOCATIONS AND THE AMOUNT OF FLASHERS, BARRICADES AND ROAD MARKERS USED.
58. SUPERVISORS ON DUTY AT THAT TIME WILL BE HELD RESPONSIBLE FOR ALL THE EQUIPMENT USED AND WILL SEE THAT THEY ARE RETURNED TO BUILDING "E" WHEN THEY ARE NO LONGER USED.
59. ALL SUPERVISORS WILL COOPERATE IN KEEPING TRACK OF THE EQUIPMENT AND REPORTING TO THE RELIEVING SUPERVISOR OF MISSING OR BROKEN EQUIPMENT.
60. SUPERVISORS ON DUTY WILL SEE THAT NO VEHICLES ENTER THE CLEAR ZONE AT RUNWAY 31 FOR DUNE BUGGY PRACTICE.
61. THIS AREA WILL BE CHECKED AND LOG FREQUENTLY.
62. THIS AREA HAS BEEN PART OF THE CLEAR ZONE FOR MAY YEARS.

LISTED BELOW ARE THE RESTRICTIONS. HOWEVER THERE IS ONE CHANGE, THE TELEPHONE CALLS WILL BE MONITORED BY THE AIRPORT MANAGERS OFFICE DAILY.

1. LOG ALL TELEPHONE CALLS IN OR OUT.
2. ALERT #1 AND #2 WILL BE MADE FROM ANOTHER SOURCE.
3. MAINTENANCE CALLS WILL BE MADE FROM ANOTHER SOURCE.
4. TOWER CALLS IN OR OUT WILL BE MADE FROM ANOTHER SOURCE.
5. NO PERSONAL CALLS IN OR OUT.

6. BASE CALLS WILL BE MADE FROM ANOTHER SOURCE.
7. OUT GOING CALLS EXTREME EMERGENCY'S ONLY, ALERT #3 ETC.

#### ADMINISTRATION OFFICE

1. SUPERVISORS WILL DIRECT A SURVEILLANCE OF THE ADMINISTRATION OFFICE AT LEAST EVERY 45 MIN. (WHEN OFFICE IS CLOSED).
2. SURVEILLANCE WILL CONSIST OF THE PARKING AREA AND THE ADMINISTRATION OFFICE ON THE SECOND FLOOR.
3. TO GAIN ENTRY OF THE BUILDING, THE CODE ASSIGNED IS 123.
4. SECURITY PERSONNEL WILL ENTER THE BUILDING AND CHECK THE ADMINISTRATION OFFICE AND THE ADJACENT OFFICE.
5. ALL SURVEILLANCE TIME WILL BE LOGGED ON THE ACTIVITY REPORT.
6. IF ANY SUSPICIOUS ACTIVITY IS NOTED, CALL THE POLICE.
7. SECURITY PERSONNEL WILL CHECK SPRINKLERS AROUND THE ENTRY SIGN (EXECUTIVE AIRPORT) LOG THE TIMES WHEN THEY ARE ON.
8. A REMINDER ON THE PROCEDURES OF CHECKING THE ADMINISTRATION OFFICES.
  - A. START CHECK OF OFFICES AT 5:30.
  - B. CHECK ADMINISTRATIVE OFFICES EVERY 45 MIN.
  - C. BE SURE TO LOG TIME OF EVERY TIME THE BUILDING IS CHECKED.

#### TELEPHONE USAGE

1. THE TELEPHONE WILL BE USED ON ALL SHIFTS.
2. WHILE THE SUPERVISOR IS IN THE VEHICLE THE TELEPHONE MUST BE TURNED ON.
3. BE SURE TO ENTER THE TIME THAT THE TELEPHONE IS UNATTENDED. (DAILY ACTIVITY REPORT).

4. KEEP ACCURATE RECORD OF TELEPHONE USAGE.(TELEPHONE LOG).
5. ALL TELEPHONE CALLS WILL BE CHECKED BY THE AIRPORT STAFF.
6. IF THE MOTOR IS NOT RUNNING BE SURE THAT THERE IS POWER COMING FROM THE CIGARETTE LIGHTER, IF NOT TURN THE KEY TO THE AUXILIARY POSITION FOR POWER.
7. WHEN STARTING THE ENGINE BE SURE TO UNPLUG THE TELEPHONE. (POWER SURGE).
8. DO NOT TAMPER WITH THE TELEPHONE. (MEMORY, RECALL, ETC.)
9. THERE WILL BE NO PERSONAL CALLS, IN OR OUT.
10. FOLLOW GUIDE LINES AS DESCRIBED ABOVE.

#### VEHICLE MAINTENANCE

1. SECURITY OFFICER ON THE 4 TO 12 SHIFT MAINTAINS GAS, OIL, TIRE PRESSURE, AND INTERIOR EVERY DAY.
2. SECURITY OFFICER ON THE 12 TO 8 SHIFT MAINTAINS THE WASHING OF THE VEHICLE EVERY DAY.
3. NO FOOD IS PERMITTED TO BE EATEN IN THE VEHICLE.
4. COFFEE IS PERMITTED IN THE VEHICLE. (COFFEE SPILLS WILL TERMINATE DRINKING OF COFFEE IN VEHICLES).
5. REPORT ANY PROBLEMS OF THE VEHICLE TO YOUR SUPERVISOR (DO NOT DELAY).
6. THE MAXIMUM FOR FUEL PURCHASE IS AT MR. FLOYDS DISCRETION.
7. ONLY THE 4 TO 12 SHIFT SUPERVISOR WILL FUEL THE VEHICLES, UNLESS IN AN EMERGENCY.
8. FUEL PURCHASES WILL BE IN EVEN DOLLAR AMOUNTS.

#### REPORT RESPONSIBILITY

WE ARE HERETO REPORT ALL ACTIVITY ON EXECUTIVE AIRPORT NO MATTER HOW INSIGNIFICANT IT MAY BE. USE A LITTLE IMAGINATION IN WHAT TO LOOK FOR SUCH

AS POT HOLES, LIGHTS OUT, BROKEN FENCES, ETC. THE AIRPORT MANAGER'S STAFF MUST BE INFORMED OF ALL DAMAGE TO CITY PROPERTY.

CONVERSATIONS OR CONTACT WITH ANY PERSON OR PERSONS MUST BE ENTERED IN THE ACTIVITY REPORT. THIS BIT OF INFORMATION COULD BE VERY HELPFUL TO THE CITY OF FORT LAUDERDALE POLICE. ANY SUSPICIOUS MOVEMENT MUST BE RECORDED IN THE ACTIVITY REPORT. IF THE ACTIVITY NEEDS POLICE ATTENTION, INFORM THEM.

REMEMBER WE HAVE A GREAT DEAL OF RESPONSIBILITY AT THIS AIRPORT. WE REPORT TO AND ASSIST THE AIRPORT MANAGER'S OFFICE, FORT LAUDERDALE POLICE, AND THE FAA. THIS HELPS IN MAINTAINING A BETTER WORKING AIRPORT.

WE MUST HAVE A BETTER EFFORT IN ALL ASPECTS OF SECURITY TO INSURE OUR CONTRACT WITH THE CITY OF FORT LAUDERDALE.

(BE ALERT THERE IS ALWAYS SOMETHING GOING ON).

#### TRAINEES

1. ALL TRAINEES WILL REPORT TO WORK AT LEAST 30 MINUTES BEFORE THE START OF SHIFT.
2. ALL TRAINEES WILL REPORT TO WORK WITH THE TRAINEE HANDBOOK (WHICH WILL SERVE AS YOUR HANDBOOK LATER).
3. ALL TRAINEES WILL BRING A NOTEBOOK.
4. ALL TRAINEES WILL BRING WRITING IMPLEMENTS.
5. ALL TRAINEES WILL REPORT TO WORK WITH A CLEAN UNIFORM.
6. ALL TRAINEES WILL WEAR REGULAR UNIFORM SHOES (NO SNEAKERS).
7. ALL TRAINEES WILL BE WELL GROOMED.

1. SUPERVISORS
2. AIRPORT
3. RESPONSIBILITY

1. SUPERVISORS MUST BE FAMILIAR WITH ALL OF THE PROCEDURES CONCERNING BEEPER INSTRUCTIONS FOR ALL ALERTS ETC.
2. SUPERVISORS WILL RESPOND TO ALL CALLS FROM THE FAA TOWER.

3. SUPERVISORS WILL PERFORM A RUNWAY AND TAXIWAY INSPECTION FOR DEBRIS UPON REQUEST FROM THE FAA TOWER.
4. SUPERVISORS WILL DO A LIGHT INSPECTION OF ALL RUNWAYS AND TAXIWAYS. (LOG TIME).
5. SUPERVISORS WILL PERFORM A RUNWAY INSPECTION FOR DEBRIS AT 7 AM.
6. SUPERVISORS WILL DURING THE COURSE OF THEIR SHIFT CHECK THAT THE ROTATING BEACON IS OPERATIONAL. (LOG TIME).
7. SUPERVISOR WILL CHECK THAT ALL TAXIWAY LIGHTS ARE OPERATIONAL. (LOG TIME).
8. SUPERVISORS WILL CHECK TO SEE THAT THE WIND T LIGHTS ARE OPERATIONAL. (LOG TIME).
9. SUPERVISORS WILL CHECK THE STADIUM BEACON LIGHTS (LOG TIME).
10. SUPERVISORS WILL CHECK THE REIL LIGHTS DURING THE RUNWAY AND TAXIWAY LIGHT INSPECTION.
11. SUPERVISORS WILL CHECK HANGER BEACON LIGHTS AND AIRPORT NAVAIDS. (LOG TIME).
12. SUPERVISORS ARE RESPONSIBLE FOR THE REPORTING OF ALL DAMAGES TO CITY PROPERTY.
13. SUPERVISORS WILL SEE THAT ALL GATES ARE SECURED. (LOG TIME).
14. SUPERVISORS WILL LOG ALL ARRIVALS AND DEPARTURE FROM THE HOURS OF 10 PM TO 7 AM.
15. SUPERVISORS WILL TAKE AN INVENTORY OF THE FOOT LOCKERS AND PINPOINT ANY DAMAGE AND/OR MISSING EQUIPMENT.
16. SUPERVISOR WILL OVERSEE THAT ALL FLUIDS AND TIRE PRESSURES ARE CHECKED ON ALL VEHICLES.
17. INSPECTIONS WILL BE CARRIED OUT AT BOTH THE BEGINNING AND END OF EACH SHIFT.

18. SUPERVISORS ARE ALSO RESPONSIBLE FOR OVERSEEING SECURITY GUARD #2 AND INSURING THAT ALL SECURITY GUARD PATROLLING AT EXECUTIVE AIRPORT IS CARRIED OUT AS PER CONTRACT SPECIFICATIONS.
19. SUPERVISORS ON DUTY WILL SEE THAT NO VEHICLES ENTER THE CLEAR ZONE AT RUNWAY 31 FOR DUNE BUGGY PRACTICE. (LOG)
20. ALL CALLS INCLUDING ALERTS AND MAINTENANCE WILL BE MADE FROM THE NEAREST OUTSIDE PHONE. THE CAR PHONE WILL BE USED FOR EXTREME EMERGENCIES ONLY. AT ANY GIVEN TIME THERE IS A TELEPHONE WITHIN A FEW MINUTES OF YOUR LOCATION.
21. THERE IS NO NEED TO FOLLOW THE CRASH VEHICLE FOR ALERTS, ALERT 3 IS NO EXCEPTION.
22. SUPERVISORS AND SECURITY OFFICERS WILL POSITION VEHICLES ON A RAMP ACCESSIBLE TO ENTER TAXIWAYS OR RUNWAYS IN CASE OF AN ALERT 3.
23. THE BEEPER IS THE PROPERTY OF FORT LAUDERDALE AND THE TELEPHONE NUMBER IS NOT TO BE GIVEN OUT TO ANYONE, THE BEEPER IS ONLY USED FOR THE NOTIFICATION OF AIRPORT STAFF.
24. A TELEPHONE LOG WILL BE FILLED OUT EVERYDAY IF A CALL IS MADE OR NOT.
25. IT IS YOUR RESPONSIBILITY TO CHECK THE TIME SHEETS AND REPORTS ON YOUR SHIFT. AT THE BEGINNING OF YOUR SHIFT YOU WILL PASS OUT THE NECESSARY PAPER WORK. AFTER EACH SHIFT THE SUPERVISOR WILL CHECK REPORTS AND PLACE IN YOUR SPECIFIED FILE LOCATED IN THE FILING CABINET.
26. ALL ITEMS THAT ARE FOUND WILL BE TURNED IN AND A REPORT MUST BE MADE ON A NARRATIVE SHEET. WHOEVER FINDS AN ITEM MUST NOTIFY THE OTHER SECURITY OFFICER THAT AN ITEM WAS FOUND AND WILL VERIFY THE ITEM OR ITEMS FOUND. THIS IS FOR YOUR PROTECTION.
27. BE AWARE THAT OUR TIME SHEETS HAS A SPECIAL DESIGN.
  - A. THE FRONT IS FOR THE SUPERVISOR SIGN IN AND SIGH OUT, PLUS THE VEHICLE CHECK OFF.
  - B. THE BACK IS FOR THE GUARDS SIGN IN PLUS THE VEHICLE CHECK OFF.
28. SUPERVISORS WILL SE THAT ALL EQUIPMENT IS CHECKED DAILY.
29. ALL REPORTS REQUIRING A TIME WILL BE WRITTEN IN MILITARY TIME.
30. ALL RUNWAY INSPECTIONS WILL BE ENTERED ON AIRPORT ACTIVITY REPORTS.

31. A RUNWAY INSPECTION MUST BE PERFORMED THOROUGHLY, OUR MAIN PURPOSE IS TO LOOK FOR DEBRIS. SPEND A LITTLE MORE TIME LOOKING FOR SCREWS, NUTS, BOLTS, ETC.
32. SECURITY PERSONNEL WILL NOT INVESTIGATE OPEN WINDOWS OR DOORS ON BUILDINGS AND AIRCRAFT. TO PROTECT YOURSELF CALL THE POLICE AND LET THEM INVESTIGATE.
33. FOR ANY SPECIAL INFORMATION TO BE CALLED TO AIRPORT MANAGERS OFFICE, PLEASE PLACE AN ASTERISK AT THE ENTRY. THIS IS DONE IF YOU FEEL A LONG NARRATIVE IS NOT NECESSARY. (CHOOSE THIS METHOD CAREFULLY).
34. THE FLOYD & ASSOCIATES NARRATIVE WILL BE USED TO INFORM THE SECURITY MANAGER OF ANYTHING THAT PERTAINS TO COMPANY BUSINESS.
35. SUPERVISORS WILL PASS ON ANY INFORMATION OR ORDERS TO THE ASSIGNED SECURITY OFFICER ON THEIR SHIFT.
36. SUPERVISORS WILL BRIEF AIRPORT PROCEDURES TO ALL SECURITY OFFICERS.
  - a) MILES PER SHIFT.
  - b) HOW TO APPROACH AIRCRAFT WITH AN AIRCRAFT ENGINE RUNNING.
  - c) RADIO PROCEDURES WHEN ON THE AOA.
  - d) SUPERVISORS WILL CHECK WITH SECURITY OFFICER AT THE TOWER EVERY HOUR. (12 TO 8 SHIFT).
  - e) DIRECTION OF PARKED VEHICLES DURING THE NIGHT HOURS. (HEADLIGHTS)
  - f) WHO HAS THE RIGHT OF WAY?
  - g) SPEED LIMIT ON THE RAMP.
  - h) TO BE AWARE OF VEHICLES OR PERSONS WHO APPEAR TO BE LOST.
  - i) (ESCORT TO AREA)
  - j) NEWSPAPER OR ANY OTHER TYPE OF READING MATERIAL WILL NOT BE READ WHILE ON DUTY. (EXCEPT FOR AUTHORIZED MATERIAL).
  - k) FXE AOA PROCEDURES

#### NAVIGATION RUNWAYS AND TAXIWAYS

1. ALL VEHICLES WILL BE LIGHTED WITH ROTATING BEACONS, EMERGENCY FLASHERS, OR HEAD LIGHTS ON AT ALL TIMES.
2. TWO WAY RADIO COMMUNICATION WITH THE CONTROL TOWER IS REQUIRED AT ALL TIMES.
3. DO NOT ENTER THE TAXIWAY OR RUNWAY SYSTEM UNTIL YOU HAVE BEEN CLEARED WITH GROUND CONTROL.



4. REMEMBER, ALL AIRPLANES, JETS, AND HELICOPTERS HAVE THE RIGHT OF WAY AT ALL TIMES. YOU WILL DO EVERYTHING IN YOUR POWER TO GET OUR OF THEIR WAY. EMERGENCY VEHICLES (FIRE TRUCKS, POLICE CARS) HAVE SECONDARY RIGHT OF WAY.
5. ONCE YOU ARE IN THE TAXIWAY OR RUNWAY ENVIRONMENT YOU MAY NOT LEAVE THE AREA UNTIL YOU ARE CLEARED TO DO SO BY GROUND CONTROL.
6. THE SPEED LIMIT ON THE TAXIWAYS OR RUNWAYS WILL NEVER EXCEED 20 MILES PER HOUR UNLESS ASKED TO EXPEDITE BY GROUND CONTROL.
7. LOOK BOTH WAYS BEFORE MOVING ANY VEHICLES. IT IS IMPORTANT TO LISTEN VERY CLOSELY TO GROUND CONTROL AND UNDERSTAND THAT THEY ARE TELLING YOU. IF YOU DO NOT UNDERSTAND, ASK THEN TO REPEAT. IF YOU STILL DO NOT UNDERSTAND, TELL THEN, AND THEY WILL HELP GUIDE YOU TO YOUR DESTINATION.
8. FOR EXAMPLE, LET’S ASSUME RUNWAY 13/31 IS THE ACTIVE RUNWAY (PLANES ARE LANDING AND TAKING OFF ON RUNWAY 13/31) AND YOU ARE AT BANYAN ANNEX AND WANT TO GO TO ATC, YOU CALL EXECUTIVE GROUND AND SAY.
  - a) “EXECUTIVE GROUND THIS IS SECURITY (NUMBER)”.
  - b) TOWER REPLIES, “GO AHEAD SECURITY (NUMBER)”.
  - c) “I AM AT BANYAN ANNEX AND I WANT TO GO TO ATC”.
  - d) TOWER REPLIES, “ROGER SECURITY (NUMBER), YOU ARE CLEARED TO ATC HOLD SHORT OF 12”.
  - e) READ #8 AGAIN. #8 IS TELLING YOU:
  - f) THE AREA IS CLEARED FOR YOU ALL THE WAY FROM BANYAN ANNES TO ATC.
  - g) STOP COMPLETELY AT THE YELLOW HOLD SHORT LINES ON TAXIWAY CHARLIE AT RUNWAY 13.

YOU MUST STOP AND STAY AT THOSE HOLD SHORT LINES UNTIL GROUND CONTROL CLEARS YOU TO CROSS THEM THE REASON THEY TOLD YOU THIS IS PROBABLY BECAUSE A PLACE IS ABOUT LAND OR TAKE OFF ON RUNWAY 13. ONCE THE PLANE HAS PASSES, THEY HOLD CLEAR YOU TO CROSS THAT RUNWAY.

LET’S TAKE THE ABOVE EXAMPLE AGAIN, HOWEVER, D MESSAGE READS:

“ROGER SECURITY (NUMBER) YOU ARE CLEARED TO ATC HOLD SHORT OF RUNWAY 8. THIS IS TELLING YOU.

1. THE AREA IS CLEARED FOR YOU ALL THE WAY FROM BANYAN ANNEX TO ATC BUT STOP COMPLETELY AT HOLD SHORT LINES ON TAXIWAY DELTA AT RUNWAY 8.

2. YOU MUST REMAIN STOPPED AT THESE YELLOW HOLD SHORT LINES UNTIL GROUND CONTROL HAS CLEARED YOU TO CROSS THEM.
3. THINK OF THE YELLOW HOLD SHORT LINES AS STOP SIGNS. THEY ARE THERE BECAUSE YOU CAN NOT PLACE STREET TYPE SIGNS ON TAXIWAYS BECAUSE WINGS OF AIRPLANES WILL HIT THEN. INSTEAD, AIRPORT USE 4 LINE YELLOW PAINT. ALWAYS MAKE SURE YOUR VEHICLE IS TOPPED WITH SOLID YELLOW LINE IN FRONT OF YOUR BUMPER, NOT THE BROKEN YELLOW LINE. IF YOU LOOK DOWN AND SEE BROKEN YELLOW IN FROM OF YOUR BUMPER, THIS MEANS YOU ARE TO CLOSE TO THE RUNWAY SO GET BACK ON THE OTHER SIDE OF THE LINES.
4. ABSOLUTELY, NEVER, NEVER, DRIVE YOUR VEHICLE ACROSS THESE LINES UNLESS YOU HAVE RECEIVED CLEARANCE FROM THE CONTROL TOWER.

#### OPERATING TIPS

1. KNOW AND OBEY ALL AIRPORT REGULATIONS PERTAINING TO VEHICLE OPERATIONS.
2. NEVER PROCEED INTO A RUNWAY OR TAXIWAY WITHOUT CONTROL TOWER APPROVAL.
3. ALWAYS YIELD THE RIGHT OF WAY TO AIRCRAFT AND EMERGENCY VEHICLES UNLESS OTHERWISE INSTRUCTED BY GROUND CONTROL.
4. REMEMBER THAT IN ALL AIRCRAFT, THE PILOTS VIEW OF THE GROUND AREA IMMEDIATELY IN FROM AND ADJACENT TO THE SIDES OF THE AIRCRAFT IS LIMITED. AND, ANY AREAS BEHIND THE WINGS OF THE AIRCRAFT IS COMPLETELY OUT OF SIGHT. WHENEVER POSSIBLE, APPROACH THE AIRCRAFT FROM A DIRECTION WHERE THE PILOT CAN SEE YOU.
5. LOOK IN BOTH DIRECTIONS BEFORE ENTERING RUNWAYS AND TAXIWAYS. THIS IS A GOOD PRACTICE EVEN WHEN YOU HAVE BEEN APPROVED TO ENTER A CROSS RUNWAYS AND TAXIWAYS BY THE CONTROL TOWER. BEWARE OF NON STANDARD APPROACH PATHS, PARTICULARLY FOR HELICOPTERS.
6. TURN ON THE VEHICLE BEACON, ESPECIALLY ON OVERCAST DAYS OR DURING INCLEMENT WEATHER.
7. MOVE IN AN EXPEDITIOUS MANNER ACROSS RUNWAY WHEN CROSSING.
8. BE AWARE OF THE POSSIBILITY OF JET BLAST AND PROP WASH WHEN POSITIONED BEHIND AN AIRCRAFT.

9. AN OPERATING ROTATING BEACON ON AN AIRCRAFT USUALLY INDICATES THAT THE ENGINES ARE RUNNING OR ABOUT TO BE STARTED.

#### ALERT CATEGORIES

1. ALERT 1: TOWER PERSONNEL WILL NORMALLY ADVISE THE FIRE STATION AND SECURITY. AN ALERT 1 EXISTS WHEN AN AIRCRAFT IS APPROACHING THE AIRPORT WITH MINOR DIFFICULTY.
2. ALERT 2: TOWER PERSONNEL WILL NORMALLY ADVISE THE FIRE STATION AND SECURITY. AN ALERT 2 EXISTS WHEN AN AIRCRAFT IS APPROACHING THE AIRPORT WITH MAJOR DIFFICULTY.
3. ALERT 3: TOWER PERSONNEL WILL NORMALLY ADVISE THE FIRE STATION AND SECURITY. AN ALERT 3 EXISTS WHEN AN AIRCRAFT IS INVOLVED IN AN ACCIDENT ON OR NEAR THE AIRPORT.
4. WITH THE EXCEPTION OF AN ALERT 3, RESPONDING EMERGENCY EQUIPMENT SHALL OBTAIN CLEARANCE BY RADIO PRIOR TO CROSSING OF ANY TAXIWAY OR RUNWAYS (SECURITY WILL CALL FOR CLEARANCE).
5. SPECIAL NOTE: IF AN AIRCRAFT IS DISABLED ON THE RUNWAY, THE AIRPORT MANAGEMENT MUST BE BEEPED AS AN ALERT 2.
6. IN THE EVENT OF RADIO FAILURE ON THE AOA SECURITY VEHICLES SHALL BE CONTROLLED BY THE FOLLOWING LIGHT SIGNALS.
  1. STEADY GREEN                      PROCEED
  2. STEADY RED                      STOP CLEAR OF RUNWAYS
  3. FLASHING WHITE                      RETURN TO RAMP
7. ALERT 2 AND ALERT 3 WILL REQUIRE CONTINUAL SAFETY OBSERVATION OF AIRCRAFT, OPERATIONS IN THE AIRPORT TRAFFIC AREA, AS WELL AS GROUND ACTIVITY. BOTH AIRCRAFT AND VEHICULAR ADVISORIES WILL BE ISSUED BY TOWER PERSONNEL ON GROUND CONTROL AND TOWER FREQUENCIES AS SAFETY REQUIRES
8. IN THE EVENT A STRUCTURAL FIRE IS OBSERVED ON OR NEAR THE AIRPORT, SECURITY SHALL NOTIFY TOWER PERSONNEL.

#### INCIDENT REPORT

DETERMINE DEGREE OF PROBLEM:

1. MINOR: NON EMERGENCY SITUATIONS.
2. MAJOR: ALARM, AUTO ACCIDENTS, OPEN DOORS, BREAK IN, SUSPICIOUS MOVEMENT, PEOPLE, AUTOS, ETC.
3. MINOR:
  - A. WRITE ALL THE INFORMATION OBTAINABLE.
    - (1). WHAT
    - (2). WHERE
    - (3). WHEN
    - (4). WHO
4. MAJOR:
  - A. LOCATE NEAREST PHONE.
  - B. CALL 938-4950 AIRPORT POLICE IF NO ANSWER CALL 761-5700 POLICE DISPATCH.
  - C. IDENTIFY YOURSELF.
  - D. GIVE ALL INFORMATION.
    - (1). WHAT
    - (2). WHERE
    - (3). WHEN
    - (4). WHO

POLICE CONTACT PROCEDURES

THESE PROCEDURES WILL BE USED IF SECURITY REQUEST A POLICE UNIT.

1. THE FOUR AREAS WILL BE USED AS ADDRESS POINTS.
  - A. (SOUTHEAST) BANYAN AIR SERVICE 1575 W. COMMERCIAL BLVD.
  - B. (SOUTHWEST) FAA CONTROL TOWER 5550 NW. 23RD AVE.
  - C. (NORTHWEST) A.O.G. SERVICE 2500 W. 62ND ST.
  - D. (NORTHEAST) WORLD JET EAST 1020 NW 62ND ST.

INTRODUCTION

PREMIER PROTECTION DIVISION - Navarro Security believes the strength of its operation lies in three specific areas: SELECTION, TRAINING and SUPERVISION.

Specifically, this is defined as follows:

SELECTION - Security excellence can only result from excellent security. Therefore, the quality of any security company is first illustrated by its policies on personnel selection. Through an innovative application process, each potential Navarro employee is closely evaluated. We diligently strive to employ only the highest caliber men and women who are best suited to the position and post assignment.

Our requirements include a high school diploma (or equivalent), minimum three (3) months local residency, home telephone, reliable transportation, good communication skills and proper physical fitness to post assignment. In addition to the State regulations that are required for individual guard licensing, we conduct our own thorough background investigation on each potential employee. All references are checked to the legal extent of the law and particular attention is given to criminal history, worker's compensation claims, drugs or alcohol abuse, poor employment records and dishonesty.

Our process is positive and designed to weed out those applicants who are undesirable for us and our clients. The additional time we invest initially pays dividends that result in a lower-than-industry turnover rate and customer satisfaction.

In addition to our standard requirements, our security officers must also meet one of the following qualifications:

- Former Police Officer, Federal Agency Officer or graduation from a Certified Police Academy.
- Former Military with emphasis on serving in the Military Police or the Elite Forces.
- Graduate of an Accredited Institution in Special Industrial Security Training.
- Criminal Justice Degree or other similar qualifications.
- Minimum five (5) years of experience in Private Security with the psychological profile and supervisory experience to qualify for advancement.

- INITIAL ASSESSMENT

- All candidates for employment are initially screened in person to assess their ability to meet the minimum requirements of the position. All candidates for employment at the City of Fort Lauderdale, Executive Airport must meet the following minimum requirements:

- Must have availability of transportation
- Must have telephone access.
- Must be a minimum of 21 years of age
- High School Diploma or GED equivalent
- Proof of US citizenship or legal 1-9 documents in compliance with Federal Guidelines
- No criminal record.
- Must be physically able to perform all duties as required by contract and defined by job descriptions and the City of Fort Lauderdale post regulations within the guidelines of ADA.
- Ability to read, write, speak and understand the English language to the extent of giving and understanding written orders and verbal instructions. Must be capable of composing reports which convey complete and accurate information.

#### TRAINING AND DEVELOPMENT

We recognize that Premier Protection Officers are employed with above average training and experience. However, every Premier Protection Officer must complete the following training provided by Navarro:

- A. Eighty (40) hours of basic training - this includes subject matters such as:
  - I. Today's role as a security officer.
  - II. The difference between a security officer and a law enforcement officer.
  - III. How to properly represent the Client.
  - IV. Effective communication skills.
  - V. Public relations.
  - VI. Security patrol techniques - foot and mobile.
  - VII. Fire procedures.
- B. Minimum eight (40) hours Specific Site Training
- C. Twenty-four (24) hours per year of In-Service Training
- D. Attend Client Action Meetings
- E. Drug Testing
- F. Driver License Check (DMV)

Navarro believes that an effective security officer must be supported and directed by strong and active supervision.

**DISTRICT MANAGER (Navarro Security Group Office Staff Member)**

Project Manager will be selected from the Premier Protection Division of the Navarro Security Group. This individual will supervise all contract operations, and coordinate reports, security officers' assignments and time sheets. The Project Manager (or identified alternate) may be reached on a 24 hours per day, year-around basis.

**SITE SUPERVISOR**

City of Fort Lauderdale, Executive Airport Site Supervisor will be selected from personnel of the Premier Protection Division of the Navarro Security Group. This division provides a professional level of security protection that exceeds the standard commercial security program for an investment less than that of an off-duty Police Officer.

**FIELD SUPERVISORS**

Working in coordination with our Operations Center, Field Supervisors are on duty seven (7) days a week. The Field Supervisors are completely trained in the functions of your account and have the authority to take immediate action with respect to the security personnel. However, the strength of the Field Supervisor's position lies in his ability to train, inspect, and assist the on-duty security officer.

Unscheduled inspections of assigned personnel assist us in evaluating the security officer's appearance, alertness and attitude. Additionally, this presents an opportunity to evaluate his or her knowledge of the post, while presenting an opportunity for the security officer to ask for any assistance.

Continuous training programs are also provided to our Field Supervisors. We specifically provide further education in:

- Communication techniques
- Scheduling

- Motivation
- Selective industry courses and/or seminars
- Various management courses and/or seminars

Navarro Field Supervisors fully understand that their job is to train, assist and help every security officer in achieve his or her maximum level of professionalism.

Requirements for the position of Field Supervisor include previous law enforcement experience, military experience, or five (5) years proven managerial experience.

#### UNIFORM SECURITY OFFICER’S TRAINING AND DEVELOPMENT

We believe that a company’s attitude towards the importance of training and development of its security personnel sets the climate for that company. At Navarro, training and personal development is one of the most important functions of our security operation.

After orientation, every security officer is given classroom training in areas such as:

- Today’s role as a security officer.
- The difference between a security officer and a law enforcement officer.
- How to properly represent the client.
- Effective communication skills.
- Public Relations.
- Security patrol techniques - foot and mobile.
- Fire procedures for armed security officers the following applies.

Specific on-the-job training is mandatory before post assignment. The amount of initial training is determined by the post duties and responsibilities.

Client input is extremely important in our training program. Specifically, we design a theme for training depending on the current needs of the client.

Quality education and support includes additional classroom training and field supervision. Our goal is to not only hire the most qualified, but to train and help develop that individual to reach the highest level of professionalism in our industry.

Navarro can monitor your premises 24-hours a day by using state-of-the-art video surveillance systems.  
When CATEGORY OF GUARDS

#### Class I

This position requires: High School Diploma; 21 years of age; extensive background investigation; one or more years in position as security officer; 40 hours of classroom training; 40 hours on the job training; pass drug screening

#### Class II

This is the intermediate classification of security officer. Requirements are one or more of the following: One year military experience, or one year as a security supervisor. This classification may be used in sensitive and high visibility areas.

#### Class III

This is the highest classification of security officer. Requirements are: graduate of a certified federal, state, county or local law enforcement training program; military police training or equivalent with appropriate certificate or diploma. In addition, they must have a minimum of three (3) full years experience in certified law enforcement in a military or civilian setting. This classification will work as a supervisor or in high visibility areas and other specialized site locations requiring this type of background.

NAVARRO SECURITY GROUP INC.  
HANDBOOK GUIDE  
SECTION I

UNIFORMED PERSONNEL CODE OF ETHICS

A Code of Ethics is a statement that incorporates moral and ethical principles and philosophies. It is a necessary prerequisite for any profession, providing guidance to its members so that their activities can be measured against a standard of behavior.

The following Code of Ethics is adopted from Standard 3.1 Code of Ethics, as recommended by the report of the Task Force on Private Security and Goals, and appears in the Report on Private Security.

CODE OF ETHICS FOR PRIVATE SECURITY OFFICERS

In recognition of the significant contribution of private security to crime prevention and reduction, as a private security office, I pledge:

- I. To accept the responsibilities and fulfill the obligations of my role in protecting life and property; preventing and reducing crimes against my employer's business or other organizations and institutions to which I am assigned; upholding the law; and respecting the constitutional rights of all persons.
- II. To conduct myself with honesty and integrity and to adhere to the highest moral principles in the performance of my security duties.
- III. To be faithful, diligent, and dependable in discharging my duties, and to uphold at all times the laws, policies, and procedures that protect the rights of others.
- IV. To report to my superiors, without hesitation, any violation of the law or of my employer's or client's regulations.
- V. To respect and protect the confidential and privileged information of my employer or client beyond the term of my employment, except where their interests are contrary to law or to this Code of Ethics.
- VI. To cooperate with all recognized and responsible law enforcement and government agencies in matters within their jurisdiction.
- VII. To accept no compensation, commission, gratuity, or other advantages, without the knowledge and consent of my employer.
- VIII. To conduct myself professionally at all times, and to perform my duties in a manner that reflects credit upon myself, my employer, and private security.
- IX. To strive continually to improve my performance by seeking training and educational opportunities that will better prepare me for my private security duties.



## SECTION II

### GENERAL ORDERS

As a professional security officer with Navarro, you are expected to comply with certain requirements in the conduct of your duties. A summary of these requirements follow and should be used as a guide in the performance of your assignment.

#### A. SECURITY OFFICER ORDERS

##### (1). General Orders

General Orders, as set forth in this manual, establish general operating standards of a security officer's performance. They shall conform with the accepted high standards of Navarro Security Group and our Clientele.

##### (2). Special Orders

Special Orders are established for describing the security officer's specific duties on an individual post. Special Orders referred to as "Post Orders" establish specific job duties and the course of action to be taken by the security officer.

##### (3). Informational Orders

Informational Orders are instructions to cover special events on an assigned post. They normally cover events such as trade shows, seminars, weddings, private parties, etc. These orders are issued in memorandum form and will be reviewed with you by your supervisor.

#### B. PERSONAL CONDUCT

##### (1). Appearance

Personal hygiene and neatness are basic requirements for all security officers. Neatness in appearance calls for a clean shaved face, hair properly cut, hands (including nails) are to be clean, and shoes polished.

##### (2). Attitude

Complete interest in the protection of life and property is necessary for the most effective performance in your assigned duties. Interest in your position will be increased by thinking security and acting security, by thinking protection and acting protection, by thinking prevention and acting prevention.

##### (3). Conduct

A military style of conduct will be maintained while on duty. Such habits as smoking while working with the public, having hands in pockets, etc. is forbidden.

Prompt and willing response to all written and verbal orders given by your supervisors and/or the client representative is required at all times.

#### C. UNIFORM AND EQUIPMENT

##### D. Care and Maintenance

Navarro will provide the prescribed uniform and equipment to all security officers. However, the proper care and maintenance of the uniforms and equipment is the responsibility of each individual, and responsible standards of neatness will be maintained at all times.

(a) The uniform will be clean, pressed and kept in good repair.

(b) The uniform should be washed in cold water on the permanent press setting of your washing machine. Wash trouser with dark colors and shirts with light colors. Do not wash with towels or other fabrics that produce lint. Use a mild detergent and do not use liquid bleach.

(c) Black shoes will be worn and kept polished.

(d) Upon termination of employment, your complete uniform must be returned in the same condition that it was issued to you; clean, pressed and on hangers. A cleaning fee will be charged to you for each shirt or trouser that must be cleaned before we can reissue.

A fee will also be charged for any item that you lose, ruin, or otherwise return in such condition that we cannot reissue. However, this charge will be waived when condition is a result from normal wear and tear.

1. The Navarro Prescribed Uniform

All Navarro Security Officers will wear the tan colored shirt. Insignias will be issued to those who achieve rank above that of a security officer. The Navarro shoulder patch will be worn on each shoulder, centered ¾” from the shoulder seam. The breast badge will be worn over the left breast pocket.

(a) Dark brown uniform trousers with tan stripe

(b) Black or dark brown socks

(c) Whistle and hook

(d) 1 ½” black belt with standard gold buckle. Fancy buckles are not permitted.

(e) Dark brown baseball cap with Navarro emblem

(f) Brown clip-on tie

(g) Only jackets approved by your supervisor are permitted to be worn over our uniform. When jackets are worn, the breast badge must be on the outer garment and visible to everyone.

(h) The Navarro Group uniform, or any part thereof, may not be worn in a bar, cocktail lounge or any establishment where the main business is the sale of alcoholic beverage, unless on official company business.

(i) The Navarro uniform, either complete or in part, will not be worn off duty except in travel to and from your assigned post.

E. CALL OFF AND CHECK IN REQUIREMENTS

1. Call Offs

If you are unable to report for work, you must inform your immediate supervisor at least eight (8) hours prior to the time you are scheduled to work, the only exception is in the case of an approved emergency. This order is strictly enforced!

2. Hourly Check-In. Hourly check-ins may be required at a post that you are assigned to. When this occurs, you will be instructed by your supervisor of the procedure and the proper telephone number to call.

SECTION III

EMPLOYMENT POLICY

A. DISCRIMINATION POLICY

Navarro Security Group is an equal opportunity Employer, dedicated to a policy of nondiscrimination on any basis including race, creed, color, age, sex, religion, national origin or handicap. This policy is consistent throughout all our employment practices that include hiring and promotional considerations.

Questions or complaints concerning discrimination, as it may relate to your employment with Navarro, should be directed to the Vice President of Personnel.

B. WAGES

At the time of your employment with Navarro, you are told exactly what your starting wages are and when and how they can be increased.

Pay periods are for a two-week period beginning on Thursday at 12:01 a.m. and ending two weeks later on Wednesday at midnight. Payday is every other Monday. The company does not have a pay advance program.

C. PROBATIONARY PERIOD

The first ninety (90) days of employment with Navarro is your probationary period. Any tardiness, absenteeism, or unsatisfactory work performance is considered grounds for dismissal or an extended probationary period.

D. COMPANY BENEFITS

1. Overtime and Holiday Pay

- (a) Every hourly employee will be compensated at time and one half for all hours worked over forty (40) in a given week.
- (b) Every employee is compensated at time and one half when working any of the following holidays: New Years Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, and Christmas Day.

2. Annual Vacation

- (a) In order to qualify, an employee must work an average of thirty-two (32) hours per week (or more) for one year.
- (b) Vacation pay is based on the average amount of non-overtime hours worked during the previous year.
- (c) Vacation pay will be issued after the calendar year in which you have earned a vacation as follows: (The month in which you will receive your vacation pay depends on the initial of your last name.) You must be actively employed during the month your vacation is paid in order to qualify for this benefit.

MAY	JUNE	JULY	AUGUST
A-F	G-L	M-R	S-Z

(d) Vacation benefits are paid as follows:

After 1 year of service	-	1 week vacation
After 5 years of service	-	2 weeks of vacation
After 10 years of service	-	3 weeks of vacation

3. Group Insurance

- (a) After three (3) months of employment with Navarro, you are eligible for insurance benefits. This benefit is for full-time employees only.
- (b) The group insurance program provides for hospitalization and term life insurance benefits. Specific details on this coverage can be obtained by contacting the personnel department.

4. Bonuses

- (a) A bonus will be awarded for referring a person to us for employment. If employed, a monetary bonus is paid after the new employee has worked ninety (90) days for full time, or one hundred eighty (180) days for part time.
- (b) A bonus will also be awarded for providing our company with a lead to acquire new business. If the lead results in a contract, a bonus will be awarded after thirty (3) days of service.

5. Workers' Compensation Benefits

- (a) Employees are covered by Workers' Compensation while on the job. Any injury must be reported to the Navarro Vice President of Personnel within twenty-four (24) hours of the accident. A written report

must be filed-out by the injured employee, or his immediate supervisor, describing the pertinent facts of the accident.

#### SECTION IV GENERAL POLICY

##### A. PERSONAL GUIDELINES

1. Any violation of the procedures outlined in this manual, when witnessed by or relayed to a security officer, shall be reported by that security officer to his supervisor.
2. If a security officer wishes to file a personal grievance against a fellow security officer, office employee, or supervisor, he shall do so by first making his grievance known to his immediate supervisor, whenever possible. In the event the problem is not satisfactorily resolved, the security officer should then notify the Branch Manager or Vice President of Personnel.
3. Your area office should be aware of any changes in your personnel as soon as they occur. A name change, a change in the number of dependents, a change of address, telephone number, etc. must be reported immediately.
4. Security officers who are responsible for the keys on a given post should attach such keys to a large ring or similar bulky device. This will prevent a security officer from putting the keys in his pocket and leaving the post with the keys in his possession.
5. Any negligent or careless acts that result in damage, destruction or loss to property while in the scope of your employment with Navarro, may result in deductions being made from your paycheck to cover the costs of repair or replacement of such property.
6. All in-office and/or on-site post orientation and training will be compensated at the minimum wage and paid after thirty days of employment. This will be forfeited however, if you are not employed with Navarro at the end of thirty (30) days after training.
7. Security officers are not permitted radios or televisions at any post where they are stationed, unless approved by the Operations Manager.
8. Each post to which you are assigned will be kept neat and orderly at all times.
9. As a Navarro Security Officer, you are expected to fully cooperate in the conduct of an investigation of any alleged wrongdoing of a security officer or employee.
10. Should you decide to terminate your employment with Navarro, you should attempt to give us two (2) weeks of notice. This will allow us time to make a smooth transition of trained personnel and provide us with the time to evaluate any employee benefits you may have coming.

##### B. PUBLIC RELATIONS

One of the most important aspects of a security officer's duties lies in the area of Public Relations. As a security officer, you are usually the first person contacted by the client's visitors.

##### C. TELEPHONES

Upon answering the telephone, immediately identify "(Post), Officer (name) speaking." It is assumed the caller will identify himself. If he does not, ask, "May I have your name, please?"

##### D. LANGUAGE

Navarro Security Officers will not use foul, abusive or blasphemous language at any time, regardless of provocation.

#### E. THE NEWS MEDIA

When and if an event should occur that would attract the news media to the post to which you are assigned, the following instructions will apply:

1. Do not give or issue a statement to newspapers, radio or television news' persons.
2. Contact the office or your supervisor immediately.
3. Contact the Client Representative.
4. Refer any inquiries to the Public Relations Department or Operations Manager of Navarro Security Group.

#### F. DUTY RELIEF

1. No security officer will leave his post until properly relieved of duty.
2. When properly relieved of duty, pass on or communicate any and all important orders (or changes), that your relief officer should be aware of pertaining to that particular post.
3. No security officer will leave his post if, for any reason, the relief person is not fit to secure the post. In the event this should occur, call your supervisor and remain at your post until properly relieved.

#### G. FAMILIARIZATION WITH YOUR POST

Prior to your assignment of any post, you will be given specific training of your duties on that post. Specifically, you need to know:

- (a) Work locations of key personnel
- (b) Location of telephones and emergency numbers
- (c) Location of fire alarm pull-boxes
- (d) Where all stairways and doors lead
- (e) Where all materials are stored
- (f) Location of all firefighting equipment
- (g) Location of light switches
- (h) Location of control rooms and shut-off switches for air conditioning and ventilating systems
- (i) Location of all valves controlling the water supply to the sprinkler system
- (j) Location of the fuse boxes, power control switches, steam valves, hydrants, and other control devices for the operation of machinery
- (k) Proper operation of gatehouse equipment, especially as it pertains to gate arms

#### H. SECURITY OFFICER ROUNDS

Security Officer rounds consist of the following:

- a. Patrolling the outside of buildings and its boundaries
- b. Patrolling inside the complex or facility
- c. Controlling the entrance and movement of pedestrian and vehicular traffic
- d. Preventing theft and damage to company and employee property
- e. Reporting all matters of security interest, especially those related to theft and pilferage, fire and fire prevention, espionage and sabotage, and violations of company rules designed to protect against the security hazard

### SECTION V

#### EMERGENCIES

##### A. ALL SECURITY OFFICERS MUST KNOW:

1. How to call the local police and fire departments that serve the area in where you are assigned.
2. How to give basic first aid in case it is required by the client under certain conditions.
3. The location of all fire alarm boxes, fire extinguishers, hoses and how to use them.

4. How to get around to all areas of the premises of which you are assigned, and be able to direct others to all areas.
5. The location of the closest telephone, radio or switchboard.
6. The location of all doors or exits.
7. How to close sprinkler system valves and their location.
8. If any special hazards exist in the job area, you should know what precautions are necessary.
9. The location of all electrical power panels, including gas, and how to shut off in case of an emergency.
10. How to report any unusual incidents to the client and to your supervisor by phone and in writing.

**B. FIRST AID INJURIES OR ILLNESS**

Follow these general rules in the event of an injury or illness unless otherwise instructed IN WRITING by a manager of Navarro Security Group.

Unless you have been properly trained in first aid procedures, and unless specific arrangements have been made with the client company, **THE PRACTICE OF FIRST AID IS NOT PERMITTED**. This unfortunate rule stems from the legal liability that might be incurred by the security officer, and our company, in the event that the security officer makes a mistake or is not completely correct in his treatment.

1. If a doctor or nurse is employed by the client company, refer all cases to them immediately or notify the doctor/nurse if the patient cannot be moved.
2. If no doctor or nurse is on duty - or none is assigned - contact the employee's supervisor and arrange for medical assistance.

Emergency medical assistance can usually be obtained by:

- a. Dialing 911 on the telephone and asking for the Fire Department Rescue or ambulance.
- b. Call the doctor, hospital or medical service that has been designated by the client-company.
3. In case of an **EXTREME EMERGENCY**, Security Officers may render assistance as follows, if appropriate:

Lay patient flat on back unless vomiting or broken bones prohibit. In case of vomiting, turn on uninjured side, lift patient's jaw upward, keeping throat open.

Loosen clothing at throat and waist. Stop arterial bleeding with clean bandage and pressure. Keep patient warm to prevent shock.

4. A written report must be prepared in all injury and illness cases. Indicate patient's name and department, and give all pertinent details. Include what action you took. Give the name of person or agency you notified, name of hospital or ambulance firm, etc.

Remember, you must have CPR training and specific arrangements must be made between the client and Navarro Security Group before you may practice first aid.

**C. FIRE**

**WHAT TO DO . . .**

1. **SIZE UP THE SITUATION QUICKLY.**
2. **SOUND THE ALARM.**
3. **EXTINGUISH THE FIRE IF YOU ARE SURE YOU CAN.**
4. **IF YOU CANNOT EXTINGUISH IT, MAKE SURE SPRINKLER VALVES ARE WIDE OPEN.**
5. **WAIT FOR THE FIREMEN AND GUIDE THEM TO THE FIRE.**
6. **NOTIFY CLIENT OFFICIALS AND NAVARRO.**
7. **STAY ON HAND.**

8. MAKE SURE THE FIRE IS OUT.
9. PUT SPRINKLERS BACK IN READINESS.
10. WRITE A FULL REPORT!!

## SECTION VI REPORTING PROCEDURES

One of the most important functions of a Security Officer's duties is his ability to properly write a report. Thorough knowledge of report forms and the manner in which they are to be completed is essential.

### A. REPORT PROCEDURE

1. If the situation requires immediate attention, report to the client contact and then your supervisor by telephone.
2. If there is a clear and immediate threat of bodily harm, call the police.
3. Record routine occurrences in the Log Book and the Daily Activity Report.
4. Record the details of unusual or threatening incidents and all hazards in an Incident Report. Also record a brief description of the incident in the Log Book and the Daily Activity Report.

### B. LOG BOOK

1. At the beginning of each shift, your sign-in entry should include:
  - a. The time.
  - b. Your name in printed letters and the words "on duty".
  - c. The number of keys and any equipment received.
2. At the end of each shift, have your relief comply with Rule #1 before you sign off by recording:
  - a. The time.
  - b. Your name in printed letters and the words "off duty".
  - c. Your signature.
3. Print entries in black or dark blue ink as legible as possible. Do not use pencil.
4. Write your signature after each entry you make.
5. For patrols, record start and completion times separately.
6. Record any routine or non-routine situation that affects either safety or security.
7. Provide sufficient details to identify each incident.
8. The Log Book is a valid legal document. Maintain it as such.
  - a. Enter each event in order - do not enter routine activities in advance.
  - b. Write on both sides of each page and do not tear out pages for any reason.
  - c. Do not skip lines except a single line between one day and the next.
  - d. Draw a single line through erroneous entries and initial it. Do not erase or blot.

### C. DAILY ACTIVITY REPORT

1. The client receives the original and the company receives the carbon copy of the Daily Activity report.
2. A Daily Activity Report contains space for recording entries for up to three shifts.
3. Any unusual incidents entered in the Log Book must also be entered in the Daily Activity Report.
4. You must indicate on the Daily Activity Report whether or not you were ill or injured when working on your shift.

#### D. INCIDENT REPORT

1. The client receives the original and the company receives the carbon copy of all Incident Reports.
2. An unusual situation or occurrence that affects safety or security must be described in an Incident Report.
3. If you are not sure an incident should be reported, you should report it on an Incident Report.
4. Fill out the details of the Incident Report by answering the questions: Who? What? Where? When? How? and Why?
5. A client may initiate a lawsuit against us if you fail to report a hazard you should have detected, and it causes a loss.
6. NOTE: All unusual events must be recorded in three reports: the Log Book, the Daily Activities Report, and an Incident Report.

#### SECURITY OFFICER REGULATIONS

The employees of any type industry must abide by certain policies and procedures that are established by management. These policies and procedures regulate what the employee can and cannot do, and what they are expected and not expected to do. In the security industry these instructions or rules have historically been referred to as Regulations. All security officers affected by these regulations are expected to abide by them.

1. An infraction of any of these regulations can result in disciplinary actions from verbal reprimand to immediate termination.

a. Dishonesty - This covers stealing another's property whether the act is committed on or off duty and the act is proven to have been committed beyond a reasonable doubt.

The removal of property, regardless of its value, from a client's facility without specific authority, is considered stealing and when proved, immediate termination and possible prosecution will result.

b. False Reporting - This regulation covers any false reports, whether verbal or in writing, and extends to cover falsification of any information on the security officer's application for employment.

c. Insubordination - This means that a security officer is unwilling submit to authority and he refuses to accept instructions or obey instructions from his superiors that have been appointed over him, or from a member of the client's facility who has the authority for the client to issue instructions to the security force.

d. Reporting for Duty Under the Influence of Drugs or Alcohol - Any security officer that reports for duty who is obviously under the influence of drugs or alcohol is subject to immediate suspension or termination. When a security officer on duty accepts relief from an individual who is obviously under the influence of drugs or alcohol, he places himself in the same disciplinary position.

e. Drinking on Duty - No Navarro Security Officer is authorized to drink any type of alcoholic beverage while on duty, regardless of their position or the occasion.

f. Drinking in a Public Place while in Company Uniform - No security officer is permitted to drink alcoholic beverages in a public place while they are in the company uniform, or any part thereof.

g. Refusal to Accept an Assignment - Any security officer who is qualified to perform the functions required of a certain duty assignment and refuses to accept the assignment is subject to disciplinary action.



h. Refusal to Carry Out Duties - Any security officer who has been trained to perform certain security functions and is capable of performing these functions, yet refuses to do so, subjects himself to disciplinary action.

i. Leaving Post before Proper Relief - Any security officer who deserts his post before being properly relieved is subject to immediate termination.

j. Misuse of the Badge - Any security officer who has been issued the company breast badge is prohibited from carrying the badge in their wallet, purse, badge holder, etc. while they are off duty and in civilian clothes. The company issued badge will be used and worn only on the outer garment of the uniform, on the left breast, and no other place. Misuse of the badge is punishable by immediate termination.

k. Bringing Discredit on the Uniform or the Company - No security officer, while on duty or off duty, will act in such a manner that brings discredit upon the uniform, his fellow employees, the company or the client.

l. SLEEPING ON POST - IMMEDIATE SUSPENSION OR TERMINATION

m. FIREARMS PROHIBITED - UNLESS AUTHORIZED AND APPROVED BY BOTH NAVARRO AND THE CLIENT, ANY SECURITY OFFICER WHO CARRIES A FIREARM WHILE ON DUTY WILL BE TERMINATED IMMEDIATELY.

1. FIREARMS PROHIBITED (UNARMED POSTS)

This company has a policy that no security officer will carry a firearm of any type, regardless of whether or not he is properly licensed to carry a weapon, while on duty. Carrying a firearm at an unarmed post as indicated under Regulation 1, above will result in immediate termination.

2. Unless authorized, all chemical suppressants commercially known as Mace, Defender, and other trade names, are prohibited from being carried while on duty.

3. CARE OF UNIFORM AND EQUIPMENT

All security officers who are issued company property such as uniforms or other equipment necessary to properly discharge their duties, are personally responsible for the care of this property, and any damage or destruction, other than fair wear and tear, will be charged to the individual at the original cost, and this amount will be deducted from his paycheck.

4. FAMILIARITY WITH CLIENT EMPLOYEES

Security officers on duty at any type facility should not become familiar with any of the client's employees. This could result in a decline in the security officers' effectiveness and, if this type of familiarity is reported, will at least result in the security officer being reassigned.

5. FAMILIARITY BETWEEN MALE AND FEMALE SECURITY OFFICERS

Familiarity between male and female security officers while on duty will not be tolerated and any such familiarity that is reported or observed will result in either one of both of the offenders being reassigned.

6. EXTENDED ABSENCES

Whenever a security officer becomes so ill that it requires his absence from any assignment for a period of thirty (30) days or longer, he will not be reassigned to duty until a release from his physician, in writing, is secured. Lengthy absences that require training another security officer to fill the position vacated may result in the security officer being reassigned to another operation when restored to full duty. Every effort will be made to reassign the security officer to the same assignment; however, there is no guarantee from the company that this will be accomplished.

7. UNAUTHORIZED ABSENCES

Unauthorized absences means that a security officer absents himself from his duty without authority, or cannot be located to be given an assignment. Since their unauthorized absences will normally result in the company accruing overtime, security officers can expect to be suspended without assignment or pay. If the offense is repeated, or the duration is in excess of thirty (30) days, the security officer may automatically be terminated.

8. MEANING OF "ON DUTY"

The term "on duty" means that a security officer is on duty from the time he is scheduled to report to the post until he is properly relieved. This period of "on duty" is the period for which the security officer will receive pay.

9. THE MEANING OF "OFF DUTY"

The term "off duty" means that the security officer has been properly relieved at a time specified, or on instructions from his supervisor, or from the client. Pay will cease when the security officer reports "off duty".

10. PREPARING DUTY REPORTS

The following reports will be completed by all security officers in the course of their duties and when instructed to do so, either in the Special Orders, or by their supervisor, unless otherwise instructed. All reports that are prepared will be prepared on company issue report forms and all will be printed to insure legibility, regardless of how well the individual may write. All reports must be printed.

a. SHIFT REPORT - Referred to as the Daily Activity Report, will be completed by all security officers, regardless of the duration that they are on post. Security officers are normally on post for an 8 hour tour; however, should circumstances dictate that the tour be extended beyond the 8 hour period, only one report will be completed for that entire period. If more than one form is required, the forms will be numbered consecutively.

b. INCIDENT REPORT - The Incident Report will be completed when necessary and is used to supplement the information on the Daily Activity Report and to report information to the company that is not necessarily reported to the client.

c. ACCIDENT/INJURY REPORT - This report is completed whenever a security officer injures himself, observes client personnel being injured, or receives a report of injury from the client's personnel. The security officer is responsible for completing this report any time that he is injured regardless of how minor it may appear.

d. WEEKLY TIME SHEET - All security officers, in order to have their pay properly processed, must complete and sign a Weekly Time Sheet, regardless of the number of hours worked during a calendar week. The Sheet will either be left where instructed, or delivered to the company's office by the designated time to insure it can be processed.

WEEKLY TIME SHEETS that are not signed by the individual will not be processed and the individual so informed.

11. SOLICITING

Soliciting simply means to approach a person, or persons, with a request or plea for something. It may involve a request for some material thing, or merely for some information for oneself or another. Soliciting in any manner, for whatever reason, is prohibited.

12. DISTRIBUTING UNAUTHORIZED LITERATURE

The distribution of literature, regardless of its content, while on duty or while on client property, is prohibited. This regulation is intended to include the prohibition of distributing unauthorized literature by security officers, union representatives, charitable organizations, or other individuals or organizations, unless it is specifically authorized by the client, and your immediate supervisor has been notified of this authorization.

### 13. ACCEPTING GRATUITIES

Accepting gratuities simply means accepting favors, money or things from the client, the client's employees, or visitors to the client's property. Accepting any such gratuities is prohibited unless specifically authorized by the client and the security officer's immediate supervisor.

### 14. DIVULGING PROPRIETARY INFORMATION

To divulge proprietary information simply means to pass on information regarding the security officer's work or knowledge that he has obtained because of his position to unauthorized persons, and this is prohibited.

### 15. SIGNING COMPLAINTS

Security officers are prohibited from signing complaints as a representative of the company against anyone and to do so, as a company representative, is prohibited. This does not mean that the security officer, as an individual, cannot sign a complaint against someone; however, the complaint must specifically state that it is a personal complaint and not a complaint as a representative of the company. Any complaints signed by any security personnel, regardless of their position, as a representative of the company, must first be approved by the President or another Executive of the company.

### 16. RECEIVING A COMPLAINT

If a security officer receives a verbal complaint from a client's employee, normally it will be reported to the client on the Daily Activity Report, unless the complaint is of such a nature that the client should be notified verbally - immediately. Legal complaints that are in writing against any of the client's employees, or against any of the company employees, will be handled by immediately notifying either the client or the security officer's immediate supervisor.

### 17. SUBPOENAS AND WARRANTS

Anytime a security officer on duty is approached by a law enforcement officer wishing to serve a subpoena, or who has an arrest warrant for any of the client's employees, will ask the officer to wait while he notifies the client. The client will be immediately notified by the security officer, who will then comply with the instructions he receives.

### 18. INVOLVEMENT IN DISPUTES

Should a security officer become involved in any dispute, he should record names and addresses of all the individuals involved and immediately notify his supervisor. The security officer should not become physically involved unless he or she is forced to defend themselves. Verbal exchanges should be avoided wherever possible.

### 19. USE OF FORCE

A security officer may use any force at his disposal in exercising his right to defend himself against attack. The security officer also has the right to use restraint or force, but only that force or restraint that is

necessary and reasonable to detain a person when making a citizen's arrest. However, only that force that is necessary and reasonable can be used and no more.

#### 20. RADIO OPERATIONS

When using radio communications, follow the radio procedures that appear in the Special Orders written for your post. Security officers must remember that all radio communications can be monitored by anyone and that they are being constantly monitored by the Federal Communications Commission (FCC).

#### 21. APPEARANCE AND ATTITUDE

The Navarro uniform will be worn as prescribed, and the uniform in its entirety must be worn at all times. Security officers will not deviate from wearing the complete, prescribed uniform, including black, smooth-toed shoes. Even though the shoes are not the property of the company, these shoes are considered part of the uniform. Slovenly appearance, ungentlemanly or unladylike conduct, the use of abusive language, or insulting remarks, or other verbal outbursts or negative attitude by security officers will not be tolerated.

#### 22. COMPLAINTS TO CLIENTS

Security officers will refrain from taking any personal complaints they have against their superiors, the company or other personal type complaints, to the client. Complaints such as pay discrepancies, failure of the company to immediately replace items or uniform or equipment needing to be replaced, or subjects of this nature, will be made known to the security officer's immediate supervisor, or other officials of the company.

#### 23. REQUESTING SUPPLIES FROM THE CLIENT

Security officers will not ask for supplies of any type, or equipment of any type, from the client to be used in the performance of their duties, unless the client regularly furnishes the articles being requested. Unless approved by the client, security officers are prohibited from using any client's office machinery, such as typewriters, computers, calculators, and copy machines. You are expressly prohibited from looking into desk drawers, file cabinets and the like, unless instructed to do so in the course of your duties.

#### 24. USE OF TELEPHONE

Telephone equipment that is made available for the Saturday officer's use, will be used for business calls only. The use of the client's telephone for personal business or personal calls, is prohibited. Any personal calls that result in telephone charges by a security officer will be paid by that security officer and he will be immediately relieved of duty.

#### 25. USE OF CLIENT'S VEHICLES

Security officers are prohibited from using any client's vehicles without authority. This includes industrial type vehicles such as forklift trucks or electric carts. No client vehicles will be used, even with the authority of the client, until its use has been approved by a supervisor of Navarro who has satisfied himself that the security officer is proficient in its operation.

#### 26. PERSONAL EXPENSES

Security officers are not authorized to charge personal expenses to the company unless specifically authorized to do so by their immediate supervisor. When a security officer is authorized to incur expenses billable to the company, these expenses will remain within the prescribed limits and an expense report, itemizing correctly all expenditures that are authorized, will be prepared with the assistance of the immediate supervisor and a receipt for all expenses submitted must accompany the expense report. No expense report will be approved unless those expenses have been authorized in advance.

## 27. ACTIONS WHILE ON DUTY

Anytime you are on duty, you must always keep in mind the following:

- a. Always conduct yourself in a dignified manner, being polite and courteous to everyone you come in contact with.
- b. Always wear the prescribed Navarro uniform, insuring that both the appearance of the uniform and your personal appearance is impeccable.
- c. Take immediate charge of your assignment and remain on duty until you are properly relieved.
- d. Perform all functions, carry out all orders that have been issued, enforce all the rules that you are required to enforce, and quickly report to your supervisor and/or the client, infractions you observe or that have been reported to you.
- e. Do not hesitate and quickly take the proper action as the situation requires, and report to your supervisor all of the information, complaint, observation, or your opinions about security problems as quickly as they arise.
- f. When assigned to special events such as sporting events, conventions, or meetings of professional societies, be certain that you know and are able to recognize all types of official identification and understand all instructions that have been issued to you.
- g. Study the Special Orders outlining your functions at the post to which you are assigned, and be absolutely certain that you know the locations of all telephones with outside line, all fire alarm boxes, all emergency exits, the location of all first aid stations, that you know how to operate the firefighting equipment, how and whom to contact in case of any type of emergency, and that you are absolutely certain of the sequence of performance of your duties as outlined in the Special Orders. You must review the Special Orders frequently, even though you are assigned to that particular post permanently.

## 28. WHILE YOU ARE ON DUTY YOU MUST NOT:

- a. Use indecent, profane or abusive language, display an insolent attitude or act in a rude or unruly manner at any time.
- b. Do not smoke except where you have been given explicit permission to smoke. Never smoke while on a foot patrol through an installation and never speak with anyone with a cigarette in your mouth.
- c. Reading material, other than authorized training material issued to you, the use of radios, television sets or tape recorders, is strictly prohibited and you must not take tools or other material to your duty post to use when otherwise not occupied.
- d. Talk with other security officers except conversations of short duration, or conversations that are in the line of duty.
- e. Sit down at your post unless authorized to do so, and do not sit on a chair or stool when talking with anyone. Refrain from leaning against walls or other objects at any time, especially when talking with someone.
- f. Drink or eat while on duty, except as authorized, or while on duty when in the public view or in view of client's employees or visitors.
- g. Remove any part of your uniform without permission from your supervisor, or fail to carry any equipment you have been instructed to carry in the performance of your duty.
- h. Discuss direct or otherwise divulge any proprietary information relating to your duties, to the client's property, to his employees or his activities, to anyone except your supervisor or other officials of the company.
- i. Allow direct or otherwise authorize any person to go through any gate, door or enter any restricted area in violation of your instructions.

- j. Allow keys issued to you, that you are responsible for, to become lost or compromised, or otherwise given to an unauthorized person to have access to them. Keys that have been lost must be reported to your supervisor immediately, so that he can initiate action for their possible recovery before notifying the client.
- k. Leave your post except after being properly relieved or to act in an emergency, in which you have made the decision, because of circumstances, that the proper action to take is to temporarily abandon the post.
- l. Fail to make the required patrol rounds. If you are unable to complete a round, it should be noted on your Daily Activity Report, with reasons why.

#### TRAINING PROCEDURESTRAINING

- i. General
- B. Navarro will provide training to all field personnel in order that the City of Fort Lauderdale, Executive Airport, may be assured said personnel are capable of assuming the responsibilities for their assignments. The cost for such a training program is accommodated within the overall hourly billing rate, i.e. the time spent by staff in such a program, though required, is not billable. All security personnel must successfully complete and pass the course prior to assumption of duty under this contract. This training course, will be developed by Navarro and will expressly be approved by the Administrator of City of Fort Lauderdale Executive Airport and will include certain minimum requirements for subject matter and hours of instruction.
- C. Evaluation of Training
- D. Navarro Group Project Manager will evaluate the quality and completeness of training provided to all security personnel. Evaluations will include, but not be limited to, reviews of techniques and methods of instruction, quality of instructors, motivation, adequacy of classroom and adjunct training materials, test content, and individual guards' retentiveness.
- E. Instructors
- F. All formal training is to be administered (i.e. taught, presented) by persons who have been expressly approved on an individual basis by Navarro Group. All classroom instructors will be appropriately certified in one or both of the following ways: By an accredited institution of learning or governmental educational certification body, or by documentation that the individual has sufficient experience with the subject matter to instruct students in an authoritative, practical, and current manner. All site training shall be provided by a Navarro supervisor or an experienced guard meeting the approval of the City of Fort Lauderdale, Executive Airport or his representative.
- G. Course of Instruction
- H. A copy of the proposed course of instruction shall be provided for review and approval by Navarro Group to the City of Fort Lauderdale, Executive Airport within ten (10) working days after the award of the contract. Representatives of the City of Fort Lauderdale, Executive Airport, are invited to training classes without notice, to monitor this course.
- I. Certification of Training
- J. All training, with the exception of follow-up orientation and subsequent training of replacement guards, shall be completed prior to being assigned to the post. A written certification of each employee's training, including supervisors, will be submitted to the City of Fort Lauderdale, Executive Airport except as specifically waived by the City of Fort Lauderdale, Executive Airport.
- K. Training for Security Personnel
  - a. Basic Instructional Training

- L. Each contract security guard is to receive a minimum of (8) eight hours total classroom instruction, in the subject areas listed. Navarro Group may exercise full discretion over the format or course outline for instruction, as long as all subject matter identified is adequately addressed in training. As part of the proposed course of instruction to be submitted to the City of Fort Lauderdale, Executive Airport for review, the Navarro Group shall identify the total hours of training to be provided, as well as an approximate distribution of time among specified areas.
- (a) Orientation to City of Fort Lauderdale, Executive Airport
    - History and role as educational provider
    - Contract personnel as representatives of City of Fort Lauderdale, Executive Airport
    - Role of City of Fort Lauderdale, Executive Airport facility managers
  - (b) Role and Functions of Security Personnel
    - Protection of persons and property
    - Role of security personnel (to respond and handle situations; not merely observe and report)
    - Public relations
    - Human/Interpersonal relations
  - (c) Legal Aspects of Facility Protection
    - Public versus private property
    - Arrest powers
    - Detainment policy and procedures
    - Use of force
    - Search and seizure
    - Protection of crime scene
  - (d) Proper Use and Care of Uniforms and equipment
    - Contract requirements (including inclement weather)
    - Company policy regarding cost of uniforms
    - Standards of uniform appearance
    - Responsibility for condition of equipment
    - Proper use of equipment
  - (e) Use of Communications Equipment
    - Telephone
    - Two-way radio
    - Routine and emergency procedures
  - (f) Operation and Safety of Vehicles (as required)
  - (g) Use and Care of Security Equipment
  - (h) Protection of Facility
    - Philosophy: protection through prevention
    - Rules and regulations impacting post
    - Post orders and other contractual responsibilities
    - General and specific orders foot patrol methods
    - Vehicular patrol methods
    - Access control, including people and packages
    - Circulation and crowd control
    - Interviewing techniques Safety inspection and awareness
  - (i) Enforcement
    - Misdemeanors and felonies

- Crimes in progress
- Observation/description
- Preservation of evidence
- Building search techniques
- Handling special or problem individuals (i.e. juveniles, handicapped persons, or unruly persons)
- Parking and traffic control
- (j) Report Writing
  - Written report methods and requirements
  - Requirements for legibility and literacy
- (k) Basic First Aid
- (l) Special Situations
  - Escort services
  - Loiterers
  - Vandalism
  - Threats to personnel safety
  - Burglary, robbery, or theft
  - Espionage
  - Sabotage
  - Drugs/Alcohol
- (m) Emergency Services
  - Emergency or disaster response procedures
  - Fire control systems and equipment
  - Fire prevention
  - Fire fighting methods and procedures
  - Responding to facility alarms
  - Law enforcement/private security relationship
  - Riot or crowd control
  - Reporting procedures for emergencies or other non-routing incidents
- (n) Written Examination
  - Classroom instruction
  - Report writing
  - Each guard may be tested for reading comprehensive and ability to write a clear and comprehensive report.

1. Report Writing

2. This portion of the employee evaluation is designed to assess the individual's ability to succinctly summarize pertinent information related to an incident and to prepare the proper reports meeting contractual requirement for legibility and English fluency. While the contract may exercise some discretion in format, the employee evaluation will at a minimum require the employee to select the appropriate report(s), select pertinent facts from a written narrative, oral presentation, or film depicting an event, and to complete the report in an adequate manner.

3. Site Orientation Training

4. Navarro Group will provide a minimum of eight (8) hours of on-site training for Security Guards for each shift to be worked in order to familiarize each guard with the post. Additional hours may be required at specific posts, and shall be detailed in the appropriate Post Orders. Said training shall be



conducted by a Navarro Group supervisor or experienced guard/officer who is fully qualified at that post. The trainee is not to be in active duty status and may not be placed on duty at that site until said training has been completed. This training is to be conducted at each job site to which the guard/officer is assigned. The measure of success for the training shall not be the time invested (i.e. eight (8) hours) but rather the effectiveness with which the trained employee is able to perform post duties. The City of Fort Lauderdale, Executive Airport shall be the sole assessor of that effectiveness. The Site Orientation Training will consist of the following:

- (a) general and specific orders for the facility
- 5. (b) policy and specific procedures for responding to emergency alarms, bomb threats, incendiary devices in the facility
- 6. procedures for access control and operation of the security system within the facility
- 7. procedures for operation of fire alarms, fire control system, and fire fighting equipment
- 8. Refresher Training (RT)
- 9. Periodic training of each employee is required to be conducted by Navarro Group supervisors in order to insure continued understanding of and familiarity with existing or new facility conditions. Refresher Training is to be conducted at a minimum of one time within the first 14 days of an employee's post assignment, and additionally at the discretion of Navarro Group. Such training shall be conducted at the expense of Navarro Group and may include, should circumstances dictate (i.e. repeated violations by a guard), not only Site Orientation Training but also any or all portions of Basic Instructional Training.
- 10. Training for Contract Security Supervisors
- 11. In consonance with all other contract stipulations requiring that a Navarro Group Security Supervisor be fully qualified and capable of manning a post, it is expected that said supervisors shall have met or will meet all Basic Instructional Training requirements prior to assuming any duties under this contract.
- 12. It is likewise expected that supervisors will be provided sufficient on-site post instruction to be able to provide Site Orientation Training (SOT) to security personnel assigned to posts within the supervisor's span of control or shift of duty.
- 13. In addition to the above base requirements for training, Navarro Group will provide to all supervisors a minimum of eight (8) hours total of classroom instruction in the development of management and supervisory skills, as outlined below:
  - 1. Supervisory responsibilities
  - 2. Training skill development
  - 3. Leadership development
  - 4. Authority and control
  - 5. Effective communications
  - 6. Handling complains and grievances
  - 7. Management skills for supervisory personnel
  - 8. Time management
  - 9. Motivation
  - 10. Ethics

ENFORCEMENT:

The Project Manager will be responsible for ensuring that the contractual requirements with regard to uniforms and equipment issued are adhered to throughout the term of this contract.

The Project Manager shall provide overall management and coordination of this contract and shall act as the central point of contact with Security Management. The Project Manager or alternate shall have full authority to act for the Contractor on all contractual matters relating to the daily operation of this contract. The Project Manager and alternate must be able to read, write, speak and understand English.

Contract Supervisor - Navarro Group will provide active, on-duty supervision for every shift covered by the contractor on a 24-hour per day, year-around basis. These supervisors shall be uniformed, unarmed and equipped with vehicles. Navarro supervisors shall have no duties other than the inspection and training of personnel assigned to this contract. The supervisors will make inspection on all shifts, answer questions, resolve problems, respond to emergencies, and otherwise complete tasks as identified in this contract or in other applicable contract documents at no direct cost to City of Fort Lauderdale, Executive Airport.

The level of supervision provided by Navarro Group must be sufficient to visit each on-duty post four times per shift. The Navarro Group will be required to provide supervisors at a ratio of no more than 3 posts per supervisor per shift, unless expressly waived by the City of Fort Lauderdale, Executive Airport Administrator for special circumstances (e.g. multiple posts within concentrated geographic area).

#### SPECIFIC TASKS

The tasks outlined below are specific, but will vary from facility to facility. Navarro Group will provide a work plan approved by City of Fort Lauderdale, Executive Airport for each facility, including the specific tasks and post orders for each facility. Tasks which are expected to be performed by security personnel under this contract include, but are not limited to, those listed below:

##### A. District Manager Tasks

1. Maintain an adequate Quality Control Program.
2. Report to the Airport Management on a weekly basis.
3. Establish, with the advice and consent of the City of Fort Lauderdale, Executive Airport contract policy and procedures.
4. Ensure that all Navarro Group personnel are properly trained prior to being assigned to a post
5. Meet with City of Fort Lauderdale, Executive Airport or his delegate on a monthly basis or as required.
6. Act on behalf of the Navarro Group on all matters relating to this contract.
7. Ensure that the entire contract is staffed with sufficient cross-trained backups and replacement personnel.
8. Be knowledgeable and adhere to Navarro Group and City of Fort Lauderdale, Executive Airport standards and procedures.

##### A. Contract Supervisor Tasks

1. Responds to on-site emergencies or requests from Security Management staff within thirty (30) minutes or occurrences/requests.
2. Make on-site inspections, answers questions, and offer advice on a 24-hour per day basis.
3. Provide technical and administrative advice on each shift.
4. Assure proper assignment coverage. If a post cannot be covered, Navarro Group must immediately notify City of Fort Lauderdale, Executive Airport Management.
5. Provide training to each guard until assignment is fully understood, and prior to placing that individual on the assignment.

6. Provide directions, follow-up training, and instructions to posted and/or patrolling security guards by making rounds and observing guards in the performance of their duty for each shift.
7. Call attention of subordinates to any deviations from acceptable practices and procedures, instruct guards in proper methods, and explain conditions under which deviation are permissible. All deviations must be referred to Navarro Group's Project Manager. In addition, said deviations and corrective action taken is to be recorded in post log book.
8. Respond to requests of subordinates for assistance.
9. Exercise leadership ability.
10. Maintain good personal and uniform appearance.
11. Updates and explains post procedures.
12. Has working knowledge of radio procedures, codes, and is able to train guards in same.
13. Drives a motor vehicle as required.
14. Conducts investigations.
15. Completes all necessary reports specified in this contract.
16. Reviews, corrects, and approves subordinates' reports.
17. Has knowledge of local jurisdictions and who to call when incidents occur.
18. Has a working knowledge of each assignment covered by his company and trains all newly assigned officers on the new assignments.
19. Maintains facility log books at each facility.
20. Is properly equipped, in proper uniform, to be otherwise able and qualified to provide temporary coverage of vacant posts for absent guards or as required.
21. Ensures that posted and/or patrolling security personnel have materials, uniforms, and equipment sufficient to perform required duties and which meet contract standards for completeness, conditions, and appearances.
22. Be knowledgeable and adhere to Navarro Group and City of Fort Lauderdale, Executive Airport standards and procedures.

**B. SECURITY GUARDS TASKS**

1. Reports to work on time and holds over on assigned duties until relieved as required.
2. Maintains good personal and uniform appearance; is courteous to the public and county personnel at all times.
3. Covers an assignment at a fixed post or patrols an area or facility for the purpose of detecting and preventing individuals or groups from committing acts which are injurious to others or to property.
4. Intervenes to terminate injurious acts and detain individuals for further investigation or arrest where circumstances and conditions warrant.
5. Communicates effectively with the public; directs visitors to personnel and services within the facility.
6. Makes patrols in accordance with routes and schedules established in the Post Orders. Where installed and in working order, the watchman reporting systems shall be used by uniformed personnel to record their presence at the designated stations.
7. Raises and lowers flags at designated times.
8. Verifies the security of safes and other areas where equipment or materials of value are stored.
9. Locks and unlocks gates and doors at designated times.
10. Turns up lighting at the beginning of each business day to permit ingress of employees, vendors and authorized personnel, reduces and/or turns off lighting as required.

11. Ensures that only authorized personnel are permitted access to closed or restricted facilities or areas by detaining unidentified or unauthorized individuals.
12. Responds to reports of ill or injured patrons, visitors, or employees, renders first aid, and notifies supervisor if further assistance is considered necessary or desirable.
13. Performs minor operations and/or records data in connection with the operation of facility utility systems when required by written instructions from the Building Manager.
14. Reports safety hazards, malfunctioning equipment, liquid spills, and other such matters to appropriate maintenance personnel.
15. Monitors and operates facility fire alarm and intrusion detection systems and other protection devices or facility equipment.
16. Responds to scene of locally activated fire, burglary or other alarms, or other emergency situations, evaluates situations encountered, and takes action as prescribed in Post Orders and/or facility self-protection plans.
17. Investigates questionable acts or behavior observed or reported on County premises and questions witnesses and suspects to ascertain or verify facts.
18. Operates a motor vehicle where required.
19. Maintains order and uses good judgment and discretion in handling unruly or trespassing public.
20. Maintains daily logs and writes daily reports, incident reports, and non-employee injury reports.
21. Provides escort services and assists other security personnel as required.
22. Operates Lost and Found in a manner that allows the public to claim lost items.
23. Directs traffic, controls parking, issues parking violation warnings as authorized by the City of Fort Lauderdale, Executive Airport.
24. Maintains law and order within areas of assignment.
25. Operates an entrance control post. Accepts registered mail and parcels or operates and enforces a system of personnel identification. Performs package inspection when directed by the BBC through Post Orders. Checks identification cards and record names of ALL PERSONNEL wishing to enter a facility after normal working hours.

#### QUALITY CONTROL PROGRAM INSPECTION / REPORTING SYSTEM

Navarro Security Group will support all supervisors assigned to this contract with their management personnel. Supervisory personnel assigned to this contract and management will hold weekly meetings. Monthly meetings will be held between each employee assigned to the site and management personnel, including supervisory personnel. All equipment issued to the officers assigned to this contract will be monitored by our road supervisory force and project manager on a weekly basis.

Navarro Security Group payroll runs on a bi-weekly basis. Each officer will pick up his payroll check.

#### STAFF MANAGER:

The Staff Manager is responsible for all areas of the day to day operations of the uniform division. Listed below is a list of his/her duties and responsibilities.

Staff Manager is responsible for the following:

1. Will handle client problems if chain of command is not available.
2. Will govern day to day operations of the Uniform Division.
3. Will deal with all disciplinary actions concerning Security Officers, Post Supervisors, and Road Supervisors when applicable.
4. Will interview and hire prospective Security Officers, and place them at assigned post. This also will include recruiting prospective Security Officers.

5. Will assist in outlining post orders or instructions on new post, this includes surveying new accounts.
6. Will manage and monitor the Road Supervisors to include reviewing supervisors' activity reports and scheduling supervisors.
7. Will maintain and update personnel files.

**STAFF COORDINATOR:**

Staff Coordinator is responsible for maintaining the master schedule, including all posts. The scheduler will be on call 24 hours per day. If a problem should arise that the road supervisor cannot handle, then the scheduler will be contacted. "The nature of these problems will deal with schedule". The scheduler will also be responsible for replacing those security officers that request certain days or time periods off. The scheduler will be responsible for maintaining overtime control for the Security Division. In addition, when the division acquires new accounts the scheduler will be responsible for setting the schedule and staffing of these accounts.

**TRAINING MANAGER:**

The Training Manager will be responsible for the following:

1. Conducting "D" Class training if applicable.
2. Conducting "G" Class training if applicable.
3. Assisting Staff Manager with post orders if needed.
4. If Road Supervisor is unavailable for a post training, the responsibility then falls on the Training Manager, the Training Manager must have complete knowledge of all posts.

**ROAD SUPERVISOR JOB ASSIGNMENT AND DESCRIPTION**

The following is a general outline governing the duties of the Navarro Group Road Supervisor. Although not all situations and scenarios will be or can be covered, this will act as a basic guideline.

As a road supervisor, you will be required to carry a company issued pager. It is mandatory that this pager be on at all time. In addition, you are required to answer all pages, regardless of whether or not you are on duty. As a road supervisor, you are the eyes and ears of the Navarro Group Management. Therefore, it is imperative that you properly maintain all paperwork and documentation.

Following are the duties that the Road Supervisor must attend to. There are no exceptions.

1. All Road Supervisors are required to be trained on all posts. It is your responsibility to ensure that you know each post inside and out. Road Supervisors will conduct all post training for security Officers. Therefore, it is of the utmost importance for each supervisor to be completely familiar with each post.
2. While on duty, each Supervisor will utilize the Navarro Group patrol vehicle. While using the patrol vehicle, there will be no eating, drinking or smoking. In addition, no individuals except Navarro Group employees are authorized to be in patrol vehicles. Each time the vehicle is used there must be a preventive maintenance check conducted and a maintenance log sheet completed. If this procedure is not followed, you will be responsible for any damage to the patrol vehicle.
3. Supervisors must begin their shift at the corporate office. Here you will receive instructions from the Navarro Group Management. At the completion of their shift, supervisors must report to the office and drop off all paperwork from the previous night. This is imperative, since it informs management of the occurrences of the previous night. This drop off must be made no later than 9:00 a.m.

4. One of the main purposes of a Road Supervisor is not only to govern the actions of the security officers in the field but also to insure that each post is properly manned. In the event that a supervisor arrives on a post and finds it unmanned, he immediately assumes responsibility for that post and then attempts to find a security officer to fill the post. In the event that supervisor is on the road and receives a call that a post is open, his first actions are to go directly to the post. Once there, he will then attempt to fill the post. There are no exceptions.

5. If at any time during the supervisor's shift an employee on duty is injured, the supervisor must notify management immediately. If at any time an armed officer draws his or her weapon, the supervisor must again notify management.

6. Supervisors will be responsible for conducting both personnel and post inspections. In addition, any security officer not meeting Navarro Group standards during inspection should be properly counseled by the supervisor.

7. The Navarro Group pay period ends on Wednesday. The supervisor must pick up time sheets on Thursday of each week. Once again, there are no exceptions. If time sheets are not in by Friday morning, it impairs management's ability to make up the payroll.

8. It is the responsibility of the Supervisor to ensure that each post has all necessary security forms, ID's, daily logs, and activity reports. You also must see to it that each post has the proper equipment: flashlights, rain gear, etc.

An important area for the Supervisor to monitor overtime. If you have an open post it is common sense to fill it with an officer who has only 20 hours instead of using an officer that has 40 hours. This may take more time but is more cost effective and is proper procedure.

In addition to overtime, turnover is another cause of increasing labor costs. It costs money to recruit, hire, and train a new security officer. As a supervisor, you can encourage loyalty to the Navarro Group and motivate security officers.

#### EQUIPMENT FOR SECURITY OFFICERS:

Except as specifically noted or provided for in the R.F.P., security officers on duty shall be equipped with the following items.

1. Unarmed security officer:
  - a. Flashlight/Heavy-duty (2 or more D-cells))
  - b. Two-way radio, licensed by the Federal Communications Commission (FCC), and meeting all requirements as specified in the R.F.P.

#### RADIO COMMUNICATIONS:

Navarro Group Ltd., Inc. will ensure that;

Radio communication among system users (security personnel) will be strong and clear at all times, both transmitting and receiving.

Speed and quality of radio communications is not impaired by on air congestion.

That all radio equipment has sufficient operating power at all times during a tour of duty. If necessary the Navarro Group will implement a system by which fresh batteries, or charged radios, are delivered to the posts in order to meet all communication requirements

#### AUTHORIZED USE OF EQUIPMENT AND UNIFORM:

The uniform and equipment shall be used only when security personnel are on official duty or while in transit between their residence and their assigned duty station. Furthermore, at any and all times while in uniform, security personnel and supervisors are required to wear a complete, fully equipped uniform. Also, security personnel shall not be permitted to provide themselves with any unauthorized equipment such as chemical agent concealed weapons, personal radios, or other items not specifically approved by this contract or the Navarro Group.

#### EXAMINATION OF RECORDS:

The Navarro Group agrees to maintain books, records, documents, and other evidence pertaining to the costs and expenses of the contract to the extent and in such detail as will properly reflect all net costs, labor costs, equipment costs, or any other costs of whatever nature for which reimbursement may be claimed under the provision of this contract. These records are to be made available for examination by representatives of the City of Fort Lauderdale, Executive Airport Florida.

#### MINIMUM UNIFORM ISSUE:

In order to ensure that all on-duty security personnel are fully equipped and meet contractual standards for neatness of appearance, the Navarro Group will issue to each employee, and maintain throughout the term of this contract, uniforms and equipment.

The uniform consists of tan colored shirt: Navarro Shoulder patch on each shoulder, centered  $\frac{3}{4}$ -inch from the shoulder seam, badge worn over the left breast pocket; Company I.D. and State D License card to be worn at all times attached to the shirt pocket, dark brown uniform trousers with tan stripe, black or dark brown shocks, 1  $\frac{1}{2}$ -inch black belt with standard gold buckle, brown jacket.

Navarro Security Group's quality control program to insure that the contract requirements are met are as follows:

- a. There will be a project manager assigned for the handling of all management procedures covering all services stated in specifications and all other sections of this proposal.
- b. Navarro Security's Road Supervisory staff will inspect each site once per shift on a daily basis. Inspections will be conducted by Premier Protection Officers who have received the highest certification in the security guard industry. These officers will be fully trained on each site and will familiarize themselves with the systems and procedures of the City of Fort Lauderdale, Executive Airport sites. These inspections will be performed by the contract manager, road supervisors and Navarro Security management personnel.
- c. With Navarro Security Group's highly trained supervisory force, we will be able to identify deficiencies in the quality of service performed by all officers in the field. We will be inspecting and evaluating all security officer reports, incident reports, uniforms, etc. Our supervisors will be responsible for issuing each officer quarterly exams, testing each officer on all system and procedures of the individual site.

d. All supervisor Inspection Reports, Security Officer Reports, Incident Reports, employee test results, employee warnings, personnel file, Post Orders, and all other documentation related to this contract will be made available to the City of Fort Lauderdale, Executive Airport during the term of the contract.

## TRANSITION PLAN AND POST ORDERS

### TRANSITION PLAN:

Navarro Security Group proposes to recruit Security Officers who meet specific qualifications for security service at the City of Fort Lauderdale, Executive Airport Florida. The recruiting program will be dedicated to the selection and training of key personnel.

### POST ORDERS:

Navarro Security will prepare specific post orders to which all security personnel will adhere. The post orders will contain all aspects and directions for securing your facility. They will be approved by the Client Representative and Navarro Security Group.

We recommend that the post orders be reviewed and updated every six (6) months.

Post orders shall be written and contain complete duty instruction for manning each individual post, including emergency procedures. All security personnel must have access to these post orders at all times while on duty. This may be accomplished by storing the post orders on site, or where there is no storage available, delivering them to the site at the beginning of each tour of duty. Post orders define the basic work to be performed by security personnel at the site. Post orders may include, but are not limited to the following (once established it will be the responsibility of the Navarro Group to assure that copies are available for the duration of the contract):

- A. Facility information (e.g. operating hours, chain of command)
- B. Building rules and regulations
- C. Operation of equipment
- D. Roving patrol routes, schedules, and duties
- E. Vehicular traffic control
- F. Access control procedures
- G. Emergency response procedures
- H. Security and fire control/alarm systems
- I. Hazardous conditions, inspection/reporting
- J. Response to injury or illness
- K. Procedures for American flag
- L. Safeguarding property

It must be emphasized that Post Orders, while very important to that location, must give way to General Orders to “Protect Personnel and Property.” This absolutely takes precedence.

### SHIFT RELIEF:

Security personnel are not to leave assigned posts at the end of a shift until relieved by duty personnel assigned to the following shift (if such a shift is scheduled) or unless specifically authorized by Navarro Group management personnel or other designated authority.



## CERTIFICATION TRAINING

In addition to the general training required for Security Officer Certification, Navarro provides additional training in CPR, First Aid, emergency service procedures, traffic control, interviewing techniques, report writing and any specialized training required to fulfill specific individual contracts.

The company primarily utilizes the services of Corporate Security Academy and Infusion Inc. Specialized training in medically related certification is given in conjunction with Infusion Inc. Infusion Inc. is a state approved continuing education company (Florida Provider #2809) providing a plethora of medical related continuing education programs. Infusion Inc. has been in business since 1992 providing both classroom as well as on-site classes at various south Florida and Caribbean locations. Located in Pompano Beach, Florida, Infusion Inc. provides many services to medical community to include: mobile phlebotomy and infusion related services. OSHA Compliance, and Risk Management services are also offered.

Infusion Inc. maintains a Mobile Medical System division called On-Site Diagnostics. On-Site Diagnostics produces six different Mobile Medical Systems including a mobile laboratory, optical, dental, surgical, xray, clinic, and full hospital system. Each mobile Medical System comes with a "Turn Key" package which includes: design, financing, development, delivery, staffing, training, supply, and support. Infusion Inc. provides the training and supply component for On-Site Diagnostics.

Infusion Inc. is a licensed American Heart Association Community Training Center providing all of the Basic Adult and Pediatric Life Support (CPR) classes including the CPR Instructor course and the Advanced Cardiac Life Support course. Other courses include EKG classes, several levels of IV Certification, Domestic Violence, and Blood borne Pathogen training (OSHA).

### OSHA Compliance

This program meets the federally mandated requirements for the person who works with blood or other potentially infectious materials. This program exceeds the requirements for O.S.H.A. compliance under the Department of Labor. The Blood borne P pathogen Law (29 CFR 1910.1030) and the Chemical Hazard Law (29 CFR 1910.1200) are included.

Guidance for correction of violations

Infection Control evaluation

Biohazardous Waste Management Evaluation

OSHA required forms and documents

OSHA Blood borne Pathogen Training

Heartsaver CPR Course is designed to teach CPR and relief of foreign-body airway obstruction (FBAO) to all lay rescuers, particularly those who are expected to respond to emergencies in the workplace. Participants include security guards, firefighters, police, and other lay responders. Although the course may be used to teach CPR to all lay rescuers, it is specifically designed for lay rescuers who are required to obtain a course completion card for credential documenting completion of a CPR course. All rescuers are trained in CPR and relief of foreign body airway obstruction (FBAO).

## SPECIALIZED TRAINING

Navarro utilizes the services of Corporate Security Academy in training programs.

This training is usually conducted in-house using specialist instructors.

Corporate Security Academy was established in July of 1995 as a full service educational facility. Currently they offer a variety of security related courses to individuals and businesses in the tri-county area. They offer both on and off site training courses, as well as seminars addressing the needs of the Security Industry.

Corporate Security Academy provides a "Quality Education" to those individuals seeking a career in the Security Industry. They aim to provide the "Best Education" available to both entry level and seasoned security professionals.

Corporate Security Academy is a full service Security Academy offering the following state required courses of study.

1. 24 hour Class D-Unarmed Security Officer Training Course.
2. 16 hour Class D-Unarmed Re-Certification Training Course.
3. 28 hour Class G-Armed Training Course.
4. 4 hour Class G-Armed "Yearly" Re-Certification Course.

Their licensed instructors are prior federal, state, or county law enforcement officers who bring with them over 30 years of experience in education. Their Instructors are licensed Private Investigators and/or prior law enforcement officers. They provide investigative, body guard, courier, and numerous other confidential services.

Mr. Desmond B. Larmer has been a member of the American Society of Law Enforcement Trainers (ASLET) and the American Society for Industrial Security (ASIS) since 1996. In addition, has served as Treasurer, Secretary and Vice Chairman of ASIS, Chapter #104, Ft. Lauderdale.

Additional courses are offered for certification in the following subjects: Basic Bicycle Patrol, Advanced Bicycle Patrol, Interpersonal and Public Relations Skills. Services of a confidential nature such as Private Investigative, Armed Body Guard, Armed Courier, or Armed Escort are also available.

Navarro will provide training to all field personnel in order that FORT LAUDERDALE EXECUTIVE AIRPORT, may be assured said personnel are capable of assuming the responsibilities for their assignments. The cost for such a training program is accommodated within the overall hourly billing rate, i.e. the time spent by staff in such a program, though required, is not billable. All security personnel must successfully complete and pass the course prior to assumption of duty under this contract. This training course, will be developed by Navarro and will expressly be approved by the FORT LAUDERDALE EXECUTIVE AIRPORT, and will include certain minimum requirements for subject matter and hours of instruction.

*A. Evaluation of Training*

Navarro Group Project Manager will evaluate the quality and completeness of training provided to all security personnel. Evaluations will include, but not be limited to, reviews of techniques and methods of instruction, quality of instructors, motivation, adequacy of classroom and adjunct training materials, test content, and individual guards' retentiveness.

*B. Instructors*

All formal training is to be administered (i.e. taught, presented) by persons who have been expressly approved on an individual basis by Navarro Group. All classroom instructors will be appropriately certified in one or both of the following ways: By an accredited institution of learning or governmental educational certification body, or by documentation that the individual has sufficient experience with the subject matter to instruct students in an authoritative, practical, and current manner. All site training shall be provided by a Navarro supervisor or an experienced guard meeting the approval of the FORT LAUDERDALE EXECUTIVE AIRPORT or his representative.

*C. Course of Instruction*

A copy of the proposed course of instruction shall be provided for review and approval by Navarro Group to FORT LAUDERDALE EXECUTIVE AIRPORT within ten (10) working days after the award of the contract. Representatives of FORT LAUDERDALE EXECUTIVE AIRPORT, are invited to training classes without notice, to monitor this course.

*D. Certification of Training*

All training, with the exception of follow-up orientation and subsequent training of replacement guards, shall be completed prior to being assigned to the post. A written certification of each employee's training, including supervisors, will be submitted to FORT LAUDERDALE EXECUTIVE AIRPORT except as specifically waived by FORT LAUDERDALE EXECUTIVE AIRPORT.

*E. Training for Security Personnel*

*1. Basic Instructional Training*

Each contract security guard is to receive a minimum of (8) eight hours total classroom instruction, in the subject areas listed. Navarro Group may exercise full discretion over the format or course outline for instruction, as long as all subject matter identified is adequately addressed in training. As part of the proposed course of instruction to be submitted to FORT LAUDERDALE EXECUTIVE AIRPORT for review, the Navarro Group shall identify the total hours of training to be provided, as well as an approximate distribution of time among specified areas.

a. Orientation to FORT LAUDERDALE EXECUTIVE AIRPORT

b. Role and Functions of Security Personnel

- Protection of persons and property
  - Role of security personnel (to respond and handle situations; not merely observe and report)
  - Public relations
  - Human/Interpersonal relations
- c. Legal Aspects of Facility Protection
- Public versus private property
  - Arrest powers

- Detainment policy and procedures
- Use of force
- Search and seizure
- Protection of crime scene
- d. Proper Use and Care of Uniforms and equipment
  - Contract requirements (including inclement weather)
  - Company policy regarding cost of uniforms
  - Standards of uniform appearance
  - Responsibility for condition of equipment
  - Proper use of equipment
- e. Use of Communications Equipment
  - Telephone
  - Two-way radio
  - Routine and emergency procedures
- f. Operation and Safety of Vehicles (as required)
- g. Use and Care of Security Equipment
- h. Protection of Facility
  - Philosophy: protection through prevention
  - Rules and regulations impacting post
  - Post orders and other contractual responsibilities
  - General and specific orders foot patrol methods
  - Vehicular patrol methods
  - Access control, including people and packages
  - Circulation and crowd control
  - Interviewing techniques Safety inspection and awareness
- i. Enforcement
  - Misdemeanors and felonies
  - Crimes in progress
  - Observation/description
  - Preservation of evidence
  - Building search techniques
  - Handling special or problem individuals (i.e. juveniles, handicapped persons, or unruly persons)
  - Parking and traffic control
- j. Report Writing
  - Written report methods and requirements
  - Requirements for legibility and literacy
- k. Basic First Aid
- l. Special Situations
  - Escort services

- Loiterers
  - Vandalism
  - Threats to personnel safety
  - Burglary, robbery, or theft
  - Espionage
  - Sabotage
  - Drugs/Alcohol
- m. Emergency Services
- Emergency or disaster response procedures
  - Fire control systems and equipment
  - Fire prevention
  - Fire fighting methods and procedures
  - Responding to facility alarms
  - Law enforcement/private security relations Fort Lauderdale Executive Airport
  - Riot or crowd control
  - Reporting procedures for emergencies or other non-routing incidents
- n. Written Examination
- Classroom instruction
  - Report writing
  - Each guard may be tested for reading comprehensive and ability to write a clear and comprehensive report.

2. *Report Writing*

This portion of the employee evaluation is designed to assess the individual's ability to succinctly summarize pertinent information related to an incident and to prepare the proper reports meeting contractual requirement for legibility and English fluency. The employee evaluation will at a minimum require the employee to select the appropriate report(s), select pertinent facts from a written narrative, oral presentation, or film depicting an event, and to complete the report in an adequate manner.

3. *Site Orientation Training*

Navarro Group will provide a minimum of twelve (12) hours of on-site training for Security Guards for each shift to be worked in order to familiarize each guard with the post. Additional hours may be required at specific posts, and shall be detailed in the appropriate Post Orders. Said training shall be conducted by a Navarro Group supervisor or experienced guard/officer who is fully qualified at that post. The trainee is not to be in active duty status and may not be placed on duty at that site until said training has been completed. This training is to be conducted at each job site to which the guard/officer is assigned. The measure of success for the training shall not be the time invested (i.e. twelve (12) hours) but rather the effectiveness with which the trained employee is able to perform post duties. FORT LAUDERDALE EXECUTIVE AIRPORT shall be the sole assessor of that effectiveness.

The Site Orientation Training will consist of the following:

- a. general and specific orders for the facility

- b. policy and specific procedures for responding to emergency alarms, bomb threats, incendiary devices in the facility
- c. procedures for access control and operation of the security system within the facility
- d. procedures for operation of fire alarms, fire control system, and fire fighting equipment

4. *Refresher Training (RT)*

Periodic training of each employee is required to be conducted by Navarro Group supervisors in order to insure continued understanding of and familiarity with existing or new facility conditions. Refresher Training is to be conducted at a minimum of one time within the first 14 days of an employee's post assignment, and additionally at the discretion of Navarro Group. Such training shall be conducted at the expense of Navarro Group and may include, should circumstances dictate (i.e. repeated violations by a guard), not only Site Orientation Training but also any or all portions of Basic Instructional Training.

a. Training for Contract Security Supervisors

In consonance with all other contract stipulations requiring that a Navarro Group Security Supervisor be fully qualified and capable of manning a post, it is expected that said supervisors shall have met or will meet all Basic Instructional Training requirements prior to assuming any duties under this contract.

It is likewise expected that supervisors will be provided sufficient on-site post instruction to be able to provide Site Orientation Training (SOT) to security personnel assigned to posts within the supervisor's span of control or shift of duty.

In addition to the above base requirements for training, Navarro Group will provide to all supervisors a minimum of eight (8) hours total of classroom instruction in the development of management and supervisory skills, as outlined below:

1. Supervisory responsibilities
2. Training skill development
3. Leaders Fort Lauderdale Executive Airport development
4. Authority and control
5. Effective communications
6. Handling complains and grievances
7. Management skills for supervisory personnel
8. Time management
9. Motivation
10. Ethics

Tab 16: Communication: Describe the communication plan and equipment you will provide to the Security Officer. Explain how your dispatch service operates, your capabilities, and how is it equipped and staffed. Would the guard have 24 hour per day 7 days per week access to a supervisor, how would he contact the supervisor? Describe how he would contact the Fort Lauderdale Police Department, and the Executive Airport representative.

NAVARRO SECURITY GROUP, DISPATCH / CENTRAL STATION COMMUNICATION CENTER

24 HOUR DISPATCH/CENTRAL STATION COMMUNICATION CENTER

NAVARRO'S Dispatch Center is located at company headquarters: 4100 NW 3<sup>rd</sup> Court Suite 102, Plantation, FL 33317

Navarro Security Group, Inc. maintains a twenty four hour, seven days per week communications center. This ensures that the "after hours" concerns of clients are handled by a trained dispatcher. All supervisory and management personnel can be contacted at any time, 24/7, through NAVARRO issued cell phones, either by dialing their Cell Phone number or via their Direct Connect number.

Our Central Station Communications Center helps ensure the safety of our security officers on duty through a schedule of pre-arranged radio check-in calls and a ready link to emergency assistance.

This dispatch system also helps prevent security officers "No Shows" as all officers are required to call into the communication center upon arrival for scheduled duty. Should a replacement security officer be needed, the dispatcher begins the replacement process immediately.

Radio Communication Checks will be conducted hourly with the security officers posted at the City of Fort Lauderdale Executive Airport & Downtown Helistop

Please Note: an additional Aviation Band Radio will be assigned to NAVARRO's dispatch center to maintain contact at all times.

Also, within the POST ORDERS for the Ft. Lauderdale Executive Airport and Downtown Helistop the following information is contained:

FLPD CAN BE REACHED: (numbers deleted for security purposes)

*Communication*

All communication between Security Officers and Supervisor via two-way radio, cell phone, request a response to their location by the supervisor.

DISPATCH/COMMUNICATION CENTER "STATION 2000"

Dispatch Center is located at 4100 NW 3<sup>rd</sup> Court Suite 102, Plantation, FL 33317.

Navarro Security Group maintains a twenty-four hours, seven days per week communications center. This ensures that the "after hours" concerns of clients are handled by trained dispatchers. All supervisory and management personnel can be contacted at any time through telephone, radio systems, twenty-four hours, per day.

Our communications center helps ensure the safety of security officers on duty through a schedule of pre-arranged radio check-in calls and a ready link to emergency assistance.

This dispatch system also helps prevent security officers "No Shows" as all officers are required to call into the communication center upon arrival for scheduled duty. Should a replacement security officer be needed, the dispatcher begins the process immediately.

This Command Center Function fulfills several important requirements, the most vital of which is monitoring the company's required hourly call-in procedure. Each Officer working alone (no other Security Officer assigned to the shift) is required to call hourly between the top of the hour and ten minutes after. Those officers failing to call will be immediately contacted by a dispatcher to ensure their safety. If the officer fails to respond a Road Supervisor is immediately sent to the post to investigate. This system was established to respond to patrolling Security Officers who may be in need of emergency assistance.

### Navarro Dispatch Center

Station 2000 provides a central monitoring station for its own clients as well as for those of others in the security industry. Station 2000 offers the latest state-of-the-art monitoring equipment equaled by no other monitoring facility and services the entire continental United States.

Navarro's Station 2000 "UL" approved 24 hour central monitoring station is fully automated. All alarm traffic responses are stored on multiple permanent optical disks assuring rapid access to alarm history information. Its digital lucent PABX telephone system handles automatic call distribution to dispatch stations and records the details of every inbound and outbound call on computer disks. All telephone conversations are recorded on digital tape cartridges.

All equipment is powered by an 18 KVA U.P.S. system with 12 hours of battery backup and a natural gas engine driven generator which can power the entire central monitoring station indefinitely. All equipment has full dual redundancy,

Station 2000 is one of very few monitoring stations in the nation capable of video monitoring.

All dispatchers are trained on all aspects of the monitoring station. Station 2000 offers custom monitoring for every subscriber and is able to receive virtually all formats and customize every account to the customer's needs. Individual personal pass cards with the alpha or numeric pass codes selected by the client are issued. Station 2000 is capable of sending your reports and customer information to you on your IBM compatible computer.

All response time for alarm signals is less than one minute. Station 2000's signals are dispatched by zone which gives authorities the exact nature and location of your emergency. Station 2000 notifies both the response agency and/or designated emergency contacts.

Station 2000 is totally insured including professional liability insurance. All rates are competitive. Call for your wholesale pricing and incentive offers.

### *RADIOS*



Current communication system has 175 radios on-line at this time.

Our current 2 way radio system consists of 3 sites, Miami, Pompano and West Palm Beach, networked together to create a Tri-county coverage area. We are able to communicate unit to unit from Jupiter to Miami with mobile or portable radios. We are able to dispatch, to call units at one (1) time or limited groups using additional channels on the system. Our 2-way radio network allows us to monitor activity in the field on a group basis.

#### Radio Equipment and Accessory Repair

Security Officers have 24 hour per day/7 days per week access to supervisors via radio communication with the supervisors directly or through the central dispatch center.

Our current 2 way radio system consists of 3 sites, Miami, Pompano and West Palm Beach, networked together to create a Tri-county coverage area. We are able to communicate unit to unit from Jupiter to Miami with mobile or portable radios. We are able to dispatch, to call units at one (1) time or limited groups using additional channels on the system. Our 2-way radio network allows us to monitor activity in the field on a group basis.

Tab 17: Management Reports: Please provide a sample of various management reports that you will provide if awarded this contract. Include samples of daily logs, work shift schedules, travel logs.

*Louis to get from Destiny Software, Inc.*

Any additional attachments to your proposal.

CITY OF FORT LAUDERDALE  
GENERAL CONDITIONS

These instructions are standard for all contracts for commodities or services issued through the City of Fort Lauderdale Procurement Services Division. The City may delete, supersede, or modify any of these standard instructions for a particular contract by indicating such change in the Invitation to Bid (ITB) Special Conditions, Technical Specifications, Instructions, Proposal Pages, Addenda, and Legal Advertisement. In this general conditions document, Invitation to Bid (ITB) and Request for Proposal (RFP) are interchangeable.

PART I BIDDER PROPOSAL PAGE(S) CONDITIONS:

- 1.01 **BIDDER ADDRESS:** The City maintains automated vendor address lists that have been generated for each specific Commodity Class item through our bid issuing service, BidSync. Notices of Invitations to Bid (ITB'S) are sent by e-mail to the selection of bidders who have fully registered with BidSync or faxed (if applicable) to every vendor on those lists, who may then view the bid documents online. Bidders who have been informed of a bid's availability in any other manner are responsible for registering with BidSync in order to view the bid documents. There is no fee for doing so. If you wish bid notifications be provided to another e-mail address or fax, please contact BidSync. If you wish purchase orders sent to a different address, please so indicate in your bid response. If you wish payments sent to a different address, please so indicate on your invoice.
- 1.02 **DELIVERY:** Time will be of the essence for any orders placed as a result of this ITB. The City reserves the right to cancel any orders, or part thereof, without obligation if delivery is not made in accordance with the schedule specified by the Bidder and accepted by the City.
- 1.03 **PACKING SLIPS:** It will be the responsibility of the awarded Contractor, to attach all packing slips to the OUTSIDE of each shipment. Packing slips must provide a detailed description of what is to be received and reference the City of Fort Lauderdale purchase order number that is associated with the shipment. Failure to provide a detailed packing slip attached to the outside of shipment may result in refusal of shipment at Contractor's expense.
- 1.04 **PAYMENT TERMS AND CASH DISCOUNTS:** Payment terms, unless otherwise stated in this ITB, will be considered to be net 45 days after the date of satisfactory delivery at the place of acceptance and receipt of correct invoice at the office specified, whichever occurs last. Bidder may offer cash discounts for prompt payment but they will not be considered in determination of award. If a Bidder offers a discount, it is understood that the discount time will be computed from the date of satisfactory delivery, at the place of acceptance, and receipt of correct invoice, at the office specified, whichever occurs last.
- 1.05 **TOTAL BID DISCOUNT:** If Bidder offers a discount for award of all items listed in the bid, such discount shall be deducted from the total of the firm net unit prices bid and shall be considered in tabulation and award of bid.
- 1.06 **BIDS FIRM FOR ACCEPTANCE:** Bidder warrants, by virtue of bidding, that the bid and the prices quoted in the bid will be firm for acceptance by the City for a period of one hundred twenty (120) days from the date of bid opening unless otherwise stated in the ITB.
- 1.07 **VARIANCES:** For purposes of bid evaluation, Bidder's must indicate any variances, no matter how slight, from ITB General Conditions, Special Conditions, Specifications or Addenda in the space provided in the ITB. No variations or exceptions by a Bidder will be considered or deemed a part of the bid submitted unless such variances or exceptions are listed in the bid and referenced in the space provided on the bidder proposal pages. If variances are not stated, or referenced as required, it will be assumed that the product or service fully complies with the City's terms, conditions, and specifications.
- 1.08 **NO BIDS:** If you do not intend to bid please indicate the reason, such as insufficient time to respond, do not offer product or service, unable to meet specifications, schedule would not permit, or any other reason, in the space provided in this ITB. Failure to bid or return no bid comments prior to the bid due and opening date and time, indicated in this ITB, may result in your firm being deleted from our Bidder's registration list for the Commodity Class Item requested in this ITB.
- 1.09 **MINORITY AND WOMEN BUSINESS ENTERPRISE PARTICIPATION AND BUSINESS DEFINITIONS:** The City of Fort Lauderdale wants to increase the participation of Minority Business Enterprises (MBE), Women Business Enterprises (WBE), and Small Business Enterprises (SBE) in its procurement activities. If your firm qualifies in accordance with the below definitions please indicate in the space provided in this ITB.

Minority Business Enterprise (MBE) "A Minority Business" is a business enterprise that is owned or controlled by one or more socially or economically disadvantaged persons. Such disadvantage may arise from cultural, racial, chronic economic circumstances or background or other similar cause. Such persons include, but are not limited to: Blacks, Hispanics, Asian Americans, and Native Americans.

The term "Minority Business Enterprise" means a business at least 51 percent of which is owned by minority group members or, in the case of a publicly owned business, at least 51 percent of the stock of which is owned by minority group members. For the purpose of the preceding sentence, minority group members are citizens of the United States who include, but are not limited to: Blacks, Hispanics, Asian Americans, and Native Americans.

Women Business Enterprise (WBE) a "Women Owned or Controlled Business" is a business enterprise at least 51 percent of which is owned by females or, in the case of a publicly owned business, at least 51 percent of the stock of which is owned by females.

Small Business Enterprise (SBE) "Small Business" means a corporation, partnership, sole proprietorship, or other legal entity formed for the purpose of making a profit, which is independently owned and operated, has either fewer than 100 employees or less than \$1,000,000 in annual gross receipts.

BLACK, which includes persons having origins in any of the Black racial groups of Africa.

WHITE, which includes persons whose origins are Anglo-Saxon and Europeans and persons of Indo-European decent including Pakistani and East Indian.

HISPANIC, which includes persons of Mexican, Puerto Rican, Cuban, Central and South American, or other Spanish culture or origin, regardless of race.

NATIVE AMERICAN, which includes persons whose origins are American Indians, Eskimos, Aleuts, or Native Hawaiians.

ASIAN AMERICAN, which includes persons having origin in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands.

1.10 MINORITY-WOMEN BUSINESS ENTERPRISE PARTICIPATION

It is the desire of the City of Fort Lauderdale to increase the participation of minority (MBE) and women-owned (WBE) businesses in its contracting and procurement programs. While the City does not have any preference or set aside programs in place, it is committed to a policy of equitable participation for these firms. Proposers are requested to include in their proposals a narrative describing their past accomplishments and intended actions in this area. If proposers are considering minority or women owned enterprise participation in their proposal, those firms, and their specific duties have to be identified in the proposal. If a proposer is considered for award, he or she will be asked to meet with City staff so that the intended MBE/WBE participation can be formalized and included in the subsequent contract.

1.11 SCRUTINIZED COMPANIES

This Section applies to any contract for goods or services of \$1 million or more:

The Contractor certifies that it is not on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List and that it does not have business operations in Cuba or Syria as provided in section 287.135, Florida Statutes (2011), as may be amended or revised. The City may terminate this Contract at the City's option if the Contractor is found to have submitted a false certification as provided under subsection (5) of section 287.135, Florida Statutes (2011), as may be amended or revised, or been placed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List or has engaged in business operations in Cuba or Syria, as defined in Section 287.135, Florida Statutes (2011), as may be amended or revised.

1.12 DEBARRED OR SUSPENDED BIDDERS OR PROPOSERS

The bidder or proposer certifies, by submission of a response to this solicitation, that neither it nor its principals and subcontractors are presently debarred or suspended by any Federal department or agency.

Part II DEFINITIONS/ORDER OF PRECEDENCE:

2.01 BIDDING DEFINITIONS The City will use the following definitions in its general conditions, special conditions, technical specifications, instructions to bidders, addenda and any other document used in the bidding process:

INVITATION TO BID (ITB) when the City is requesting bids from qualified Bidders.

REQUEST FOR PROPOSALS (RFP) when the City is requesting proposals from qualified Proposers.

BID – a price and terms quote received in response to an ITB.

PROPOSAL – a proposal received in response to an RFP.

BIDDER – Person or firm submitting a Bid.

PROPOSER – Person or firm submitting a Proposal.

RESPONSIVE BIDDER – A person whose bid conforms in all material respects to the terms and conditions included in the ITB.

RESPONSIBLE BIDDER – A person who has the capability in all respects to perform in full the contract requirements, as stated in the ITB, and the integrity and reliability that will assure good faith performance.

FIRST RANKED PROPOSER – That Proposer, responding to a City RFP, whose Proposal is deemed by the City, the most advantageous to the City after applying the evaluation criteria contained in the RFP.

SELLER – Successful Bidder or Proposer who is awarded a Purchase Order or Contract to provide goods or services to the City.

CONTRACTOR – Successful Bidder or Proposer who is awarded a Purchase Order, award Contract, Blanket Purchase Order agreement, or Term Contract to provide goods or services to the City.

CONTRACT – A deliberate verbal or written agreement between two or more competent parties to perform or not to perform a certain act or acts, including all types of agreements, regardless of what they may be called, for the procurement or disposal of equipment, materials, supplies, services or construction.

CONSULTANT – Successful Bidder or Proposer who is awarded a contract to provide professional services to the City.

The following terms may be used interchangeably by the City: ITB and/or RFP; Bid or Proposal; Bidder, Proposer, or Seller; Contractor or Consultant; Contract, Award, Agreement or Purchase Order.

2.02 SPECIAL CONDITIONS: Any and all Special Conditions contained in this ITB that may be in variance or conflict with these General Conditions shall have precedence over these General Conditions. If no changes or deletions to General Conditions are made in the Special Conditions, then the General Conditions shall prevail in their entirety,

PART III BIDDING AND AWARD PROCEDURES:

3.01 SUBMISSION AND RECEIPT OF BIDS: To receive consideration, bids must be received prior to the bid opening date and time. Unless otherwise specified, Bidders should use the proposal forms provided by the City. These forms may be duplicated, but failure to use the forms may cause the bid to be rejected. Any erasures or corrections on the bid must be made in ink and initialed by Bidder in ink. All information submitted by the Bidder shall be printed, typewritten or filled in with pen and ink. Bids shall be signed in ink. Separate bids must be submitted for each ITB issued by the City in separate sealed envelopes properly marked. When a particular ITB or RFP requires multiple copies of bids or proposals they may

be included in a single envelope or package properly sealed and identified. Only send bids via facsimile transmission (FAX) if the ITB specifically states that bids sent via FAX will be considered. If such a statement is not included in the ITB, bids sent via FAX will be rejected. Bids will be publicly opened in the Procurement Office, or other designated area, in the presence of Bidders, the public, and City staff. Bidders and the public are invited and encouraged to attend bid openings. Bids will be tabulated and made available for review by Bidder's and the public in accordance with applicable regulations.

- 3.02 **MODEL NUMBER CORRECTIONS:** If the model number for the make specified in this ITB is incorrect, or no longer available and replaced with an updated model with new specifications, the Bidder shall enter the correct model number on the bidder proposal page. In the case of an updated model with new specifications, Bidder shall provide adequate information to allow the City to determine if the model bid meets the City's requirements.
- 3.03 **PRICES QUOTED:** Deduct trade discounts, and quote firm net prices. Give both unit price and extended total. In the case of a discrepancy in computing the amount of the bid, the unit price quoted will govern. All prices quoted shall be F.O.B. destination, freight prepaid (Bidder pays and bears freight charges, Bidder owns goods in transit and files any claims), unless otherwise stated in Special Conditions. Each item must be bid separately. No attempt shall be made to tie any item or items contained in the ITB with any other business with the City.
- 3.04 **TAXES:** The City of Fort Lauderdale is exempt from Federal Excise and Florida Sales taxes on direct purchase of tangible property. Exemption number for EIN is 59-6000319, and State Sales tax exemption number is 85-8013875578C-1.
- 3.05 **WARRANTIES OF USAGE:** Any quantities listed in this ITB as estimated or projected are provided for tabulation and information purposes only. No warranty or guarantee of quantities is given or implied. It is understood that the Contractor will furnish the City's needs as they arise.
- 3.06 **APPROVED EQUAL:** When the technical specifications call for a brand name, manufacturer, make, model, or vendor catalog number with acceptance of APPROVED EQUAL, it shall be for the purpose of establishing a level of quality and features desired and acceptable to the City. In such cases, the City will be receptive to any unit that would be considered by qualified City personnel as an approved equal. In that the specified make and model represent a level of quality and features desired by the City, the Bidder must state clearly in the bid any variance from those specifications. It is the Bidder's responsibility to provide adequate information, in the bid, to enable the City to ensure that the bid meets the required criteria. If adequate information is not submitted with the bid, it may be rejected. The City will be the sole judge in determining if the item bid qualifies as an approved equal.
- 3.07 **MINIMUM AND MANDATORY TECHNICAL SPECIFICATIONS:** The technical specifications may include items that are considered minimum, mandatory, or required. If any Bidder is unable to meet or exceed these items, and feels that the technical specifications are overly restrictive, the bidder must notify the Procurement Services Division immediately. Such notification must be received by the Procurement Services Division prior to the deadline contained in the ITB, for questions of a material nature, or prior to five (5) days before bid due and open date, whichever occurs first. If no such notification is received prior to that deadline, the City will consider the technical specifications to be acceptable to all bidders.
- 3.08 **MISTAKES:** Bidders are cautioned to examine all terms, conditions, specifications, drawings, exhibits, addenda, delivery instructions and special conditions pertaining to the ITB. Failure of the Bidder to examine all pertinent documents shall not entitle the bidder to any relief from the conditions imposed in the contract.
- 3.09 **SAMPLES AND DEMONSTRATIONS:** Samples or inspection of product may be requested to determine suitability. Unless otherwise specified in Special Conditions, samples shall be requested after the date of bid opening, and if requested should be received by the City within seven (7) working days of request. Samples, when requested, must be furnished free of expense to the City and if not used in testing or destroyed, will upon request of the Bidder, be returned within thirty (30) days of bid award at Bidder's expense. When required, the City may request full demonstrations of units prior to award. When such demonstrations are requested, the Bidder shall respond promptly and arrange a demonstration at a convenient location. Failure to provide samples or demonstrations as specified by the City may result in rejection of a bid.
- 3.10 **LIFE CYCLE COSTING:** If so specified in the ITB, the City may elect to evaluate equipment proposed on the basis of total cost of ownership. In using Life Cycle Costing, factors such as the following may be considered: estimated useful life, maintenance costs, cost of supplies, labor intensity, energy usage, environmental impact, and residual value. The City reserves the right to use those or other applicable criteria, in its sole opinion that will most accurately estimate total cost of use and ownership.
- 3.11 **BIDDING ITEMS WITH RECYCLED CONTENT:** In addressing environmental concerns, the City of Fort Lauderdale encourages Bidders to submit bids or alternate bids containing items with recycled content. When submitting bids containing items with recycled content, Bidder shall provide documentation adequate for the City to verify the recycled content. The City prefers packaging consisting of materials that are degradable or able to be recycled. When specifically stated in the ITB, the City may give preference to bids containing items manufactured with recycled material or packaging that is able to be recycled.
- 3.12 **USE OF OTHER GOVERNMENTAL CONTRACTS:** The City reserves the right to reject any part or all of any bids received and utilize other available governmental contracts, if such action is in its best interest.
- 3.13 **QUALIFICATIONS/INSPECTION:** Bids will only be considered from firms normally engaged in providing the types of commodities/services specified herein. The City reserves the right to inspect the Bidder's facilities, equipment, personnel, and organization at any time, or to take any other action necessary to determine Bidder's ability to perform. The Procurement Director reserves the right to reject bids where evidence or evaluation is determined to indicate inability to perform.
- 3.14 **BID SURETY:** If Special Conditions require a bid security, it shall be submitted in the amount stated. A bid security can be in the form of a bid bond or cashiers check. Bid security will be returned to the unsuccessful bidders as soon as practicable after opening of bids. Bid security will be

returned to the successful bidder after acceptance of the performance bond, if required; acceptance of insurance coverage, if required; and full execution of contract documents, if required; or conditions as stated in Special Conditions.

- 3.15 PUBLIC RECORDS/TRADE SECRETS/COPYRIGHT:** The Proposer's response to the RFP is a public record pursuant to Florida law, which is subject to disclosure by the City under the State of Florida Public Records Law, Florida Statutes Chapter 119.07 ("Public Records Law"). The City shall permit public access to all documents, papers, letters or other material submitted in connection with this RFP and the Contract to be executed for this RFP, subject to the provisions of Chapter 119.07 of the Florida Statutes.

Any language contained in the Proposer's response to the RFP purporting to require confidentiality of any portion of the Proposer's response to the RFP, except to the extent that certain information is in the City's opinion a Trade Secret pursuant to Florida law, shall be void. If a Proposer submits any documents or other information to the City which the Proposer claims is Trade Secret information and exempt from Florida Statutes Chapter 119.07 ("Public Records Laws"), the Proposer shall clearly designate that it is a Trade Secret and that it is asserting that the document or information is exempt. The Proposer must specifically identify the exemption being claimed under Florida Statutes 119.07. The City shall be the final arbiter of whether any information contained in the Proposer's response to the RFP constitutes a Trade Secret. The city's determination of whether an exemption applies shall be final, and the proposer agrees to defend, indemnify, and hold harmless the city and the city's officers, employees, and agent, against any loss or damages incurred by any person or entity as a result of the city's treatment of records as public records. Proposals purporting to be subject to copyright protection in full or in part will be rejected.

EXCEPT FOR CLEARLY MARKED PORTIONS THAT ARE BONA FIDE TRADE SECRETS PURSUANT TO FLORIDA LAW, DO NOT MARK YOUR RESPONSE TO THE RFP AS PROPRIETARY OR CONFIDENTIAL. DO NOT MARK YOUR RESPONSE TO THE RFP OR ANY PART THEREOF AS COPYRIGHTED.

- 3.16 PROHIBITION OF INTEREST:** No contract will be awarded to a bidding firm who has City elected officials, officers or employees affiliated with it, unless the bidding firm has fully complied with current Florida State Statutes and City Ordinances relating to this issue. Bidders must disclose any such affiliation. Failure to disclose any such affiliation will result in disqualification of the Bidder and removal of the Bidder from the City's bidder lists and prohibition from engaging in any business with the City.

- 3.17 RESERVATIONS FOR AWARD AND REJECTION OF BIDS:** The City reserves the right to accept or reject any or all bids, part of bids, and to waive minor irregularities or variations to specifications contained in bids, and minor irregularities in the bidding process. The City also reserves the right to award the contract on a split order basis, lump sum basis, individual item basis, or such combination as shall best serve the interest of the City. The City reserves the right to make an award to the responsive and responsible bidder whose product or service meets the terms, conditions, and specifications of the ITB and whose bid is considered to best serve the City's interest. In determining the responsiveness of the offer and the responsibility of the Bidder, the following shall be considered when applicable: the ability, capacity and skill of the Bidder to perform as required; whether the Bidder can perform promptly, or within the time specified, without delay or interference; the character, integrity, reputation, judgment, experience and efficiency of the Bidder; the quality of past performance by the Bidder; the previous and existing compliance by the Bidder with related laws and ordinances; the sufficiency of the Bidder's financial resources; the availability, quality and adaptability of the Bidder's supplies or services to the required use; the ability of the Bidder to provide future maintenance, service or parts; the number and scope of conditions attached to the bid.

If the ITB provides for a contract trial period, the City reserves the right, in the event the selected bidder does not perform satisfactorily, to award a trial period to the next ranked bidder or to award a contract to the next ranked bidder, if that bidder has successfully provided services to the City in the past. This procedure to continue until a bidder is selected or the contract is re-bid, at the sole option of the City.

- 3.18 LEGAL REQUIREMENTS:** Applicable provisions of all federal, state, county laws, and local ordinances, rules and regulations, shall govern development, submittal and evaluation of all bids received in response hereto and shall govern any and all claims and disputes which may arise between person(s) submitting a bid response hereto and the City by and through its officers, employees and authorized representatives, or any other person, natural or otherwise; and lack of knowledge by any bidder shall not constitute a cognizable defense against the legal effect thereof.

- 3.19 BID PROTEST PROCEDURE:** ANY PROPOSER OR BIDDER WHO IS NOT RECOMMENDED FOR AWARD OF A CONTRACT AND WHO ALLEGES A FAILURE BY THE CITY TO FOLLOW THE CITY'S PROCUREMENT ORDINANCE OR ANY APPLICABLE LAW MAY PROTEST TO THE DIRECTOR OF PROCUREMENT SERVICES DIVISION (DIRECTOR), BY DELIVERING A LETTER OF PROTEST TO THE DIRECTOR WITHIN FIVE (5) DAYS AFTER A NOTICE OF INTENT TO AWARD IS POSTED ON THE CITY'S WEB SITE AT THE FOLLOWING LINK: [http://www.fortlauderdale.gov/purchasing/notices\\_of\\_intent.htm](http://www.fortlauderdale.gov/purchasing/notices_of_intent.htm)

THE COMPLETE PROTEST ORDINANCE MAY BE FOUND ON THE CITY'S WEB SITE AT THE FOLLOWING LINK: <http://www.fortlauderdale.gov/purchasing/protestordinance.pdf>

#### PART IV BONDS AND INSURANCE

- 4.01 PERFORMANCE BOND:** If a performance bond is required in Special Conditions, the Contractor shall within fifteen (15) working days after notification of award, furnish to the City a Performance Bond, payable to the City of Fort Lauderdale, Florida, in the face amount specified in Special Conditions as surety for faithful performance under the terms and conditions of the contract. If the bond is on an annual coverage basis, renewal for each succeeding year shall be submitted to the City thirty (30) days prior to the termination date of the existing Performance Bond. The Performance Bond must be executed by a surety company of recognized standing, authorized to do business in the State of Florida and having a resident agent.

Acknowledgement and agreement is given by both parties that the amount herein set for the Performance Bond is not intended to be nor shall be deemed to be in the nature of liquidated damages nor is it intended to limit the liability of the Contractor to the City in the event of a material breach of this Agreement by the Contractor.

- 4.02 INSURANCE: If the Contractor is required to go on to City property to perform work or services as a result of ITB award, the Contractor shall assume full responsibility and expense to obtain all necessary insurance as required by City or specified in Special Conditions.

The Contractor shall provide to the Procurement Services Division original certificates of coverage and receive notification of approval of those certificates by the City's Risk Manager prior to engaging in any activities under this contract. The Contractor's insurance is subject to the approval of the City's Risk Manager. The certificates must list the City as an ADDITIONAL INSURED for General Liability Insurance, and shall have no less than thirty (30) days written notice of cancellation or material change. Further modification of the insurance requirements may be made at the sole discretion of the City's Risk Manager if circumstances change or adequate protection of the City is not presented. Bidder, by submitting the bid, agrees to abide by such modifications.

PART V PURCHASE ORDER AND CONTRACT TERMS:

- 5.01 COMPLIANCE TO SPECIFICATIONS, LATE DELIVERIES/PENALTIES: Items offered may be tested for compliance to bid specifications. Items delivered which do not conform to bid specifications may be rejected and returned at Contractor's expense. Any violation resulting in contract termination for cause or delivery of items not conforming to specifications, or late delivery may also result in:
- Bidders name being removed from the City's bidder's mailing list for a specified period and Bidder will not be recommended for any award during that period.
  - All City Departments being advised to refrain from doing business with the Bidder.
  - All other remedies in law or equity.
- 5.02 ACCEPTANCE, CONDITION, AND PACKAGING: The material delivered in response to ITB award shall remain the property of the Seller until a physical inspection is made and the material accepted to the satisfaction of the City. The material must comply fully with the terms of the ITB, be of the required quality, new, and the latest model. All containers shall be suitable for storage and shipment by common carrier, and all prices shall include standard commercial packaging. The City will not accept substitutes of any kind. Any substitutes or material not meeting specifications will be returned at the Bidder's expense. Payment will be made only after City receipt and acceptance of materials or services.
- 5.03 SAFETY STANDARDS: All manufactured items and fabricated assemblies shall comply with applicable requirements of the Occupation Safety and Health Act of 1970 as amended, and be in compliance with Chapter 442, Florida Statutes. Any toxic substance listed in Section 38F-41.03 of the Florida Administrative Code delivered as a result of this order must be accompanied by a completed Material Safety Data Sheet (MSDS).
- 5.04 ASBESTOS STATEMENT: All material supplied must be 100% asbestos free. Bidder, by virtue of bidding, certifies that if awarded any portion of the ITB the bidder will supply only material or equipment that is 100% asbestos free.
- 5.05 OTHER GOVERNMENTAL ENTITIES: If the Bidder is awarded a contract as a result of this ITB, the bidder may, if the bidder has sufficient capacity or quantities available, provide to other governmental agencies, so requesting, the products or services awarded in accordance with the terms and conditions of the ITB and resulting contract. Prices shall be F.O.B. delivered to the requesting agency.
- 5.06 VERBAL INSTRUCTIONS PROCEDURE: No negotiations, decisions, or actions shall be initiated or executed by the Contractor as a result of any discussions with any City employee. Only those communications which are in writing from an authorized City representative may be considered. Only written communications from Contractors, which are assigned by a person designated as authorized to bind the Contractor, will be recognized by the City as duly authorized expressions on behalf of Contractors.
- 5.07 INDEPENDENT CONTRACTOR: The Contractor is an independent contractor under this Agreement. Personal services provided by the Proposer shall be by employees of the Contractor and subject to supervision by the Contractor, and not as officers, employees, or agents of the City. Personnel policies, tax responsibilities, social security, health insurance, employee benefits, procurement policies unless otherwise stated in this ITB, and other similar administrative procedures applicable to services rendered under this contract shall be those of the Contractor.
- 5.08 INDEMNITY/HOLD HARMLESS AGREEMENT: The Contractor agrees to protect, defend, indemnify, and hold harmless the City of Fort Lauderdale and its officers, employees and agents from and against any and all losses, penalties, damages, settlements, claims, costs, charges for other expenses, or liabilities of every and any kind including attorneys fees, in connection with or arising directly or indirectly out of the work agreed to or performed by Contractor under the terms of any agreement that may arise due to the bidding process. Without limiting the foregoing, any and all such claims, suits, or other actions relating to personal injury, death, damage to property, defects in materials or workmanship, actual or alleged violations of any applicable Statute, ordinance, administrative order, rule or regulation, or decree of any court shall be included in the indemnity hereunder.
- 5.09 TERMINATION FOR CAUSE: If, through any cause, the Contractor shall fail to fulfill in a timely and proper manner its obligations under this Agreement, or if the Contractor shall violate any of the provisions of this Agreement, the City may upon written notice to the Contractor terminate the right of the Contractor to proceed under this Agreement, or with such part or parts of the Agreement as to which there has been default, and may hold the Contractor liable for any damages caused to the City by reason of such default and termination. In the event of such termination, any completed services performed by the Contractor under this Agreement shall, at the option of the City, become the City's property and the Contractor shall be entitled to receive equitable compensation for any work completed to the satisfaction of the City. The Contractor, however, shall not be relieved of liability to the City for damages sustained by the City by reason of any breach of the Agreement by the Contractor, and the City may withhold any payments to the Contractor for the purpose of setoff until such time as the amount of damages due to the City from the Contractor can be determined.
- 5.10 TERMINATION FOR CONVENIENCE: The City reserves the right, in its best interest as determined by the City, to cancel contract by giving written notice to the Contractor thirty (30) days prior to the effective date of such cancellation.

- 5.11 CANCELLATION FOR UNAPPROPRIATED FUNDS: The obligation of the City for payment to a Contractor is limited to the availability of funds appropriated in a current fiscal period, and continuation of the contract into a subsequent fiscal period is subject to appropriation of funds, unless otherwise authorized by law.
- 5.12 RECORDS/AUDIT: The Contractor shall maintain during the term of the contract all books of account, reports and records in accordance with generally accepted accounting practices and standards for records directly related to this contract. The Contractor agrees to make available to the City Auditor or designee, during normal business hours and in Broward, Miami-Dade or Palm Beach Counties, all books of account, reports and records relating to this contract should be retained for the duration of the contract and for three years after the final payment under this Agreement, or until all pending audits, investigations or litigation matters relating to the contract are closed, whichever is later.
- 5.13 PERMITS, TAXES, LICENSES: The successful Contractor shall, at their own expense, obtain all necessary permits, pay all licenses, fees and taxes, required to comply with all local ordinances, state and federal laws, rules and regulations applicable to business to be carried out under this contract.
- 5.14 LAWS/ORDINANCES: The Contractor shall observe and comply with all Federal, state, local and municipal laws, ordinances rules and regulations that would apply to this contract.
- 5.15 NON-DISCRIMINATION: There shall be no discrimination as to race, sex, color, creed, age or national origin in the operations conducted under this contract.
- 5.16 UNUSUAL CIRCUMSTANCES: If during a contract term where costs to the City are to remain firm or adjustments are restricted by a percentage or CPI cap, unusual circumstances that could not have been foreseen by either party of the contract occur, and those circumstances significantly affect the Contractor's cost in providing the required prior items or services, then the Contractor may request adjustments to the costs to the City to reflect the changed circumstances. The circumstances must be beyond the control of the Contractor, and the requested adjustments must be fully documented. The City may, after examination, refuse to accept the adjusted costs if they are not properly documented, increases are considered to be excessive, or decreases are considered to be insufficient. In the event the City does not wish to accept the adjusted costs and the matter cannot be resolved to the satisfaction of the City, the City will reserve the following options:
1. The contract can be canceled by the City upon giving thirty (30) days written notice to the Contractor with no penalty to the City or Contractor. The Contractor shall fill all City requirements submitted to the Contractor until the termination date contained in the notice.
  2. The City requires the Contractor to continue to provide the items and services at the firm fixed (non-adjusted) cost until the termination of the contract term then in effect.
  3. If the City, in its interest and in its sole opinion, determines that the Contractor in a capricious manner attempted to use this section of the contract to relieve themselves of a legitimate obligation under the contract, and no unusual circumstances had occurred, the City reserves the right to take any and all action under law or equity. Such action shall include, but not be limited to, declaring the Contractor in default and disqualifying him for receiving any business from the City for a stated period of time.
- If the City does agree to adjusted costs, these adjusted costs shall not be invoiced to the City until the Contractor receives notice in writing signed by a person authorized to bind the City in such matters.
- 5.17 ELIGIBILITY: If applicable, the Contractor must first register with the Department of State of the State of Florida, in accordance with Florida State Statutes, prior to entering into a contract with the City.
- 5.18 PATENTS AND ROYALTIES: The Contractor, without exception, shall indemnify and save harmless the City and its employees from liability of any nature and kind, including cost and expenses for or on account of any copyrighted, patented or un-patented invention, process, or article manufactured or used in the performance of the contract, including its use by the City. If the Contractor uses any design, device, or materials covered by letters, patent or copyright, it is mutually agreed and understood without exception that the bid prices shall include all royalties or costs arising from the use of such design, device, or materials in any way involved in the work.
- 5.19 ASSIGNMENT: Contractor shall not transfer or assign the performance required by this ITB without the prior written consent of the City. Any award issued pursuant to this ITB, and the monies, which may become due hereunder, are not assignable except with the prior written approval of the City Commission or the City Manager or City Manager's designee, depending on original award approval.
- 5.20 LITIGATION VENUE: The parties waive the privilege of venue and agree that all litigation between them in the state courts shall take place in Broward County, Florida and that all litigation between them in the federal courts shall take place in the Southern District in and for the State of Florida.
- 5.21 LOCATION OF UNDERGROUND FACILITIES: If the Contractor, for the purpose of responding to this solicitation, requests the location of underground facilities through the Sunshine State One-Call of Florida, Inc. notification system or through any person or entity providing a facility locating service, and underground facilities are marked with paint, stakes or other markings within the City pursuant to such a request, then the Contractor, shall be deemed non-responsive to this solicitation in accordance with Section 2-184(5) of the City of Fort Lauderdale Code of Ordinances.
- 5.22 PUBLIC AGENCY CONTRACTS FOR SERVICES: if applicable, for each public agency contract for services, Contractor is required to comply with F.S. 119.0701, which includes the following:
- (a) Keep and maintain public records that ordinarily and necessarily would be required by the public agency in order to perform the service.

- (b) Provide the public with access to public records on the same terms and conditions that the public agency would provide the records and at a cost that does not exceed the cost provided in this chapter or as otherwise provided by law.
- (c) Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law.
- (d) Meet all requirements for retaining public records and transfer, at no cost, to the public agency, all public records in possession of the contractor upon termination of the contract and destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. All records stored electronically must be provided to the public agency in a format that is compatible with the information technology systems of the public agency.



NON-COLLUSION STATEMENT:

By signing this offer, the vendor/contractor certifies that this offer is made independently and *free* from collusion. Vendor shall disclose below any City of Fort Lauderdale, FL officer or employee, or any relative of any such officer or employee who is an officer or director of, or has a material interest in, the vendor's business, who is in a position to influence this procurement.

Any City of Fort Lauderdale, FL officer or employee who has any input into the writing of specifications or requirements, solicitation of offers, decision to award, evaluation of offers, or any other activity pertinent to this procurement is presumed, for purposes hereof, to be in a position to influence this procurement.

For purposes hereof, a person has a material interest if they directly or indirectly own more than 5 percent of the total assets or capital stock of any business entity, or if they otherwise stand to personally gain if the contract is awarded to this vendor.

In accordance with City of Fort Lauderdale, FL Policy and Standards Manual, 6.10.8.3,

3.3. City employees may not contract with the City through any corporation or business entity in which they or their immediate family members hold a controlling financial interest (e.g. ownership of five (5) percent or more).

3.4. Immediate family members (spouse, parents and children) are also prohibited from contracting with the City subject to the same general rules.

Failure of a vendor to disclose any relationship described herein shall be reason for debarment in accordance with the provisions of the City Procurement Code.

NAME

RELATIONSHIPS

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

In the event the vendor does not indicate any names, the City shall interpret this to mean that the vendor has indicated that no such relationships exist.

BID/PROPOSAL SIGNATURE PAGE

How to submit bids/proposals: Proposals must be submitted by hard copy only. It will be the sole responsibility of the Bidder to ensure that the bid reaches the City of Fort Lauderdale, City Hall, Procurement Department, Suite 619, 100 N. Andrews Avenue, Fort Lauderdale, FL 33301, prior to the bid opening date and time listed. Bids/proposals submitted by fax or email will NOT be accepted.

The below signed hereby agrees to furnish the following article(s) or services at the price(s) and terms stated subject to all instructions, conditions, specifications addenda, legal advertisement, and conditions contained in the bid. I have read all attachments including the specifications and fully understand what is required. By submitting this signed proposal I will accept a contract if approved by the CITY and such acceptance covers all terms, conditions, and specifications of this bid/proposal.

Please Note: All fields below must be completed. If the field does not apply to you, please note N/A in that field.

Submitted by: \_\_\_\_\_ (signature) \_\_\_\_\_ (date)

Name (printed) Louis Sorrentino Title: Chief Operating Officer

Company: (Legal Registration) Navarro Security Group, Inc.

CONTRACTOR, IF FOREIGN CORPORATION, MAY BE REQUIRED TO OBTAIN A CERTIFICATE OF AUTHORITY FROM THE DEPARTMENT OF STATE, IN ACCORDANCE WITH FLORIDA STATUTE §607.1501 (visit <http://www.dos.state.fl.us/>).

Address: 4100 NW 3<sup>rd</sup> Court, Suite 102

City: Plantation State: FL Zip 33317

Telephone No. (954) 581-1516 FAX No. (954) 581-8687 Email: [sorrentino@navarrosecurity.com](mailto:sorrentino@navarrosecurity.com)

Delivery: Calendar days after receipt of Purchase Order (section 1.02 of General Conditions): 30 Days

Payment Terms (section 1.04): Net 30 Total Bid Discount (section 1.05): 1%

Does your firm qualify for MBE or WBE status (section 1.09): MBE  WBE \_\_\_\_\_

ADDENDUM ACKNOWLEDGEMENT - Proposer acknowledges that the following addenda have been received and are included in the proposal:

Addendum No. \_\_\_\_\_ Date Issued \_\_\_\_\_

P-CARDS: Will your firm accept the City's Credit Card as payment for goods/services?

YES  NO \_\_\_\_\_

VARIANCES: State any variations to specifications, terms and conditions in the space provided below or reference in the space provided below all variances contained on other pages of bid, attachments or bid pages. No variations or exceptions by the Proposer will be deemed to be part of the bid submitted unless such variation or exception is listed and contained within the bid documents and referenced in the space provided below. If no statement is contained in the below space, it is hereby implied that your bid/proposal complies with the full scope of this solicitation. HAVE YOU STATED ANY VARIANCES OR EXCEPTIONS BELOW? BIDDER MUST CLICK THE EXCEPTION LINK IF ANY VARIATION OR EXCEPTION IS TAKEN TO THE SPECIFICATIONS, TERMS AND CONDITIONS. If this section does not apply to your bid, simply mark N/A in the section below.

Variances:

N/A

revised 6-16-11