



# AMERICAN SECURITY ASSOCIATES INC.

Florida License: B 1100265



American Security Associates is  
proud to present the following  
proposal to:

**GRAND PANAMA BEACH RESORT  
HOA**

# Mission Statement

To provide superior service, exceeding customer's expectations, and setting a standard of excellence on every occasion. To provide superior training to the highest qualified employees.  
To be responsive and proactive continually protecting the customer's interest.

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# *American Security Associates Inc.*

*P.O. Box 1071*

*Acworth, GA. 30101*

*(404) 313-5252*

November 18, 2024

To: Grand Panama HOA– CAM Derek Gilbert  
From: William Seiz  
Re: Uniformed Security Services

Thank you for allowing American Security Associates Inc. to submit the following information to your company. Since 1999 American Security Associates Inc. has taken great pride in being the industry leader in service satisfaction. We believe that our commitment to selection, training, supervision, and customer service makes the difference. American Security Associates is a certified woman owned (Woman's Business Enterprise National Council) WBENC, with a core goal of providing superior service and improving the professional reputation to the security guard industry. Over 40 years of combined executive security management experience from our owners will provide you the most consistent and effective security program available. American Security Associates is proud to be a nationwide provider; however, our growth has strengthened our resolve to continue to provide personalized service, dedicated quality, and professionalism.

American Security Associates annual sales exceed 25 million annually with corporate offices located in Acworth, Ga. We are proud to offer services throughout the country with branch offices in Alabama, Arizona, Arkansas, Delaware, Florida, Indiana, Kansas, Kentucky, Minnesota, Missouri, New York, New Jersey, North Dakota, North Carolina, Ohio, Oklahoma, Pennsylvania, Tennessee, Texas, and Utah.

## Selection

Not just anyone can carry the pride of being an American Security Associates officer. All applicants are extensively screened to ensure only the best candidates are accepted. All successful candidates must pass a national background and are drug free. All employees must be at least 25 years of age. We only accept those who are physically and mentally prepared to represent your company.

## Training

All successful applicants must complete 42 hours of classroom and on-site training prior to being placed at your facility. All applicants must complete training with a minimum of 80% passing grade to be acceptable. Once all training has been completed a post specific test will be administered. This test is developed with the customer to ensure the officer is fully aware of the responsibilities at your location. In addition to initial classroom training all officers receive quarterly updates for continued development. All training is conducted at our state licensed training academy, by in-house licensed instructors.

### Supervision

Our supervisors and managers are continuously performing inspections. The only way to ensure equal levels of protection always is to constantly conduct on-site inspections. You will receive a copy of these inspections whether they are positive or negative. We will not hide from our problems. Instead, we will contact you to let you know what we are doing to correct the situation.

### Post Positive Reporting

All officers are required to report to our command center upon arrival of duty. This is completed via a dedicated line or tablet verifying location to confirm the officer is at your facility ready to begin their tour of duty. Hourly reports are then required to ensure the safety of the officer. This ensures the officer is at your facility performing and reporting any incidents.

### Customer Satisfaction

We cannot tell you that we are perfect, nor can anyone else. We want to make a commitment to ensure a long-term relationship. We do not believe that having a sales force promising you the world is the way to establish these relationships. Salesmen often have little authority and after the acquisition have no responsibility for the day-to-day operations. The manager submitting your proposal will be responsible for your business. Our business managers are available to our customers 24 hours a day.

### Owner Support

Our opinion is that you will have a hard time finding a business owner with personal involvement in the day-to-day operations as you will in our organization. Personally, involved in every employee we hire and every employee we train. Ensuring that all employees see the big picture and understand how vital their role is within the industry and your organization. Over 35 years of combined executive management experience in our family-owned organization make the difference in the small details that propel our service from ordinary to extraordinary.

### Drug Testing

American Security Associates inc. is dedicated to a drug free environment. 100% of new hires are tested on controlled substances. 3% of staff are randomly selected each month to ensure compliance with a drug-free workplace.

Since day one the President and CEO have been personally available to our customers 24 hours a day / 7 day a week / 365 day a year. William and Michelle Seiz are personally involved in resolving issues, concerns, and addressing the needs of the customer. To this day we have never lost business to poor service or failure to perform.

**Our goal is to establish a long-term business relationship.**

**WWW.AMERICANSECURITYASSOCIATESINC.COM**

## Training Program

Please allow us to elaborate on our screening and minimum training requirements. We feel that our dedication to training, supervision, selection, and customer service are what separate us from the other 30,000 security services nationwide. This interaction promotes enthusiasm, allows the officer to truly understand their role as a security officer, and drastically reduces turnover.

Our security officer training program begins with a comprehensive 42 hours of classroom and verbal instruction. All successful candidates must pass with a minimum score of 80%, have a satisfactory credit rating, must be drug free, clean criminal history, clean driving history, and must be able to meet the professional, physical, and mental requirements of our customers.

American Security Associates is the only company with a state license training academy. All training is conducted by one of our 5 state licensed in-house instructors. This process was a considerable investment made in the region years ago. Identifying the need to onboard and license new employees provides a greater market to recruiting, retention, and comprehension of client policies, tailored to the client's needs.

Continued training for staff is conducted quarterly, ensuring comprehension and engagement.

Our basic training program consists of the following topics. All employees are given written test on these topics:

\*All training is administered by state certified classroom instructors\*



## **Legal Issues; Liability**

- Criminal laws relative to common crimes, such as theft, assault, battery, robbery, and burglary
- Limitations of arrest authority (citizen arrest; retail theft)
- Legal use of force
- Response to crimes in progress
- Guidelines for when a client requests a search.

## **Basic Emergency First Aid**

- First Aid, AED, CPR Certification
- Basic first aid instructions on various injuries; wounds and shock; emergency response requirements
- Provide information about the Good Samaritan Act
- Orientation to blood borne pathogens.

## **Emergency Procedures**

- Fire and bomb threat evacuations
- Natural disaster preparation and responses
- Major electrical failure
- Response to emergencies
- Crowd control and evacuation
- Fire control and prevention
- Hazardous materials
- Bomb threats and terrorism
- Incident reports
- Crowd control
- Emergency situations



## **Ethics and Professional Conduct**

- Describe what professional conduct is for a security officer.
- Code of Conduct or Code of Ethics (defined)
- Uniform and personal grooming
- Effective assertiveness
- Discipline
- Readiness: Shift work and sleep adjustment
- Alertness
- Honesty
- Developing rapport with management, employees, and guest.
- Sexual Harassment
- Internet, Cell Phone and Text-Messaging Etiquette
- Board rules regarding governing the private security industry.

## **Access Control**

- People
- Vehicular
- Basic Technology
- Visibility

## **Patrol Techniques**

- Define patrolling.
- Purposes for patrol
- Types of patrols
- Identify required equipment for a security officer.
- Mobile patrol and vehicle safety (defensive driving techniques)
- Preventative patrols and fire watches
- Fixed post duties and vehicle control
- Fencing

## **Observation Techniques and Report Writing**

- Observation techniques: Foot patrol and vehicular patrol
- Field notetaking, prerequisite to good reporting
- Report elements: the six interrogatives defined (who, what, when, where, why, how and to what extent)
- Characteristics of a good report (Clear, neat, complete, brief, accurate, prompt)
- Procedure (outline, draft, final product)
- Importance of proofreading
- Sample reports common to the security industry.
- Punctuation and capitalization
- Grammar guidance
- Introduce student to bullet-style outline.
- Search and seizure
- Contract law
- Information gathering.

- Crimes in progress
- Officer Safety
- Identifying safety hazards.
- Lighting
- Proper inspection of trailer seals

## **Interviewing Techniques**

- Explain what an interview is.
- Explain the difference between interview versus interrogation.
- Explain the styles of interviewing.
- Provide an understanding of how to develop rapport with the victim, witness, or suspect.
- Explain how to motivate the person being interviewed.
- Interview approach
- Explain how to end an interview.
- Define deceptive cues.

## **Fire Detection, Suppression and Life Safety**

- Mission of the security officer regarding fires
- Definition of fire, highlighting the necessary ingredients.
- Responsibilities of security officer regarding:
  - Fire prevention
  - Fire extinguishing
  - Procedures for controlling small fires.
  - Fire extinguishing methods (cooling, smothering, starving)
  - Use of extinguishing agents:
    - List of extinguishing agents
    - Identification of extinguishers and relative markings
    - Sodium fires
    - Acids
- Life safety issues, such as: life safety plans, fire detection, location, and intensity
- Evacuation
- Failure to control or report a dangerous fire.

## **Crime and Accident Prevention Techniques and Practices**

- Methods of prevention (thefts by use of lock, inspection, or alarm technology)
- Methods of prevention (injury, eliminating hazards and reporting)
- Methods of prevention: Securing company equipment, property, and reporting deficiencies.
- CCTV

## **Crime and Accident Scene Protection**

- Definition of a crime/accident scene
- Crime / accident scene integrity for investigators
- Duties of the first security officer on the scene:
  - Determines what makes up the crime/accident scene.

- Isolating and protecting the crime/accident scene.
- Methods to protect the crime/accident scene.
- Evidence preservation
- Contamination of evidence
- Chain of custody
- Identifying witnesses.
- Types of Crimes: Misdemeanors and Felonies.
- Vulnerability Awareness

## **Terrorism Awareness**

- Definition and history of terrorism
- National Threat Levels
- Types of terrorist attacks
- Role of Security Officer
- Recognition and response to potential terrorist activities

## **Public Relations**

- Private security/law enforcement relations
- Firefighter and EMT interaction
- Relations with the media
- Community relations
- Courtesy and etiquette issues

## **Courtroom Procedures**

- Explain the security officer's role as a witness in both criminal and civil court.
- Explain the roles of the judge, prosecutor, defense attorney and jury.
- Explain the security officer's rights as a victim/witness.
- Identify the types of questions a witness may be asked.
- Use of reference records.
- Value of good notes and reports
- Use of security records in court.
- Explain subpoena, deposition, and pretrial hearing.
- Discussing the case, dos, and don'ts.
- Courtroom testimony issues
- Preparation
- Giving testimony.
- Courtroom demeanor

## **Fundamentals of Personal Security**

- Explain the proper use of cognitive and affective skills - calmness, courtesy, patience, and self-control.
- Provide an awareness of the types of weapons that might be used against a security officer - batons, chemical weapons, knives, guns, etc.
- Response to violent crimes
- Defusing hostility, de-escalation techniques
- Evasive tactics

- Weapon safety awareness
- Review the security officer's use of weapons.
- Explain the steps to be followed when responding to a potentially violent situation.

### **Interpersonal Communications**

- Perception factors - appearance, body language, tone of voice
- Clarifying verbal and written communication (speaking well)
- Demonstrate professional communication.
- Identify the effects of threats or challenges which are directed toward the security officer.
- Identify the effects of threats or challenges that are directed toward a citizen by the security officer.

### **Professional Communications**

- Two-way radio use and procedures
- Telephone etiquette
- Professional communication techniques
- Public relations
- Interpersonal communications
- Customer perspective on service
- Client relations
- Media relations
- Personal appearance standards

### **Traffic Direction**

- General responsibilities of traffic controllers
- Areas where security officers may direct traffic.
- Position and posture in directing traffic.
- Identify practical hand signals.
- Identify safety equipment.
- Use of the whistle.
- Use of the flashlight.
- Use of traffic cones and flares.

### **Crowd Control**

- Types of crowds (peaceful, hostile, demonstration, etc.)
- Characteristics of crowds
- Identify methods for directing flow of crowd traffic.
- Teamwork among security officers in crowd control situations
- Crowd control techniques
- Interaction procedures
- Effective assertiveness
- Issuing directives.
- Eliciting cooperation.
- Identifying Agitator
- Effective security officer behavior in crowd control situations

- Riot and protest preparation

## **Special Problems for Security**

- Fundamentals of understanding unique behavior.
- Persons with disabilities
- Elderly
- Juveniles
- Street people (trespassers)
- Controlled substances
- Identification and recognition
- Response with people under the influence
- OSHA first responder's duties (such as hazardous materials)
- How to read and understand labels.
- Response to hazardous materials incidents
- Security officer safety and accident prevention
- Violence in the workplace
- History and scope of the problem
- Awareness of potential violence
- Security actions to prevent workplace violence.
- Physical security measures
- Detection of abnormalities
- Reporting incidents.
- Response to violent behavior
- Role of crisis management and trauma teams
- Security officer's role in providing assistance.

## **Terrorism Awareness**

- Dynamics of a Terrorist Attack
- Proactive Counterintelligence and Operational Security (OPSEC)
- Physical Security and Access Control
- Bomb Incident Response
- Mail Screening
- Biological/Chemical
- Explosive
- Types of Attacks and Response
- Biological
- Explosive
- Nuclear
- Incendiary
- Chemical
- Energetic
- Overview of terrorist threat to transportation industry

## **Additional Topics**

- Overview of safety manual

- Overview of company diversity plan
- Review of post orders

**All training and screening information are available to our customers upon request.**

American Security Associates Inc. is pleased to present the following proposal for security guard services. We are currently servicing customers in your area and have a capable staff ready to meet all your security needs.

Through our research we have comprised the following hourly billing rate. The following rate includes all employee pay rates, payroll taxes, employee benefits, operation cost, and administrative expense.

You will be provided with a client service manager so that you have a single source of contact for all your needs. Your client service manager will conduct weekly meetings, unannounced employee inspections, and oversee the day-to-day security operations. All client service managers are required to contact our clients on a weekly basis to ensure customer satisfaction.

### **Suggested Price Quotation**

The following is a fixed hourly billing rate. You will only be billed for actual hours worked. No additional cost will be incurred unless additional hours, emergency situations, or specialized service are required. The client is billed weekly, and payment must be received within 30 days of the billing date.

<b>Position</b>	<b>Pay Rate</b>	<b>Billing Rate</b>
<b>Security Officer</b>	<b>\$16.50 per hour</b>	<b>\$22.27 per hour</b>
<b>Supervisor</b>	<b>\$18.50 per hour</b>	<b>\$24.97 per hour</b>
<b>Employee Tracking</b>		<b>\$50 / Month (Optional)</b>

**ASA proposes a 3.5% increase for the second and third year.**

**Client is billed time and a half for the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas.**

**All wages, employee taxes, uniforms, equipment, administrative cost, and any additional cost associated with standard guard services.**

Please feel free to contact me anytime should you have any questions at (404) 313-5252.

Sincerely,

William Seiz  
President

## Employee Benefits

Full Medical Benefits – 92% Employer paid- Eligible after 90 days employment – Humana Policy

Vision Policy- Eligible after 90 days employment – Humana Policy

Dental Policy - Eligible after 90 days employment – Humana Policy

Cancer Policy – Eligible after 90 days employment -Aflac Policy – Low-cost alternative to medical.

Life Insurance – Aflac Policy – Offering disability and life insurance policies for every price range.

Vacation- 1 wk. after 1 year /2 wk. after 4 years

Paid Sick Days – Eligible after 1 year employment – 3 per year

Free Uniforms

Free Training

License Reimbursement

Catch Me at my Best Bonus - \$50 bonus for compliment or going above and beyond.

Officer of the Year Bonus - \$500 bonus and trophy

Officer of the Month Bonus \$100 bonus and plaque

Bereavement Leave – Eligible after 1 year – Up to 3 days off with pay for the death of an immediate family member.

Retirement Plan – Aflac Policy, similar to a 401k, with limited risk.



# ORGANIZATIONAL CHART



## References

Schwan's Food Services  
Paul Stachewicz – Senior Director EHS  
952-832-4446

Hidden Dunes  
Mike Balzer – LCAM  
850-654-1325

Terry Yopp  
Pace Industries – Sr. Director EHS  
479.871.4340

**\*Additional Reference available upon request\***

**Please visit our website:**

**[www.americansecurityassociatesinc.com](http://www.americansecurityassociatesinc.com)**

# WHO WE SERVICE





Additional references available upon request.



April 15, 2013

To Whom It May Concern:

I am writing this letter on behalf of the Board of Directors for Majestic Beach Resort Community Association, Inc. As with many properties, Majestic Beach Resort has gone through several different security companies since we opened our doors in 2005. The problem we experienced was typical for security services on Panama City Beach, over promising while under delivering. From staffing issues to service levels we began to think all companies were alike. Then our Board of Directors met with William and Michelle Seiz of American Security Associates. Their team is extensively trained, professional, and provide an added level of customer service for our owners and guests.

I would highly recommend American Security Associates for any condominium/resort facility. If you have any questions, please do not hesitate to call or email.

Sincerely,

Paul Shamblin, CMCA  
Majestic Beach Resort Community Association, Inc.  
850-563-1015  
[paul.shamblin@majesticbeachresort.com](mailto:paul.shamblin@majesticbeachresort.com)

On behalf of the Schwan's Stilwell management team, I would like to say "Thank You" for making us a stronger and better prepared organization. We look forward to a long and continued positive working relationship as we strive to be the best in the SGSC environment. We have under your commitment; understanding and steadfastness on obtaining positive results came a long way in a very short time in our security change out. If I can be of assistance as you implement this throughout the supply chain, please do not hesitate to contact me.

Respectfully

Terry Yopp, CPEA, ASC, CSHS  
Environmental Health Safety & Security  
Schwan's Global Supply Chain  
Stilwell, OK 74960

Direct line 918-696-8237

Fax line 918-696-5691

[Terry.Yopp@schwans.com](mailto:Terry.Yopp@schwans.com)



American Security Letter

April 4, 2014

To Whom It May Concern:

Laketown Wharf is a very large property which consists of 765 residential and 35 commercial unit complexes in the heart of Panama City Beach, open and assessable to the public. American Security has been with Laketown Wharf Resort Condominiums over the last 2 months which included Spring Break and great addition to the LTW Community. American Security performed their duties with professionalism and diligently during a very difficult time. Working extremely hard to learn and protect LTW the property and residents, which AS has accomplished all task set before them. The patrolling officers are courteous too long term renters, guest and homeowners; and able to handle all incidents and circumstances they encounter.

The smooth running security program and successful support efforts at Laketown Wharf can be attributable to American Security direct efforts to training and support from ownership.

Don't hesitate to call me if you require further substantiation as to American Security's capabilities.

Chris Cleveland  
Association Manager  
Laketown Wharf Resort Community Association, Inc.  
850-563-3996 (office)  
850-563-3998 (fax)  
[ccleveland@condominiumconcepts.com](mailto:ccleveland@condominiumconcepts.com)

# Uniform Selection

American Security Associates Inc. standard uniform consists of navy slacks, royal blue shirt, black belt, black socks, and black shoes. A metal badge is present over the heart with American Security Associates Inc. patch on the left sleeve and an American flag on the right sleeve. Optional security hats are navy blue with gold lettering. Supervisors are issued white shirts.

The client always has the option of choosing uniforms of personal preference. Please view a sampling of uniform options:







All uniforms are provided at no cost to employees.

# Command Console



All officers are required to contact our command center upon arrival of duty. The officer verifies their name, position, and post location to ensure they are at your facility ready to assume duties. The officer must call from the assigned post location.

Hourly checks are required to ensure the officer is safe and remains on site reporting any unusual occurrences.

Our command officers are trained to begin attempting to contact the officer after 10 minutes without reporting. Supervision is notified so someone can be in route to your facility.

# Transition Plan

Upon award of contract American Security Associates will immediately begin the transition process. Executive management will meet with Management to discuss policies, procedures, and expectations. American Security Associates Inc. will develop a site-specific training regiment specifically based upon Management expectations.

The recruitment process will begin immediately after once we have a firm understanding of client's expectations, duties, and facility conditions. All employees will be personally approved by William and Michelle Seiz. American Security Associates Inc. will make every effort to retain incumbent employees.

Once the selection process is completed classroom instruction will begin with all employees. All employees will complete state required and site-specific training before placement at your facilities. All successful applicants must pass with an overall score of 80%. Any candidates not meeting this requirement will be rejected.

The assigned account manager will assist in this process every step of the way to ensure they are fully aware of all policies, procedures, state requirements, training regiments, and expectations of the client and William and Michelle Seiz.

Management will be onsite during the startup and training process to ensure knowledge of responsibilities. Management will remain until all staff are fully trained to implement procedures.

# *American Security Associates Inc.*

## **Security Service Agreement**

**American Security Associates Inc.**, hereinafter referred to as “**Service Company**,” and **Grand Panama Beach Resort HOA** hereinafter referred to as “**Client**”, hereby mutually agree as follows:

**Purpose:** The purpose of the agreement is to establish a continuing relationship that is cooperative and confidential in nature; to help provide the client with a system of protection of its assets and employees against certain hazards.

1. **Appointment:** Client hereby agrees to use Service Company at the following Location(s): **11800 Front Beach Rd, Panama City Beach, FL 32407**
2. **Duties:** Service Company will assist the client in preparing policies and procedures for the protection of its assets and shall enforce all orders relating to guard and/or patrol service.
3. **Service Period:** Service shall commence on the \_\_\_\_\_ day of \_\_\_\_\_, 2025 and shall continue until terminated upon 30 days written notice by either party at contract year end, provided, however, that such service shall not be terminated prior to 1 years from commencement date hereof, contract shall automatically renew for another 1 year term at the end of each contract year thereafter, and provided further, that Service Company may discontinue its service immediately under this agreement upon default by client in making payment hereunder after demand therefore. Client reserves the right to terminate service at any time for cause, client shall notify service company in writing and service company shall have 30 days to cure.
4. **Pricing:** Client agrees to pay Service Company for the services at the above location(s) at the following rates for 40 weekly hours.

**Security Officer \$22.27 per hour**

**Supervisor \$24.97 per hour**

**Additional Service: Description of Service - Employee Tracking and Scan Points is \$50.00 per month.**

**The client will be billed time and a half for the following marked holidays:**

New Year's Eve ___	Thanksgiving Day __X__
New Year's Day _X_	Christmas Day __X_
Memorial Day _X_	Christmas Eve ___
Independence Day _X_	Easter ____
Labor Day _X_	

Should a client request additional services over those set forth, then the rate for such additional service shall be the rate mutually agreed upon in writing. Should labor rates and /or fringe benefits cost under existing labor agreements increase or should new minimum wage standards be established by state or federal statutes, the above rate shall be increased by the percentage that such labor agreements or to the minimum wage standards prior to such increase.

5. **Terms of payment:** All invoices presented to the client for services performed shall be due for payment upon receipt. Should it become necessary to employ an attorney to collect payments overdue hereunder, Service Company may charge client reasonable attorneys' fees.
6. **Independent Contractor:** Service Company is an independent contractor and neither Service Company nor its officers, agents, or employees are under law or in fact employees of the client. Service Company assumes full responsibility for worker's compensation, state unemployment tax, Medicare tax, social security, withholding tax deductions, uniforms, firearms, training programs, liability insurance, employee fidelity bond, state, county, and city license, group insurance, administration, inspection, and supervision.
7. **Insurance:** Service Company warrants it has comprehensive program of insurance covering its liability for personal injury (including bodily injury, false arrest, libel, slander, and similar torts) and property damage with minimum limits of \$1,000,000.00 and worker's compensation as required by statute. Service Company shall defend and indemnify client against any claims asserted by an employee or agent of Service Company.
8. **Liability:** It is understood that service Company is not an insurer: that insurance shall be obtained by client, if any is desired; that the sum payable hereunder to Service Company by client are based upon the value of services offered and the scope of liability undertaken, and sums are not related to the value of client's interest protected or of property belonging to client or to others located on client's premises.
9. **Employees:** It is agreed that Service Company is not an employee agency and the service it renders is made possible only by a substantial investment in advertising, recruiting, and training personnel to be effective employees at client's facility. Therefore, in consideration of these monies Service Company has invested in these employees, it is understood that client and client's vendors and contractors shall not hire employees of Service Company while the employee is employed by Service Company and 180 days thereafter employee terminates employment with Service Company.

- 10. Amendment:** The daily schedule of guard assignments, patrol inspection, and other services provided by Service Company may be changed from time to time upon oral or written notice by client and Service Company. Other amendments to the agreement must be in writing and signed by the parties hereto.
- 11. Force Majeure:** A "force majeure" event or circumstance, temporarily excusing performance by both parties, shall mean, a fire, tropical storm, hurricane, tornado, Governmental act, or order, epidemic/pandemic/viral or communicable disease outbreak, Government imposed quarantine or declared state or national emergency directly impacting either party and the ability or need to man access control at the gate entrances to the community. Performance obligations hereunder shall be excused, only to the extent necessary under the circumstances of the event, and only for so long as reasonably required due to the force majeure occurrence.
- 12. Limits of Liability:** It is understood by the Client that there is no warranty or guarantee that an incident will not occur just because security is present. It is further understood by the Client that the security services provided hereunder do not constitute maximum security but provide a degree of security resulting from the reasonable efforts of security personnel to carry out mutually agreed upon security procedures during the hours mutually agreed upon. The Service Company is not an insurer and the amounts payable to the Service Company under this Agreement are based solely upon the value of services rendered and are unrelated to the value of Client's property or the lives or property of others. Any offset by Client from the amounts payable to the Service Company without the Service Company's prior agreement are prohibited.

The Service Company's liability under this Agreement shall be limited to the following insurance coverage evidence of which will be furnished to the Client upon written request:

- A. Worker's Compensation Insurance as required by applicable law covering all security personnel in the furnishing of services under this Agreement including Employer's Liability Coverage in the amount of the statutory limit or more.
  - B. Comprehensive General Liability Insurance Covering Service Company's liability to third parties for personal injury and property damage with a minimum per occurrence limit of \$1,000,000.
- 13. Indemnification:** The Service Company agrees to indemnify and hold harmless the Client, its directors, officers, and agents and employees from and against all liabilities, demands, claims, damages, suits, or judgements, including attorney's fees and other costs and expenses incident thereto because of harm, including but not limited to harm arising from false arrest, searches, libel, and slander, injury or death to persons, or loss, damage or destruction to property, including the property of Client, Service Company, and third persons, resulting from the negligence of Service Company or its directors, officers, agents, or employees, which such persons is acting within the scope of his employment.
- B.** Client agrees to indemnify and hold harmless Service Company and its directors, offices, agents, and employees from and against all liabilities, demands, claims, damages, suits, or judgements, including attorney's fees and other costs and expenses incident thereto because of harm, including but not limited to harm arising from false arrest, searches, libel, and slander, injury or death to persons, or loss, damage or destruction to property, including the property of Client, Service Company, and third persons, resulting from the negligence of Service Company or its directors, officers, agents, or employees, which such persons is acting within the scope of his employment.

**14. Entire Agreement:** This agreement constitutes the entire agreement and understanding between the parties, and no representations, inducements, promises, or agreements or otherwise between the parties not embodied herein shall be of any force and effect.

Witness our signatures this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

American Security Associates Inc.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Client:

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Title: \_\_\_\_\_



AMERI41

OP ID: SH

### CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
12/11/2023

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.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or 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).


PRODUCER Central Insurance Agency, Inc. PO Box 1047 Smithtown, NY 11787 George Gavaris	CONTACT NAME: Central Insurance Agency, Inc PHONE (A/C, No, Ext): 877-242-9600 FAX (A/C, No): 877-243-8995 E-MAIL: certificates@ciainsures.com ADDRESS:	
	INSURER(S) AFFORDING COVERAGE INSURER A : Summit Specialty Insurance Co. NAIC # 16889 INSURER B : INSURER C : INSURER D : INSURER E : INSURER F :	
INSURED American Security Associates, Inc. William Seiz 4394 Seminole Dr Acworth, GA 30101		

**COVERAGES** **CERTIFICATE NUMBER:** **REVISION NUMBER:**

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.

INSR LTR	TYPE OF INSURANCE	ADOL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> Assault & Battery <input checked="" type="checkbox"/> Errors & Omission GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			SCGL005000071401	09/23/2023	09/23/2024	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMPOP AGG \$ 2,000,000 \$
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$			SXCS005000042900	11/02/2023	09/23/2024	EACH OCCURRENCE \$ 1,000,000 AGGREGATE \$ 1,000,000 \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY <input type="checkbox"/> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		Y/N N/A				PER STATUTE OTH-ER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
**Evidence of Insurance**

<b>CERTIFICATE HOLDER</b>  Evidence of Insurance	<b>EVIDENC</b>	<b>CANCELLATION</b> 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 
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# Wireless Reporting / Employee Tracking

## Next Generation Reporting

Your own database where all your reports are stored and accessible from any computer.

Superior to emailed reports, the personalized **Client Portal** is fully searchable and contains links for any attached videos.

And you can still save and email reports if you wish!



- ✓ Personal Reports Database
- ✓ Accessible From Any Computer
- ✓ Any Number of Users
- ✓ Searchable
- ✓ Sortable
- ✓ Savable to PDF w/ Pics
- ✓ Active Imbedded Video When Applicable
- ✓ Emailable & Printable Reports
- ✓ Simple, One-Page USER MANUAL



# Officer Shift Report

Report Date: 12/05/2018

Shift Beginning On: 12/04/2018

Security Officer: Bob Smith

View your reports via your **Client Portal**; where they are stored, searchable, sortable, and accessible from anywhere you wish, *or...*

Date	Time	Client Name	Site	Check Point	Activity Type	Report	Photo
12/4/2018	10:08:36 PM	One Hermann	One Hermann Place Apts		Clock In	Officer Smith arrived on post.	
12/4/2018	11:13:01 PM	One Hermann	One Hermann Place Apts		Foot Patrol	Patrolled the property by checking outside parking lots and vehicles one by one to make sure its clear and secure and also checked the pool area to make sure its clear and secure.	
12/4/2018	11:14:47 PM	One Hermann	One Hermann Place Apts		Light Check	Officer Smith turned off the skylounge lights.	
12/5/2018	12:21:57 AM	One Hermann	One Hermann Place Apts	Main Parking Entrance	Foot Patrol	Patrolled the garage by checking all parking lots and vehicles one by one to make sure its clear and secure.	

12/5/2018	1:05:34 AM	One Hermann	One Hermann Place Apts		Foot Patrol	Patrolled the property checked the perimeter and the pool area to make sure its clear and secure all around.	
12/5/2018	2:49:53 AM	One Hermann	One Hermann Place Apts	Main Parking Entrance	Foot Patrol	Conducted patrol throughout 5 garage floors by checking all parking lots and vehicles one by one to make sure there is no suspicious person or activity around.	

...Save Incident Reports, Daily Activity/ Shift & Check-point Reports to print and/ or email!



## Incident Report

04/23/2017

Incident Type	Unsecured Tenant Space	Department Notified	Local Police
Name	Jo Ortillo	Time of Arrival	2350
Date Submitted	2/3/2017	Responder's Name	Officer Williams
Date of Incident	2/3/2017	Badge Number	DA03256
Time of Incident	1700-2300	Police Report No.	02175481
Client ID	Ricchi	Client Notified	Yes
Site	8585 N Stemmons	Witnesses	No
Type of Premises	High Rise	Safety Hazards Present	No
Authorities Notified	Yes		

### Detailed Description of Incident

Security officer Ortillo observed south tower lobby entrance access card for entry to not be functioning since 1555 hrs security officer Ortillo also observed lobby door mag lock on the left hand side facing out ward or opposite to the exit button to not be engaging due to material stuck since 1700 hrs. For the situation with south tower lobby entrance access security officer or tell you first informed The security officer of Nielsen a female guard working on 02/03/2017 that the access door was having problems and security officer or Julio requested her number in order to call her whenever Nielsen employees directed a call to the security office as to get the Nielsen security to handle the situation. After calling 3 to 4 times and not receiving an answer security officer Ortillo logged on his regular report that he had south tower manual lock unsecured, at the time of the problem compounding till Captain Shields calling and instructing him otherwise, as a way to remedy the Problem. Security officer Ortillo also had to deal with the lobby entrance mag lock being unsecured and the conference room being booked by Nigerian Knights/law firm as found out by security officer Ortillo on duty due to being informed tenant "in south tower 375" suite was renting it till 1730, but was informed by tenant and renter that they were "here till 11:00". Security Officer Ortillo found it abnormal as planned to call Sgt. Captain Shields. Cooperation with The Supervisor of the tenant renting the conference room was minimal, several time Security Officer Ortillo had to instruct them to not use the Lobby entrance as well as to point them to the North Parking lot, for the tenant/tenants constituents as well as deal with Nielsen employees demanding access and calling through the security/psa phone. Nielsen security officer answered 0 out of 4 times but did give Security Officer Ortillo a miss call. Security officer Ortillo before 2:00 went to the 10th floor of the South Tower to find the SIO On duty for Nielsen, when He was contacted by captain shields and was instructed to chain the lobby door, lock the south lobby as well as put up signs for the south door, and unlock the front side door between North Tower and Lobby for the conference room and to stay on duty further and after 11:50pm/2300hrs. Pictures attached is of Lobby door mag lock unsecured then one of the many Nielsen Employee locked/in granted access.



Integrated Pictures/Video & Geo Tags

**The *Community Security Neighborhood Watch App* adds a layer of security that very few security officer businesses can provide.**

You can now allow your employees and/or residents to submit an alert to designated security personnel and/or property management, if desired, in real-time.

***This*** is true security.



**“Security Concern”** alerts designated security of possible security issues, including a photo option.

**“Visitor Notification”** alerts on-site security and property management of expected visitors.

**“Vacation Watch”** notifies assigned security and property management of vacation dates and the resulting vacant property.