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Federal Supply Schedule
Contract No. GS-07F-5548P

Schedule 84, SIN: 246-54 Security Guards and 246-52 Professional Security/Facility Management Services



Federal Supply Schedule
Contract No. GS-10F-0221N

MOBIS (Management Organizational and Business Improvement Services) SINs 874-1 Consulting Services, 874-6 Privatization Support Services and Documentation (Circular A-76), and 874-7 Program Integration and Project Management Services



CORPORATE OVERVIEW[©]

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Introduction

WSI was formed in 1960 as a subsidiary of The Wackenhut Corporation (TWC). WSI was then, and is now, tasked for the procurement and operation of a wide variety of security, consulting, and fire-rescue services to Governmental and selected commercial clients; we offer specialized services including paramilitary operations that are detached from the sales and operations of our parent company.

WSI's management team is comprised of highly competent technical and business professionals. These men and women have extensive civilian, military and federal government experience in our core competencies. This combination of skill-sets makes WSI uniquely qualified in federal, municipal and specialized commercial government contractor security, law enforcement, consulting, and fire-rescue services. Our corporate accounting infrastructure is geared to meet and/or exceed Federal Cost Accounting Standards.

We are proud to have been included in Fortune Magazine's list of "America's Most Admired Companies", and Forbes' recent "Platinum 400" list of "America's Best Big Companies." These distinctions are testament to our reputation for excellence and our continuing pursuit of quality, client service and professionalism.

Changes in Parent Company Ownership

In March 2002, The Wackenhut Corporation (TWC) merged with Group 4 Falck, a Danish owned security conglomerate. This merger caused TWC and its subsidiary companies, such as WSI, to come under the DOE's Foreign Ownership Control, Influence Program (FOCI). Under the provisions of FOCI if a company is owned, controlled, or influenced by foreign persons it is considered a potential threat to National Security.

In order to reasonably and effectively exclude affiliates TWC and Group 4 Falck from unauthorized access to classified information and controlled unclassified information in the possession of WSI, and to preclude affiliates from controlling or influencing WSI's business or management in such a way as to jeopardize WSI's work on classified contracts, a separate entity under proxy control has been created for WSI and approved by DOD and DOE. In accordance with the National Industrial Security Program, Operating Manual (NISPOM) the Proxy Agreement negates the FOCI issue and assures that WSI remains completely eligible to bid and retain contracts at all national security levels and classifications.

The Proxy Agreement signed on May 8, 2002 by and between the proxy holders, The Wackenhut Corporation, WSI, Group 4 Falck and the U.S. Department of Energy, contains requirements that must be followed to ensure WSI's management is not influenced and/or controlled by Group 4 Falck, and that no foreign person or persons under FOCI have access to classified or controlled unclassified information. The Proxy Agreement adapts written Standard Operating Policies and plans to permit discharging of duties and obligations, and is comprised of: the Proxy SOP; Visitation and Communications Approval Policy; Export Control Policy; and Technology Control Plan.

Since separation from the parent company is required under FOCI, and since WSI is a Government contractor, we operate with GSA FSS Contracts that are separate from The Wackenhut Corporation and Group 4 Falck further defining WSI's separation from the parent company.

What We Do

WSI offers a multidisciplinary protective services portfolio. WSI provides: uniformed guard services – armed and unarmed; loss prevention analyses; security officer training, special weapons and tactics training; design and provision of security technologies; staff training; corporate acquisition surveys; pre-employment screening and background investigations; expedited clearance processing; airport fire crash-rescue, and fire fighting/prevention, and rescue services; nuclear security and radiological services; weapons of mass destruction training, and logistics support services, etc.



Our services are separated into three major categories each of which contains multiple sub-categories. Those three major categories are:

1. Protective Services: security guards and law enforcement; paramilitary protective forces; fire prevention, suppression and rescue services; emergency medical services; management of classified and unclassified information; development and management of security training programs (including WMD), hazardous materials response, risk analysis; quality assurance, disciplinary, physical fitness, safety and health, blood-borne pathogens programs; security checklists; security exercises and simulations; emergency management; proven security and law enforcement management and transition plans; contingency planning; and emergency response capabilities, etc.

SIN 246-54 Guard Services. GSA/FSS Contract Number: GS-07F-5548P

2. Management Organizational and Business Improvement Services (MOBIS) include: protection of Special Nuclear Material, personnel, classified/unclassified information; government property and self-assessments; strategic business and action planning; performance measures and indicator/program audits and evaluations/process and product improvement; strategic, tactical, and operational level planning support; development of quality assurance surveillance plans; performance management studies to determine the government's most efficient organization; program management; program integration; program oversight; project management; facilities operations and maintenance, surface vehicle maintenance; logistics; airfield and aircraft operations (rotor and fixed wing) and management; supply and inventory; security and facility management.

SINs: 874-1 Consulting Services, 874-6 Privatization Support Services and Documentation (Circular A-76), and 874-7 Program Integration and Project Management Services. Contract Number: GS-10F-0221N

3. Professional Security/Facility Management Services, Security Consulting, Security Training, and Facility Management Consulting Services.

- Security Consulting – emergency preparedness planning, first responder and weapons of mass destruction planning; protection of Special Nuclear Material planning; protection of client employees, contractors, visitors and special guests; management of classified and unclassified information; management of government property and facilities; environmental safety and health plans and programs; integrated safety management systems training and implementation; paramilitary security guard staffing and deployment; general security survey – physical and personnel vulnerability and needs assessments; property and records management; union negotiations; hazardous waste reduction techniques; development of quality assurance and self assessment plans; comprehensive protective forces assessments; comprehensive security guard assessments; computer security analysis and vulnerability assessments; computer security plans; disaster recovery planning; performance testing programs; human resource and diversity goal achievement plans; strategic planning; process and productivity improvement plans; organizational assessments; program audits and evaluations; security training – quality and effectiveness assessments; fire department, EMS training and operations assessments.
- General and Specialized Security Training: customer service, team building, performance measurement, strategic planning, statistical process control, quality management, performance problem-solving, hazards assessments, and crisis management.

- Facility Management: strategic, tactical and operational level planning support – comparison of in-house bids to proposed inter-service support agreement prices, application of OMB Circular A-76 Chapters 3 and 4, initial study planning, assessments and/or studies of potential privatization initiatives, and performance of management studies to determine the government's most efficient organization.

SIN: 246-52 Professional/Security/Facility Management Services. Contract Number: GSA/FSS GS-07F-5548P

For an electronic copy of our GSA/FSS/Catalog, go to either www.wsihq.com and click on the GSA link, or find Wackenhut Services, Incorporated at www.gsaibrary.gsa.gov/elib/eLibrary.jsp, and www.gsaAdvantage.gov.

Management Philosophy

We believe that our success depends on the quality of our people, our commitment to service, client satisfaction, listening to, and partnering with clients in finding cost-effective and efficient solutions to problematic issues, and in our ability to outperform our competitors in the delivery of quality and value added services in the most responsive manner.

To fulfill this belief, WSI focuses on our employees and clients with a singleness of vision and purpose, providing organizational support from an impressive, compact and interrelated array of corporate resources. This matrix of support elements includes:

- Human resources management
- National and local recruiting programs
- Extensive training capabilities
- Customized training plans
- Continuing education and professional development programs
- Quality improvement and assurance programs
- Safety plans
- Preventative maintenance plan (fire safety equipment, security electronic systems and devices)
- Disciplinary programs
- Field training officer programs
- Recruiting and staffing plans
- Management plans
- Transition plans
- Safety, health and blood-borne pathogens plans
- Automated accounting and tracking of government furnished equipment
- Physical fitness programs
- Health and welfare programs



- Emergency contingency plans
- Employee recognition and reward programs
- Information technology
- Legal and labor relations services
- Internal auditing, financial operations
- Administrative support services
- Government cost accounting standards

WSI employs approximately 8,500 personnel throughout the United States and abroad. We are extremely proud of our diverse, highly trained workforce. It is our policy to support and further the principles of Equal Employment Opportunity and we are committed to maintaining a work environment free from discrimination which promotes inclusion, respect and appreciation for the diversity of our workforce. We have aggressive programs in place to ensure that we maintain and continue to develop that diversity.

Integrity, Professionalism, and Quality

The name WSI is synonymous with integrity, professionalism, and quality. Stability and reliability of service across our nation and off-shore allows our clients to focus internal resources on their core operations because we specialize in the design and implementation of full service solutions oriented toward the protective requirements of our clients. The overriding goal of these programs is to reduce the financial and administrative burden of maintaining personnel on the client's payroll, while enhancing the overall skills and responsiveness of the workforce.

Through various changes and evolutions, WSI has emerged as a corporation able to respond to virtually every type of support service all under a single corporate umbrella. WSI pioneered the privatization of public services traditionally performed by local, state and federal governments. In order to maintain a competitive advantage in each of its established enterprises WSI has developed a highly qualified management team in its core disciplines — each supported by advanced technology. We currently provide protective forces that range in numbers from thirty security officers, to security, law enforcement and fire-rescue services exceeding seven-hundred personnel at a single site with training capabilities a key component of our service delivery system.

- WSI is a security industry leader with more than 135 contract-years of experience as a provider of protective force services ranging from simple to highly complex delivery systems. The federal government has been our primary client, with selected commercial clients in our business mix.
- We employ more than 6000+ protective force personnel who are deployed at more than eighty individual government and commercial contracts spread across our nation and off-shore. Operations entail multi-level's including highly trained paramilitary response teams equipped with rapid fire and other special weapons, armored vehicles, helicopters, marine patrol, full service fire rescue and high-end security guard/officers, training, and security consulting services.
- WSI Fire and Emergency Service in Iraq is the primary emergency response capability for 18 U.S. Department



of Defense Fire Departments. These services represent the largest single fire and emergency services in a combat zone in over 30 years and possibly in modern times. A full service support system is provided including: fire suppression, fire prevention, aircraft rescue and firefighting, technical rescue, hazardous materials, and basic life support.

Information technology supports a number of our business functions, not the least of which is providing critical management information to users throughout the organization enhancing their ability to make sound evaluations and timely decisions impacting operations, and capital allocations. The rapid flow, accuracy, and completeness of information made accessible to managers also facilitates quicker responses to a client's needs, while making a significant contribution to the value of virtually every WSI service.

Government Contracts

We are proud that the Federal Government has trusted WSI to protect some of our nation's most high profile, strategic resources — human and physical. Over many years we have earned confidence, trust and respect while serving some of the most discriminating and demanding clients in the Federal system — often delivering sophisticated security services in complex environments involving multi-disciplines — and to the highest standards.

The Corporation's list of contracts for services to Federal agencies is extensive and includes:

- Multiple protective service operations (fire, security, law enforcement, etc.) for Departments of Energy and Defense (domestically and off-shore), General Services Administration, NASA installations including Space Gateway Support at Kennedy Space Center; Federal Protective Service; Department of Justice; Federal Aviation Administration; Nuclear Regulatory Commission; Drug Enforcement Administration; Holocaust Museum and Government Accounting Office.

Commercial Contracts

In addition to Government clients WSI contracts for services to selected commercial government contractors and others. These contracts consist of a mix of organizations made up of government contractors with high-end protective force, fire-rescue and or airport-fire rescue requirements.

National Capital Region Office

WSI has an expansive presence in the National Capital Region (NCR). NCR encompasses three states and the District of Columbia. Approximately 900 WSI personnel provide professional services protecting strategic assets for a discriminating and demanding customer base of government and commercial clients in dynamic, high-risk environments.

We operate a fully-staffed regional office in Camp Springs, Maryland in support of NCR operations (301-899-1552). The National Capital Region Office (NCRO) provides leadership and management oversight for security contracts in the region. WSI's National Capital Regional Office also functions as a regional recruiting, training and administrative support center.

NCRO security personnel serve as Justice Protection Security Officers, DC Special Police Officers, Executive Protection drivers, and in other ancillary professional roles.

Homeland and International Security Services

From our Homeland and International Security Services Offices located at 1655 North Ft. Myer Drive, Suite 1100, Arlington, VA 22209. WSI provides government and industry strategic and operational planning expertise across the broad spectrum of Homeland Security issues and requirements. WSI is at the forefront in development of innovative solution strategies for the critically challenging prevention aspect of Homeland Security.



Our expert professional personnel support the Department of Homeland Security and other government agencies in threat mitigation, training and education, exercises, and innovative incident prevention programs. WSI maintains a cadre of Homeland Security professionals who key on evolving strategic issues and who seek cutting-edge operational solutions to counterterrorist challenges while providing technical expertise in the support of tactical level, quick reaction emergency response and tactical teams.

We provide HazMat training, development of policies and procedures, and training in crisis & consequence management. We provide logistics support, planning and oversight of large scale training, field and tabletop exercises for police and fire departments and risk/vulnerability assessments.

Quality Commitment

WSI is dedicated to quality performance. That quality is first evidenced by the actions of our management team, uniformed security officers, and support personnel. All WSI corporate personnel undergo an in-depth formal pre-employment screening and post employment evaluation processes.

Our protective force personnel must undergo an intensive selection and pre-employment screening process. Upon selection, personnel must then go through a combination of classroom, field training and testing that meets high standards relevant to tasking. WSI's personnel selection, pre-employment screening, post employment evaluations, training and testing processes exceed the required standards set by most state and federal regulatory and licensing agencies.

Quality Assurance

WSI's approach to ensuring quality control is based on demonstrated success on previous projects. Our approach embraces the principles of ISO 9001-2000 and is designed to foster continuous improvement and customer satisfaction. We focus on continuous quality improvement and defect prevention, rather than on detection of deficiencies after they occur. The key elements of our approach to ensuring quality control are summarized below:

- An independent Quality Control Organization that provides direct feedback to Project Manager and Corporate Managers
- A Corporate Quality Program embracing ISO 9001-2000 principles
- A Project Quality Control Manager that is responsible for policy, procedures, and field audits at the project level
- Performance metrics that measure performance, assess customer satisfaction, and support continuous improvement
- A formal program of audits, assessments, and inspections
- Management accountability for quality performance
- Worker involvement in all aspects of quality program implementation
- A comprehensive set of policies, procedures, and standards to govern the performance of work
- Solicitation of feedback from our customers on project performance and ideas for continuous improvement
- An effective corrective action program that ensures accountability for actions, communicates lessons learned, and provides closure on identified items

Our approach places strong emphasis on management accountability and employee involvement in all aspects of the quality program to ensure that we maintain quality control. This approach, involving all members of the organization, allows for implementation of quality control to achieve the following goals.

- Achieve contract requirements by implementing procedures necessary to maintain control and by utilizing metrics to measure compliance and performance
- Ensure continuous improvement in each functional area
- Prevent deficiencies through a proactive approach that continuously evaluates performance and identifies problems before they have an impact on the project



- Prevent recurring deficiencies by implementing an effective corrective action system and communicating lessons learned

Our implementation of quality control is supported by a thorough evaluation of functional and performance metrics. This metrics program allows for:

- Continuous evaluation of performance
- Identification of problems or trends
- Development of appropriate corrective actions
- Focus on maintaining performance excellence

Our tailored approach to quality control includes the use of a Project Quality Committee and Quality Improvement Teams, where appropriate. The purpose of the Project Quality Committee (comprised of the Quality Control Manager, the Project Manager, and selected other management and employee representatives) is to evaluate the status of quality performance, consider quality improvement initiatives, evaluate trends identified by the metrics program, and review and approve corrective action plans for quality issues. Quality Improvement Teams are commissioned on an ad hoc basis to pursue and implement specific quality improvement initiatives.

Training Management Process

The WSI Training Plan is a composite plan for training our personnel initially, and on-an on-going basis throughout the term of a contract. The Training Plan is a comprehensive guide to direct the efforts of the Project Manager and the Training Manager where applicable, and uses a systematic approach to meeting customer requirements predicated upon “most stringent” training standards. Although the plan is comprehensive and carefully designed, it is flexible and may be modified based on changing training requirements and desires of the customer. Since it incorporates the concept of continual assessment and feedback each Training Plan is constantly adjusted and updated to meet any new requirements or to compensate for a perceived or actual training weakness in the security force.

A Master Training Program is individually developed for each contract to inculcate our training staff with the philosophy surrounding WSIs training concept and to detail training resources available to accomplish overall training objectives.

WSI believes that the key to exemplary performance is exemplary training. Therefore, our training is designed to be specific to current needs and responsive to emerging or ad hoc requirements.

The quality of WSI personnel is assured through a three phase process: (1) employing qualified personnel who have met stringent pre-employment and medical screening criteria; (2) providing basic, in-service, re-certification, specialized and refresher training, as well as on-the-job training; and (3) the utilization of effective leadership, management and supervision. The WSI training program is based on the premise that training is meant to:

- Develop skills intended to enhance professional knowledge and performance capabilities
- Correct deficiencies
- Avoid pitfalls and operational problems by being proactive

Our philosophy is to provide professional training to our personnel based on a proactive rather than a reactive approach. Being proactive pertains to our ability to anticipate, recognize, and appraise a security/training deficiency and initiate action before it becomes a problem. There must be customer interaction with the WSI management staff to determine the training required to satisfy this objective.

Our general approach to training WSI personnel is to provide every member of our staff with basic training pertinent to his or her job in a performance-based format then reinforce through a



variety of methodologies. Our methodologies include classroom training in lecture, participative and discussion formats; video; CD-ROM; computer-based-training (CBT); and hands-on applications training.

Professional Development and Continuing Education

Based upon our reputation for quality management and operations, and the value we place on our employees, we are able to attract high-quality personnel. WSI's unique corporate culture promotes employee retention and allows us to maintain a base of dedicated, quality personnel. We have maintained a retention rate over 90% in our Department of Energy and Department of Defense contracts. A strong and well-established employee base is vital to our current success and is a bedrock fundamental in our future. All employees are encouraged to expand their professional capabilities through extended education and career development.

To attain continuing professional development WSI provides many opportunities for participation in a full spectrum of in-house, local and national education programs including memberships in professional organizations such as:

- The American Society for Industrial Security
- International Association of Chiefs Of Police
- International Association of Fire Chiefs
- National Fire Protection Association
- Association of Certified Fraud Examiners
- American College of Forensic Examiners Institute
- American Board for Certification in Homeland Security
- National Defense Industrial Association
- National Management Association
- International Association of Emergency Managers
- National Association of Security Companies
- International Society of Fire Service Instructors
- Society of Fire Protection Engineers
- National Classification Management Society
- Council on Occupational Education
- American Council on Education

WSI personnel voluntarily serve on some of the above-noted professional organizations boards and key committees. They also make presentations and sit on discussion panels during local meetings, regional and national conferences.

We also have entered into partnerships with the following nationally accredited educational institutions:

- Albuquerque Technical Vocational Institute (Community College)
- University of Phoenix (Four year degree)



- Webster University (Graduate Degree)

Local Civic, Professional, Volunteer Organizations

WSI personnel are active in our local communities including civic, professional, volunteer and religious organizations. We provide training to local, national and international authorities and participate in inter-local agreements for fire-rescue services. Quite often our firefighters and security officers participate with federal, state and local authorities in tabletop exercises, mass casualty drills, explosives response procedures, mobility exercises, decontamination procedures, hazardous spills clean-up, testing and revision of command and control procedures and, consequence and response procedures to be used to mitigate the impact of potential terrorist actions.

WSI personnel serve on advisory boards, and association committees, conduct certified training courses, seminar sessions, appear on panels; and author books and papers on security and fraud related subject matter. WSI personnel are good neighbors, both professionally, and in the neighborhoods in which our families reside.

Achieving Success

Our success in providing contracted services is based on an in-depth understanding of government-related contractual and service requirements, an emphasis on planning, training, quality management and personnel, corporate oversight and support, and a close, partnering relationship with our customers.

