



ORLAND PARK

**Andy Frain Services Response to
Village of Orland Park
Request for Proposal 21-028 for
Crossing Guard and Special Event Services**

Presented to:

Nicole Merced and
Phillip Glecier
Village of Orland Park
Office of the Village Clerk
14700 South Ravinia Avenue
Orland Park, IL 60462



ANDY FRAIN
est. 1924
SERVICES®

Friday, June 4, 2021



Prepared by:

David H. Clayton
President/CEO/Owner
Andy Frain Services, Inc.
761 Shoreline Drive
Aurora, IL 60504
630-820-3820

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Cover Letter

Thursday, June 3, 2021

Nicole Merced
Phillip Glecier
Village of Orland Park
Office of the Village Clerk
14700 South Ravinia Avenue
Orland Park, IL 60462



Dear Nicole and Phillip,

Thank you for the opportunity to respond to the referenced project and present our company, Andy Frain Services, Inc. ("Andy Frain") to the Village of Orland Park ("Village").

Evolving from a local security organization, Andy Frain has emerged as a national leader providing security and event services to some of America's largest corporations, universities, and government facilities. Our philosophy is to be a good corporate citizen and to maintain strong employee retention by believing in the dignity of our work and maintaining respect for the individual. This philosophy has resulted in a 97% customer retention rate over the past 18 years.

A project of this profile and complexity requires absolute Partnering where both parties will create synergistic solutions to the challenges before us. Some of those challenges are predictable, some not. It is the unknown where the partners must collectively evaluate and effect solutions. It is a long-term relationship which must develop a culture of unity, trust, and mutual respect.

The ability to provide professional security service procedures and protocols in an environment with the highest possible level of customer service, while ensuring life safety protocols are never compromised, is the key value component to our partnership.

Perhaps the most important objective factor to highlight is the fact that Andy Frain training, audit and security programs are **SAFETY Act Certified** from the U.S. Department of Homeland Security. The power to limit the exposure of all the stakeholders is vital to understand. The absolute quantifying benefit is the ability to provide an unprecedented level of liability protection with the umbrella coverage totaling \$15,000,000.

Andy Frain Services is comprised of six divisions:

1. **Commercial Security** – Providing crossing guards, security officers and screening of personnel and materials for commercial sites, educational facilities, and courthouses.
2. **Sports & Entertainment** – Providing security officers, parking attendants, ushers, ticket takers, guest relations, and concierge personnel for events and public assembly venues.
3. **Managed Properties/Retail Security** – Providing trained and capable security officers who meet the specific safety and security needs of the tenants and customers of a shopping center.



4. **Package/Cargo Screening** – Provide multi-faceted screening strategies of cargo, packages and personnel for airlines, cargo terminals (air, land, and marine), and rail yards.
5. **International** – Providing the divisional service specifics to the International space of our existing Partners.
6. **Technology** – Prism eSolutions provides industry specific audit, compliance, document management, incident management, reporting and training applications in the educational, financial, government, healthcare, manufacturing, and service sectors.

With a very strong base of customers in retail (lifestyle centers/managed properties), commercial industries and sports and entertainment venues, Andy Frain is highly familiar with what it takes to make the public feel fully welcomed while still maintaining a high level of safety and security.

Andy Frain has a proven history of performing similar contracts in highly regulated industries. We have invested heavily in our infrastructure and employees to ensure that we are able to meet our contractual obligations while mitigating the risk to our company and to our clients. This investment includes, but is not limited to:

1. Automated auditing and compliance monitoring of contract requirements, Key Performance Indicators (KPI), local/state/federal requirements, and employee safety using Prism eSolutions equation® ASP software.
2. An automated scheduling, payroll, and billing process (Celayix) to ensure that posts are filled, our employees are paid correctly and on-time, and our clients are billed properly and on-time to ensure cash flow.
3. Strategic partnerships with leaders in the human resources (People®), background investigations (InfoMart and RJ Industries), technology (Prism eSolutions) and financial (West Suburban Bank) industries to ensure quality, consistent performance.
4. Training of our employees in the areas of security, safety, professional demeanor and the specific requirements of our client's facilities and operations.

We trust that you will find our response thorough, accurate and complete, and we hope to be afforded an opportunity to present our abilities and qualifications more fully to the selection committee for the Village of Orland Park.

Sincerely,



David H. Clayton
President/CEO/Owner
Andy Frain Services, Inc.



Proposal Summary Sheet

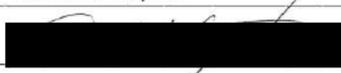
PROPOSAL SUMMARY SHEET
RFP 21-028
Crossing Guard Services and
Special Event (Crowd/Traffic Control) Services

Business Name: Andy Frain Services, Inc.
 Street Address: 761 Shoreline Drive
 City, State, Zip: Aurora, IL 60504
 Contact Name: Ed Millard
 Title: Suburban Chicago Manager - Campus Security
 Phone: 630-820-3820 Fax: 630-820-3819
 E-Mail address: emillard@andyfrain.com

Price Proposal

	2021	2022	2023
Crossing Guard Services Total Annual Cost	\$ <u>189,360.00</u>	\$ <u>200,610.00</u>	\$ <u>212,940.00</u>
Special Event Services (Crowd/Traffic Control) Per Hourly Basis	\$ <u>21.04</u>	\$ <u>22.29</u>	\$ <u>23.66</u>

AUTHORIZATION & SIGNATURE

Name of Authorized Signee: David H. Clayton
 Signature of Authorized Signee: 
 Title: President & CEO Date: 6/1/2021



Pricing Summary Philosophy for the Village of Orland Park Crossing Guard and Special Event RFP 21-028

The following is a summary on the pricing for Andy Frain's proposal for Crossing Guard and Special Event Services for the Village of Orland Park.

Crossing Guard Posts – 14

Total School Day Crossing Guard Hours invoiced – 44 hours.

Total School Day Field Supervisor Hours invoiced – 6.

Number of School Days per District – 180 days

Estimated annual total of Crossing Guard hours – 7920.

Estimated annual total of Field Supervisor hours – 1080.

(This could increase depending on the school calendars of the different school districts involved)

2021/2022 Academic Year

Annual expense estimate - \$189,360

Daily expense for Crossing Guards - \$21.04 invoice rate times 44 hours for a total of \$925.76 per school day

Daily expense for Field Supervisor - \$21.04 invoice rate times 6 hours for a total of \$126.24 per school day

Total Daily expense is \$1052.00.

Pay rates for the team members for this proposal can be shared upon request by the Village of Orland Park as Direct Labor is the largest portion for the cost of the service.

Special Event Support will be at an hourly rate of \$21.04 an hour except for Holidays, where the rate can be negotiated depending on the service needed.

2022/2023 Academic Year

Annual expense estimate - \$200,610

Daily expense for Crossing Guards - \$22.29 invoice rate times 44 hours for a total of \$980.76 per school day

Daily expense for Field Supervisor - \$22.29 invoice rate times 6 hours for a total of \$133.74 per school day

Total Daily expense is \$1,114.50.

Pay rates for the team members for this proposal can be shared upon request.

Special Event Support will be at an hourly rate of \$22.29 an hour except for Holidays, where the rate can be negotiated depending on the service needed.

2023/2024 Academic Year

Annual expense estimate - \$212,940

Daily expense for Crossing Guards - \$23.66 invoice rate times 44 hours for a total of \$1,041.04 per school day

Daily expense for Field Supervisor - \$23.66 invoice rate times 6 hours for a total of \$141.96 per school day

Total Daily expense is \$1,183.00.

Pay rates for the team members for this proposal can be shared upon request.

Special Event Support will be at an hourly rate of \$23.66 an hour except for Holidays, where the rate can be negotiated depending on the service needed.

Andy Frain Services wants the right to negotiate the penalty clause.



Certificate of Compliance



The undersigned David H. Clayton, as President & CEO
(Enter Name of Person Making Certification) (Enter Title of Person Making Certification)

and on behalf of Andy Frain Services, Inc., certifies that:
(Enter Name of Business Organization)

1) BUSINESS ORGANIZATION:

The Proposer is authorized to do business in Illinois: Yes [] No []

Federal Employer I.D.#: [REDACTED]
(or Social Security # if a sole proprietor or individual)

The form of business organization of the Proposer is *(check one)*:

- Sole Proprietor
- Independent Contractor *(Individual)*
- Partnership
- LLC
- Corporation Illinois 1998
(State of Incorporation) (Date of Incorporation)

2) ELIGIBILITY TO ENTER INTO PUBLIC CONTRACTS: Yes [X] No []

The Proposer is eligible to enter into public contracts, and is not barred from contracting with any unit of state or local government as a result of a violation of either Section 33E-3, or 33E-4 of the Illinois Criminal Code, or of any similar offense of "Bid-rigging" or "Bid-rotating" of any state or of the United States.

3) SEXUAL HARRASSMENT POLICY: Yes [X] No []

Please be advised that Public Act 87-1257, effective July 1, 1993, 775 ILCS 5/2-105 (A) has been amended to provide that every party to a public contract must have a written sexual harassment policy in place in full compliance with 775 ILCS 5/2-105 (A) (4) and includes, at a minimum, the following information: (I) the illegality of sexual harassment; (II) the definition of sexual harassment under State law; (III) a description of sexual harassment, utilizing examples; (IV) the vendor's internal complaint process including penalties; (V) the legal recourse, investigative and complaint process available through the Department of Human Rights (the "Department") and the Human Rights Commission (the "Commission"); (VI) directions on how to contact the Department and Commission; and (VII) protection against retaliation as provided by Section 6-101 of the Act. (Illinois Human Rights Act). (emphasis added). Pursuant to 775 ILCS 5/1-103 (M) (2002), a "public contract" includes "...every contract to which the State, any of its political subdivisions or any municipal corporation is a party."



4) EQUAL EMPLOYMENT OPPORTUNITY COMPLIANCE: Yes No

During the performance of this Project, Proposer agrees to comply with the "Illinois Human Rights Act", 775 ILCS Title 5 and the Rules and Regulations of the Illinois Department of Human Rights published at 44 Illinois Administrative Code Section 750, et seq. The

Proposer shall: (I) not discriminate against any employee or applicant for employment because of race, color, religion, sex, marital status, national origin or ancestry, age, or physical or mental handicap unrelated to ability, or an unfavorable discharge from military service; (II) examine all job classifications to determine if minority persons or women are underutilized and will take appropriate affirmative action to rectify any such underutilization; (III) ensure all solicitations or advertisements for employees placed by it or on its behalf, it will state that all applicants will be afforded equal opportunity without discrimination because of race, color, religion, sex, marital status, national origin or ancestry, age, or physical or mental handicap unrelated to ability, or an unfavorable discharge from military service; (IV) send to each labor organization or representative of workers with which it has or is bound by a collective bargaining or other agreement or understanding, a notice advising such labor organization or representative of the Vendor's obligations under the Illinois Human Rights Act and Department's Rules and Regulations for Public Contract; (V) submit reports as required by the Department's Rules and Regulations for Public Contracts, furnish all relevant information as may from time to time be requested by the Department or the contracting agency, and in all respects comply with the Illinois Human Rights Act and Department's Rules and Regulations for Public Contracts; (VI) permit access to all relevant books, records, accounts and work sites by personnel of the contracting agency and Department for purposes of investigation to ascertain compliance with the Illinois Human Rights Act and Department's Rules and Regulations for Public Contracts; and (VII) include verbatim or by reference the provisions of this Equal Employment Opportunity Clause in every subcontract it awards under which any portion of this Agreement obligations are undertaken or assumed, so that such provisions will be binding upon such subcontractor. In the same manner as the other provisions of this Agreement, the Proposer will be liable for compliance with applicable provisions of this clause by such subcontractors; and further it will promptly notify the contracting agency and the Department in the event any subcontractor fails or refuses to comply therewith. In addition, the Proposer will not utilize any subcontractor declared by the Illinois Human Rights Department to be ineligible for contracts or subcontracts with the State of Illinois or any of its political subdivisions or municipal corporations. Subcontract" means any agreement, arrangement or understanding, written or otherwise, between the Proposer and any person under which any portion of the Proposer's obligations under one or more public contracts is performed, undertaken or assumed; the term "subcontract", however, shall not include any agreement, arrangement or understanding in which the parties stand in the relationship of an employer and an employee, or between a Proposer or other organization and its customers. In the event of the Proposer's noncompliance with any provision of this Equal Employment Opportunity Clause, the Illinois Human Right Act, or the Rules and Regulations for Public Contracts of the Department of Human Rights the Proposer may be declared non-responsible and therefore ineligible for future contracts or subcontracts with the State of Illinois or any of its political subdivisions or municipal corporations, and this agreement may be canceled or avoided in whole or in part, and such other sanctions or penalties may be imposed or remedies involved as provided by statute or regulation.



5) TAX CERTIFICATION: Yes [x] No []

Contractor is current in the payment of any tax administered by the Illinois Department of Revenue, or if it is: (a) it is contesting its liability for the tax or the amount of tax in accordance with procedures established by the appropriate Revenue Act; or (b) it has entered into an agreement with the Department of Revenue for payment of all taxes due and is currently in compliance with that agreement.

6) AUTHORIZATION & SIGNATURE:

I certify that I am authorized to execute this Certificate of Compliance on behalf of the Contractor set forth on the Proposal, that I have personal knowledge of all the information set forth herein and that all statements, representations, that the Proposal is genuine and not collusive, and information provided in or with this Certificate are true and accurate. The undersigned, having become familiar with the Project specified, proposes to provide and furnish all of the labor, materials, necessary tools, expendable equipment and all utility and transportation services necessary to perform and complete in a workmanlike manner all of the work required for the Project.

ACKNOWLEDGED AND AGREED TO:

[Redacted Signature]

Signature of Authorized Officer

David H. Clayton

Name of Authorized Officer

President & CEO

Title

6/1/2021

Date



References

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AUTHORIZATION & SIGNATURE

Name of Authorized Signee: David H. Clayton
Signature of Authorized Signee: 
Title: President & CEO Date: 6/1/2021



Insurance Coverage

Andy Frain maintains a variety of insurance coverage through highly rated providers. Our current policies are in excess of the Village's requirements. We have included evidence of coverage certificates below.

INSURANCE REQUIREMENTS

WORKERS' COMPENSATION & EMPLOYER LIABILITY

Full Statutory Limits - Employers Liability
 \$500,000 – Each Accident \$500,000 – Policy Limit
 \$500,000 – Each Employee
 Waiver of Subrogation in favor of the Village of Orland Park

AUTOMOBILE LIABILITY (ISO Form CA 0001)

\$1,000,000 – Combined Single Limit Per Occurrence
 Bodily Injury & Property Damage

GENERAL LIABILITY (Occurrence basis) (ISO Form CG 0001)

\$1,000,000 – Combined Single Limit Per Occurrence \$2,000,000 – General Aggregate Limit
 \$1,000,000 – Personal & Advertising Injury
 \$2,000,000 – Products/Completed Operations Aggregate
Additional Insured Endorsements: CG 20 10 or CG 20 26 and CG 20 01 Primary & Non-Contributory
 Waiver of Subrogation in favor of the Village of Orland Park

UMBRELLA LIABILITY (Follow Form Policy)

\$2,000,000 – Each Occurrence \$2,000,000 – Aggregate
EXCESS MUST COVER: General Liability, Automobile Liability, Employers' Liability

PROFESSIONAL LIABILITY

\$1,000,000 Limit - Claims Made Form, Indicate Retroactive Date
 Deductible not-to-exceed \$50,000 without prior written approval

Any insurance policies providing the coverages required of the Consultant, excluding Professional Liability, shall be specifically endorsed to identify "The Village of Orland Park, and their respective officers, trustees, directors, officials, employees, volunteers and agents as Additional Insureds on a primary/non-contributory basis with respect to all claims arising out of operations by or on behalf of the named insured." The required Additional Insured coverage shall be provided on the Insurance Service Office (ISO) CG 20 10 or CG 20 26 endorsements or an endorsement at least as broad as the above noted endorsements as determined by the Village of Orland Park. Any Village of Orland Park insurance coverage shall be deemed to be on an excess or contingent basis as confirmed by the required (ISO) CG 20 01 Additional Insured Primary & Non-Contributory Endorsement. The policies shall also contain a Waiver of Subrogation in favor of the Additional Insureds in regard to General Liability and Workers' Compensation coverage. The certificate of insurance shall also state this information on its face. Any insurance company providing coverage must hold an A, VII rating according to Best's Key Rating Guide. Each insurance policy required shall have the Village of Orland Park expressly endorsed onto the policy as a Cancellation Notice Recipient. Should any of the policies be cancelled before the expiration date thereof, notice will be delivered in accordance with the policy provisions. Permitting the contractor, or any subcontractor, to proceed with any work prior to our receipt of the foregoing certificate and endorsements shall not be a waiver of the contractor's obligation to provide all the above insurance.

Consultant agrees that prior to any commencement of work to furnish evidence of Insurance coverage providing for at minimum the coverages, endorsements and limits described above directly to the Village of Orland Park, Nicole Merced, Purchasing Coordinator, 14700 S. Ravinia Avenue, Orland Park, IL 60462. Failure to provide this evidence in the time frame specified and prior to beginning of work may result in the termination of the Village's relationship with the contractor.

ACCEPTED & AGREED THIS 1st DAY OF June, 2021



 Signature

David H. Clayton - President & CEO

 Printed Name & Title

Authorized to execute agreements for:

Andy Frain Services, Inc.

 Name of Company

RFP 21-028



About Us

Founded in 1924, Andy Frain is an American owned, international security organization with branch offices and service locations throughout the United States. Our 97-year-old company is privately held and managed from our corporate office in Aurora, Illinois and expanded its business portfolio in 2009 to include a technology company, Prism eSolutions. Andy Frain is licensed to provide security services in all 50 states. Members of the Frain family remain active in the company to ensure Andy Frain’s legacy of “Customer Service is Every Employee’s Job” remains part of our core business philosophy.

Business Information	
Legal Name of Company	Andy Frain Services, Inc.
Contact Name	Dave Clayton
Contact Title	President/CEO/Owner
Contact E-mail Address	dclayton@andyfrain.com
Company Mailing Address	761 Shoreline Drive, Aurora, IL 60504
Company Telephone Number	630 820 3820
Company Fax Number	630 820 3819
Company Website Address	www.andyfrain.com
Number of Employees (company)	14,000+ Nationally
Years of Experience	97

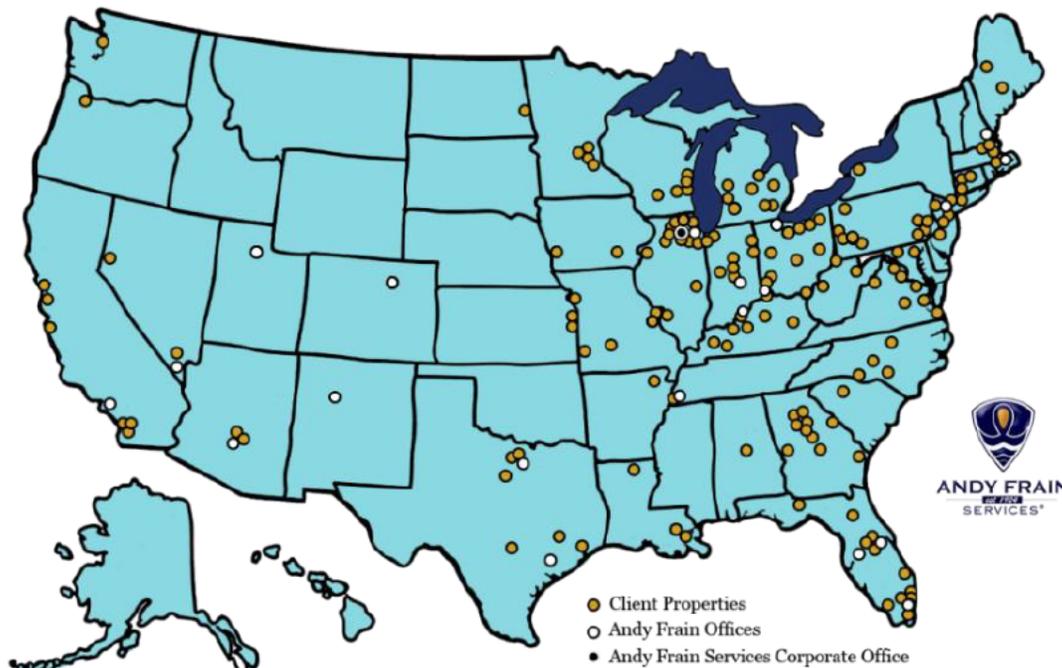


Figure 1: Andy Frain Client and Office Locations



Our History

Andy Frain was founded in 1924 by Andrew T. Frain, an entrepreneur who was certain that he could solve the perennial gate-crashing problem at Chicago Stadium hockey games. With a small group of professional ushers, he created an atmosphere of authority the stadium had never seen.

The traditional blue and gold uniforms became a hallmark for the professionalism and superior customer service that Andy Frain employs to this day, over 90 years later.

Today, Andy Frain is an American-owned professional services company with a rich history in serving the country, notably at important events such as the Olympics, the Pope's visit to Chicago, dozens of professional sports national championships and 20 national political conventions, to name a few. Our company has grown by reputation, not by acquisition, with 48 branch office and service locations throughout the U.S.

Our philosophy is to be a good corporate citizen and to maintain strong employee retention and recognition programs by believing in the dignity of our work and maintaining respect for the individual.

Andy Frain's size, financial strength and business philosophies allow us to be responsive to customer needs and to adapt quickly to the ever-changing business environment. We regularly compete against much larger, publicly held, or foreign owned, security companies, and our success is evidenced by the major universities and Fortune 100 companies that we maintain as customers. Our clients can interface directly with Andy Frain's owners and senior executives to ensure swift and appropriate response to important business needs.

Andy Frain's method for contract service begins with a focus on people. We invest in our managers and security staff, so they are trained and capable of living our tradition of *"Customer Service is Every Employee's Job."* Our on-going system of quality audits ensures our customers a high level of service. We continually strive to develop new programs that will improve service and add value for our customers. This client centric business model has a proven record of successful delivery of customer service, security, and technology.

Our Resume

- Founded in 1924 - Present management has been in place since 1986.
- Over 14,000 trained & capable employees.
- Provide safe, secure environment for more than 20 million people annually.
- Serve 35 major sports arenas, venues, universities, public buildings.
- Provide security to more than 400 commercial businesses.
- Package & Cargo screening at 98 locations.
- Security check more than 1 million trucks a year.
- Integrated Client Centric Solutions.



Figure 2: Andrew T. Frain
Our Founder



Divisions of Andy Frain Services

Commercial Security – Provides trained and capable security staff to a variety of Business and Industry customers. These include government facilities, ports of entry, city centers, office complexes, manufacturing & industrial, cultural facilities, convention centers, colleges & universities, residential properties, and other public facilities across the nation. We provide solutions for access control, vehicle patrol, reception/concierge, perimeter patrol, EMT/first responder, fire guards, control room/CCTV monitoring and personnel.

Sports & Entertainment – Providing trained and capable security officers, customer service personnel, parking attendants, ushers, ticket takers, guest relations, and concierge personnel for events and public assembly venues. Andy Frain provides crowd engineering services, venue deployment security and event planning for professional and collegiate sporting venues and events, including the United States Golf Association and United States Tennis Association championships, NASCAR, NFL, NBA, NHL, MLB, concerts, stadiums and arenas, state fairs, festivals and expositions, and conventions and trade shows.

Managed Properties / Retail Security – Provides trained and capable security officers who meet the specific safety and security needs of the tenants and customers of a shopping center. Andy Frain understands that no two retail facilities are alike, and we customize our implementation, training, and operations plans specific to the needs of our clients. Andy Frain also understands the need for continual communication and reporting. We provide access control, command and control, customer service, vehicle patrol, bicycle patrol, foot patrol and emergency response.

Package / Cargo Screening – Provide multi-faceted screening strategies of cargo, packages and personnel for airlines, cargo terminals (air, land, and marine), and rail yards. Focusing on securing the global supply chain, it is specific to private industry under the guidelines and processes developed by TSA as well as company internal non – TSA security and safety objectives.

International - Providing the divisional service specific to the International space of our existing Partners.

Technology – Prism eSolutions, a wholly owned subsidiary of Andy Frain, provides industry specific audit, incident management, document management, compliance, reporting and training applications in the educational, financial, government, healthcare, manufacturing, and service sectors. Our technology platform has helped hundreds of companies achieve and maintain various ISO Certifications. This value-added component provides technical and compliance expertise; a unique differentiator in our ability to support our clients.



Figure 3: Organization Divisions of Andy Frain



Our SAFETY Act Certification

Andy Frain has been awarded SAFETY (“Supporting Anti-terrorism by Fostering Effective Technology”) Act Certification by the U.S. Department of Homeland Security (www.safetyact.gov). In short, the SAFETY Act offers tort protections which essentially eliminate the massive liability that could arise out of a terrorist attack for companies whose anti-terror products or services have been reviewed and approved by the U.S. Department of Homeland Security. These tort protections extend to Andy Frain’s customers that have purchased its SAFETY Act Certified services.

Andy Frain is the only company SAFETY Act Certified by the U.S. Department of Homeland Security to provide trained security professionals to screen persons and packages and to prevent the introduction of explosives and weapons (“prohibited items”) and other contraband into secured facilities and venues.

The major benefits of this certification to Andy Frain’s customers are:

1. Tort protection.
2. Presumption of dismissal from such lawsuits.
3. Requirement that such lawsuits be filed exclusively in federal court.
4. Elimination of punitive damages claims.
5. A cap on the Liability Damages resulting from a significant terrorist act.
6. An assurance that the Department of Homeland Security has conducted an extensive review of Andy Frain’s security procedures and training methods and certified them as effective countermeasures against terrorist threats.

Andy Frain customers can purchase its services knowing that they have a substantial basis to avoid and/or limit tort liability arising out of a covered act of terrorism involving Andy Frain’s Security Services.

Andy Frain first achieved SAFETY Act Certification on August 31, 2006. In 2016, Andy Frain received an amendment to include physical security and access control. Our Certification is valid through December 31, 2021.



Figure 4: Andy Frain's SAFETY Act Certification



Our Core Business Philosophies

Andy Frain's core business philosophy is that when you treat people with courtesy, dignity, and respect, they will be motivated to deliver quality service. This philosophy is echoed in our mission statement which states that "We are committed to living the tradition of *Customer Service is Every Employee's Job.*"

We believe the quality of our service is dependent upon hiring the right person for the right job and ensuring that they are trained and capable to perform the assigned tasks and committed to providing superior customer service. In short, we hire for attitude and train for skill because great security is a by-product of great customer service.

We select the right people for the job, from the communities we serve, and ensure that they are treated with dignity and respect and are trained and capable to deliver superior customer service in accordance with contract requirements and local, state, and federal regulations.

We also take great pride in being a good corporate citizen; recruiting employees from the communities we serve while making charitable contributions to those communities as well.

Andy Frain has also been recognized as a "Patriotic Employer" by the National Committee for Employer Support of the Guard and Reserve.

Our owners and senior executives are actively involved in the oversight of our contracts and, if necessary, run towards problems to ensure that they are resolved to our clients' satisfaction. Our vertical markets emphasize our "customer-centric" approach to service. This approach is summarized as follows:

- **We will demonstrate understanding by and perspective by:**
 - Knowing our clients' business models, recent performance, and strategic priorities
 - Proactively addressing our client's concerns and issues
- **We will understand and exceed service expectations by:**
 - Learning our clients' cultures
 - Delivering timely, quality and service consistent with our clients' culture
- **We will provide the right people:**
 - Compatible with the clients' culture
 - Committed to providing superior customer service
- **We will provide industry insight by:**
 - Providing management technically qualified and knowledgeable about the clients' industry
 - Maintaining positive industry affiliations and networks

Our Equipment

Andy Frain maintains a 3,000 square foot warehouse for screening equipment – hand-held metal detectors, walk-through metal detectors and x-ray machines at our office in Houston. Should there be a need for enhanced security screening, this equipment, and trained operators, could be made available to the Village facilities on short notice.



Our Technology

At Andy Frain, we pride ourselves in our ability to integrate technology into our services, whether that technology is client owned, proprietary, custom built or off the shelf. Owning a technology company, Prism eSolutions, provides us with unprecedented flexibility to adapt software programs to the needs of our clients.

The following are some of the technologies that we have successfully integrated into our service.

- **Equation® ASP** – a software product of Prism eSolutions, a wholly owned subsidiary of Andy Frain, Equation® ASP provides industry specific audit, compliance, document management, incident management, reporting and training applications.
 - **Employee Performance Index (EPI)** – a web-based tool that allows managers, supervisors, and clients to quickly and easily evaluate their security officer's appearance, performance and knowledge using a smart phone or tablet.
 - **Redi-Trak** – a web-based incident management system that captures, notifies, and tracks incidents in real time allowing you to minimize risk, detail documentation of the incident, provide an audit trail of actions, responsiveness, and close outs of the activity. *The platform has launched: Redi-Trak Suite specializes in situational awareness solutions.*
 - **Workforce Management System (WMS)** – WMS brings together innovative beacon technology and allows for end-to-end personnel and checkpoint visibility.
- **Time Clock** – a web-based product of Prism eSolutions which allows our employees to clock in and out for each shift they work. The Time Clock can be accessed from any computer, tablet, or smart phone, using the AFS Mobile website.
- **Pocket Guide** – a web-based product of Prism eSolutions, the Pocket Guide takes your security program (Post Orders, Emergency Response Guidelines, etc.) from the desk and delivers it to a tablet or smart phone.

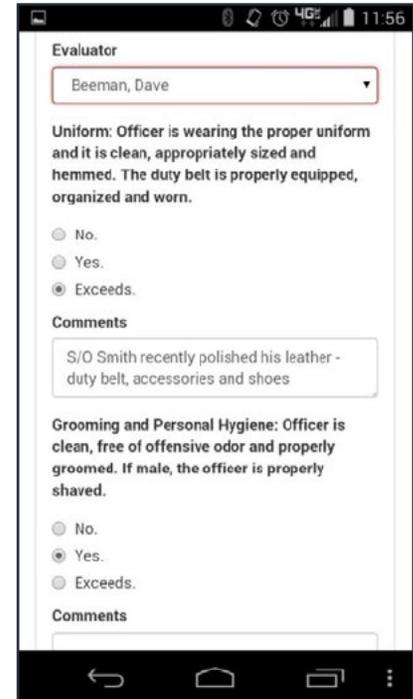


Figure 5: Equation ASP Screenshot Employee Uniform and Appearance Evaluation

Incorporating technology into our service allows our trained and capable crossing guards to more efficiently and effectively provide the contracted services as well as many other services which benefit our clients. Additionally, particularly through the use of Equation® ASP and AFS Mobile Andy Frain clients are able to monitor contract Key Performance Indicators (KPI) and incidents in near real time to ensure that we are compliant with contract requirements and local, state and Federal regulations.

AFS Mobile – to facilitate training

- Compliance / Training Record Portal
- Employee Performance Index
- Pocket Guide

Celayix WMS

Workforce Management System

- Scheduling and Positioning
- Time and Attendance
- Employee Communication (Team Xpress, Time Xpress, and Voice Xpress)
 - Automate Scheduling and Shift Information
 - Shift Change Notifications & Acknowledgement



- Chat Capabilities Between Employees and Supervisors/Manager
- Calendar and Shift Reminders
- 24/7 Employee Access
- Payroll Integration (ADP – Export Work Hours and Attendance Data)

Our Uniforms

Uniforms make an important statement. Everyone is impressed when they see a soldier at the airport returning home in their tan camouflage uniforms. It represents a commitment to country and commands respect. At Andy Frain, we have worked with our customers to select a style and color of uniform that best represents the image they want to communicate to their customers.

It is our intent to work with the Village of Orland Park to select a grouping of uniforms that will best meet the needs of the Village including the incorporation of the general and specialty security services. Seasons of the year will certainly dictate certain types of outerwear which will be included as needed.

Please see below for the examples of uniforms we use at specific locations. As you can see, we use different types of uniforms to signify the difference between staff. Our uniform examples included below are customizable and negotiable with the Village to meet the needs on the RFP requirements.

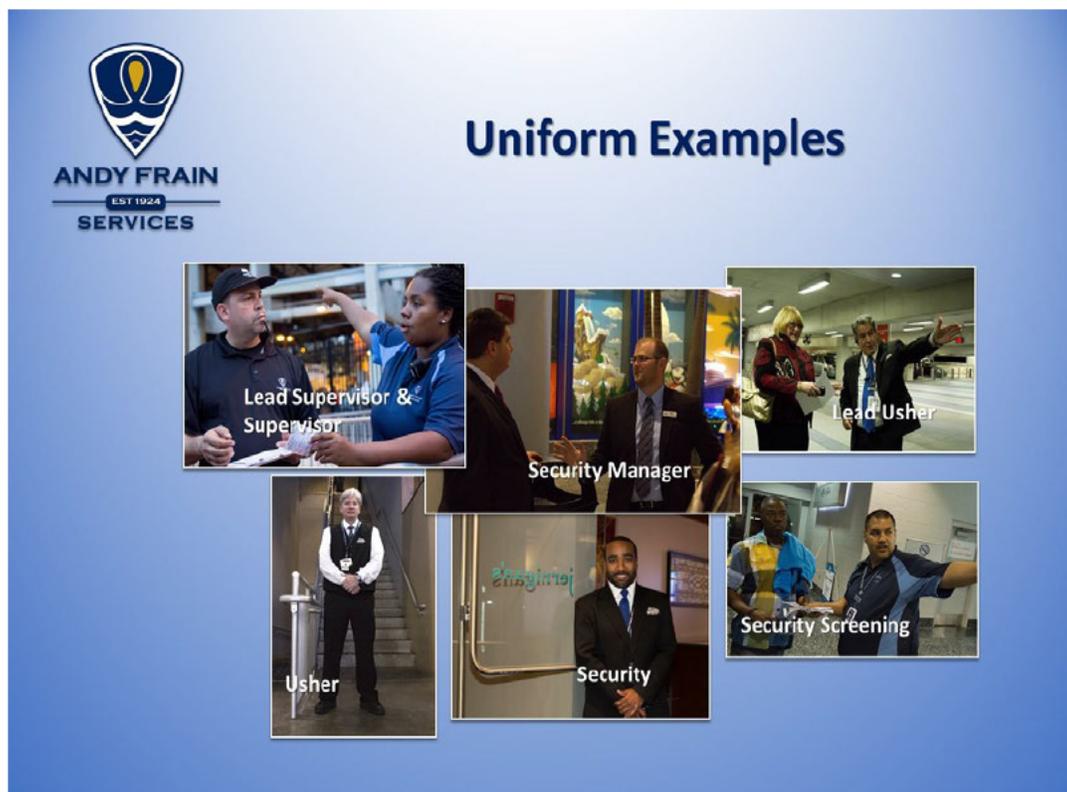


Figure 6: Andy Frain Uniform Examples

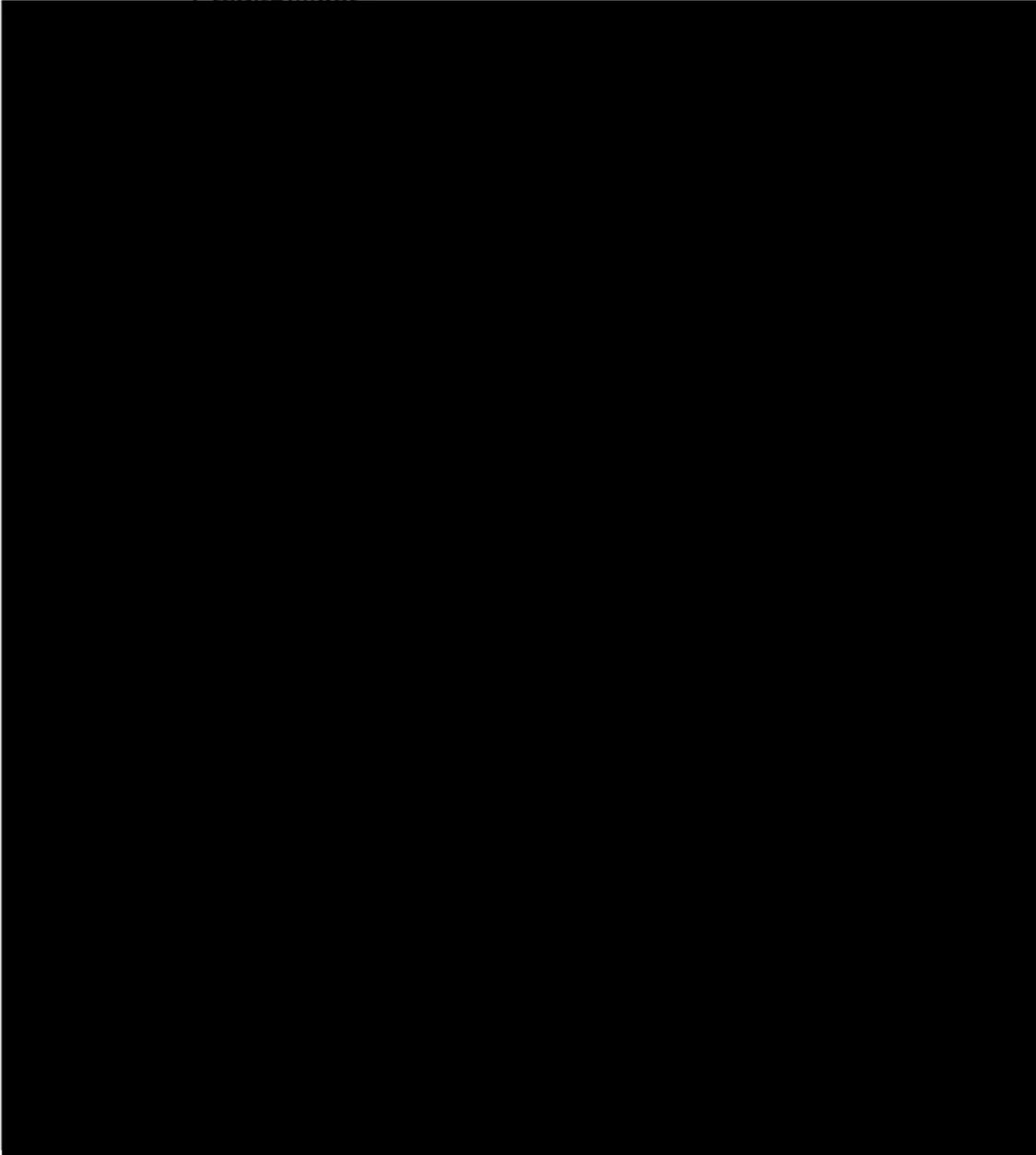


Our Financial Resources

Andy Frain is currently one of the largest privately held, American owned security services providers. While 2020 was certainly a challenging year, we were able to continue our two decades of year over year revenue growth. We do not currently have 2020 audited financials, should the Village require disclosure of audited financials prior to an award, we will gladly provide the last five (5) years of completed audited financials. Below is a portion of a recent Dun & Bradstreet report to help demonstrate our stable financial standing.



CreditBuilder™



Our Experience

Andy Frain has evolved from a local Chicago security organization into one of the largest security services providers in the country. Security Magazine ranks us 10th based on 2020 revenue and employee count. We support over 1,200 customers in 41 states through 48 branch offices. Our Chicago and suburban branch provide services to over 150 local client partners including over 30 school districts. Below is a sampling of some of the work we provide for School Districts throughout Chicago and the suburbs.

Our References

Marcos Classen

Parking Operations Coordinator

City of Evanston

2020 Asbury Ave.

Evanston, IL 60201

Phone: 847-448-8116

Email: mclassen@cityofevanston.org

Services: School Crossing Guards – 57 sites - 62 Guards

Dates of Service: 2019-Current

Dr. David Hill

Associate Superintendent

CCSD93 – Village of Carol Stream

230 Covington Dr. Bloomingdale, IL 60108

Phone: 630-539-3290

Fax 630-539-3450

Email: hilld@ccsd93.com

Services: Crossing Guards – 26 Sites – 30 Guards

Dates of Service: 2008-Current

Deputy Chief Mike Uplegger

Acting Chief

City of West Chicago – Police Department

325 Spencer Street West Chicago, IL 60185

Phone: 630-293-2222

Fax: 630-293-2221

Email: muplegger@westchicago.org

Services: School Crossing Guard Services – 8 sites – 12 Guards

Dates of Service: 2008-Current

Ken Teppel

Director of Public Safety

Village of Bolingbrook

375 W. Briarcliff Road Bolingbrook, IL 60440

Phone: 630-226-8650

Fax: 630-226-8411

Email: kteppel@bolingbrook.com

Services: School Crossing Guard Services – 19 sites – 22 Guards

Dates of Service: 2010-Current



Recruiting, Staffing and Screening

Andy Frain's philosophy is "putting the right person in the right job", this is critical to our success. Our staffing system is designed around industry best practices in hiring qualified, professional people. We have experience working with armed guard and unarmed guard contracts, labor unions and operating in highly regulated environments that include multi-state and multi-site operations. Andy Frain has leveraged this experience with salary research for the applicable markets for each position that includes information from local unions on hourly rates currently being paid to officers. Andy Frain carefully selects employment candidates who possess the applicable work experience, background, skills and professional image necessary to interact with customers, co-workers and clients. Selected candidates must project a positive image that is representative of the customer service expectations and security standards of our customers and our companies. This standard procedure incorporates the following steps:

- Telephone contact: pre-screen applicant.
- Schedule interview if telephone contact reveals qualified applicant.
- Conduct interview.
- If applicant meets all criteria, extend offer, complete, new hire process, and schedule training.

Andy Frain requires that crossing guards be selected for employment after passing a screening process. There are several factors that are evaluated by our experienced managers to qualify an applicant to work as a crossing guard, including:

Intangible requirements:

1. The personal fortitude to be a first responder in an emergency situation.
2. The ability to quickly assess and handle difficult and hostile situations and summon authorities as needed.
3. The ability to diffuse a stressful situation.
4. The understanding of public safety priorities and limitations on authority.
5. The appropriate personality "fit" for the Village of Orland Park contract.

Tangible requirements:

1. Be a citizen of the United States or lawful permanent resident.
2. Have a high school diploma or a General Equivalency Diploma.
3. Pass a criminal background check – 10 years.
4. Pass a physical examination (see below).
5. Pass a pre-employment drug test (see below).
6. Possess a valid driver's license, if required to drive a vehicle.
7. Pass an employment and personal history check – 10 years.
8. Possess an active security license in compliance with state requirements.
9. Possess basic aptitudes and physical abilities including color perception, visual acuity, physical coordination, motor skills, meeting lifting requirements (pass the Fit for Duty).
10. Have phone contact and reliable transportation.
11. Provide evidence of a valid Social Security Number (I-9 verification).
12. Ability to read, write and speak in clear, concise English.



Background Investigations

1. A comprehensive criminal background check must be performed for all crossing guards prior to employment. The background checks must include state and federal searches and must cover the last 10 years (or as otherwise permitted under applicable law).
2. A 10-year employment and personal reference check is required or as permitted under applicable law.
3. Verification of Social Security number as permitted under applicable law.
4. Financial Profile/Credit Analysis as permitted under applicable law.

Drug Screening

1. A drug screen shall be conducted for each crossing guard prior to employment. A negative test result will be required for employment.
2. Each prospective crossing guard must pass a five (5) panel drug screen as more fully detailed below.
3. The testing laboratories must be SAMHSA (Substance Abuse and Mental Health Services and Administration) approved and must meet the Department of Transportation (DOT) standards for the minimum allowable levels. The drug screen is required initially, and the crossing guard is subject to future drug screens if there is probable cause, as permitted by law.

Identity Check/Background Screening Plan

Andy Frain carefully selects employment candidates who possess the applicable work experience, background, skills and professional image necessary to interact with customers, co-officers and customers. Selected candidates must project a positive image that is representative of the customer service expectations and security standards of our customers and our companies. We hire for attitude and train for skill.

Additionally, prior to hire, our experienced managers and human resources professionals will ensure that applicants meet or exceed the minimum requirements set forth in Scope of Services.

Andy Frain maintains complete, thorough, and accurate employment records in accordance with contractual requirements and state, federal and local law. Files will be maintained in accordance with Scope of Services at our Regional office. Additionally, the requirements are entered into our proprietary software, Equation® ASP, to ensure compliance.

Recruitment Philosophy

A recruiter for Andy Frain is responsible to analyze and create a plan based on the market, timeframe, logistics and support requirement. We implement this plan with periodic reviews to make appropriate adjustments to meet recruiting deadlines. Long term and short-term goals are established to ensure that startup plans are achieved, and future vacancies are filled in a timely manner.

Recruitment Steps

Analysis

- Determine the number of staff required for optimum performance.
- Establish the turnover rate for the area and each classification.
- Evaluate the demographics to determine the targeted work base and areas.
- Develop and implement Broadcast documents.
- Evaluate existing staff and with the cooperation of our Partner, offer opportunities to those that have demonstrated the requisite skills.



Development of Marketing Strategy

In developing a marketing strategy, the major emphasis is to determine how to effectively broadcast the opportunities available at Andy Frain, capturing the attention of the greatest number of targeted or potential users. Effective broadcasting establishes recurring applicant pools.

- Develop a timeline to consider all holiday and other reasonably expected impact days,
- Identify areas of concentration which include the most potential for productive recruiting.
- Identify and prioritize recruitment sources.
- Develop and distribute the necessary broadcast documents.
- Use recruiting services such as Indeed, ZipRecruiter, social media, word-of-mouth, and employee refer-a-friend programs to increase the number of applicants.

For an increase in applicants for specialized positions, such as a licensed security officer, requiring a Class D License, additional recruiting strategies may be used, such as:

- Offering Class D License courses to current employees
- Recruit at various Class D License schools to promote the position to new graduates of the security course.
- Maintain direct contact with identified sources.

Implementation

- Schedule interview dates at company locations or recruitment source sites.
- Interview and select targeted candidates.
- Track the number of hires to ensure the company has secured the required number of candidates.
- Keep in contact with respective trainers to adjust hiring numbers.

Audit

- Continuous review of selected candidates, numbers and success of selected candidates.
- Ongoing evaluation of targeted areas and referral networks to identify stronger and/or weaker recruitment sources.

Hiring Practices

Andy Frain provides crossing guards that are trained and capable and committed to providing superior customer service. We expect our employees to know their duties and how to do them promptly, correctly, pleasantly and safely. Therefore, we carefully select employment candidates who possess the applicable work experience, background, skills and professional image necessary to interact with customers and co-officers. Selected candidates must project a positive image that is representative of the customer service expectations and security standards of our customers and our company. We run a background check on all non-licensed applicants who have successfully completed the online application and interview phases to verify the information that they have provided us (e.g. identity, employment history, education, etc.) and been extended a contingent offer of employment. This process helps us to hire people who are likely to function well as Guest Service Hosts



Andy Frain has partnered with InfoMart (www.infomart-usa.com) as our primary vendor for both standard and specialized background checks. InfoMart has the appropriate suite of service offerings as well as the capability to format the employee background information as a secure attachment to the employee's file in EquationASP™, Andy Frain's proprietary compliance software.

Andy Frain's Standard Hiring Process

1. Candidate completes an application online.
2. If the online application is completed thoroughly and accurately, indicating the minimum requirements are met, the applicant is contacted for a telephone pre-screen interview.
3. If the telephone interview reveals a qualified applicant, an in-person interview is scheduled.
4. If successful in the in-person interview the applicant is submitted for the background screening, personal reference check and physical examination.

Training

Andy Frain uses a proven combination of facilitator led courses, web-based instruction, and video to ensure that our crossing guards are **trained and capable**. The facilitator lead, online and video instruction is a combination of proprietary materials developed specifically for meeting industry best practices and customer KPI's.

Training typically falls into the following categories:

- **Pre-Employment** – Any training required for state licensing.
- **Orientation – First Impressions** – the familiarization of a new or transferred employee to Andy Frain and the client location.
- **Initial Training/Basic Job Training/On the Job Training (O-J-T)** – The initial instruction of a new or transferred employee in safe job procedures for the work assigned.
- **Ongoing Training** – Planned training which upgrades knowledge, skills, or abilities, resolves problems, or is provided for professional development.
- **Recurrent/Refresher Training** – Training necessary to ensure compliance with state regulation or client contract and or for professional development.
- **Individual Contact/Coaching** – The unplanned training session conducted by a supervisor with an employee.

Each training session employs a combination of “tell, show, involve.”

- **Tell** – explain it in words.
- **Show** – demonstrate it live or use pictures, video, etc.
- **Involve** – practice it, perform it correctly.

It is not enough for the crossing guard to simply know the new material or method. They must be able to apply what they know and do it on a consistent basis and adapt to situations as they arise. Therefore, we evaluate the effectiveness of the training from start to finish.

- **Pre – Test** – determines knowledge or skills through written exam or performance test.
- **Mid – Course** – ensures that knowledge and skills are being understood/applied and, if necessary, adjust.
- **Post – Test** – determines improvement of knowledge or skills through written exam or performance test.



- **Comfort – Level** – determines how confident the crossing guard is in their new-found knowledge or skills and assists as necessary.

Customer Service Training and Orientation – First Impressions

Many companies will tell you that they emphasize customer service or have customer service training programs. However, since 1924, customer service has been more than a chapter in a training manual or a catch phrase to Andy Frain, it is a demonstrable part of our culture as evidenced by our history, and most recently, the International Customer Service Award won by the Amway Center (www.amwaycenter.com) due in no small part to the superior customer service provided by 650 Andy Frain employees.

Our culture of service is reflected in our mission statement:

“Our goal to exceed customer expectations is driven by the belief in the dignity of work and respect for the individual. We are committed to living the tradition of... *“Customer Service is Every Employee’s Job.”*”

Great security is a by-product of great customer service. Patrons who experience great customer service feel compelled to follow rules and cooperate with staff.

We honor our mission through our proprietary First Impressions program. First Impressions is more than customer service training; it is an immersion into our culture. First Impressions is about how you conduct yourself as a professional, how you treat others and how you create a world-class experience for everyone in everything that we do. The First Impressions culture emphasizes our commitment to exceeding expectations in all our roles that interact with our customers (clients, guests, employees, and our coworkers).

Each First Impressions program session includes:

- A client specific First Impressions training workbook, developed in coordination with our clients. The crossing guard keeps the workbook and can write notes and reference them well after the training session has been completed.
- Role-play exercises, mutually agreed upon with the client, which emphasize safety, situation, service, solution, and sincerity. Each crossing guard demonstrates a thorough understanding of their duties and how to do them promptly, correctly, pleasantly, and safely while exceeding customer expectations.
- A written examination, mutually agreed upon with client, ensures that each crossing guard understands their duties and responsibilities.

Andy Frain uses our proprietary software, equation® ASP and the Employee Performance Index (EPI), to ensure compliance with training requirements, measure the mutually agreed upon Key Performance Indicators (KPI) and audit the knowledge, skills and abilities of our crossing guards assigned to our client facilities.



Keys to First Impressions

Andy Frain creates client specific First Impressions programs for our client which incorporate the following keys to providing superior customer service. We have selected slides from multiple client-specific programs which demonstrate this.

Safety – Our crossing guards are responsible for the safety of all customers and the quality of customer service each customer is treated with. Security, the safeguarding of people and property is an integral part of Safety. Our crossing guards consistently demonstrate that security and customer service are not mutually exclusive; *we can safeguard people and property and still deliver superior customer service.*

Service – Each customer that we work with, we have the same goal; to exceed our customers' expectations. To do so, we ensure that all our crossing guards know their position, their duties and responsibilities, *their property*, their appearance standards and how to interact with guests beyond their expectations. Great security is a by-product of great customer service.

Situation – We understand that our crossing guards may encounter a diverse array of situations; each situation should be handled appropriately and in accordance with our *customer's established policies and procedures*. To ensure our crossing guards are properly trained and confident in handling various situations each manager and supervisor will train their crossing guards for various scenarios and emergency situations.

Solution – To make sure all our crossing guards are successfully trained our managers and supervisors incorporate *problem solving procedures* and role play into our training. Additionally, we audit our crossing guards to ensure that they understand their duties and responsibilities and how to do them promptly, correctly, pleasantly, and safely.

Sincerity – Crossing guards are trained to *handle various situations* while maintaining composure, authenticity, and compassion for customers. Crossing guards will acquire teamwork and communication skills throughout the training process that will help them grow as individuals and as part of the Andy Frain team.

Dallas Cowboys Mission Statement

"We are service professionals at the world's finest venue creating exceptional experiences for our guests in a safe, clean and friendly environment."



We are committed to living the tradition of... "Customer service is every employee's job."

About Busch Stadium

- Opened in 2006
- The third Busch Stadium
 - Busch Memorial Stadium – 1966 – 2005
 - Busch Stadium – 1953 – 1966
- Capacity – 43,975 / 46,861 (standing room)
- More than 3 million annual guests
- 2006 World Series champions
- Where **SERVICE** and **FUN** are #1



We are committed to living the tradition of... "Customer service is every employee's job."

Code of Conduct – Unacceptable Activities

- Violations of the law
- Any activity that threatens the safety of our guests, tenants and/or employees
- Any activity that threatens the well-being of the property
- Any activity that disrupts our pleasant, family-oriented shopping environment
- Any activity inconsistent with the general purpose of the property, which is, shopping, dining, visiting theaters or offices for business purposes
- Any activity that would disrupt the legitimate business of the property and its tenants



We are committed to living the tradition of... "Customer service is every employee's job."

Dealing with Difficult Guests cont.

"Don't let the fact that you can't do all you want to do keep you from doing what you can do"

- Andy Frain



We are committed to living the tradition of... "Customer service is every employee's job."

Enforcing Client Policies or Rules

- Approach the person
- Get close enough to speak in a conversational tone
- Assume the person does not know the rule
- Inform the person of the rule
- Ask them to comply with the rule
- Allow for reasonable resistance
- Keep the interaction polite and professional
- Thank the person for their compliance with the rule



We are committed to living the tradition of... "Customer service is every employee's job."



Initial Training – Transition

Upon contract award, Andy Frain will provide First Impressions training, specific to the Village, to ensure performance excellence. If the Village would like additional training provided, we are happy to discuss which training topics would best meet the needs of the Village.

With a focus on Crossing Guard essentials, the training curriculum will include customer service, security, safety, and traffic management subject matter to properly prepare the team member to function at a high level of quality. Orientation training sessions will be provided to each crossing guard along with an on-going training program that will enhance their capabilities.

The Field Supervisor will provide a mentoring, quality, and audit process that is developed to provide a high level of outstanding performance, and on-going improvement to the team member. The Supervisor will also perform onsite review of crossing and general responsibilities.

Andy Frain Services will provide each crossing guard with an orientation training session along with an on-going training program.

The Basic Training Package consists of the below training modules:

- Review of the Crossing Guard Job Description
- A Power Point Crossing Guard Training Presentation
- A Crossing Guard Training Video
- Distribution of Andy Frain Crossing Guard Handbook Crossing Guard Best Practices Guide
- Emergency Procedures
 - Obtaining emergency medical assistance
 - Fire and/or Police Department notification
 - In collaboration with the Village designee, review and update existing emergency procedures as necessary

The Andy Frain training program will be Customer and Site centric. Andy Frain will work with the Village on incorporating their existing training into the overall training program.



Ongoing Training

Andy Frain is committed to providing crossing guards that are trained and capable of providing Security Services along with superior customer services. Ongoing training upgrades the crossing guard’s knowledge, skills or abilities or resolves problems. Therefore, we believe it is in the best interest of the Village that the ongoing training requirement (topics, frequency, etc.) is mutually agreed upon.

Additionally, Andy Frain has developed a proprietary Employee Performance Index (EPI) to ensure that we are providing trained and capable personnel. The EPI provides a permanent inspection record as affords each supervisor an opportunity to review performance expectations with the employee and, if necessary, make and document corrections on the spot. See more regarding our proprietary EPI on the following pages.

In the absence of mutually agreed upon ongoing training, we are providing the following samples of training available from Andy Frain’s Master Training Catalog:

Catalog No.	Title	Type	Course Description
AFS.GEN.100.9	First Impressions - Village of Orland Park	Classroom or Online	Each training session begins with an overview of the company history, the mission statement, and their contribution to the team. Customer service, public relations, company policies and procedures are reviewed as well as an introduction to the Village and their role and responsibilities while assigned to the Village. Patron service expectations are reviewed along with the Village’s operation, policies, and emergency response. Facilitator led PowerPoint presentation and written exam.
AFS.GEN.125	Employee Safety Briefing	Classroom or Online	This course covers Andy Frain's Safety Program to include Company policy and the crossing guard's responsibilities. The program also includes safety guidelines including fire prevention, fire extinguishers and hazardous materials, basic first aid and emergency fire equipment. Facilitator led PowerPoint presentation and written exam.
AFS.GEN.150	Sexual Harassment Awareness	Classroom or Online	This course teaches what sexual harassment is, who determines sexual harassment and helps the crossing guard understand the issues surrounding harassment. The program also explains the law, Andy Frain's policy and their responsibilities under Andy Frain's policy. Facilitator led PowerPoint presentation and written exam.
AFS.GEN.250	Cultural Diversity Awareness	Classroom or Online	This course teaches the crossing guard what cultural diversity is, why cultural diversity is important, how to become culturally competent and their responsibilities under Andy Frain's policy. The program explains general cultural differences and disabilities (physical or emotional) within client’s customer and employee base and serves as a preventative measure for discrimination. Facilitator led PowerPoint presentation and written exam.
AFS.GEN.300	Basic Emergency Response	Classroom or Online	This course covers emergency response guidelines for crossing guards. Topics include active shooter, bomb threat, calling 9-1-1, evacuation, fire, flood, and severe weather. Facilitator led PowerPoint Presentation and written exam.



AFS.GEN.350	Basic Security Awareness	Classroom or Online	Based on the FEMA Independent Study course "Basic Workplace Security Awareness" (IS-106) and Andy Frain's proprietary Security Officer Reference Guide. This course provides guidance on how to improve security in the workplace. Topics covered include identifying risk, access control, enforcement of client policies, radio use, theft prevention, unauthorized activity, trespass, and vandalism. Facilitator led PowerPoint presentation and written exam.
AFS.GEN.400	Active Shooter	Classroom or Online	Based on the FEMA Independent Study (IS-907) course, Run, Hide, Fight (Department of Homeland Security) and A.L.I.C.E. (Alert, Lockdown, Inform, Counter, Escape) models, this course provides guidance to crossing guards, so that they can prepare to respond to an active shooter situation. PowerPoint Presentation
AFS.GEN.450	Terrorism Awareness	Classroom or Online	Based on the FEMA Independent Study Course "Surveillance Awareness: What you Can Do" (IS-914) and other DHS courses: The purpose of this course is to make critical infrastructure employees and service providers aware of actions they can take to detect and report suspicious activities associated with adversarial surveillance (<u>i.e., Terrorism or Crime</u>). This course provides an overview of surveillance activities, indicators of surveillance activities, terrorism, and suspicious activity awareness as well as the actions that employees can take to report suspicious activities. Facilitator led PowerPoint presentation and written exam.
AFS.GEN.525	Generation Y and Security Officers	Classroom or Online	This program provides important insight into the psychology of Generation Y teens, the challenges associated with working with teens and practical guidelines for communicating with them and influencing their behavior. DVD, PowerPoint, and written exam.
AFS.GEN.600	Protester Rights, Tactics and Security Countermeasures	Classroom or Online	This course provides awareness of protester rights, tactics protesters may use, how to recognize and respond to possible protests and tactics. Facilitator led PowerPoint and written exam.
AFS.SEC.200	Observation and Report Writing	Classroom or Online	This course covers basic observation skills, the importance of documentation and writing common reports. This course includes "Tips for Eyewitness Identification" training such as note taking and writing physical descriptions. Facilitator led PowerPoint presentation and written exam.



Employee Performance Index (EPI) Overview

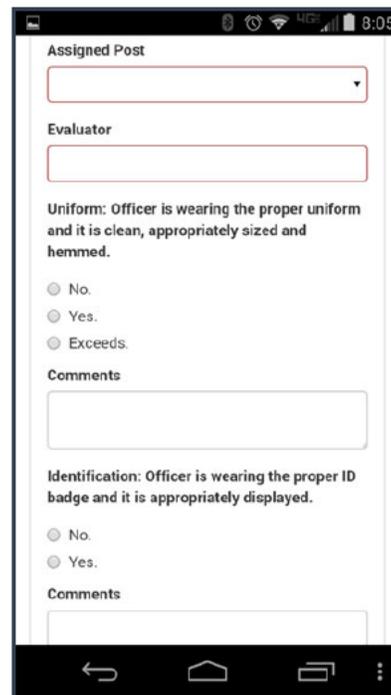
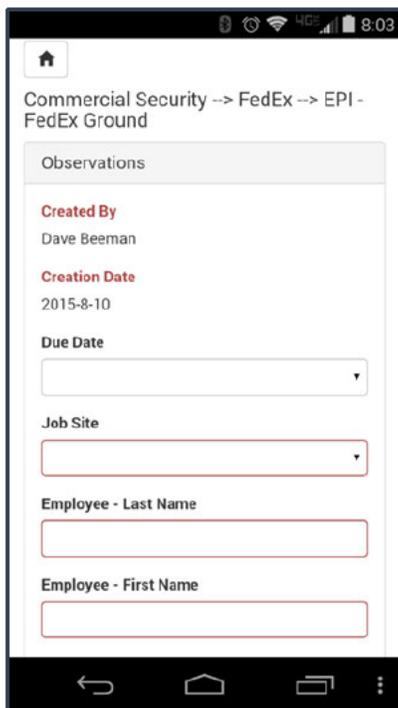
To ensure we are providing a trained and capable staff, we implemented our Employee Performance Index (EPI) tool. The Site Supervisor will be responsible for, at minimum, weekly quality and compliance audits of the crossing guards assigned to the Village of Orland Park using equation® ASP and KPI mutually agreed to. The audit results are made available to the Village in near real time through the reporting function of the software and will become part of each employee’s record.

The EPI tool is very user-friendly. The Supervisor selects the crossing guard and post assignment on a smart phone or tablet and makes observations regarding the crossing guard and may also ask questions about the branch. **The Supervisor uses the interaction with the crossing guard as an opportunity to raise the crossing guard’s awareness about their assigned post.** In this way, the Village and Andy Frain management will have constant and meaningful metrics on the results of our ongoing training and management.

The following EPI is used from one of our security officers at one of our cargo screening customers.

Sample – EPI Observations

1. The Supervisor (“evaluator”) enters the date, job site or facility and the security officer’s name.
2. The evaluator then enters the security officer’s assigned post, his or her name and then makes observations about the security officer’s appearance. Any observation that the evaluator believes “exceeds” the minimum requirement must be explained.



3. The evaluator makes additional observations regarding the security officer's appearance and performance.

Grooming and Personal Hygiene: Officer is clean, free of offensive odor and properly groomed. If male, the officer is properly shaved.

- No.
- Yes.
- Exceeds.

Comments

Performance: Officer is following proper procedures as required by Post Orders.

- No.
- Yes.
- Exceeds.

Comments

Safety: Officer is wearing the proper Personal Protection Equipment (PPE) and following the appropriate safety protocols.

4. The evaluator also can take a photograph of the security officer's uniform or working conditions and attach them directly to the report.

Work Area: Officer's work area is organized, free of obstruction and the necessary equipment and forms are on hand.

- No.
- Yes.
- Exceeds.

Comments

Documentation: Officer's paperwork (IF's DAR's, Pass Down Book, Vehicle Inspection Form) are current, complete, clear and concise.

- Not Applicable.
- No.
- Yes.
- Exceeds.

Comments

Take Picture

Sample – EPI Questions

5. The evaluator then asks the security officer a series of questions about his or her duties. Based on the security officer's answer, provides a score of "Does Not Meet Expectations," "Below Expectations," or "Meets Expectations."

6. Questions can be adapted to the specific requirements of the Village and updated weekly or monthly as mutually agreed upon. Questions can also be updated quickly in response to local or world events to ensure the security officer's understanding.

Questions

Describe the safety measures that are in place at your assigned post.

- Does Not Meet Expectations: Missed two or more safety measures.
- Below Expectations: Missed one safety measure.
- Meets Expectations: Knows all safety measures.

Comments

Describe the safety measures when checking a vehicle in or out.

- Not Applicable.
- Does Not Meet Expectations: Missed two or more steps to safely initiate inspection.
- Below Expectations: Missed one step to safely initiate inspection.
- Meets Expectations: Knows all steps to safely initiate inspection.

If the trailer and/or seal number do not match the driver's paperwork, what do you do?

- Not Applicable.
- Does Not Meet Expectations: Missed two or more steps in resolving the situation.
- Below Expectations: Missed one step in resolving the situation.
- Meets Expectations: Knows all the steps to resolve the situation.

Comments

If the driver or visitor cannot produce required ID, what do you do?

- Not Applicable.
- Does Not Meet Expectations: Missed two or more steps in resolving the situation.
- Below Expectations: Missed one step in resolving the situation.
- Meets Expectations: Knows all the steps to resolve the situation.

Comments

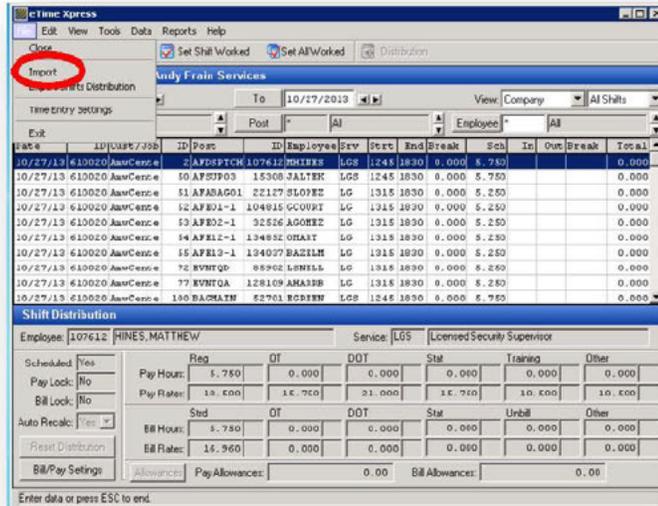


Billing Process

Inputting Payroll

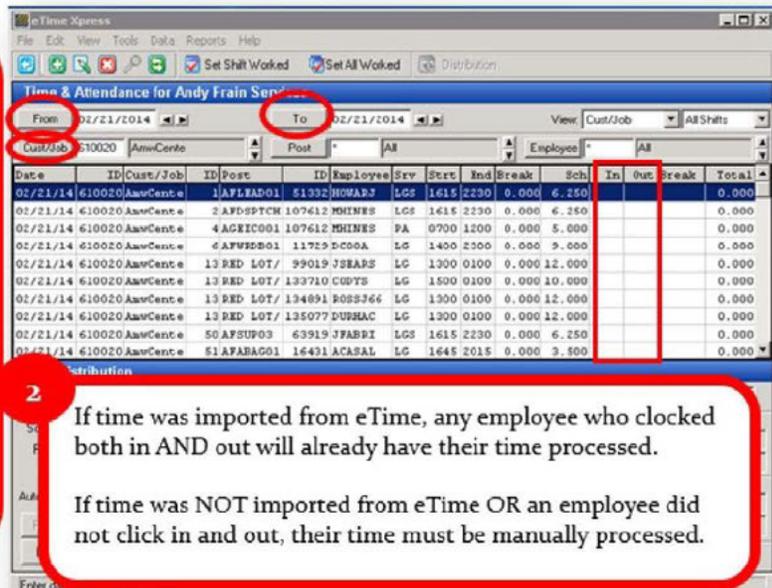
A combination of methods is used to input payroll. The manager will begin with importing the time stored on the electronic time clock, which will automatically pay any employee who properly clocked in and out.

The example shown to the right is an electronic version of the employee roster, showing the date, venue, post, employee, scheduled start time, scheduled end time.



After importing the time from the electronic time clock, any employee who properly clocked in and out will have their time processed in the red box below labeled 'In' and 'Out'.

1 Employees and their scheduled time (Start/End) will appear. Time is not processed (employees are not paid) until the time appears in the (In/Out) fields. Employees can be paid by manually entering the time or through importing time.



2 If time was imported from eTime, any employee who clocked both in AND out will already have their time processed. If time was NOT imported from eTime OR an employee did not click in and out, their time must be manually processed.



After payroll has been completed, it will look like the example below.
See explanation of each parameter below:

1. **Post ID/Name** – location and name of post employee was scheduled for/worked.
2. **Employee ID/Name** – unique employee ID number and name associated.
3. **Service Type** – used in conjunction with post to determine what service employee performed, which also connects to the pay and bill rate associated (i.e. TT – ticket taker vs. TTS – ticket taker supervisor). Proper service types are important to accurately pay and bill for the employee.
4. **Scheduled time in/out** – original scheduled time. This is likely to be very close the paid time, however will be different if the employee arrived late, was asked to go on an early post, or clocked out earlier/later than expected due to the event end time.
5. **Paid/billed time** – the actual time worked by the employee. This is the time the employee is paid for and the time that is billed. As a reminder, if an employee clocks in early for their shift, they are not paid until their scheduled start time unless they are asked to work an early post.
6. **Total hours worked** – total number of hours the employee is paid/billed.
7. **Pay Rates/Bill Rates** – the pay rates and bill rates are auto-calculated. Total hours paid are the same as total hours billed.
 - a. **Pay Rate** – calculated based on the employee working, combined with post/service type they worked.
 - b. **Bill Rate** – calculated based on the post/service type worked.

Time & Attendance for Andy Frain Services

From: 04/06/2017 Thu To: 04/06/2017 Thu View: Cust/Job All Shifts

Date	ID Cust	ID Post	ID Empl	Svc	Start	End	Break	In	Out	Break	Total		
04/06/17	610160	1 ACVIPSU	78621	RELLIA	TTS	1630	2215	0.000	5.750	1630	2200	0.000	5.500
04/06/17	610160	2 ACVIP01	159211	isaac02	TT	1645	2215	0.000	5.500	1645	2145	0.000	5.000
04/06/17	610160	3 ACPRETT	81528	KDONAA	TT	1600	2215	0.000	6.250	1600	2000	0.000	4.000
04/06/17	610160	10 ACMTTSU	18211	WBARRO	TTS	1630	2215	0.000	5.750	1630	2200	0.000	5.500
04/06/17	610160	10 ACMTTSU	47207	ELOCHE	TTS	1630	2215	0.000	5.750	1630	2200	0.000	5.500
04/06/17	610160	10 ACMTTSU	114208	CHEBER	TTS	1630	2215	0.000	5.750	1630	2200	0.000	5.500
04/06/17	610160	10 ACMTTSU	143357	Bridg01	TTS	1630	2215	0.000	5.750	1630	2200	0.000	5.500
04/06/17	610160	12 ACMANT	144977	Watso01	TT	1645	2215	0.000	5.500	1645	2200	0.000	5.250

Shift Distribution

Employee: 159211 Isaac, Aisha Service: TT Ticket Taker

Scheduled:	Reg	OT	DOT	Stat	Training	Other
Yes	6.000	0.000	0.000	0.000	0.000	0.000
Pay Lock: No	Pay Hours: 6.000					
Bill Lock: No	Pay Rates: 8.100	12.150	16.200	12.150	8.100	8.100
Auto Recal: Yes	Std	OT	DOT	Stat	Unbill	Other
Reset Distribution	Bill Hours: 6.000	0.000	0.000	0.000	0.000	0.000
Bill/Pay Settings	Bill Rates: 11.910	0.000	0.000	0.000	0.000	0.000
Allowances	Pay Allowances: 0.00			Bill Allowances: 0.00		

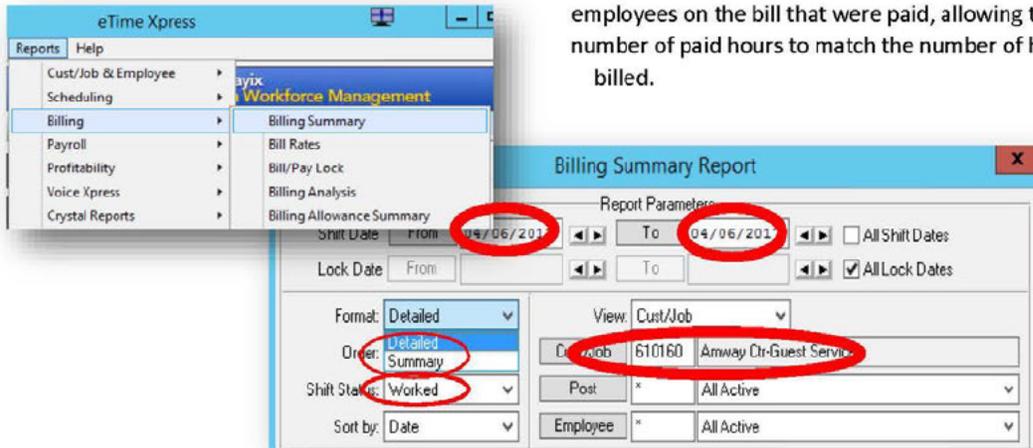


Billing

After payroll is complete, billing is a simple process. Billing reports can be run using the reporting tools in eTime, see examples below.

Two types of billing reports can be run: *Detailed and Summary*

Shift status is set to 'Worked' to only include those employees on the bill that were paid, allowing the number of paid hours to match the number of hours billed.



Billing Summary

A billing summary shows the bill by service type, with how many hours were worked for each service type and the associated bill rate for that service type. At the bottom is a total bill summary

bill90010 og400 Andy Frain Services - 2 Billing Summary (Summary) Page: 1
woodhall 04/06/2017 22:01

Cust/Job: 610160 Amway Ctr-Guest Services Status: Active

Service	Rate Type	Hours	Rate	Amount
TT	Standard	166.250	11.91	1,980.08
UE	Standard	402.750	11.91	4,796.90
TTB	Standard	33.000	13.77	454.44
URB	Standard	48.500	12.77	605.48
UR	Standard	17.250	15.81	272.72
		677.750		8,309.72
All	Hours	Amount		
Standard	677.750	8,309.72		
OT	0.000	0.00		
DOT	0.000	0.00		
Stat	0.000	0.00		
Umbill	0.000	0.00		
Other	0.000	0.00		
	677.750	8,309.72		
Allowances		0.00		
Total with Allowances		8,309.72		

of shifts: Not Locked: 133



Billing Details

A detailed billing report shows a breakdown of each service type, with the name of the employee, the post worked, and the amount of hours worked for that employee and post. The end result and total bill is the same, but shows a more detailed layout of the bill.

Service: UN Usher, Head						
Cust/Job	Post	Employee	Rate Type	Hours	Rate	Amount
610160 Arway Ctr-Guest Services	400 HEAD USHER	1061 Walker, Robert	Standard	9.000	15.81	142.29
610160 Arway Ctr-Guest Services	400 HEAD USHER	120119 Brodie , Todd	Standard	8.250	15.81	130.43
				17.250		272.72
# of shifts: Not Locked: 2						
Service: UC Usher						
Cust/Job	Post	Employee	Rate Type	Hours	Rate	Amount
610160 Arway Ctr-Guest Services	31 FLOOR 104/105	60306 Zamarian , Renato	Standard	7.000	11.91	83.37
610160 Arway Ctr-Guest Services	32 FLOOR 105/106	88228 Davis , Kenya	Standard	4.750	11.91	56.57
610160 Arway Ctr-Guest Services	33 FLOOR 106/107	48619 Lane , Cheryl	Standard	4.750	11.91	56.57
610160 Arway Ctr-Guest Services	34 FLOOR 113/114	86809 Lewis , George	Standard	7.750	11.91	92.30
610160 Arway Ctr-Guest Services	35 FLOOR 114/115	164744 Motley , Ronald	Standard	5.500	11.91	65.51
610160 Arway Ctr-Guest Services	36 FLOOR 115/116	93406 Engel, Frederick	Standard	4.750	11.91	56.57
610160 Arway Ctr-Guest Services	37 FLOOR LOW. 103/104	153861 McCleaf, Missy	Standard	5.500	11.91	65.51
610160 Arway Ctr-Guest Services	38 FLOOR LOW. 107/108	53209 Holmes , Virginia	Standard	4.750	11.91	56.57
610160 Arway Ctr-Guest Services	39 FLOOR LOW. 112/113	107027 Hill-Joseph , Deirdre	Standard	4.750	11.91	56.57
610160 Arway Ctr-Guest Services	40 FLOOR LOW. 116/117	141467 Ryan, Matthew	Standard	8.750	11.91	104.21
610160 Arway Ctr-Guest Services	41 FLOOR VOM A	62028 Juster, Melvin	Standard	6.250	11.91	74.44
610160 Arway Ctr-Guest Services	41 FLOOR VOM A	133475 Santana , Poldy	Standard	4.000	11.91	47.64
610160 Arway Ctr-Guest Services	41 FLOOR VOM A	166784 Dydo, Jonathan	Standard	4.750	11.91	56.57
610160 Arway Ctr-Guest Services	43 FLOOR VOM C	151392 Bersche , Teresa	Standard	5.250	11.91	62.53
610160 Arway Ctr-Guest Services	43 FLOOR VOM C	152889 Huff , Denim	Standard	5.250	11.91	62.53
610160 Arway Ctr-Guest Services	43 FLOOR VOM C	160026 Torres, Elizabeth	Standard	4.750	11.91	56.57
610160 Arway Ctr-Guest Services	44 FLOOR VOM D	113802 Bicknell, Robert	Standard	5.250	11.91	62.53
610160 Arway Ctr-Guest Services	44 FLOOR VOM D	150918 Fowler, Chassy	Standard	4.750	11.91	56.57
610160 Arway Ctr-Guest Services	51 ADA EAST USHER	18039 MacAdam , Lynn	Standard	4.750	11.91	56.57
610160 Arway Ctr-Guest Services	61 ADA EAST USHER	126479 Smith , Ted	Standard	4.750	11.91	56.57
610160 Arway Ctr-Guest Services	52 ADA ELEV. EAST USHER	164738 Pugh, Lisa	Standard	5.000	11.91	59.55





INVOICE

Andy Frain Services, Inc.
 761 Shoreline Dr.
 Aurora, IL 60504
 Phone: 630-820-3820
 Fax: 630-820-3819

Invoice Number: 111111
 Invoice Date: 01/01/13
 Page: 1

Invoice to:
 Sample East, LLC
 Sample Hyatt
 PO Box Sample
 Indianapolis, IN 46220-0902

Location:
 Sample East, LLC
 151 NW Sample Ave
 Sunrise, FL 33325

Customer ID C12345
P.O. Number

Due Date 01/31/13
Terms Net 30

*Please make checks payable to Andy Frain Services
 Send payment to Andy Frain Services, Inc., 761 Shoreline Dr, Aurora IL 60504*

Services/Description	Quantity	Work Type	Rate	AMOUNT
Event Name January 1, 2013				
Event Manager	5.00	Regular Hours	30.00	150.00
Supervisors	10.00	Regular Hours	20.00	200.00
Security Guards	50.00	Regular Hours	15.00	750.00
Guest Services Host Supervisor	5.00	Regular Hours	20.00	100.00
Guest Services Host	15.00	Regular Hours	15.00	225.00
Ticket Takers Supervisor	5.00	Regular Hours	20.00	100.00
Ticket Takers	15.00	Regular Hours	15.00	225.00

Amount Subject to Sales Tax	Amount Exempt from Sales Tax	Subtotal:	1,750.00
1,750.00	0.00	Total Sales Tax:	105.00
		Total:	1,855.00

