

*Forest Lake  
Community Development District*

*Meeting Agenda*

*September 5, 2023*

# AGENDA



# *Forest Lake*

## *Community Development District*

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219 East Livingston Street, Orlando, Florida 32801  
Phone: 407-841-5524 – Fax: 407-839-1526

August 29, 2023

**Board of Supervisors  
Forest Lake  
Community Development District**

Dear Board Members:

**A Board of Supervisors Meeting of the Forest Lake Community Development District will be held Tuesday, September 5, 2023, at 10:15 AM at the Holiday Inn—Winter Haven, 200 Cypress Gardens Blvd., Winter Haven, FL 33880.**

**Zoom Video Link:** <https://us06web.zoom.us/j/81805377676>

**Zoom Call-In Number:** 1-646-876-9923

**Meeting ID:** 818 0537 7676

Following is the advance agenda for the meeting:

### **Board of Supervisors Meeting**

1. Roll Call
2. Public Comment Period (<sup>1</sup>Speakers will fill out a card and submit it to the District Manager prior to the beginning of the meeting)
3. Approval of Minutes from the August 1, 2023 Board of Supervisors Meeting
4. Consideration of Resolution 2023-14 Amending the Fiscal Year 2024 Meeting Schedule
5. Consideration of Resolution 2023-15 Adopting Revised Amenity Rules (Removal of Dog Park Language)
6. Consideration of Resolution 2023-16 Declaring Series 2022 Assessment Area Two Project Complete (*to be provided under separate cover*)
7. Consideration of Security Services Proposals (**CLOSED SECURITY SESSION AVAILABLE IF NEEDED**)
  - A. Securitas
  - B. Davenport Police Department
8. Staff Reports
  - A. Attorney
  - B. Engineer
  - C. Field Manager's Report (*to be provided under separate cover*)
  - D. District Manager's Report
    - i. Approval of Check Register
    - ii. Balance Sheet and Income Statement
    - iii. Ratification of Series 2022 (AA2) Requisition #40
    - iv. Discussion Regarding October Meeting Date Room Availability
9. Other Business
10. Supervisors Requests and Audience Comments
11. Adjournment

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<sup>1</sup> Comments will be limited to three (3) minutes

# MINUTES

**MINUTES OF MEETING  
FOREST LAKE  
COMMUNITY DEVELOPMENT DISTRICT**

The regular meeting of the Board of Supervisors of the Forest Lake Community Development District was held Tuesday, **August 1, 2023** at 10:15 a.m. at 200 Cypress Gardens Blvd., Winter Haven, Florida.

Present and constituting a quorum:

Lauren Schwenk *by Zoom*  
Eric Lavoie  
Jessica Kowalski  
Jessica Petrucci  
Bobbie Henley

Chairperson  
Vice Chairman  
Assistant Secretary  
Assistant Secretary  
Assistant Secretary

Also present were:

Jill Burns  
Lauren Gentry  
Marshall Tindall  
Monica Virgen  
Chace Arrington

District Manager, GMS  
District Counsel, KVV Law Group  
Field Manager, GMS  
GMS  
District Engineer, Dewberry

**FIRST ORDER OF BUSINESS**

**Roll Call**

Ms. Burns called the meeting to order and called the roll. There were four Board members present in person constituting a quorum and one Board member joining via Zoom.

**SECOND ORDER OF BUSINESS**

**Public Comment Period**

Ms. Burns opened the public comment period on anything specific to the agenda. Ms. Burns stated that there is a separate hearing for the Fiscal Year 2024 budget so please hold comments on the budget until we get to that section. Stephen Diaz stated he appreciates the hard work the CDD did setting up the proposed budget for 2024, however he feels the CDD miscommunicated clearly to the homeowners the details on how the general fund proposed budget was set up before this meeting, for example how the proposed increases were determined and why, also questions about the proposed budget. He noted he became aware that homeowners will have another added cost for the 2024 Special Assessment, once again no clear communication given to

homeowners about this assessment before this meeting. He suggests the CDD post education on the website as to how the CDD operates.

**THIRD ORDER OF BUSINESS****Approval of Minutes from the June 6, 2023  
Board of Supervisors Meeting**

Ms. Burns presented the meeting minutes from the June 6, 2023 Board of Supervisors meeting and asked for any comments or corrections from the Board.

On MOTION by Ms. Henley, seconded by Ms. Petrucci, with all in favor, the Minutes of the June 6, 2023 Board of Supervisors Meetings, were approved.

**FOURTH ORDER OF BUSINESS****Public Hearings****A. Public Hearing on the Adoption of the Fiscal Year 2024 Budget**

Ms. Burns stated this public hearing was advertised in the paper. Do we have a motion to open the public hearing?

On MOTION by Mr. Lavoie, seconded by Ms. Petrucci, with all in favor, Opening the Public Hearing, was approved.

Ms. Burns stated the Board reviews and approves a preliminary budget which is usually done in April or May of each year and a mailed notice is sent to residents if there is a proposed increase as there was this year. She stated all of the discussion and adoption of his preliminary budget was done at a public meeting with a lot of residents in attendance and was taken with a lot of resident input. She noted they send the budget to the city and the county at least 60 days prior to the hearing date and if there is an increase then residents get a mailed notice. She noted for Fiscal Year 2024 budget, this runs from October 1, 2023 to September 30, 2024 and is collected annually on the Polk County Tax Bill. She noted she is not sure what the question of the special assessment is but she expects it is maybe some confusion on the debt assessment. There are two portions to the CDD assessment, the first is the debt assessment which is a fixed amount that was disclosed at closing, a debt amount paid 30 years over the term of the bond or can be paid off up front at a fixed amount and does not increase over the term of the bond so you pay that annually on your tax bill or pay it off up front. What we are talking about today is adopting your Operations

and Maintenance Assessment that goes to maintain the District owned infrastructure such as roadways, common areas, and amenities. The bond debt goes to build that infrastructure. The debt assessment covers the installation and improvements that the District owns. The Operations and Maintenance goes to maintain those things. She noted this assessment does not go away like the debt assessment will after the term of the bond. These are all special assessments. If you owned your home last year, this is the same debt assessment you paid last year and is the same amount. She noted the letter received was a proposed increase of \$182.34 per lot, collected annually on the tax bill. The admin portion of the budget went down. The increased items, a couple were due to resident requests for in the landscape maintenance line item to include annuals at the cost of \$12,000 per year that would include four times a year the landscape company refreshing with plants at the entrances. She noted there also was an increase to that line item because we are taking on additional phases, 2 and 3 which are the new areas. Also, there are street lights in that phase that we pay electric for just like phase 1. She noted the other thing added was security services for the pool which increased from \$2,500 to \$33,500 which was another request some residents had at the meeting to get limited security at the pool, basically peak hours, ideally mostly weekends. She noted a capital reserve transfer was included now that the community is nearing built out and we need to start budgeting for long term reserves. The capital reserves would cover things like every 10 years the pool needs to be resurfaced which is not a cheap thing to do so rather than have a huge increase one year and just including the cost for that for the residents living there right now, we will budget for those things over time so that everyone who is using the pool now pays for the use of that. She noted there is \$91,000 in this year so the idea is maybe 10 years from now, you would have roughly \$1,000,000 in there.

Resident stated that the Engineer report dated 12/17/19 which is in the agenda today mentions a dog park with walking trails which we do not have. Also, Resolution 2022-05 approved by the Board which addresses the dog park also but there are residents questioning where is the dog park and walking trails. Ms. Burns stated the developer installs the amenities and they turn them over to the CDD but sometimes those plans do change over time. Ms. Gentry stated the Masters Engineers Report lists all of the types of improvements that the District could fund using those public funds so I assume at one point it was contemplated. Ms. Burns stated at this point she doesn't believe the developer intends to install a dog park. She noted if it is something the community wants to look at, there are some reserve funds that could be used to put it in. Madison

stated the current amount for the CDD is \$2,225 per year per lot. Could you clearly state what the new total amount would be if these proposed changes were to go into place per year per lot so we can better understand. Ms. Burns stated that may be your amount per lot but the debt assessment could vary by phase so all we are talking about here is the operations and maintenance. She noted for the current year, your assessment was \$974.90 and proposed for 2024 is \$1,157.24 so the proposed increase is \$182.34 per lot. The other portion of the assessment is the debt assessment which is a fixed amount that does not change over the term of the bond. She noted the proposed increase is \$182 annually per resident. Stephen Diez stated to clarify, is the special assessment just the additional \$182? Ms. Burns stated you pay a special assessment and there are two portions to that assessment, the debt assessment and the operations and maintenance assessment. The debt assessment is not changing and is the same as it was last year and will be the same next year, it is a fixed amount over the term of the 30-year bond. All we are talking about is the operations and maintenance so that assessment has a proposed increase of \$182 annually. Mr. Diez asked about the landscape maintenance expenditure proposed increase. He noted there was a \$19,000 savings from what was budgeted last year and the new increase is \$53,000 more so why an increase if money was saved from last year. Ms. Burns stated the line item is the actuals through May and the next is the project which is the current contract amount so projected is \$18,000 so the total for the current year was projected at \$56,082 based on the current contract that is in place. We are going to be talking about an amendment to that contract to add the areas of Phase 2 and 3 as well as adding \$12,000 in annuals which was requested from residents at the last meeting to enhance the entrances. Mr. Diez asked about a quote from a new landscaping company. Ms. Burns stated no, that quote is from the existing company to add the new areas.

On MOTION by Mr. Lavoie, seconded by Ms. Kowalski, with all in favor, Closing the Public Hearing, was approved.

**i. Consideration of Resolution 2023-10 Adopting the District's Fiscal Year 2024 Budget and Appropriating Funds**

Ms. Burns stated a lot of changes were discussed when the preliminary budget was approved at the May meeting. She noted a lot of those increases are obviously necessary with the addition of the other areas and the optional ones which were the increased services for the security

and the annuals. She stated if the Board is comfortable with the budget, looking for a motion to approve.

On MOTION by Mr. Lavoie, seconded by Ms. Kowalski, with all in favor, Resolution 2023-10 Adopting the District's Fiscal Year 2024 Budget and Appropriating Funds, was approved.

**B. Public Hearing on the Imposition of Operations and Maintenance Special Assessments**

Ms. Burns asked for a motion to open the public hearing. Ms. Burns stated that we are certifying our assessments for collection and certifying a tax roll so basically a separate public hearing where we are officially certifying the amount based on the budget that was just adopted.

On MOTION by Ms. Kowalski, seconded by Mr. Lavoie, with all in favor, Opening the Public Hearing, was approved.

Ms. Burns stated any comments will be taken on certifying the assessment roll. She stated no comments in person or on the Zoom line so asking for a motion to close the public hearing.

On MOTION by Mr. Lavoie, seconded by Ms. Henley, with all in favor, Closing the Public Hearing, was approved.

**i. Consideration of Resolution 2023-11 Imposing Special Assessments and Certifying an Assessment Roll**

Ms. Burns stated this tax roll will be certified and sent to Polk County. We use the tax bill as our collection method so we will send this to them and they will collect the funds when tax bills are paid and send the funds to the District.

On MOTION by Mr. Lavoie, seconded by Ms. Kowalski, with all in favor, Resolution 2023-11 Imposing Special Assessments and Certifying an Assessment Roll, was approved.

**FIFTH ORDER OF BUSINESS**

**Consideration of Resolution 2023-12  
Designation of a Regular Monthly Meeting**

**Date, Time, and Location for Fiscal Year 2024**

Ms. Burns stated the schedule in the agenda package is the same date, the first Tuesday of each month and we bumped it up 15 minutes later to 10:30 a.m. She noted the meeting prior to this can run a little long so they are spaced out an hour apart instead of 45 minutes.

On MOTION by Ms. Kowalski, seconded by Ms. Henley, with all in favor, Resolution 2023-12 Designation of a Regular Monthly Meeting on the First Tuesday of the Month at 10:30 a.m. at the same location for Fiscal Year 2024, was approved.

**SIXTH ORDER OF BUSINESS****Consideration of Resolution 2023-13  
Declaring the Completion of the Series  
2020 Assessment Area One Project**

Ms. Gentry stated this resolution is a requirement of the bond that all the infrastructure that is contemplated by a particular series of bonds is complete. She noted they get the engineer to certify that it is complete and we do a resolution that allows us to release any funds and say how we are going to use any funds that were left over. In the agenda package is the resolution that sets out the history of what went into issuing those bonds. Attached to the resolution is a certification signed by the engineer that says that bond project is complete. She noted this is the assessment area one bonds. She noted there is a section in this resolution that finalizes the special assessments that secures assessment area one bonds that says, yes everything is the same as what we contemplated when we issued those bonds and no amendments are needed. She noted then the Engineer's Report is attached and the Assessment Methodology Report that was adopted in connection with those bonds to certify there have been no changes. She asked for a motion to approve this resolution.

On MOTION by Mr. Lavoie, seconded by Ms. Kowalski, with all in favor, Resolution 2023-13 Declaring the Completion of the Series 2020 Assessment Area One Project, was approved.

**SEVENTH ORDER OF BUSINESS****Consideration of Conveyance Documents  
for Phase 2**

Ms. Gentry stated in the agenda packet are three different documents, a Special Warranty Deed for the tracts in Phase 2 that were dedicated by plats of the District. Also are affidavits from



the landowner making assurances that there are no leans on the property and there is a clear title. She noted this project on Phase 2 has been completed so as soon as we confirm there are no remaining punch list items. We would ask that the Board approve this so that we can have this executed and recorded and officially transfer the real property to the District.

On MOTION by Ms. Kowalski, seconded by Ms. Henley, with all in favor, the Conveyance Documents for Phase 2, was approved.

#### **EIGHTH ORDER OF BUSINESS**

#### **Discussion Regarding Approval of Davenport Fire Department Use of Pool**

Ms. Burns stated a representative from the Fire Department reached out to use the pool for some training exercises such as water rescues. She noted they would reach out and schedule this ahead of time and use only a section of the pool. This would only be maybe once every couple of months. The pool would remain open but there might be officers in the pool doing training.

On MOTION by Ms. Kowalski, seconded by Mr. Lavoie, with all in favor, Approval of Davenport Fire Department Use of the Pool, was approved.

#### **NINTH ORDER OF BUSINESS**

#### **Ratification of Towing Services Agreement with Anytime Towing**

Ms. Burns stated at the last meeting the Board designated the Chair to find a towing company local to Davenport. She noted this was done and it is Anytime Towing in which that new policy went into effect yesterday so that contract was signed. She asked for a motion for it to be ratified by the Board.

On MOTION by Mr. Lavoie, seconded by Ms. Kowalski, with all in favor, the Towing Services Agreement with Anytime Towing, was ratified.

#### **TENTH ORDER OF BUSINESS**

#### **Acceptance of Fiscal Year 2022 Audit Report**

Ms. Burns stated the District is required to get an independent audit every year and the auditor is selected through a public process. This is one of the renewal years for the exiting auditor.

She noted on page 30 of the report which is the report to management summarizes that audit. She noted it was a clean audit with no incidences of noncompliance. The District does not meet any of the conditions for financial emergency and there were no findings noted. It has been submitted to the state as required by the deadline and is an independent audit. Ms. Burns asked for a motion from the Board to accept it.

On MOTION by Ms. Henley, seconded by Ms. Kowalski, with all in favor, Accepting the Fiscal Year 2022 Audit Report, was approved.

## **ELEVENTH ORDER OF BUSINESS**

### **Staff Reports**

#### **A. Attorney**

##### **i. Memo Regarding Ethics Training for Elected Officials**

Ms. Gentry stated at a prior meeting she reported a legislative change that required starting in calendar year 2024 four annual hours of ethics training for CDD Supervisors. She stated a short memo has been put together to remind you of those requirements. She noted the four hours is not per District if you sit on multiple CDD Boards. There are some materials that exist on the Commission on Ethics website and her firm is putting together some materials targeted for CDDs specifically. She noted she will keep the Board updated as this draws closer in Fiscal Year 2024.

#### **B. Engineer**

##### **i. Acceptance of Annual District Engineering Report**

Ms. Burns stated the District Engineer was not in attendance. Included is the Acceptance of the Annual District Engineer's report which is a review of the District's infrastructure to note any issues. She asked for a motion from the Board to accept this report.

On MOTION by Ms. Kowalski, seconded by Ms. Henley, with all in favor, Accepting the Annual District Engineering Report, was approved.

#### **C. Field Manager's Report**

##### **i. Presentation of Phase 3 Conveyance Report**

##### **ii. Consideration of Proposal from Prince & Sons, Inc. for Phase 3 Landscape Maintenance *(to be provided under separate cover)***

Mr. Tindall stated the report is on page 227 of the agenda. He noted overall landscaping over the community is being maintained well. The palm replacement should have gone in last week

but I haven't been there this week to confirm. I discussed with the landscaper this is being arranged. He noted the entrances look good. There are no issues there at this time. The amenity center pool is being maintained well. There was an issue where a lightning strike hit some equipment and took a little time to ensure the electrical was good. He noted it ended up being a burned-out wire. The manufacturer was able to have the pool vendor come out on site and pull the wire through and hook everything up. The parking signs were installed. As far as the parking service goes, there is one sign that is not able to be installed at this time due to some house construction lot work and we will get it put up as soon as the site is appropriate. As noted, Phase 2 and Phase 3 was turned over. The landscapers went out there and cleaned things up and mowed. He noted currently the contract is \$56,082 a year that covers the permit and the amenity center. It is 42 common area mows and ponds are mowed 19 times per year. The complaints we get in the summer is my yard is mowed but the pond is not. Phase 3 which will be added as presented \$2,255 a mow, annual \$7,060 and that is for the recommended services plus the existing contract and that will be \$87,702 per year which is within budget. Ms. Burns stated in addition to this the annual rotations at the entrances would be added. He noted the additional line item proposed \$12,000 covers mulch.

On MOTION by Mr. Lavoie, seconded by Ms. Kowalski, with all in favor, the Proposal from Prince for Phase 3 Landscaping, was approved.

#### **D. District Manager's Report**

##### **i. Approval of the Check Register**

Ms. Burns presented the check register which was included in the agenda package for review. This is from May 30<sup>th</sup> through July 27<sup>th</sup> totaling \$86,540.57. She asked for a motion to approve.

On MOTION by Ms. Kowalski, seconded by Mr. Lavoie, with all in favor, the Check Register, was approved.

##### **ii. Balance Sheet and Income Statement**

Ms. Burns stated the financial statements are in your package for review. There was no action that needed to be taken.

##### **iii. Ratification of Series 2022 (AA2) Requisitions #38 and #39**

Ms. Burns noted requisitions #38 and #39 have already been approved by the Chair and just need to be ratified by the Board.

On MOTION by Mr. Lavoie, seconded by Ms. Kowalski, with all in favor, Requisitions #38 and #39, were ratified.

## **TWELFTH ORDER OF BUSINESS**

### **Other Business**

Ms. Burns stated they would get security quotes to line up for the start of the fiscal year so will look at that as we near the next fiscal year and the annuals will be added when the new fiscal year starts as well since those were included. Mr. Tindall had one recommendation to the Board regarding landscape replacement this year. The entrances have done very well, I would like to make a request to utilize the remaining funds based on some resident feedback to potentially mow the area around the playground if possible. Ms. Burns stated that will be scheduled with the landscapers.

## **THIRTEENTH ORDER OF BUSINESS**

### **Supervisors Requests and Audience Comments**

Ms. Burns opened this time up for final public comments.

Resident Daphne asked if there are bonds for all three phases, or only certain phases? Ms. Burns stated all three phases as all property within the District pays a bond debt assessment. Daphne asked if part of their assessment is paying for lights in Phase 3? Ms. Burns stated Phase 3 is paying for landscaping and lights in Phase 1. Scott stated CDD and HOA kind of works together and kind of doesn't, he thinks for the community it helps a lot if they do work together. Ms. Burns stated Florida Statutes outlines the threshold and time where the community has to turn over to residents so once the District has been established for at least six years and there are at least 250 registered voters, two of the seats have to be filled by residents of the District so there is a turnover threshold. She noted there are also landowner elections held every two years prior to that date so there are opportunities for residents to come and vote for their representation on the Board as landowners within the District.

Scott stated he wanted to touch on the new parking policy and new towing company. He noted it looks like it is working well and he appreciates that they are using a local vendor. He stated the signs are not excessively big and everything was laid out very well. A resident stated he never

got an email or anything in the mail. He stated he talked to four renters yesterday and they know nothing. Ms. Burns stated your notice is going to go to whoever your landowner address is at the Polk County Property Appraisers website. If the owner of that property has the notices going to them and they don't live in the community then they are going to the person who owns the home so they need to discuss that with their landlord. The email blast goes to whatever email address that was registered when you got your amenity access. If the residents haven't gotten them, check your spam folder. If you don't get them, email our amenity access team and they can double check to make sure you are on the list to receive those. Your assessment notices have to go by mail and they go to whoever is registered with the Polk County Property Appraisers website.

**FOURTEENTH ORDER OF BUSINESS****Adjournment**

Ms. Burns adjourned the meeting.

On MOTION by Ms. Kowalski, seconded by Mr. Lavoie, with all in favor, the meeting was adjourned.
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Secretary/Assistant Secretary

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Chairman/Vice Chairman

## SECTION IV

**RESOLUTION 2023-14**

**A RESOLUTION OF THE BOARD OF SUPERVISORS OF THE FOREST LAKE COMMUNITY DEVELOPMENT DISTRICT ADOPTING THE AMENDED ANNUAL MEETING SCHEDULE FOR FISCAL YEAR 2024; AND PROVIDING FOR AN EFFECTIVE DATE.**

**WHEREAS**, the Forest Lake Community Development District (the “District”) is a local unit of special-purpose government created and existing pursuant to Chapter 190, *Florida Statutes*, being situated within Polk County, Florida; and

**WHEREAS**, the District is required by Section 189.015, *Florida Statutes*, to file quarterly, semi-annually, or annually a schedule (including date, time, and location) of its regular meetings with local governing authorities; and

**WHEREAS**, further, in accordance with the above-referenced statute, the District shall also publish quarterly, semi-annually, or annually the District’s regular meeting schedule in a newspaper of general paid circulation in the county in which the District is located; and

**WHEREAS**, the Board desires to adopt the amended Fiscal Year 2023/2024 annual meeting schedule attached as **Exhibit A**.

**NOW THEREFORE BE IT RESOLVED BY THE BOARD OF SUPERVISORS OF THE FOREST LAKE COMMUNITY DEVELOPMENT DISTRICT:**

**SECTION 1.** The Amended Fiscal Year 2023/2024 annual meeting schedule attached hereto and incorporated by reference herein as **Exhibit A** is hereby approved and shall be published in accordance with the requirements of Florida law and also provided to applicable governing authorities.

**SECTION 2.** This Resolution shall become effective immediately upon its adoption.

**PASSED AND ADOPTED** this 5th day of September 2023.

ATTEST:

**FOREST LAKE COMMUNITY  
DEVELOPMENT DISTRICT**

\_\_\_\_\_  
Secretary / Assistant Secretary

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Chairperson, Board of Supervisors

**Exhibit A:** Amended Fiscal Year 2023/2024 Annual Meeting Schedule

**Exhibit A: Amended Fiscal Year 2023/2024 Annual Meeting Schedule**

**BOARD OF SUPERVISORS MEETING DATES  
FOREST LAKE COMMUNITY DEVELOPMENT DISTRICT  
FISCAL YEAR 2023/2024**

The Board of Supervisors of the Forest Lake Community Development District will hold their regular meetings for Fiscal Year 2023/2024 at the Holiday-Inn, Winter Haven, 200 Cypress Gardens Boulevard, Winter Haven, Florida 33880, on the 1<sup>st</sup> Thursday of every month, at 10:30 a.m., unless otherwise indicated as follows:

**October 5, 2023  
November 2, 2023  
December 7, 2023  
January 4, 2024  
February 1, 2024  
March 7, 2024  
April 4, 2024  
May 2, 2024  
June 6, 2024  
July 4, 2024  
August 1, 2024  
September 5, 2024**

The meetings are open to the public and will be conducted in accordance with the provision of Florida Law for Community Development Districts. The meetings may be continued to a date, time, and place to be specified on the record at the meeting. A copy of the agenda for these meetings may be obtained from Governmental Management Services - Central Florida, LLC, 219 E. Livingston Street, Orlando, Florida 32801 or by calling (407) 841-5524.

There may be occasions when one or more Supervisors or staff will participate by telephone. Pursuant to provisions of the Americans with Disabilities Act, any person requiring special accommodations at this meeting because of a disability or physical impairment should contact the District Office at (407) 841-5524 at least 48 hours prior to the meeting. If you are hearing or speech impaired, please contact the Florida Relay Service by dialing 7-1-1, or 1-800-955-8771 (TTY) / 1-800-955-8770 (Voice), for aid in contacting the District Office.

A person who decides to appeal any decision made at the meeting with respect to any matter considered at the meeting is advised that person will need a record of the proceedings and that accordingly, the person may need to ensure that a verbatim record of the proceedings is made, including the testimony and evidence upon which such appeal is to be based.

District Manager



## SECTION V

**RESOLUTION 2023-15**

**A RESOLUTION OF THE BOARD OF SUPERVISORS OF  
THE FOREST LAKE COMMUNITY DEVELOPMENT  
DISTRICT ADOPTING REVISED AMENITY POLICIES;  
PROVIDING A SEVERABILITY CLAUSE; AND PROVIDING  
AN EFFECTIVE DATE.**

**WHEREAS**, the Forest Lake Community Development District (“District”) is a local unit of special-purpose government created and existing pursuant to Chapter 190, *Florida Statutes*, being situated entirely within unincorporated Polk County; and

**WHEREAS**, the District’s Board of Supervisors (“Board”) previously adopted Amenity Policies and Rates (together, “Policies”); and

**WHEREAS**, the Board desires to amend the Amenity Policies to repeal the portion of the Policies related to the Dog Park as set forth at **Exhibit A**, and has determined that it is in the District’s best interest to amend the Policies as proposed for immediate use and application.

**NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF  
SUPERVISORS OF THE FOREST LAKE COMMUNITY  
DEVELOPMENT DISTRICT:**

**SECTION 1.** The attached revised Policies are hereby adopted pursuant to this resolution as necessary for the conduct of District business. These Policies shall stay in full force and effect until such time as they are otherwise amended by the Board.

**SECTION 2.** If any provision of this resolution is held to be illegal or invalid, the other provisions shall remain in full force and effect.

**SECTION 3.** This resolution shall become effective upon its passage and shall remain in effect unless rescinded or repealed.

**PASSED AND ADOPTED** this 5th day of September 2023.

ATTEST:

**FOREST LAKE COMMUNITY  
DEVELOPMENT DISTRICT**

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Secretary/Assistant Secretary

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Chairperson, Board of Supervisors

**Exhibit A:** Revised Amenity Policies and Rates

## **EXHIBIT A**

# **FOREST LAKE COMMUNITY DEVELOPMENT DISTRICT**

## **AMENITY POLICIES AND RATES**

**ADOPTED – APRIL 5, 2022 <sup>1</sup>**  
**REVISED—SEPTEMBER 5, 2023**

<sup>1</sup>LAW IMPLEMENTED: SS. 190.011, 190.035, FLA. STAT. (2021); in accordance with Chapter 190 of the Florida Statutes, and on April 5, 2022, at a duly noticed joint public meeting and after a duly noticed public hearing, the Boards of Supervisors of the Forest Lake Community Development District adopted the following rules, policies and rates governing the operation of the District's facilities and services, including the stormwater management facilities and the Amenity Facilities (defined below).

Table of Contents

DEFINITIONS ..... 1

AMENITIES ACCESS AND USAGE ..... 3

GENERAL AMENITY POLICIES ..... 5

SMOKING, DRUGS AND ALCOHOL..... 7

SERVICE ANIMAL POLICY ..... 7

SWIMMING POOL POLICIES ..... 8

PLAYGROUND POLICIES ..... 10

SUSPENSION AND TERMINATION OF PRIVILEGES ..... 11

USE AT OWN RISK; INDEMNIFICATION ..... 13

SOVEREIGN IMMUNITY ..... 13

SEVERABILITY ..... 13

AMENDMENTS AND WAIVERS ..... 14

## DEFINITIONS

**“Amenities” or “Amenity Facilities”**– shall mean the properties and areas owned by the District and intended for recreational use and shall include, but not specifically be limited to swimming pool, pool deck, tot lot, playground and Lakes, together with their appurtenant facilities and areas.

**“Amenity Policies” or “Policies” and “Amenity Rates”** – shall mean these Amenity Policies and Rates of the Forest Lake Community Development District, as amended from time to time. The Board of Supervisors reserves the right to amend or modify these Policies, as necessary and convenient, in their sole and absolute discretion, and will notify Patrons of any changes. Patrons may obtain the currently effective Policies from the District Manager’s Office. The Board of Supervisors and District Staff shall have full authority to enforce the Amenity Policies.

**“Amenity Manager”** – shall mean the District Manager or that person or firm so designated by the District’s Board of Supervisors, including their employees.

**“Amenity Rates”** – shall mean those rates and fees established by the Board of Supervisors of the Forest Lake Community Development District as provided in **Exhibit A** attached hereto.

**“Access Card”** – shall mean an electronic Access Card issued by the District Manager to each Patron (as defined herein) to access the Amenity Facilities.

**“Board of Supervisors” or “Board”** – shall mean the Board of Supervisors of the Forest Lake Community Development District.

**“District”** – shall mean the Forest Lake Community Development District.

**“District Staff”** – shall mean the professional management company with which the District has contracted to provide management services to the District, the Amenity Manager, and District Counsel.

**“Guest”** – shall mean any person or persons, other than a Patron, who are expressly authorized by the District to use the Amenities, or invited for a specific visit by a Patron to use the Amenities.

**“Homeowners Association” or “HOA” or “POA”** – shall mean an entity or entities, including its/their employees and agents, which may have jurisdiction over lands located within the District, either now or in the future, which may exist to aid in the enforcement of deed restrictions and covenants applicable to lands within the District.

**“Household”** – shall mean a residential unit or a group of individuals residing within a Patron’s home. ***This does not include visiting friends, guests, relatives or extended family not permanently residing in the home.*** Upon District’s request, proof of residency for individuals over the age of eighteen (18) years may be required by driver’s license or state or federal issued form of identification, including a signed affidavit of residency.

**“Non-Resident”** – shall mean any person who does not own property within the District.

**“Non-Resident Patron”** – shall mean any person or Household not owning property in the District who is paying the Annual User Fee to the District for use of all Amenity Facilities.

**“Non-Resident User Fee” or “Annual User Fee”** – shall mean the fee established by the District for any person that is not a Resident and wishes to become a Non-Resident Patron. The amount of the Annual User Fee is set forth herein, and that amount is subject to change based on Board action.

**“Patron”** – shall mean Residents, Guests, Non-Resident Patrons and Renters.

**“Renter”** – shall mean a tenant, occupant or an individual maintaining his or her residence in a home located within the District pursuant to a valid rental or lease agreement. Proof of valid rental or lease agreement shall be required.

**“Resident”** – shall mean any person or Household owning property within the District.

The words "hereof," "herein," "hereto," "hereby," “hereinafter” and "hereunder" and variations thereof refer to the entire Amenity Policies and Rates.

All words, terms and defined terms herein importing the singular number shall, where the context requires, import the plural number and vice versa.

## AMENITIES ACCESS AND USAGE

- (1) **General.** Only Patrons and Guests have the right to use the Amenities; provided, however, that certain community programming events may be available to the general public where permitted by the District, and subject to payment of any applicable fees and satisfaction of any other applicable requirements, including adherence to these Amenity Policies and execution of waivers and hold harmless agreements, if any.
- (2) **Use at your Own Risk.** *All persons using the Amenities do so at their own risk and agree to abide by the Amenity Policies. The District shall assume no responsibility and shall not be liable in any incidents, accidents, personal injury or death, or damage to or loss of property arising from the use of the Amenities or from the acts, omissions or negligence of other persons using the Amenities.*
- (3) **Resident Access and Usage.** In consideration of the operation, maintenance and preservation of the facilities, projects and services of the District, the District levies maintenance special assessments to property owners within the District, in accordance with the District's annual budget and assessment resolutions adopted each fiscal year. Residents must pay such maintenance special assessments, which covers Annual User Fee applicable to such Resident, entitling the Resident to use the Amenities for the corresponding fiscal year of the District, which fiscal year begins October 1 and ends September 30. Residents must complete the "Amenity Access Registration Form" prior to access or use of the Amenities, attached hereto as **Exhibit B**, and receive an Access Card.
- (4) **Non-Resident Patron Access and Usage.** A Non-Resident Patron must pay the Annual User Fee applicable to Non-Residents to have the right to use the Amenities for one full year, which year begins from the date of receipt of payment by the District. This fee must be paid in full before the Non-Resident may use the Amenities. Each subsequent Annual User Fee shall be paid in full on the anniversary date of application. Annual User Fees may be renewed no more than thirty (30) days in advance of the date of expiration and for no more than one calendar year. Multi-year memberships are not available. The Annual User Fee is nonrefundable and nontransferable. Non-Resident Patrons must complete the Amenity Facilities Access Registration Form prior to access or use of the Amenities.
- (5) **Guest Access and Usage.** Each Patron Household is entitled to bring four (4) persons as Guests to the Amenities at one time. District Staff shall be authorized to verify and enforce the authorized number of Guests. A Patron must always accompany its Guests during its Guests' use of the Amenities and are responsible for all actions, omissions and negligence of such Guests, including Guests' adherence to the Amenity Policies. Violation of these Amenity Policies by a Guest may result in suspension or termination of the Patron's access and usage privileges. *Exceeding the authorized number of Guests specified above shall be grounds for suspension or termination of a Patron Household's access and usage privileges.*
- (6) **Renter's Privileges.** Residents who rent or lease residential units in the District shall have the right to designate the Renter of a residential unit as the beneficial users of the Resident's privileges to use the Amenities, subject to requirements stated herein.

Resident shall provide a written notice to the District Manager designating and identifying the Renter who shall hold the beneficial usage rights, submitting with such notice the Renter's proof of residency (i.e., a copy of the lease agreement). Upon notice, Resident shall be required to pay any applicable fee before his or her Renter receives an Access Card. Renter's Access Card shall expire at the end of the lease term and may be reactivated upon provision of proof of residency.

Renter who is designated by a Resident as the beneficial user of the Resident's rights to use the Amenities shall be entitled to the same rights and privileges to use the Amenities as the Resident, subject to all Amenity Policies. During the period when a Renter is designated as the beneficial user, the Resident shall not be entitled to use the Amenities. In other words, Renter's and Resident's cannot simultaneously hold Amenity privileges associated with that residential unit. Residents may retain their Amenities rights in



lieu of granting them to their Renters.

Residents shall be responsible for all charges incurred by their Renters which remain unpaid after the customary billing and collection procedures established by the District. Residents are responsible for the deportment of their respective Renter, including the Renter's adherence to the Amenity Policies.

- (7) **Access Cards.** Access Cards will be issued to each Household at the time they are closing upon property within the District, or upon approval of Non-Resident Patron application and payment of applicable Annual User Fee, or upon verification and approval of Renter designation. Proof of property ownership may be required annually. All Patrons must use their Access Card for entrance to the Amenities. Access Card shall not be issued to Non-Residents. A maximum of two (2) Access Cards will be issued per Household.

All Patrons must use their Access Cards for entrance to the Amenity Facilities. Each Household will be authorized initial Access Cards free of charge after which a fee shall be charged for each additional Access Card in accordance with the Amenity Rates then in effect.

Patrons must scan their Access Cards in the card reader to gain access to the Amenities. This Access Card system provides a security and safety measure for Patrons and protects the Amenities from non-Patron entry. Under no circumstances, shall a Patron provide their Access Card to another person, whether Patron or non-Patron, to allow access to the Amenities.

Access Cards are the property of the District and are non-transferable except in accordance with the District's Amenity Policies. All lost or stolen cards must be reported immediately to District Staff. Fees shall apply to replace any lost or stolen cards.

## GENERAL AMENITY POLICIES

- (1) **Hours of Operation.** All hours of operation of the Amenities will be established and published by the District on its website. The District may restrict access or close some or all of the Amenities due to inclement weather, for purposes of providing a community activity, for making improvements, for conducting maintenance, or for other purposes as circumstances may arise. Any programs or activities of the District may have priority over other users of the Amenities. Unless otherwise posted on the website, all outdoor Amenities are open only from dawn until dusk. The specific, current hours of operation for several of the Amenities, which may be amended from time to time and which may be subject to closure for holidays and other special circumstances, are as published on the District's website. No Patron or Guest is allowed in the service areas of the Amenities.
- (2) **General Usage Guidelines.** The following guidelines supplement specific provisions of the Amenity Policies and are generally applicable and shall govern the access and use of the Amenities:
  - (a) **Registration and Access Cards.** Each Patron must scan in an Access Card in order to access the Amenities and must have his or her assigned Access Card in their possession and available for inspection upon District Staff's request. Access Cards are only to be used by the Patron to whom they are issued.
  - (b) **Attire.** With the exception of the pool and wet areas where bathing suits are permitted, Patrons and Guests must be properly attired with shirts and shoes to use the Amenities for each facility's intended use. Bathing suits and wet feet are not allowed indoors with the exception of the bathrooms appurtenant to the pool area.
  - (c) **Food and Drink.** Food and drink will be limited to designated areas only. No glass containers of any type are permitted at any of the Amenities. All persons using any of the Amenities must keep the area clean by properly disposing of trash or debris.
  - (d) **Parking and Vehicles.** Vehicles must be parked in designated areas. Vehicles should not be parked on grass lawns, or in any way which blocks the normal flow of traffic. During special events, alternative parking arrangements may be authorized but only as directed by District staff. Off-road bikes/vehicles (including ATV's) and motorized scooters are prohibited on all property owned, maintained and operated by the District or at any of the Amenities within District unless they are owned by the District.
  - (e) **Fireworks.** Fireworks of any kind are not permitted anywhere on District owned property or adjacent areas.
  - (f) **Skateboards, Etc.** Bicycles, skateboards or rollerblades are not permitted on Amenity property which includes, but is not limited to, the amenity parking lot, pool area, open fields, playground area and sidewalks surrounding these areas.
  - (g) **Grills.** Personal barbeque grills are not permitted at the Amenities or on any other District owned property.
  - (h) **Firearms.** The possession and use of firearms shall be in strict accordance with Florida Law.
  - (i) **Equipment.** All District equipment, furniture and other tangible property must be returned in good condition after use. Patrons and Guests are encouraged to notify District Staff if such items need repair, maintenance or cleaning.
  - (j) **Littering.** Patrons and Guests are responsible for cleaning up after themselves and helping to keep the Amenities clean at all times.
  - (k) **Bounce Houses and Other Structures.** The installation and use of bounce houses and similar apparatus is prohibited on District property. No exceptions will be made.
  - (l) **Excessive Noise.** Excessive noise that will disturb other Patrons and Guests is not permitted, including but not limited to use of cellular phones and speakers of any kind that amplify sound.

- (m) **Lost or Stolen Property.** The District is not responsible for lost or stolen items. The Amenity Manager is not permitted to hold valuables or bags for Patrons or Guests. All found items should be turned in to the Amenity Manager for storage in the lost and found. Items will be stored in the lost and found for two weeks after which District Staff shall dispose of such items in such manner as determined in its sole discretion; provided, however, that District Staff shall not be permitted to keep such items personally or to give such items to a Patron not otherwise claiming ownership.
- (n) **Trespassing / Loitering.** There is no trespassing or loitering allowed at the Amenities. Any individual violating this policy may be reported to the local authorities.
- (o) **Compliance with Laws and District Rules and Policies.** All Patrons and Guests shall abide by and comply with all applicable federal, state and local laws, rules, regulations, ordinances and policies, as well as all District rules and policies, while present at or utilizing the Amenities, and shall ensure that any minor for whom they are responsible also complies with the same. Failure to abide by any of the foregoing may be a basis for suspension or termination of the Patron's privileges to use or access the Amenities.
- (p) **Courtesy.** Patrons and their Guests shall treat all staff members and other Patrons and Guests with courtesy and respect. Disrespectful or abusive treatment of District Staff or its contractors may result in suspension or termination of Amenity access and usage privileges.
- (q) **Emergencies.** In the event of an injury, property damage or other emergency, please contact District Staff immediately in accordance with the terms of this policy contained herein.
- (r) **False Alarms.** Any Patron improperly attempting to enter the Amenity Facilities outside of regular operating hours or without the use of a valid Access Card and who thereby causes a security alert will be responsible for the full amount of any fee charged to the District in connection with such security alert and related response efforts.

## SMOKING, DRUGS AND ALCOHOL

Smoking, including using any paraphernalia designed to consume tobacco or other substances such as vaping and electric and non-electronic devices, is prohibited anywhere inside the Amenity Facilities, including any building, or enclosed or fenced area to the maximum extent of the prohibitions set forth in the Florida Clean Indoor Air Act or other subsequent legislation. Additionally, to the extent not prohibited by law, smoking is discouraged in all other areas of the Amenities and on District owned property. All waste must be disposed of in the appropriate receptacles. Any violation of this policy shall be reported to District Staff.

Possession, use and/or consumption of illegal drugs or alcoholic beverages is prohibited at the Amenities and on all other District owned property. Any person that appears to be under the influence of drugs or alcohol will be asked to leave the Amenities. Violation of this policy may result in suspension or termination of Amenity access and usage privileges and illegal drug use may be punished to the maximum extent allowed by law.

## SERVICE ANIMAL POLICY

Dogs or other pets (with the exception of “Service Animals” as defined by Florida law, trained to do work or perform tasks for an individual with a disability, including a physical, sensory, psychiatric, intellectual or other mental disability) are not permitted within any District-owned public accommodations including, but not limited to, Amenity buildings (offices, social halls and fitness center), pools, various sport courts and other appurtenances or related improvements. A Service Animal must be kept under the control of its handler by leash or harness, unless doing so interferes with the Service Animal’s work or tasks or the individual’s disability prevents doing so. The District may remove the Service Animal only under the following conditions:

- If the Service Animal is out of control and the handler does not take effective measures to control it;
- If the Service Animal is not housebroken; or,
- If the Service Animal’s behavior poses a direct threat to the health and safety of others.

The District is prohibited from asking about the nature or extent of an individual’s disability to determine whether an animal is a Service Animal or pet. However, the District may ask whether an animal is a Service Animal required because of a disability and what work or tasks the animal has been trained to perform.

## SWIMMING POOL POLICIES

- (1) **Operating Hours.** Swimming is permitted only during designated hours, as posted at the pool. Swimming after dusk is prohibited by the Florida Department of Health.
- (2) **Swim at Your Own Risk.** No Lifeguards will be on duty. All persons using the pool do so at their own risk and must abide by all swimming pool rules and policies.
- (3) **Supervision of Minors.** Minors fourteen (14) years of age or under must be accompanied by, and supervised by, an adult at least eighteen (18) years of age at all times for usage of the pool. All children five (5) years of age or younger, as well as all children who are unable to swim by themselves, must be supervised by a responsible individual eighteen (18) years of age or older, always within arm's length when on the pool deck or in the pool. All children, regardless of age, using inflatable armbands (i.e., water wings) or any approved Coast Guard flotation device MUST be supervised one-on-one by an adult who is in the water and within arm's length of the child.
- (4) **Aquatic Toys and Recreational Equipment.** No flotation devices are allowed in the pool except for water wings and swim rings used by small children, under the direct supervision of an adult as specified in Section (3) immediately above. Inflatable rafts, balls, pool floats and other toys and equipment are prohibited.
- (5) **Prevention of Disease.** All swimmers must shower before initially entering the pool. Persons with open cuts, wounds, sores or blisters, nasal or ear discharge may not use the pool. No person should use the pool with or suspected of having a communicable disease which could be transmitted through the use of the pool.
- (6) **Attire.** Appropriate swimming attire (swimsuits) must be worn at all times. No thongs or Brazilian bikinis are allowed. Wearing prohibited attire will result in immediate expulsion from the pool area.
- (7) **Horseplay** No jumping, pushing, running, wrestling, excessive splashing, sitting or standing on shoulders, spitting water, or other horseplay is allowed in the pool or on the pool deck area.
- (8) **Diving.** Diving is strictly prohibited at the pool. Back dives, back flips, back jumps, cannonball splashing or other dangerous actions are prohibited.
- (9) **Weather.** The pool and pool area will be closed during electrical storms or when rain makes it difficult to see any part of the pool or pool bottom clearly. The pool will be closed at the first sound of thunder or sighting of lightning and will remain closed for thirty (30) minutes after the last sighting. Everyone must leave the pool deck immediately upon hearing thunder or sighting lightning.
- (10) **Pool Furniture; Reservation of Tables or Chairs.** Tables and chairs may not be removed from the pool deck. Tables or chairs on the deck area may not be reserved by placing towels or personal belongings on them.
- (11) **Entrances.** Pool entrances must be kept clear at all times.
- (12) **Pollution.** No one shall pollute the pool. Anyone who does pollute the pool is liable for any costs incurred in treating and reopening the pool.
- (13) **Swim Diapers.** Children under the age of three (3) years, and anyone who is not reliably toilet trained, must wear rubber lined swim diapers, as well as a swimsuit over the swim diaper, to reduce the health risks associated with human waste contaminating the swimming pool and deck area. If contamination occurs, the pool will be shocked and closed for a period of at least twelve (12) hours. Persons not abiding by this policy shall be responsible for any costs incurred in treating and reopening the pool.
- (14) **Staff Only.** Only authorized staff members and contractors are allowed in the service and chemical storage areas. Only authorized staff members and contractors may operate pool equipment or use pool chemicals.
- (15) **Pool Closure.** In addition to Polk County and the State of Florida health code standards for pools and pool facilities, and as noted above, the pool may be closed for the following reasons:

- During severe weather conditions (heavy rain, lightning and thunder) and warnings, especially when visibility to the pool bottom is compromised (deck also closed).
  - For thirty (30) minutes following the last occurrence of thunder or lightning (deck also closed).
  - Operational and mechanical treatments or difficulties affecting pool water quality.
  - For a reasonable period following any mishap that resulted in contamination of pool water.
  - Any other reason deemed to be in the best interests of the District as determined by District staff.
- (16) **Containers.** No glass, breakable items, or alcoholic beverages are permitted in the pool area. No food or chewing gum is allowed in the pool.
- (17) **No Private Rentals.** The pool area is not available for rental for private events. All pool rules and limitations on authorized numbers of Guests remain in full affect during the rental of other Amenity areas.
- (18) **Programming.** District Staff reserves the right to authorize all programs and activities, including with regard to the number of guest participants, equipment, supplies, usage, etc., conducted at the pool, including swim lessons, aquatic/recreational programs and pool parties. Any organized activities taking place at the Amenity Center must first be approved by the District.

## PLAYGROUND POLICIES

- (1) **Use at Own Risk.** Patrons and Guests may use the playgrounds and parks at their own risk and must comply with all posted signage.
- (2) **Hours of Operation.** Unless otherwise posted, all playground and park hours are from dawn to dusk.
- (3) **Supervision of Children.** Supervision by an adult eighteen (18) years and older is required for children fourteen (14) years of age or under. Children must always remain within the line of sight of the supervising adult. All children are expected to play cooperatively with other children.
- (4) **Shoes.** Proper footwear is required and no loose clothing especially with strings should be worn.
- (5) **Mulch.** The mulch material is necessary for reducing fall impact and for good drainage. It is not to be picked up, thrown, or kicked for any reason.
- (6) **Food & Drink.** No food, drinks or gum are permitted on the playground, but are permitted at the parks. Patrons and Guests are responsible for clean-up of any food or drinks brought by them to the parks.
- (7) **Glass Containers.** No glass containers are permitted.

## SUSPENSION AND TERMINATION OF PRIVILEGES

- (1) **General Policy.** All persons using the Amenities and entering District property shall comply with the Amenity Policies established for the safe operations and maintenance of the District's Amenities. District Staff must protect the rights and privileges of rule-abiding Patrons, and inappropriate behavior by Patrons or their Guests will not be tolerated.
- (2) **Suspension of Access and Use Privileges.** The District, through its Board, District Manager, Amenity Manager and District Counsel shall have the right to restrict, suspend or terminate the Amenity privileges of any person to use the Amenities for any of the following behavior:
  - Submits false information on any application for use of the Amenities;
  - Permits the unauthorized use of an Access Card;
  - Exhibits unsatisfactory behavior, deportment or appearance;
  - Fails to pay amounts owed to the District in a proper and timely manner;
  - Fails to abide by any District rules or policies (e.g., Amenity Policies);
  - Treats the District's supervisors, staff, general/amenity management, contractors or other representatives, or other residents or guests, in an unreasonable or abusive manner;
  - Damages or destroys District property; or
  - Engages in conduct that is improper or likely to endanger the health, safety, or welfare of the District, or its supervisors, staff, amenities management, contractors or other representatives, or other residents or guests.
- (3) **Authority of District Staff and Members of the Board of Supervisors.** District Staff or their designee, and any member of the Board of Supervisors, may remove any person from one or all Amenities if any of the above-referenced behaviors are exhibited or actions committed or if in his/her reasonable discretion it is the District's best interests to do so. District Staff may at any time restrict or suspend for cause or causes, including but not limited to those described above, any person's privileges to use any or all of the Amenities until the next regularly scheduled meeting of the Board of Supervisors.
- (4) **Process for Suspension or Termination of Access and Use Privileges.** Subject to the rights of District Staff set forth in Paragraph (3) above, the following process shall govern suspension and termination of privileges:
  - (a) Offenses:
    - i First Offense: Verbal warning by District Staff and suspension from the Amenities for up to one (1) week from the commencement of the suspension. Violation is recorded by District Staff, signed by the individual offender(s), and held on file by the District.
    - ii Second Offense: Automatic suspension of all Amenity privileges for up to thirty (30) days from the commencement of the suspension, with the preparation by District Staff of a written report to be signed by the offender(s) and filed with the District.
    - iii Third Offense: Suspension of all Amenity privileges for up to one (1) year. Such suspension shall run to the next regular meeting of the Board of Supervisors. At said meeting, the record of all previous offenses will be presented to the Board for recommendation of termination of the offender(s) privileges for one (1) calendar year. The length of the suspension is in the discretion of the Board and may be for less than one (1) year.
  - (b) Each offense shall expire one (1) year after such offense was committed, at which time the number of offenses on record for such offender(s) shall be reduced by one. For example, if a first offense is committed on February 1 and a second offense on August 1, there will be two offenses on record until February 1 of the following year, at which time the first offense will expire and the second



offense will thereafter be considered a first offense until it expires on the following August 1. The provisions of this Paragraph shall not at any time serve to reduce any suspensions or terminations, which may have been imposed prior to the expiration of any offenses

- (c) Notwithstanding the foregoing, any time a user of the Amenity is arrested for an act committed, or allegedly committed, while on the premises of the Amenity, or violates these Policies in a manner that, in the discretion of the District Staff upon consultation with one Board member, justifies suspension beyond the guidelines set forth above, such offender shall have all amenity privileges immediately suspended until the next Board of Supervisors meeting. At the Board meeting, the Board will be presented with the facts surrounding the arrest or violation and the Board may make a recommendation of suspension or termination of the offender's privileges, which suspension or termination may include members of the offender's Household and may, upon the first offense, equal to or exceed one year. Situations that pose a long term or continuing threat to the health, safety and welfare of the District and its residents and users, permanent termination of Amenity privileges may be warranted and considered.
- (d) Any suspension or termination of Amenity privileges may be appealed to the Board of Supervisors for reversal or reduction. The Board's decision on appeal shall be final and binding.

- (5) **Legal Action; Criminal Prosecution.** If any person is found to have committed any of the infractions noted in Paragraph 2 above, such person may additionally be subject to arrest for trespassing or other applicable legal action, civil or criminal in nature.

## USE AT OWN RISK; INDEMNIFICATION

Any Patron, Guest, or other person who participates in the Activities (as defined below), shall do so at his or her own risk, and said Patron, Guest or other person and any of his or her Guests and any members of his or her Household shall indemnify, defend, release, hold harmless and forever discharge the District and its present, former and future supervisors, staff, officers, employees, representatives, agents and contractors of each (together, “Indemnitees”), for any and all liability, claims, lawsuits, actions, suits or demands, whether known or unknown, in law or equity, by any individual of any age, or any corporation or other entity, for any and all loss, injury, damage, theft, real or personal property damage, expenses (including attorneys’ fees, costs and other expenses for investigation and defense and in connection with, among other proceedings, alternative dispute resolution, trial court and appellate proceedings), and harm of any kind or nature arising out of or in connection with his or her participation in the Activities, regardless of determination of who may be wholly or partially at fault.

Should any Patron, Guest, or other person bring suit against the Indemnitees in connection with the Activities or relating in any way to the Amenities, and fail to obtain judgment therein against the Indemnitees, said Patron, Guest, or other person shall be liable to the District for all attorneys’ fees, costs and other expenses for investigation and defense and in connection with, among other proceedings, alternative dispute resolution, trial court, and appellate proceedings.

The waiver of liability contained herein does not apply to any act of intentional, willful or wanton misconduct by the Indemnitees.

For purposes of this section, the term “Activities” shall mean the use of or acceptance of the use of the Amenities, or engagement in any contest, game, function, exercise, competition, sport, event or other activity operated, organized, arranged or sponsored by the District, its contractors or third parties authorized by the District.

## SOVEREIGN IMMUNITY

Nothing herein shall constitute or be construed as a waiver of the Districts’ sovereign immunity or limitations on liability contained in Section 768.28, F.S., or other statutes or law.

## SEVERABILITY

The invalidity or unenforceability of any one or more provisions of these policies shall not affect the validity or enforceability of the remaining provisions, or any part of the policies not held to be invalid or unenforceable.

## AMENDMENTS AND WAIVERS

The Board in its sole discretion may amend these Amenity Policies from time to time. The Board by vote at a public meeting or the District Manager may elect in its/their sole discretion at any time to grant waivers to any of the provisions of these Amenity Policies, provided however that the Board is informed within a reasonable time of any such waivers.

**The above Amenity Policies and Rates were adopted on April 5, 2022 by the Board of Supervisors for the Forest Lake Community Development District, at a duly noticed public hearing and meeting.**

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**Secretary/Assistant Secretary**

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**Chairperson, Board of Supervisors**

**Exhibit A:** Amenity Rates

**Exhibit B:** Amenity Access Registration Form

**EXHIBIT A**  
**AMENITY RATES**

<b>TYPE</b>	<b>RATE</b>
Annual User Fee	\$2,500.00
Replacement Access Card	\$30.00

**EXHIBIT B**  
**AMENITIES ACCESS REGISTRATION FORM**

**FOREST LAKE COMMUNITY DEVELOPMENT DISTRICT  
AMENITIES ACCESS REGISTRATION FORM**

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

HOME TELEPHONE: \_\_\_\_\_

CELL PHONE: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

ADDITIONAL RESIDENT 1: \_\_\_\_\_

DOB IF UNDER 18 \_\_\_\_\_

ADDITIONAL RESIDENT 2: \_\_\_\_\_

DOB IF UNDER 18 \_\_\_\_\_

ADDITIONAL RESIDENT 3: \_\_\_\_\_

DOB IF UNDER 18 \_\_\_\_\_

ADDITIONAL RESIDENT 4: \_\_\_\_\_

DOB IF UNDER 18 \_\_\_\_\_

ADDITIONAL RESIDENT 5: \_\_\_\_\_

DOB IF UNDER 18 \_\_\_\_\_

**ACCEPTANCE:**

I acknowledge receipt of the Access Card(s) for the above listed residents and that the above information is true and correct. I understand that I have willingly provided all the information requested above and that it may be used by the District for various purposes. **I also understand that by providing this information that it may be accessed under public records laws.** I also understand that I am financially responsible for any damages caused by me, my family members or my guests and the damages resulting from the loss or theft of my or my family members' Access Card. It is understood that Access Cards are the property of the District and are non-transferable except in accordance with the District's rules, policies and/or regulations, and any necessary replacement will be at an applicable Replacement Access Card fee. In consideration for the admittance of the above listed persons and their guests into the facilities owned and operated by the District, I agree to hold harmless and release the District, its supervisors, agents, officers, professional staff and employees from any and all liability for any injuries that might occur, whether such occurrence happens wholly or in part by me or my family members' or guests' fault, in conjunction with the use of any of the District's Amenity Facilities (as defined in the District's Amenity Policies & Rates), as well while on the District's property. Nothing herein shall be considered as a waiver of the District's sovereign immunity or limits of liability beyond any statutory limited waiver of immunity or limits of liability which may have been adopted by the Florida Legislature in Section 768.28 Florida Statutes or other statute.

\_\_\_\_\_  
Signature of Patron (Parent or Legal Guardian if Minor)

\_\_\_\_\_  
Date

**AFFIDAVIT OF RESIDENCY: (REQUIRED IF LEGAL FORM OF PROOF OF RESIDENCY NOT PROVIDED)**

I hereby state that the address listed above is the bona fide residence for all residents listed in this Amenities Access Registration Form and that such address is located within the Forest Lake Community Development District. I acknowledge that a false statement in this affidavit may subject me to penalties for making a false statement pursuant to Section 837.06, *Florida Statutes*. I declare that I have read the foregoing and the facts alleged are true and correct to the best of my knowledge and belief.

\_\_\_\_\_  
Signature of Patron

State of Florida

County of \_\_\_\_\_

The foregoing was acknowledged before me by means of ☐ physical presence or ☐ online notarization this \_\_\_\_ day of \_\_\_\_, 20\_\_, by \_\_\_\_\_ who is [ ] personally known to me or [ ] produced \_\_\_\_\_ as identification.

(NOTARY SEAL)

\_\_\_\_\_  
Official Notary Public Signature

**RECEIPT OF DISTRICT'S AMENITY POLICIES AND RATES:**

I acknowledge that I have been provided a copy of and understand the terms in the **Amenity Policies and Rates** of the Forest Lake Community Development District.

\_\_\_\_\_  
Signature of Patron  
(Parent or Legal Guardian if minor)

\_\_\_\_\_  
Date

**GUEST POLICY:**

Please refer to the **Amenity Policies and Rates** for the most current policies regarding guests.

**PLEASE RETURN THIS FORM TO:**

Forest Lake Community Development District  
Attn: Amenity Coordinator  
219 East Livingston Street  
Orlando, Florida 32801  
Telephone: (407) 841-5524  
Email: [amenityaccess@gmscfl.com](mailto:amenityaccess@gmscfl.com)

-----  
**OFFICE USE ONLY:**

\_\_\_\_\_  
Date Received

\_\_\_\_\_  
Date Entered in System

\_\_\_\_\_  
Staff Member Signature

PRIMARY RESIDENT:

Access Card #

**ADDITIONAL INFORMATION:**

Phase \_\_\_\_ – \_\_\_\_ Phase \_\_\_\_ – \_\_\_\_ Phase \_\_\_\_ – \_\_\_\_

New Construction: \_\_\_\_ Re-Sale: \_\_\_\_ Prior Owner: \_\_\_\_

Rental: \_\_\_\_ Landlord/Owner: \_\_\_\_

Lease Term: \_\_\_\_ Tenant/Renter: \_\_\_\_

## SECTION VI



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separate cover.*

## SECTION VII

# SECTION A

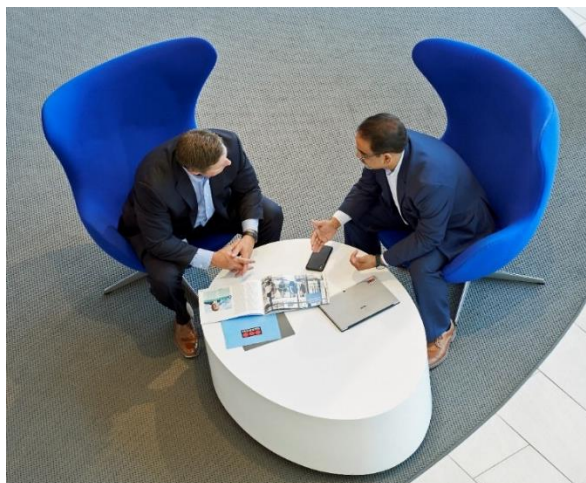
# A Security Program Solution for Forest Lake CDD

Michael Peters, Business Development Manager  
(407) 793-6438 | [Michael.Peters@securitasinc.com](mailto:Michael.Peters@securitasinc.com)



## Confidentiality Statement

This entire proposal is considered confidential information by Securitas Security Services USA, Inc. and may not be distributed, in whole or in part, to any person, firm or corporation outside of Forest Lake CDD. In addition, this proposal may be distributed only to those employees or affiliates within Forest Lake CDD who have direct responsibility for the proposal/decision-making process.





## Table of Contents

Confidentiality Statement . . . . .	2
Executive Summary . . . . .	5

## Company Background

---

Introduction . . . . .	8
Protective Services . . . . .	10
Company History . . . . .	13
Security Innovation Timeline . . . . .	16
Department of Home and Security Designation (SAFETY Act) . . . . .	17
Service Excellence Through Specialization . . . . .	18

## People

---

People - Equal Opportunity Employer . . . . .	20
Recruiting . . . . .	21
Selection and Hiring of Personnel . . . . .	22
Benefits and Incentives . . . . .	26

## Program Management

---

Account Management . . . . .	33
------------------------------	----

## Transition and Implementation

---

Transition Plan . . . . .	37
Sample Transition Plan . . . . .	41

## Training

---

Security Center For Professional Development . . . . .	44
Security Officer Training and Certification . . . . .	46
Additional Training Programs . . . . .	51

## Tools

---

Guard Management Tools . . . . .	55
National Communications Center (NCC) . . . . .	58
Workforce Management . . . . .	59





## Additional Service & Technology Solutions

---

Remote Guard ng - Poo Per meter Protect on . . . . .	60
Techno ogy Scope of Work. . . . .	61
System Layout. . . . .	71
Av g on H4 Mu t sensor Camera L ne. . . . .	72
Av g on V deo App ance. . . . .	80
Ax s Network Speaker. . . . .	84

## Investment Proposal

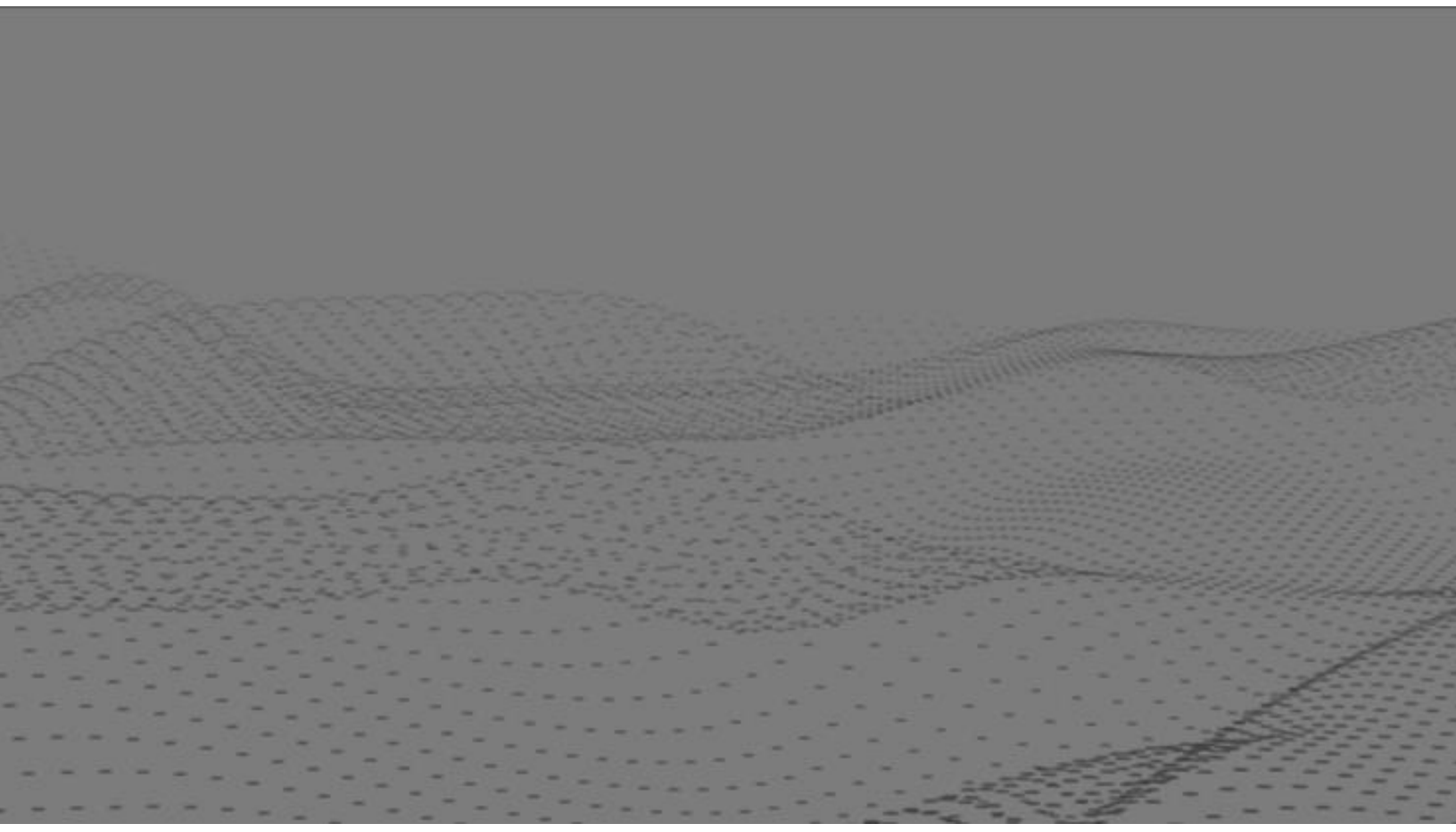
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Investment Proposa - Rate Summary. . . . .	87.
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## Feedback

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Performance Management (SSE). . . . .	90
See a D fferent Wor d. . . . .	94



# EXECUTIVE SUMMARY

August 27, 2023

Emily Grimes  
Assistant District Manager  
Governmental Management Services  
219 E. Livingston Street  
Orlando, FL 32801

RE: ***Integrated Guarding Solutions Proposal for Forest Lake CDD***

Dear Ms. Grimes,

On behalf of the entire Securitas Security Services team, thank you for providing us the opportunity to present our qualifications in response to your security program request. We are extremely confident our depth of resources and desire for service excellence will meet and exceed your expectations. Based on our discussion, we believe the following items will allow Securitas to provide Forest Lake CDD with the most value for its security investment:

- **Market Expertise:** Securitas is the most locally focused national provider of security services in North America and has the policies, procedures, and knowledge base to provide outstanding service and support to Forest Lake CDD. Over 350 organizations and associations in Central Florida alone are currently partnered with Securitas as their trusted security advisors and providers. Through this experience we have developed property specific security best practices which will be implemented at Forest Lake CDD during transition and ongoing.
- **Account Management:** A critical piece of any successful program is ensuring the on-site team receives leadership and support from local, area level management. Although Securitas is a large company, we aim to provide our customers with local, customized support. To that end, your property will be serviced by a dedicated District Manager and Operations/Human Resources team from our local area office. Each branch team handles a small portfolio of approximately 15 clients, versus the industry average of 50+ in order to ensure overall quality of service and provide close support for on-site staff.
- **On-Site Officer Team & Staffing:** Although all security companies hire from the same labor pool, our most recent statistics show we select less than 12% of applicants who apply. Our selectiveness allows us to provide our customers with higher caliber officers. The on-site officer team undergoes a rigorous hiring process and we look to find officers who will be the right fit specifically for Forest Lake CDD. Officers receive extensive training prior to site assignment, on-the-job training prior to working alone, as well as ongoing training. In addition, Securitas offers an industry-leading benefits package and retention tools to minimize turnover. Additional information regarding each of these items can be found in our full proposal.
- **Experience with Account Transitions:** Securitas managers are experts in startups and transitions. In 2022, they transitioned over \$400 million in services from in-house private security and other contract security providers using our Excellence in Service process. This was accomplished without any major issues or disruption to our clients' operations. We have the processes and procedures in place including checklists, timelines, and responsibilities. Furthermore, all tasks are carefully detailed and specifically designed for each client to ensure the security program is effectively transitioned. The transition process continues beyond the start date to ensure ongoing deliverables and that expectations are fully met. Please see the transition section of our proposal for additional information and a sample transition plan.



- **Protective Services Offerings & Alternative Solutions:** Securitas' goal is to look holistically at our customer's overall security program in order to provide them with the best possible solution from both an operational and cost perspective. In order to be your total security solutions expert, we look to drive program efficiencies through the integration of our six security pillars. Although all six pillars may not be of immediate need to Forest Lake CDD, please be aware these are available if the need ever arises. Additional information regarding each pillar can be found under the "Company Background – Protective Services" section of our proposal.
  - *On-Site Guarding*
  - *Mobile Guarding*
  - *Remote Guarding*
  - *Electronic Security*
  - *Fire & Safety*
  - *Corporate Risk Management*

We appreciate this opportunity to work with you and present our capabilities. We look forward to hearing your feedback on our proposal. Please do not hesitate to contact me should you have any questions regarding our response.

Sincerely,



Michael Peters  
Business Development Manager – Central Florida  
Securitas Security Services USA, Inc.

The background features a complex, abstract design. It consists of several layers of wavy, undulating lines in shades of purple and blue, creating a sense of depth and movement. Overlaid on these waves is a grid of small, glowing dots, also in purple and blue, which adds a digital or technological feel to the overall aesthetic. The colors are vibrant and saturated, giving the image a modern, high-tech appearance.

# Company Background





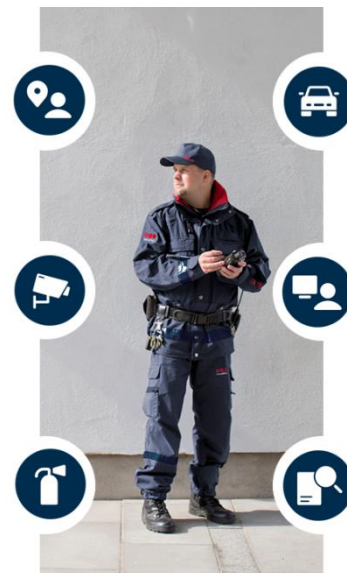
## Introduction

The security profession continues to expand, evolve, and diversify. At Securitas, we listen carefully to our clients to explore, discover and offer alternative methods for providing services and resources that enhance security, increase safety, improve efficiencies and result in cost savings. The Forest Lake CDD mission can be accomplished by leveraging the multiple services of Securitas Security Services USA, Inc. (Securitas).

As part of the leading international organization specializing in protective services based on people, technology and knowledge, Securitas offers a full spectrum of security services under the banner of **Securitas Protective Services**.

We are committed to providing security services for Forest Lake CDD, and to helping keep your people and property safe with a variety of tools. We feature The New Guarding with true solutions that create efficiency while saving both time and money.

Securitas understands the need to manage costs without compromising security. That's why we've developed The New Guarding, a three-dimensional approach to security. This innovative solution or any combination of On-site Guarding, Remote Guarding and Mobile Guarding provides the most efficient, cost-effective solution for your security requirements.



## Global Leader

We recognize that the primary objective of Forest Lake CDD is the selection of a security officer services provider. While Securitas' core competency is providing these services, we believe it also important to highlight our total solutions capabilities in order to demonstrate the value that Securitas will bring to Forest Lake CDD.

To make it as easy as possible for our clients, Securitas is now a single point of contact for their entire security solution. This includes On-site Guarding, Mobile Guarding, Remote Guarding, Electronic Security, Fire & Safety, and Corporate Risk Management – all offered by one company, a global leader in protective services, Securitas.

Securitas Protective Services offers:

- Security officers screened and trained to your requirements.
- The depth of knowledge and breadth of expertise you expect from your Protective Services partner.

## Local Focus

These services are managed by our geographic regions that guide and support our nearly 550 district managers and 90,000 security officers (123,000+ total employees). With district locations in every state, Securitas is by far the most locally-focused security company in the U.S.

Securitas is the only organization that offers this spectrum of guarding services and technology resources while providing a single point of contact for the client.

## World Class

It is Securitas' ongoing goal to set the industry standard and continually raise the bar so that every employee, service and product surpass that standard for quality. To this end, we have implemented a comprehensive Total Quality Management approach. Measuring and improving client satisfaction is emphasized throughout our organization. To help ensure promised quality, annual quality assurance surveys, part of our Excellence in Service program are distributed from division level management.



We not only strive to solve your initial security issues, but also to leverage our knowledge to allow us to anticipate and prevent future exposures to your business risks. Pointing out issues is easy; preventing them, working with you proactively, will be our mission at Forest Lake CDD.



## Protective Service Offerings

Our goal is to drive efficiencies within a client's security program and offer solutions. Protective Services includes On-site Guarding, Mobile Guarding, Remote Guarding, Electronic Security, Fire & Safety, and Corporate Risk Management. All are offered by one company, Securitas, with a single point of contact.



### On-site Guarding

We know that every business environment has different security needs, which is why we have leveraged our knowledge and expertise to develop a variety of guarding functions to meet your requirements. After performing a Risk Assessment, we recommend services that best fit your situation. These include:

- Reception/concierge services
- Console operations
- Special event guarding
- Fire patrol and equipment checks
- Alarm and emergency response
- Facilities badging and identification services
- Transportation and parking coordination services
- Customized and site-specific security functions

Through **SecuritasConnect**, you can have full visibility and control over your security program. This is your window to view your site's security, at any time of the day or night. **SecuritasVision** saves time and confirms compliance of your security operations, policies and best practices, as well as improving communication and officer accountability.



### Mobile Guarding

Mobile Guarding allows sites of all sizes to have access to the world-class protection, high-caliber officers and advanced technologies that make Securitas the knowledge leader in security.

**Mobile Guarding Officers** - Specially-trained, vigilant and helpful officers check in at random but regimented times to fulfill post orders, inspect the property and assist staff as necessary.

**Alarm Response** - Mobile Guarding officers can respond to alarms and react with the appropriate response required by the situation.



### Remote Guarding

When you have Remote Guarding managed by Securitas, we act on incidents in real-time and can deter trouble before it happens. The combination of smart technology and our security expertise creates unprecedented efficiency to help protect your facility 24/7.

Real-time security programs are achieved when video cameras, video analytics, monitoring centers and security officers work together as one integrated force. Potential threats are spotted by cameras and automatically analyzed based on predefined criteria. When necessary, an operator is alerted who then takes immediate action to prevent or minimize damage. We continually identify areas for creating efficiencies both in preventing incidents and lowering resource demand.

**Alarm Verification** - Gives you the shortest possible response time when an incident occurs. Cameras will scan your premises and parking lots for unauthorized activity and potential threats, advise status and deliver an audible message that security is monitoring in real-time.





**Remote Employee Escort** - Utilizes live video surveillance with audio notification to provide a safe environment as employees arrive and depart the area. In other situations, we can monitor visitors who have access to a building and follow their progress throughout the building.

**Remote Entry/Exit Management** - Provides on-demand processing of employees and contract workers who require access to your facility. We can verify their identity, confirm authorization for entry/exit, track and record activity and report any exceptions.

**Remote Perimeter Protection** – Leverages customized intelligent video analytics for each unique location to recognize potential threats and alert operators the moment there is suspicious activity.



## Electronic Security

The advantage of working with Securitas is that you will have one point of contact for the design, installation and service of your equipment. Securitas gives you state-of-the-art security in innovative and cost-effective packages. Securitas Electronic Security Solutions provides a simple approach to your security system needs. We can:

- Help you understand how to best utilize your current system
- Update outdated or broken parts of the system
- Replace the system with a more efficient and effective design

Our engineers can provide expertise on Access Control, Video Security Solutions, Design and Installation, and Maintenance.

Our Technology Service Centers (TSCs) are the hub of our technology activity. While technicians and service managers are deployed and ready to work across the country, the TSCs coordinate the activity to help provide quick action.



## Fire & Safety

We will work with you to develop a fire service plan to meet the specific needs of your facility. Certain industries that Securitas protects, such as the petrochemical, aerospace/defense, and energy industries, are more prone to fire hazards at their facilities. To strengthen our supportive relationship with these industries, we developed a specialized group to expertly fight fires, handle hazardous materials scenarios, and mitigate fire hazards that may threaten business operations.

Through Securitas Critical Infrastructure Services (SCIS), we bring you experience in assessing your facility and possible scenarios to find cost-effective ways to enhance the overall fire service program.

### Incident Response:

- Fire suppression
- Emergency medical response
- Rescue operations
- Arson investigation
- Confined space operations

### Fire Prevention:

- Pre-development/fire pre-plans
- Uniform fire code enforcement
- Life safety code enforcement
- Public education programs



## Corporate Risk Management

Over 150 years, the Pinkerton name has evoked memories of America's first detective agency and the man who founded it - Allan Pinkerton. His legacy continues to this day with a force of Pinkerton investigators and security specialists who maintain the same reputable dedication and commitment to helping protect clients and their assets worldwide.



Pinkerton's tradition of excellence continues with the experience you can trust, and the integrity you can rely on which as a respected leader in the security consulting and investigation practice. Pinkerton offers organizations comprehensive security services, a consultative approach to identifying risks and the professional expertise to partner in effective solutions. With offices located in North America, Latin America, Europe and Asia, you can depend on an organization with a rich history and a dynamic future. Services include:

- Security consulting
- Corporate investigations
- Computer forensics
- Electronic discovery
- Executive protection
- Crisis management

## Integrated Guarding

We continually seek methods to meet each client's unique security requirements while keeping the client's business goals and budget in mind. We are dedicated to using our resources and experience to create security solutions that address the rising costs of the security profession.

Securitas Integrated Guarding balances the expertise and innovation of two or more core security services — On-site Guarding, Remote Guarding, Mobile Guarding and Electronic Security— to cater optimal protection to your organization and unique security needs.

Securitas' strong focus and commitment to Integrated Guarding solutions is demonstrated by our on-going investment in the growth and capabilities of our technology services and solutions support team. Through our coast-to-coast footprint, Securitas and its affiliates can offer an all-inclusive approach, and provide not just the officers and the technology, but a flexible security plan to handle all aspects of your organization's security objectives.

The benefits of Integrated Guarding include:

- Cost efficiencies without compromising your security program
- Flexibility with customized security solutions
- A single provider for all your security services



## Company History

***Securitas Security Services USA, Inc. (Securitas) is the leading international company specialized in protective services based on people, technology, and knowledge. Securitas has over 550 district managers and employs approximately 123,000 people in North America. Securitas' revenues in 2020 were \$5.83 billion.***

### Overview

The parent company of Securitas USA is Securitas AB, the world's largest provider of security services. Securitas AB has three business segments: Security Services North America, Security Services Europe and Security Services Ibero-America. The publicly owned company is headquartered in Stockholm, Sweden has approximately 370,000 employees worldwide, with established operations in 48 markets with the ability to provide services in approximately 90 countries worldwide (<https://www.securitas.com/en/about-us/our-organization/>). Securitas AB has subsidiaries with business operations in North America, Europe, Latin America, the Middle East, Asia and Africa with 2020 revenues were \$13.17 billion.

### About Securitas AB

***"Our future is defined by our history."***



Greg Anderson  
President & CEO  
Securitas North America

Securitas AB had a visionary approach to security. The company had high ideals and set the standards for quality, service and professionalism that revolutionized the field. In 1934, when Securitas AB's founder, Erik Philip-Sörensen, established the forerunner of Securitas AB, a private security firm in Helsingborg, Sweden, he created a model for Western Europe of how a guarding company should operate. He pioneered training and developed a cooperative effort with the fire department to ensure that his guards possessed firefighting skills. In the late 1940s, after the two world wars, the demand for more advanced security services increased. Securitas Alarm was formed to offer technology as a complement to the guarding services. In 1972, all of Philip-Sörensen's companies were combined under the collective name of Securitas AB, the Latin word for security. Securitas AB's high ethical nature is another distinguishing characteristic of the company.

The firm's core values are summarized in three words – Integrity, Vigilance and Helpfulness. These are the guiding principles for Securitas AB and subsidiary employees. A logo with three red dots, representing each of the values, was created. It became the recognized symbol for Securitas AB in Sweden, and later throughout the world.

### About Securitas Security Services USA, Inc.

In 1999, when Securitas AB entered the U.S. market by acquiring Pinkerton, the company became the largest security firm in the world. At the time, Securitas AB was already the leading protective services company in Europe, but few in America were aware of the firm's stature in the industry or the respect associated with its name.

Like Securitas AB, Pinkerton had a rich history dating back to 1850 in Chicago, when Allan Pinkerton, the "**original private eye**," founded the Pinkerton National Detective Agency. Pinkerton was employed to protect railroad property and first gained fame for exposing the activities of a band of counterfeiters. In 1861, he achieved national recognition when he uncovered and foiled a plot to assassinate Abraham Lincoln. Soon after the outbreak of the Civil War, Pinkerton helped organize a federal





secret service, of which he became chief. His pursuits of notorious outlaws such as Jesse James, the Reno brothers and the Wild Bunch (a group of bandits led by Butch Cassidy and the Sundance Kid) brought extraordinary visibility to his agency.

In 2000, Securitas AB acquired the American private security firm, Burns International. Founded in 1909, the William J. Burns Detective Agency was also headquartered in Chicago. Burns was a man of integrity who had served as a national crime watchdog. During his career, he was known as “the greatest detective the U.S. had ever produced.” In 1921, he was appointed director of the newly formed Bureau of Investigation that later became the FBI. Burns’ drive, determination and commitment to service helped his company grow from a small detective agency to the second largest security provider in the U.S. That same year, Securitas AB made a number of other U.S. acquisitions. First Security, American Protective Services, Doyle Protective Service, Smith Security, and APG Security were all purchased, giving the company a strong American foundation. The acquisitions also positioned Securitas USA as the market leader in the United States.

In July 2003, all the U.S. guarding operations of Securitas AB united under the single name of Securitas Security Services USA, Inc.

## Acquisition Timeline

### **FE Moran Security Solution 2020**

Securitas acquires FE Moran Security Solutions, a top 30 alarm monitoring and electronic security systems integration. The company will strengthen and complement Securitas’ current alarm monitoring and electronic security.

### **Global Elite Group 2019**

Securitas acquires Global Elite Group is a leading security services provider to the aviation industry in the US. The company will strengthen and complement Securitas’ current aviation organization in North America, and our combined network, footprint, licenses, and know-how will increase the value we bring to existing and new customers.

### **Kratos’ Public Safety & Security Division 2018**

Securitas acquires Kratos which is to be combined with Securitas Electronic Security, Inc., aligns well with Securitas Electronic Security’s current operations and strategic focus. The acquisition will expand Securitas’ electronic security platform in the United States by strengthening field operation capabilities and adding local district infrastructure with highly skilled employees. It supports Securitas’ strategy of providing protective services across the entire Securitas North American customer base and brings increased value to our customers.

### **Electronic Security 2015**

Securitas AB acquires the electronic assets of Diebold, a leader in electronic security. Its roots trace back to its founding in 1859 as a manufacturer of safes and vaults for banks. Diebold’s North American Electronic Security business, based in Uniontown, OH, is the third largest commercial electronic security provider in North America. For more than 70 years, Diebold’s North American Electronic Security business has brought together technology innovations, security expertise and quality services to become a leading provider of comprehensive electronic security solutions and services to business customers.

### **Remote Guarding by Securitas 2014**

Securitas purchases a quarter of Iverify, one of the leading remote video services organizations in the United States and operator of a state-of-the-art remote video operations monitoring center, the largest of its kind, headquartered in Charlotte, North Carolina.

### **Guarding by Securitas USA 2003**

All the U.S. guarding operations of Securitas AB are united under the single name of Securitas Security Services USA, Inc.



### **Security Officers 2000**

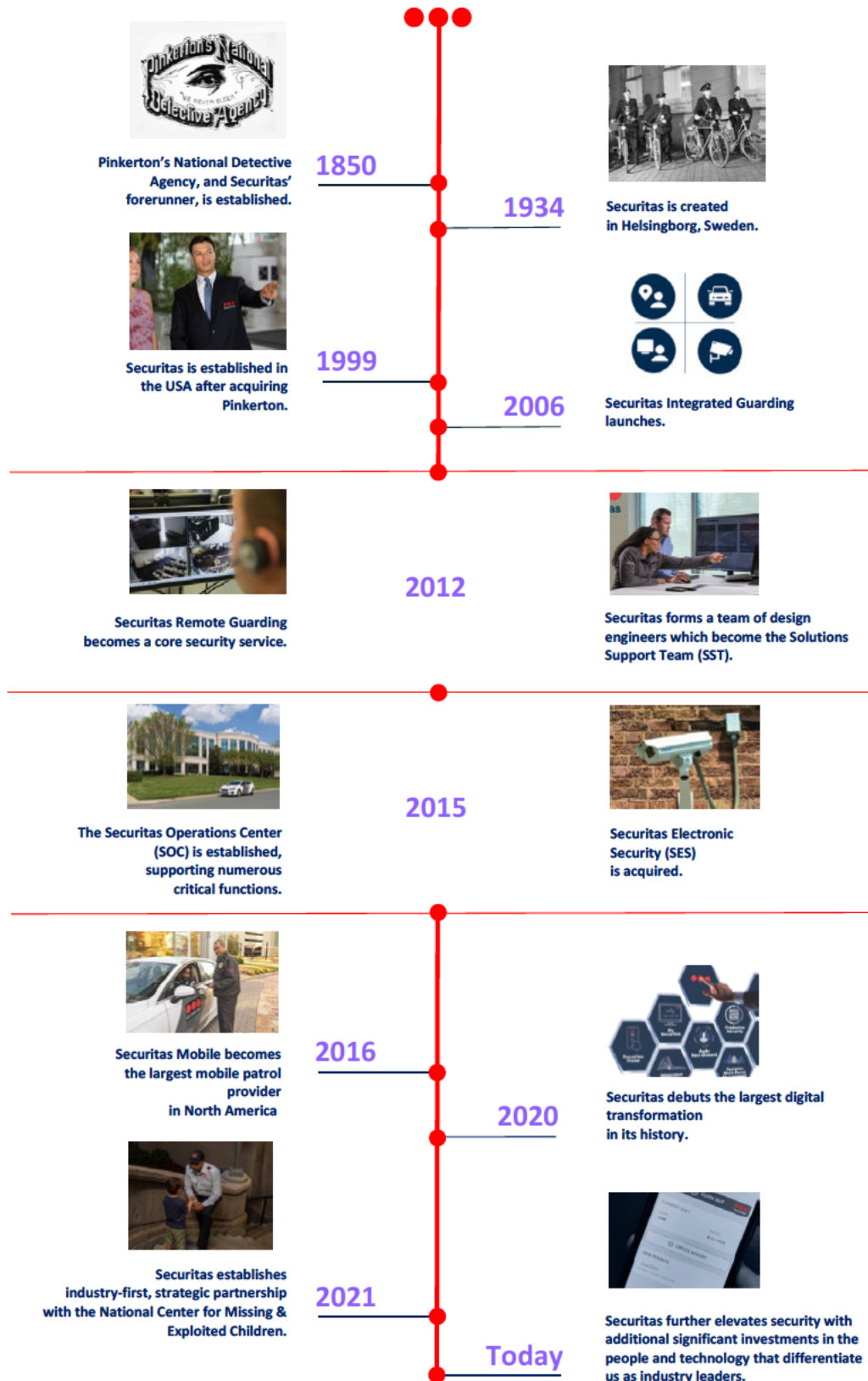
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### **Risk Management 1999**

Securitas Acquires Pinkerton. Like Securitas AB, Pinkerton had a rich history dating back to 1850 in Chicago, when Allan Pinkerton, the “original private eye,” founded Pinkerton’s National Detective Agency. In 1861, he achieved national recognition when he uncovered and foiled a plot to assassinate Abraham Lincoln. Pinkerton helped organize a federal secret service, of which he became chief. Today, Pinkerton is the industry’s leading provider of risk management services.



## A History of Continuous Innovation





## Department of Homeland Security Designation (SAFETY Act)



After an extensive review by the Department of Homeland Security (DHS) of the service standards adopted and followed by Securitas Security Services USA, the DHS awarded Securitas and certain of its affiliates, Designation from the DHS on September 29, 2020, with an expiration date of September 30, 2025.

Congress passed the Support Anti-terrorism by Fostering Effective Technologies Act (SAFETY Act) as part of the Homeland Security Act of 2002 to encourage the developments of anti-terrorism products and services by limiting liability from claims brought as a result of a DHS-designated terrorist attack where approved anti-terror technology or services are deployed.

Briefly, here is what this protection means to our valued customers:

- When applicable, the SAFETY Act should extend the protection to all parties in the supply chain, including all of Securitas USA's government and private sector customers and subcontractors.

*\* For more information about the Department of Homeland Security and the SAFETY Act, visit <https://www.safetyact.gov/>*



## Service Excellence Through Specialization

***We have identified five security performance categories that are addressed in developing a specialized service solution for each client – People, Procedures, Tools, Training, and Feedback. The following sections of this proposal describe each part of this solution in detail.***

The client-centered model below depicts how Securitas achieves specialized service solutions while using one common set of security service delivery management and measurement tools.

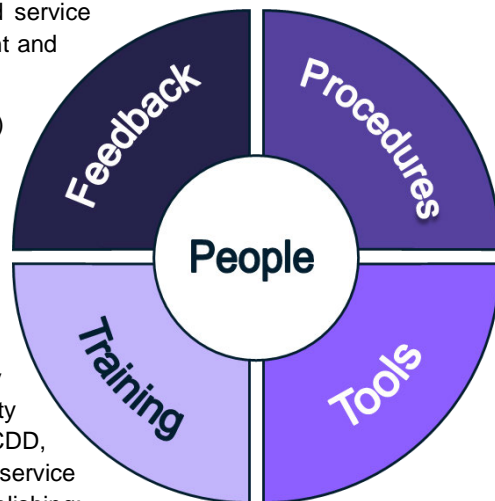
The Client Service Plan Goals and associated Key Performance Indicators (KPIs) are the tools we use to assess the level of delivered service. We will regularly review service results and delivery methods with Forest Lake CDD to assess how well the service solution meets your unique requirements.

The Client Service Plan Goals and KPIs that we jointly establish for each category guide our security service teams. They are the tools we use to assess the level of delivered service.

When developing the specialized solution for Forest Lake CDD, we will identify the service team behaviors and desired results for each of the five security performance categories that will result in specialized service. For Forest Lake CDD, we will demonstrate our commitment to Service Excellence by preparing our service teams to be successful in meeting your specific physical security needs by establishing:

- Clear performance expectations
- Client-specific job descriptions
- Clear procedures and job aids
- Tools to equip and enhance the performance of our officers
- Job-specific training and practice
- Regular performance feedback

This approach to managing performance utilizes our standard Service Excellence methods and tools for gathering data and assessing performance. The Securitas Service Excellence program is our national service platform that provides the framework for delivering world-class service. It tangibly demonstrates our commitment to service, service level management and performance management.





The background features a complex, abstract design. It consists of several layers of wavy, undulating lines in shades of purple and blue, creating a sense of depth and movement. Overlaid on these waves is a grid of small, glowing dots in a similar color palette. The dots are arranged in a regular pattern, but their brightness and size vary, giving the impression of a digital or data-driven landscape. The overall effect is a futuristic and artistic representation of a network or a field of data.

# People





## People

***At Securitas, the foundation of our business is people. We have developed a detailed manual to support our local management teams in recruiting and hiring employees. Our recruiting guidelines include strategies, programs, and processes to effectively attract qualified people to our organization. Recruiting functions are handled by the human resources team of each local office servicing Forest Lake CDD.***

### Equal Opportunity Employer

Securitas is committed to hiring and retaining a diverse workforce. Our goal is to increase diverse representation throughout our company. We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race/ethnicity, color, national origin, ancestry, sex/gender, gender identity/expression, sexual orientation, marital/parental status, pregnancy/childbirth or related conditions, religion, creed, age, disability, genetic information, veteran status or any other status protected by local, state or federal law.

### Women in the Security Industry

Securitas Security Services is honored to contribute to the accomplishments of women: past, present, and future! In addition to our 28,000 women security officers and managers, Securitas was the first in the industry to hire women as investigators. We are proud to continue our commitment to foster women's equality in the workplace.

### Employing and Honoring Veterans

At Securitas, we proudly welcome our military heroes back to the workforce. Since 2012, Securitas has hired more than 50,000 veterans. Securitas USA seeks new ways to strengthen our support of veterans and honor their commitment to our country. Veterans are motivated by the same set of values that lead our company and can bring a unique and valuable skill set to Securitas USA.

Securitas is a proud member of the Veteran Jobs Mission. We have been a member of this private-sector coalition since 2012, formally known as 100,000 Jobs Mission. Because the coalition has far surpassed that goal, they have changed their name and set their goal to collectively hire a total of one million military veterans – with a strong focus on retention and career development of veterans.



## Recruiting

Securitas utilizes a wide range of recruiting sources. Aside from the Talent Network, our recruiting resources include our recruiting web page, [www.securitasjobs.com](http://www.securitasjobs.com); local news media; college campus placement centers; state employment agencies; veterans' groups; senior organizations; local social service agencies; private industry councils, vocational centers; military organizations; law enforcement agencies; job fairs; specifically targeted groups; employee referrals (which provide referral bonuses); and many other qualified employment sources listed in our best practices. In low unemployment areas, we may offer sign-on bonuses (based on length of employment).

To complete our mission of attracting a talented workforce, Securitas developed the position of recruiter/retention specialist that is utilized at selected district offices. Once we have hired the best individuals, we must work to retain them. To help ensure that competitive wages are paid, Securitas uses wage survey data from the Economic Research Institute to validate officers' wages vs. those paid in each U.S. metropolitan area.

In cases where we assume responsibilities from incumbent providers or in-house personnel, our goal is to recruit and retain as many of these individuals as possible who are qualified for employment with Securitas. We take seriously our responsibility to select only those security officers who possess the appropriate skills, qualifications, and aptitudes for each client location. Every officer we hire has undergone personal interviews, reliability testing and reference checks to assist in evaluating the individual's ability to represent Securitas and our clients in a professional manner. In addition, all employees are subject to a criminal background screen and drug test. We then screen officers to help provide a good match between the officers' aptitudes and our client's site requirements.

Securitas takes a focused and consistent approach to increasing retention and making Securitas the employer of choice. Our commitment to retention begins as an applicant completes our hiring process. We strive to make every person who walks through our doors feel special. Retention efforts continue with individual visits (or calls) to newly hired security officers to discuss any concerns. Securitas also uses a series of district and region awards that recognize excellent performance and consistently promote on-going education and development.

### The Securitas Talent Network

The Talent Network is an optimized career site to allow for easy job seeker interaction on any device. Once the job seeker submits a resume or subscribes our talent network, he or she is automatically enrolled to receive new, open positions as they become available. With some of the highest email open and click-through rates in the industry. The Securitas Talent Network has over 500,000 members and is one of the largest in the country.

With **The Talent Network** we are able to:

- Easily gain access to new candidate pools
- Capture vital contact information on interested candidates
- Automatically engage with top talent
- Create custom recruitment strategies geared toward individual client requirements







## Selection and Hiring of Personnel

The process begins with utilizing Oracle Recruiting Cloud (ORC)™ to hire and develop the best workforce in the industry. With ORC, Securitas can source and prescreen candidates, administer online assessments, and conduct background and drug screening before assignment. Moreover, the ORC application provides rich analytics and reporting capabilities that provide insight into critical talent acquisition.

The ORC tool is a web-based product that includes an on-line employment application and an applicant tracking tool to assist our HR staff in managing the hiring process. It is fully integrated with our third-party vendors for background checks, drug screening, and WOTC tax credit screening.

The implementation of ORC in Securitas' local offices has a very positive impact on operations, including:

- Increased applicant flow.
- Reduced time to hire.
- Better utilization of district office staff.
- Improved screening and hiring tools.
- Better hiring statistics to focus on process improvements.
- Compliance with company policies/procedures and federal/state/local regulations.

ORC allows Securitas applicants to complete their applications on-line at any time Securitas recruiters can then evaluate fully screened and tested applicants prior to interviewing them. The resulting increase in the number of qualified applicants has allowed Securitas to be more selective in our hiring process.

### Selection Process Overview

Our step-by-step process goes well beyond the industry norm to focus on selecting world-class employees. Moreover, our process identifies candidates who possess the traits we believe are critical to our organization; such as honesty, integrity, and a strong customer service orientation suited to the culture and operating environment of Forest Lake CDD.

**Our security personnel must meet the following minimum hiring standards:**

- At least age 18.
- A reliable means of communication.
- A reliable means of transportation.
- The legal right to work in the United States.
- The ability to effectively speak, read, and write English (each tested to do so).
- A high school diploma or GED.
- Willingness to participate in the company's pre-employment screening process, including a background investigation and drug screen.

**Our screening process provides us the reasonable assurance that our prospective security officers:**

- Have a stable work history.
- Have well-developed interpersonal communications skills and professional composure to fit the client culture.
- Can withstand the scrutiny of a thorough interview and background investigation.
- Are drug free.
- Able to qualify for and obtain a state security officer license, where applicable.



**Required security officer competencies include:**

- Ability to provide high quality customer service.
- Ability to exercise good judgment and discretion in all business interactions with others.
- Ability to be an effective team member.
- Neatness in dress and grooming.
- Ability to deal courteously, tactfully, and effectively with others, both in person and on the telephone.
- Initiative, integrity, and high ethical standards.
- Ability to maintain professional composure when dealing with unusual circumstances.



## Step 1: Job Application

This step provides information that will assist in:

- Pre-screening of applicants.
- In-depth interviews and background screening with emphasis on employment stability, work experience, and personal background. During this step, each candidate is required to complete the online application and an Evaluation of Report Writing Skills.

During the employment application process, the applicant is required to complete a pre-employment assessment to evaluate situational judgment traits. Candidates being considered for armed positions are subject to a second profile, the Securitas 16pf Protective Services Report (Securitas 16pf), which is designed to test for emotional adjustment, integrity/control, intellectual efficiency, and interpersonal relations and is widely used by military, law enforcement, and private security companies.

## Step 2: Initial Interview

The first pre-employment interview is conducted to identify each applicant's skills, work style, personality, career interests, and suitability for the position.

## Step 3: Background Verification

Securitas utilizes an accredited background screening company to conduct pre-employment background verifications that meet or exceed state security officer licensing requirements.

Our required background verification includes the following:

- Military service - (DD 214) - nature of separation.
- County criminal records search for misdemeanors and felonies. Search all counties of residence and work history for 7 years.
- National Criminal and Records Locator (National Sex Offender Registry, Sanctions, OIG/GSA/OFAC).
- Credit check where permitted by state law (when required for legitimate business reasons by our clients).
- Social Security Number trace to include address history and alias report
- Department of Motor Vehicles driver's license search for all driving positions.
- Employment verification (7-year work history).
- Personal reference checks.
- Education verification.



## Step 4: Drug Screening

Securitas USA prohibits the use, possession, consumption, manufacture, sale, purchase, transfer, dispensation, distribution and/or transportation of alcohol, illegal drugs and/or controlled substances while on duty, on Company and/or client premises, or in Company or client vehicles.

Drug and alcohol testing may be conducted in the local Securitas office using an oral drug screening device or oral alcohol screening device where state laws permit. If the result is inconclusive, the donor will be directed to a lab-based collection facility to submit a urine specimen or a breath alcohol confirmatory test.

Where state law or client contract require lab-based testing, donors will be directed to a local collection facility to provide a 5-panel urine or hair follicle drug specimen and/or breath alcohol test.

Any employee or candidate who refuses to take an alcohol and/or drug test will be disqualified from the hiring process or separated from employment.

Our oral screening device is a six-panel screen that is designed to detect the presence of the most commonly used drugs:

- |                   |                   |
|-------------------|-------------------|
| – Marijuana (THC) | – Methamphetamine |
| – Cocaine         | – Amphetamine     |
| – Opiates         | – Phencyclidine   |

It provides results in 15 minutes, with no chance of sample adulteration or cross - contamination. Should a confirmation test be required, Securitas utilizes Substance Abuse and Mental Health Services Administration (SAMHSA) certified laboratories to perform gas chromatography and mass spectrometry (GC/MS) tests.

Securitas uses an accredited third-party agency to assist district offices through:

- Collection/test site identification, legal compliance, and management services.
- Random drug testing management and selection; data management, records retention, and education and training services.
- Quality control services and performance monitoring.
- After hours and post-injury/accident drug and alcohol testing services.
- An automated system to receive confidential test results quickly to help expedite the hiring process.

Securitas USA can utilize other drug testing panels to screen for specific types of drugs beyond our standard screen when required by our clients. Securitas USA's Drug-Free Workplace Program also conducts post-injury/accident and reasonable-cause drug and alcohol testing as a matter of company policy. In addition, we can conduct DOT-regulated and random drug screening in accordance with client requirements and statutory regulations.

## Step 5: Assignment/Scheduling Meeting

Final administrative processing and documentation is accomplished during this step, as well as the fitting and issuance of uniforms and equipment. The contingent employee meets with the scheduler to discuss specific issues and performance expectations of Forest Lake CDD.

## Step 6: Site Interview

Tentative assignment is made, and our client representative is notified. When requested by our clients, contingent employees are sent to the client site for a final review. We understand the importance that our clients desire us to place on the careful selection of security personnel.



## Step 7: Security Officer Introduction/Examination

Contingent employees are required to complete an introduction session to review security-related video presentations. This program establishes a core base of security knowledge that enables our security officers to properly perform their duties from the first day at a client site.

An exam is given covering the following areas:

- Basic Security Officer Responsibilities
- Public Relations
- Communication and Reporting
- Safety Techniques of Patrol
- Emergency and Fire Prevention
- Basic First Aid; Safe Driving
- Client Relations
- Hazardous Material Communications

## Step 8: E-Verify™ Work Confirmation

Securitas participates in E-Verify™. This program effectively allows Securitas to electronically compare information from an employee's Form I-9, Employment Eligibility Verification to data from the U.S. Department of Homeland Security and Social Security Administration records to confirm employment eligibility.



## Benefits and Incentive Programs

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

### Medical Plans

Securitas offers a medical plan to all full-time security officers that is compliant with the minimum value and affordability provisions of the Affordable Care Act (ACA) and applicable state/local laws. Our self-insured plans are administered by Anthem™. We also provide access to many regional HMOs where required. Detailed comparative information regarding coverage and premium costs for all plans is available.

### Health Information and Assistance

Active participants in our self-insured health plans have 24-hour online and telephone access to a variety of information resources to help them manage their health care, including:

- Anthem Member Website [www.anthem.com/ca](http://www.anthem.com/ca)
- Find a Doctor
- 24/7 NurseLine™
- Estimate your Cost
- Anthem ConditionCare™ disease management program

### Dental Plans

Securitas offers a choice of two dental plans through Aetna™. Both the Dental PPO and the DMO provide excellent coverage and are available to Securitas employees through payroll deduction. The DMO is not available in all areas.

### Vision Care

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

### 401(k) Savings Plan

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

### Life and Accident Insurance

The cost of this insurance is fully paid by Securitas and is provided to all full-time (working over 30 hours a week) security officers, effective on the 90th day of employment. Securitas knows their employee's wellbeing is important — now and in the



event of their death. Securitas wants to help provide some peace of mind to our employee's loved ones, therefore the Company-paid life insurance benefit is increasing to \$10,000. Additional amounts may be provided through client contract.

## Voluntary Supplemental Life Insurance

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

## Employee Assistance Program

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

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

- Marital, relationship and family problems
- Alcohol and drug dependency
- Stress and anxiety
- Depression
- Grief and loss
- Child and elder care assistance
- Financial issues
- Legal services

## Holiday Pay

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

## Paid Time Off / Vacations

Our most prevalent time off policy for full-time officers provides one week (40 hours) after one year, two weeks (80 hours) after five years, and three weeks (120 hours) after ten years of service. This policy may be amended to comply with the time off and/or vacation policy of the client, or with applicable state or local laws.

## Uniforms

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

## Payroll Choices

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

The benefits of the EPAY Card include:

- A better payroll payment alternative to employees over paper checks.
- Faster, safer and more flexible access to funds.



- Tools to manage their funds.
- Accommodating employees who may not have a bank account.
- Supporting the organization's green initiatives with a more eco-friendly payment method.

## Sons and Daughters Scholarship Program

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

## Employee Purchase / Discount Program

Securitas partners with a number of companies that allow our employees to participate in their Employee Purchase Programs (EPP) by offering discounts on goods and services. Security officers are eligible to participate in these programs and can obtain more information from their human resource manager.

## My Rewards

Securitas introduced a new program designed to incentivize and recognize employees for continued employment, safety practices and participation in ongoing training initiatives. Qualifying officers collect points based on performance, tenure and other key metrics. These points can be used to earn attractive rewards.

The My Rewards program serves to achieve the following goals:

- Focus on the critical first year to improve officer retention
- Welcome new security officers into the Securitas culture from start of employment
- Create an expectation that great work will be recognized
- Reinforce that Securitas is an organization that provides opportunity and is focused on the well-being of its employees
- Foster understanding and adoption of core values of Integrity, Vigilance and Helpfulness

There are many ways officers can earn points by taking part in a qualifying activity, including client or peer recognition, recruitment referrals, safety meeting attendance, accident-free site recognition, on-the-spot awards, sales referrals, and many more activities. The number of My Rewards points earned increases as an officer reaches defined tenure milestones (> 6 months, > 1 year, 2 years +).

The My Rewards Program has proven to be quite successful. Feedback from our officers has been overwhelmingly positive. Should we be awarded the contract, we will work with each of your sites to define specific reward metrics, or qualifying activities, to drive site specific performance.



# Incentive Programs

## Awards of Merit

Recognizing individual officers for above average performance is critical in maintaining the morale and dedication of any security force. Securitas' recognition program includes:

- Certificate of Merit
- Security Officer of the Month
  - Officers receive a \$25 bonus check, a distinctive plaque, and an Officer of the Month pin.
- Security Officer of the Year
  - Officer receives a \$100 award, a distinctive plaque, and an Officer of the Year certificate. This officer is usually selected from the twelve Officers of the Month.
- Region Officers of the Year
  - We select two officers from all the offices in a geographical region. One officer is recognized for overall performance and the second is recognized for heroism.
- Region Supervisor and Employee of the Month
  - \$50 bonus and an Award of Merit Certificate presented by a region president for the commendable performance of a supervisor and a security officer. A commendation letter and distinctive plaque are also presented to the recipients of these awards.
- Region Supervisor of the Year
  - The supervisor receives a \$250 bonus, Award of Merit Certificate, and a distinctive plaque. Supervisor of the Year is chosen from the twelve Supervisors of the Month.
- National Officers of the Year
  - Two security officers are selected from among the five Region Officers of the Year. They are honored as Securitas' Security Officers of the Year in one of two categories - performance and heroism.

## Corporate Recognition

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

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

## Service Awards

- One year of service: Officers earn a certificate and special Securitas silver pin.
- Three, five, ten, fifteen, twenty and more years of service: Officers earn special Securitas silver pins with jeweled enhancements.

## Additional Incentives

Securitas maintains a toll-free Service Heroes Line, which provides our officers an opportunity to recommend ways to improve our service, programs and processes; share best practices; and recommend cost savings ideas.

Securitas has a program in place to motivate our employees by providing an avenue of communication from the district office to the top of our executive management team. We use our awareness program, Securitas Hotline, to allow all of our employees





a means to anonymously express their concerns without any fear of reproach. All of our officers receive a wallet card with the toll-free Securitas Hotline number and are urged to call if their concerns cannot be properly handled at the local or region level. The hotline is open 24 hours a day, seven days a week.

We survey our officers periodically to determine how we can continue to improve our work environment. This survey provides information to assist in developing new programs that will improve officer morale and ultimately the officers' effectiveness on the job. After we identify general areas of concern, we solicit responses from district office personnel on methods for improvement. These suggestions are reviewed and implemented whenever possible. In addition, we will not make suggestions based upon motivational effectiveness until we have surveyed our officers for their potential effectiveness.

Our employees' achievements are also highlighted in the many publications we produce and distribute, such as local newsletters and our corporate management newsletter. In addition, we produce many other publications to provide a means of informing our employees and clients about company and security industry-related trends, news, events, services and new technologies.

We offer opportunities to apply for scholarships with partnering institutions.



## Enhanced Benefits

### Anthem Engage Elite

Securitas is offering Anthem Engage Elite, an online resource that can help employees manage health care expenses and make healthy choices, to all employees eligible for an Anthem plan. Engage Elite allows employees to search for medical, dental and vision care network providers based on cost, service ratings and other important information they can then use to make better health care decisions. Employees will also have access to online health coaches, discounts and perks, as well as wellness opportunities that support increased activity, better sleep and nutrition.

### Livongo

Livongo will help employees who are currently living with diabetes to better manage and improve their condition all while saving money. Registered participants of Livongo will receive a complimentary cellular glucometer and unlimited lancets and test strips delivered right to their door. Livongo also provides employees' access to online tools and reports that can facilitate conversations with their doctors, coaching and live support, and nutrition and health tips.

### Omada

Omada is a science-backed health and weight management program that motivates employees to take charge of their weight and reduce their risk for diabetes and other health conditions. Securitas employees can find personalized support and easy-to-access online tools and resources to help them build healthy habits that last. A welcome packet that includes a cellular scale, pedometer and exercise bands are delivered to every participant – at no cost to them.

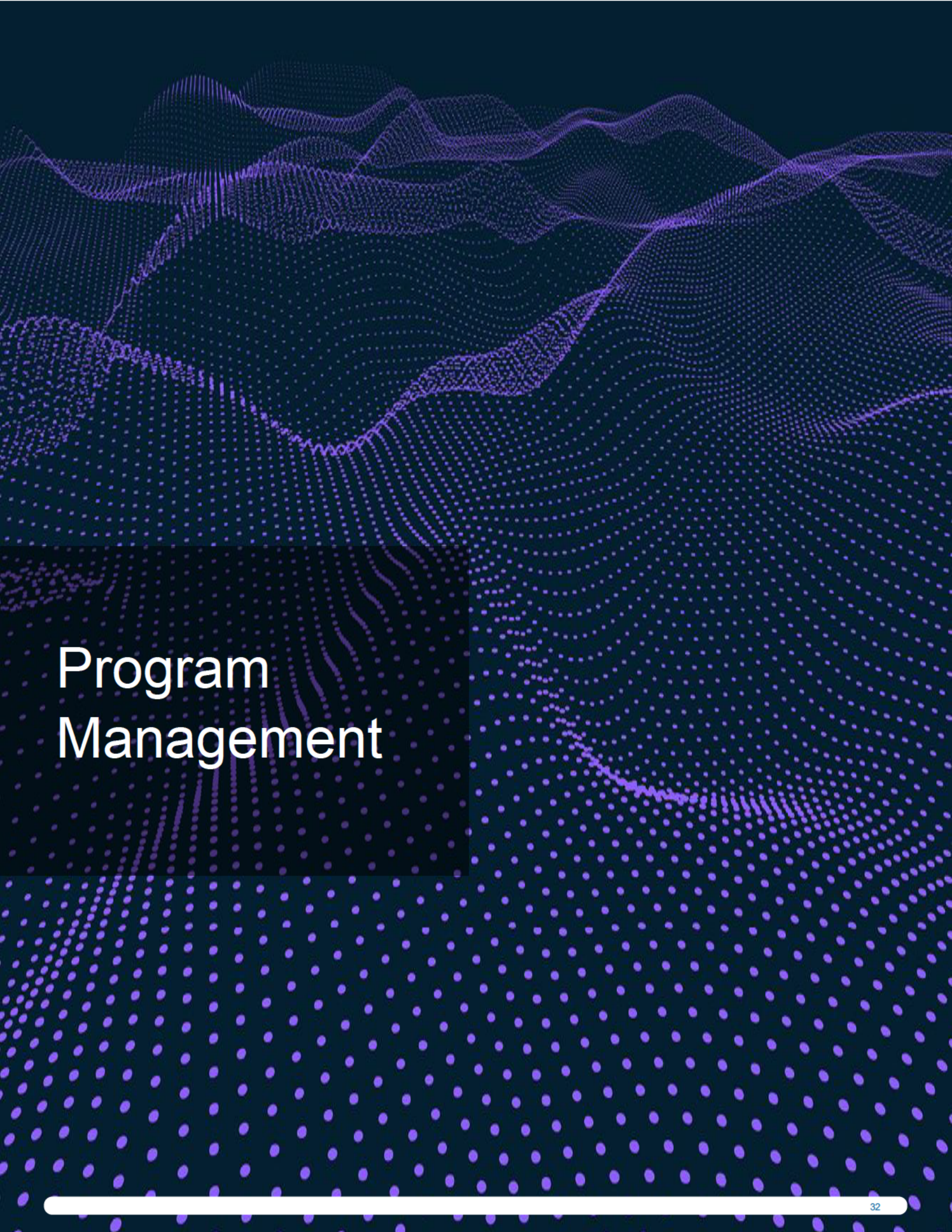
### EAP

It is important that Securitas employees and their families have the support they need, whether that's helping them deal with marital and family issues, relationship difficulties, death or loss, personal crises, health concerns or even choosing a college for their child. Securitas' new EAP, does all of that. Employees will now have up to five in-person counseling sessions and a network of support options, from over-the-phone counseling to resources like legal referrals, daycare and elder care, identity theft consultations, adoption assistance, education support for tutoring and college/university searches and financial counseling.

### Smart Dollar

SmartDollar is a proven financial wellness program. Using motivational content, interactive tools and expert advice, SmartDollar will help them get out of debt (if needed), save for retirement and reach future money goals.





# Program Management





# Account Management

## Account Manager

The account manager interfaces with the security manager at Forest Lake CDD on security services delivery, and is responsible for all Securitas personnel and services at Forest Lake CDD. The account manager promotes teamwork, cooperation and consistency among shifts, and is fully trained and thoroughly knowledgeable of all post orders, operating logs, procedures, practices and site interior/exterior layout.

## Account Supervisors

Account supervisors are responsible for the supervision of officers on their respective shifts. They build teamwork, cooperation and consistency on their shifts, and are fully trained and thoroughly knowledgeable of all post orders, operating logs, procedures, practices and site interior/exterior layout. They work under the direct supervision of a site manager, while working closely with Forest Lake CDD security management personnel.

## Area Vice President (AVP)

The AVP helps to ensure the delivery of high-quality client service through regular contact with clients, evaluates service quality, supports area and district offices in maintaining a consistent focus on high quality client service, and provides guidance in the retention of business. The AVP also assists in the orientation of area and district managers, helps to see that area offices and districts have well qualified individuals who are properly trained to carry out Securitas' mission, coaches area and district managers in strengthening their competencies and developing and retaining business, and facilitates teamwork and the implementation of progressive change.

## District Manager

The district manager actively manages all client sites in his/her area. The district manager facilitates decisions to meet the needs of Forest Lake CDD. The district manager meets regularly with the client contact at Forest Lake CDD to evaluate service levels, and implement and refine our ongoing service plan.

Some of the responsibilities of our district managers include:

**Client visits:** A Securitas district manager schedules regular visits with Forest Lake CDD to ensure contract compliance and satisfaction with our service.

**On-site training:** The district manager conducts both on-site and follow-up training in all basic and advanced security subjects as necessary.

**Maintaining contact:** District managers meet as necessary with client representatives to assist in performing the duties of our regular and special post orders.

**Site development:** District managers supervise, monitor and respond to security officers' requests for assistance, support and development. It is the responsibility of every district manager to strive to see that the security officers working at Forest Lake CDD have the skill sets, training, equipment, supplies and support necessary to fulfill their security responsibilities.

## Field Supervisors

Spearheading field supervision and training for each district office are the field supervisors, who function as non-resident supervisors. Field supervisors administer continuing training of the officers assigned to each facility. Since they are an important extension of the management team, proper selection and training are important. We have developed formal



programs that include seminars, classroom training, video instruction and manuals designed specifically for field supervisors. Some of the responsibilities of our field supervisors include:

**Field supervisor visits:** A Securitas supervisor schedules visits with each post, and monitors the quality of the security officers' performance and appearance.

**Field supervisor on-site training:** Field supervisors are available to conduct on-site and follow-up training in all security matters.

**Field supervisor contact:** Field supervisors meet frequently with a client representative to assist reviewing service levels.

**Inspection reports:** Field supervisors, when requested, inspect and leave reports on-site for the client's designated representative.

**Incident reports:** Field supervisors must respond to security officer requests for assistance and review each Incident Report. An "Action Taken Report" on the incident is left on-site for review by your management representative.

## Human Resources Manager

The human resources manager leads the hiring and selection process for all employees; personally interviews each candidate for selection to work at Forest Lake CDD; and manages benefits, employee relations and recruiting.

## Recruiter

The recruiter actively promotes the employment opportunities at Securitas through numerous sources and works with state and local placement agencies to offer employment opportunities to qualified individuals. These sources include college and university groups, placement services and government agencies.

## Training Manager

The training manager guides the introduction process, site-specific training and continuous training program development; is responsible for the preparation of training materials, classroom presentation and site-specific training; reviews all operations at Forest Lake CDD to determine the best methods of delivering the training; identifies the appropriate training materials; schedules and conducts the training; and is responsible for supervisory and refresher training.



## Scheduling Manager

The scheduling manager ensures that all hours paid to the security officers balance with the invoice amounts billed to the client, tracks the hours billed to client specifications, and maintains client/employee data to ensure proper payroll and billing.

## Accounts Payable/Accounts Receivable

This individual works with the client representative when a billing discrepancy arises, researches any billing issues, and tracks timely payment of all outstanding invoices. District office payables and invoices are also processed for approval and payment.

## Flex Force

Securitas typically uses the flex force system to fill unscheduled vacancies (e.g., illness, vacation) at your facility. Additional officers are trained at each of our clients' sites to become fully knowledgeable of the required duties. They are on call 24 hours a day to be ready to respond to vacancies that may occur at your facility. Should the need arise for a large number of additional officers at a particular site, Securitas offices assist with a reserve force.



## Region Support Teams

Securitas consists of five geographic regions. The purpose of the region office is to guide and support the local district offices that, in turn, support our officers at client sites. Placing resources at the local level, where they can be used most effectively, is part of our mission as the industry leader to add value by being closer to our clients and to our security officers.

While supervisors are the first point of contact for the security officer, they will, on rare occasions, have questions that need to be escalated to the region level by their supervisors.

Securitas South region support includes:

### Region President (RP)

The Region President is essentially the chief executive officer for the region, providing the leadership and vision that drives the quality of our service and promotes the success of the region. The RP directly oversees each of the area vice presidents in their support of the local district offices. The RP develops client relationships, grows Securitas' business, and studies the industry. RPs work to improve both the financial performance of the region, as well as the level of service the region provides to its clients and officers.

### Region Vice President (RVP)

The RVP is responsible for initiating and maintaining professional-level contacts with prospective clients. The RVP carries the Securitas message to promote Securitas' reputation in the security industry and engage prospective clients, as well as looking for best operating practices and networking to identify prospective clients.

### Vice President of Human Resources (VPHR)

This team member oversees all aspects of human resources for the region. The VPHR is the first point of contact for all benefits, compensation and general employee welfare questions that cannot be resolved by the district office. The VPHR works closely with corporate employee relations staff and is a key point of contact for government agencies. Compliance, standards and auditing of personnel records are additional areas of responsibility.

### Regional Director of Training and Development (RDTD)

The RDTD not only delivers training, but also trains the trainers. The RDTD meets with clients to help identify training needs, listens to suggestions and oversees all employee development programs in the region. In addition, RDTDs promote career development, administer the sweepstakes coupon program, and support all aspects of the "Excellence in Service" program.

### Region Controller (RC)

This individual reviews the financial status of every Securitas client, and prescribes corrective measures, when necessary, based on the findings. However, far more often the RC acts proactively to build and maintain a quality business portfolio, robust offices, and strong regions. Many of the questions asked are directly related to compensation. By working to improve Securitas' financial management, the region controller helps to support everyone at Securitas.



The background features a dark blue field with a grid of small, glowing purple dots. Overlaid on this are several wavy, translucent lines in shades of purple and blue, creating a sense of depth and movement. The lines appear to be composed of many small segments, giving them a digital or particle-like quality.

# Transition and Implementation





## Transition Plan

Transitions, regardless of scope, pose a variety of challenges. Identifying these challenges makes overcoming them a matter of process. Securitas has successfully executed transitions throughout the world at levels that are truly remarkable. To continuously improve our transition process, “best practices” and “lessons learned” are communicated to all levels of management to provide timely implementation.

Most new Securitas clients already have incumbent security personnel with whom the account transition team works with to ensure a successful change in service providers. We understand it is the face to face interactions, the relationships that are so very important during transitions. We work to provide confidence and assurance to all those involved.

***In 2020, Securitas managers transitioned over \$500 million in security services.***

Securitas Managers are experts in transitions. In 2020, they transitioned over \$500 million in services from in-house private security and other contract security providers using our **Excellence in Service** process (Transition references are available upon request). This was accomplished without any major issues or disruption to our client’s operations.

Securitas is well aware of the negative impact an inadequately designed and implemented transition can have on the continuity of operations of a client. Our team and our proven processes will help to provide a seamless transition at each facility.

### Transition, then transformation

Transformation, not transitioning, is our ultimate goal. To transition your current security staff to our practices and then transform them to our comprehensive security solution, a number of items are scheduled. We introduce our experienced transition team, consisting of the Area Vice President of Operations, District manager, Human Resources Manager, Recruiting Manager and Training Manager. These members oversee every area of the operation, helping to ensure all posts are understood, evaluated, and enhanced to our standards of protection. This team then works to develop a comprehensive transition and implementation plan for Forest Lake CDD.

The transition plan is formalized approximately 30 days prior to the “start of service” date. The implementation plan typically takes an additional 60 days from the start of service, depending on the scope of the project. In addition to security officers, value added programs are identified and introduced where applicable.

The current security industry categorizes Officers (Guards), actual boots-on-the-ground, and Systems, various technologies, into two separate categories, Securitas does not. We see both of these as different tools utilized for the same purpose; to provide Forest Lake CDD with the most secure and cost-efficient security program. A complete security plan is designed using both people and technology to create comprehensive security for your organization; thus, transforming your security program into a modern, cost effective solution.

During the numerous transitions completed over many years, we have learned:

- To ask detailed questions in order to understand our clients’ expectations.
- Communication with officers and key stakeholders regarding transition information is critical and must be timely. We create employee communications regarding transition activities to keep everyone informed.
- It is necessary to maintain flexibility regarding transition and implementation schedules. Clients’ requirements and their environments are dynamic and periodic adjustments may need to be made.
- To fully document and disseminate internal transition reports in order to evaluate progress and make necessary improvements in our methodology.
- Performance measurement begins with transition; our clients expect to be kept fully informed regarding completion of critical transition milestones. At a minimum, weekly progress reviews are conducted with our clients.





Our transition plans have taken these “lessons learned” and incorporated them into a detailed schedule that becomes a living document. This framework represents our commitment to Forest Lake CDD and provides a measurable tool by which all parties can follow Securitas’ progress.

Our transition objectives are the following:

- Enter into contract negotiations with Forest Lake CDD in good faith to efficiently and quickly finalize an executed service agreement.
- Establish communications with corporate and local Forest Lake CDD security representatives to receive early guidance during transition and contract operations.
- Conduct a Risk Assessment to determine the quality and effectiveness of security policies and procedures at each site covered by our service agreement.
- Customize our transition plan and develop milestones for activities and responsibilities.
- Implement an ongoing communications plan with all team members.
- Implement our recruitment, screening, and selection programs for both new and incumbent employees.
- Conduct an assessment of job tasks, training needs and requirements and finalize our training program for Forest Lake CDD review/approval.
- Establish property control records and conduct an orderly transfer of any client-furnished equipment.
- Establish administrative, logistic, and financial controls.
- Finalize our management and staffing plan with Forest Lake CDD management input.
- Review and revise general and post orders and other directives as needed.
- Develop and/or revise detailed job descriptions.

## Service Initiation – Implementation

Securitas helps to remove transition concerns through process and planning accountability. This proven, formal process is documented in our 72-page Securitas Service Excellence - Service Initiation Workbook. The workbook, along with its companion guidebook, helps to ensure service starts smoothly and provides a foundation for ongoing success.

Topics include:

- Transition Plan (from contract signing to service start)
- Implementation Plan (first 60 days after service start)
- Periodic Hazard Assessment Checklist
- Post Order Requirements Survey
- Client Service Plan

## Post Orders Distribution System (PODS)

As a result of the information captured by our Service Initiation Workbook, job descriptions, specific shift functions and an in-depth review of your facility, post orders for your facility are developed by our management staff. Once Forest Lake CDD approves the content of this information, your district manager will prepare the final document utilizing our Post Orders Distribution System (PODS). PODS is a proprietary software program that helps to ensure that all of the client’s expectations are being met in the post orders. This template ensures consistency and provides our officers with the detailed information needed to perform their jobs to your expectations. The template is stored electronically so maintenance and updates can be performed easily and communicated to the security staff efficiently.



Securitas will maintain and update post orders with the client having final approval on an annual basis to ensure compliance. Additionally, on-site officers will be retrained on any procedural changes in the post orders as they occur.

## Account Management Team

Organization charts will be opened and filled with incumbent, Securitas personnel and any new-hires necessary to fulfill the contract commitment. Organization charts will help easily frame management and reporting structure.

## Retaining Incumbent Personnel

We recognize the value of incumbents' knowledge, skills and abilities and will seek to retain those personnel you request. Incumbents who are retained must successfully pass Securitas interviews, reliability testing, drug screening and reference checks to determine their eligibility for employment with Securitas.

## Proactive Communication with Incumbent Personnel

Incumbent concerns regarding the transition to Securitas are mitigated through proactive, personal communications. After contract award, and with your prior notification and approval, we will implement the following activities:

### 1. Team Meeting (town hall style)

- Brief introductory meeting to all available incumbents
- Announce Securitas contract award and transition timetable
- Introduction to Securitas and benefits of continuing employment
- Answer questions; e.g., benefits, grandfathering vacations, etc.
- Avenues of communication regarding transition concerns

### 2. Individual Meetings (one-on-one)

- Meet with incumbent personnel and walk them through the application process
- Introduce Securitas hiring process, timelines and hiring packet
- Answer questions and introduce possible retention offers

### 3. Follow-up Individual Meetings (one-on-one)

- Answer follow-up questions and discuss any concerns
- Face-to-face, email or phone-based meeting, incumbent preference

## Transition Newsletter

Communication, shared regularly and clearly helps smooth many activities that can be otherwise stressful to a changing workforce. In addition to other communication tools, our newsletter provides for specific information to be shared for specific circumstances at any given site, post or unique location. Topics may include:

- |  |   |
|--|---|
| – Invitation to Apply  | – Transition Timeline                   |
| – Securitas Transition Team & Contact information                  | – Welcome to the Team                   |
| – Town Hall Meeting  | – Securitas Security Services USA, Inc. |
| – <a href="http://www.securitasjobs.com">www.securitasjobs.com</a> | – Rumor and Stress Control              |

## Transition Process

The following activities help to deliver a contractually compliant, seamless transition:



- Ask critical questions to understand expectations, both corporate and local
- Communicate transition information in a timely manner (employee packets, newsletters)
- Maintain flexibility in transition timelines and implementation to changing needs
- Fully document and disseminate transition reports for evaluation and improvement
- Measure performance and provide you weekly progress reviews
- Solicit post-transition feedback for improvement opportunities
- Have a district team member present for the start of each shift including weekends
- Daily visits, including the first-time employees and visitors are on the site
- Review site specific training that has been performed
- Review personnel assigned to the site to ensure they meet standards
- Confirm all contract requirements met
- Meet weekly with Forest Lake CDD representatives for the entire implementation period
- Area Vice President will contact Forest Lake CDD representative twice during first two weeks
- Review first invoice with Forest Lake CDD representative (face-to-face)
- Cross-train personnel and backup personnel
- Document transition milestones

The following major milestones highlight our transition process. A detailed listing is included in the Securitas Service Initiation Workbook.

- Enter contract negotiations to efficiently and quickly execute a contract
- Establish contact with your representatives for transition guidance
- Establish immediate contact with incumbent officers and distribute a custom Transition Newsletter to minimize uncertainty
- Finalize the transition and implementation plans
- Assess quality and effectiveness of all security operations as requested
- Conduct operational needs assessment of each site and post as requested
- Initiate recruitment, screening, and selection programs
- Assess job tasks, training needs and requirements, present final programs for your review/approval
- Setup property control records and transfer client-furnished equipment and material
- Initiate administrative, logistic, and financial controls
- Finalize supervision and staffing plan with your input
- Finalize directives, general and post orders as needed



Transition & Implementation [Client]

Week

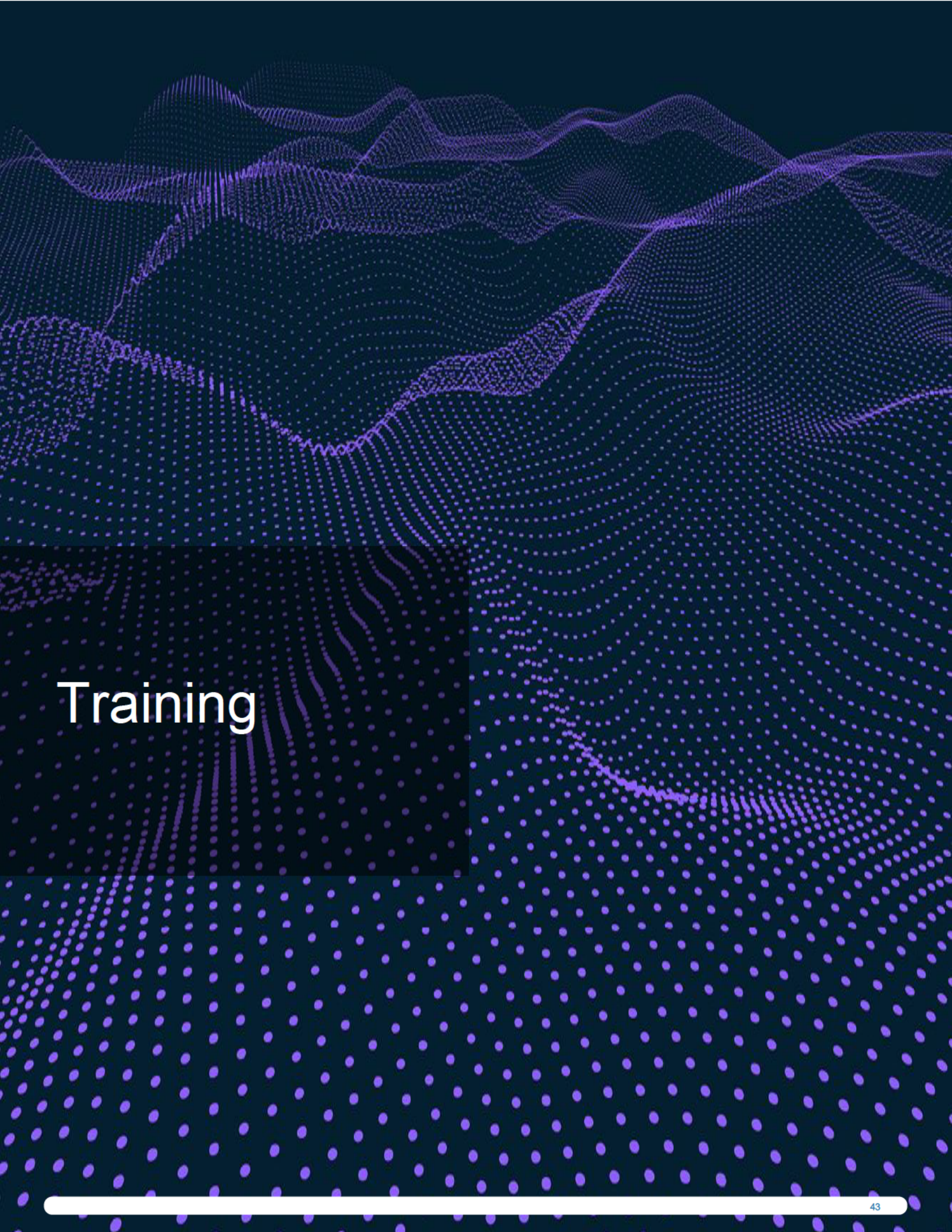
	Activity	Start	Finish	Responsibility	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26
	Transition																													
1	Award scenario finalized; contract awarded; transition account to Securitas on agreed date	1	1	Client, AVP & DM																										
2	AVP and district manager have been identified and contacted and informed of the site.	1	1	AVP & district manager																										
3	Activate Securitas Transition Management Team Teleconferences discussing the details of the transition plan action items will be conducted with all members of the transition team.	1	3	AVP																										
4	Develop transition plan. Meet with Security team to discuss transition and finalize transition plan.	1	1	DM & AVP																										
5	Conduct weekly Transition Team conference calls with all team members and client representatives to discuss progress on each action item outlined in transition plan. Outline any concerns or obstacles to success.	1	6	DM & AVP																										
6	Meet with the client to present the Securitas USA Service Initiation Kit.	1	1	DM & HR Mgr.																										
7	Conduct Operational Analysis	1	6	DM & HR Mgr.																										
8	Conduct Risk Management Safety Inspection.	1	2	DM & HR Mgr.																										
9	Complete Post Order Requirements Survey.	1	2	DM & HR Mgr.																										
10	Work with client to prepare Post Orders.	1	4	DM & HR Mgr.																										
11	Prepare Hiring Profile.	1	1	DM & HR Mgr.																										
12	Order supplies and equipment.	1	4	Admin. Coordinator																										
13	Order uniforms.	1	3	Admin. Corrdinator & HR Mgr																										
14	Review and prepare wage and benefit package.	2	3	DM HR Mgr.																										
15	Prepare site specific training materials.	1	4	DM & Trainer																										
16	Prepare master schedule.	3	3	DM & Acct Mgr.																										
17	Select Account Manager	3	3	DM & AVP-[Client]																										
18	Recruit and select officers based on client requirements, recruiting internally/externally.	1	4	Admin. Corrdinator & HR Mgr																										
19	Meet with client to review Post Orders.	1	4	DM																										
20	Issue and fit uniforms.	3	4	Admin. Coordinator & HR Mgr																										
21	Meet with client to confirm Post Orders, brief on Transition Plan progress and discuss invoice procedures.	1	5	DM																										
22	Conduct Security Officer Introduction Program to all new and incumbent security officers.	3	4	HR Mgr., DM																										
23	Confirm all personnel files for full pre-screening documentation.	3	4	ALL HR Staff																										
24	Conduct on-site specific training of security officers.	3	5	DM & Acct Mgr.																										
25	Establish specific service start procedures:	3	5	DM																										
26	Arrival of supervision.	4	5	DM																										
27	Arrival of security officers.	4	5	DM																										
28	Placement of equipment and supplies.	4	5	All Support Staff																										
29	Actual take-over of facility responsibilities.	5	6	DM, Acct Mgr																										
30	Working schedule that matches master schedule.	5	5	DM																										
31	A branch team member must be present for the start of each new shift	5	5	DM & Acct Mgr., FSM & Sales																										
	Implementation																													
32	Visit the account daily so that all service is properly initiated.	5	5	DM & Acct Mgr. & Field Supervisor																										
33	Schedule to be on-site the first time the client is back on-site after start-up.	5	5	DM & Acct Mgr.																										
34	Review site specific training that has been performed.	5	6	Acct Mgr. & DM																										
35	Review personnel assigned to site so they meet all standards.	5	7	DM, HR Mgr., Acct Mgr.																										
36	Confirm that all contract requirements are being met.	5	7	DM & AVP																										
37	Weekly meetings with the client during the implementation period.	5	12	DM																										
38	Area vice president contacts the client (phone or face-to-face).	5	8	AVP																										
39	Review first invoice with client (face-to-face).	9	10	DM																										
40	Cross-train personnel and "back-up" personnel.	6	12	DM & Acct Mgr.-Trainer																										
41	Introduce the Excellence in Service and other Securitas USA programs.	5	12	DM																										
42	Provide Operational Analysis Recommendations	12	16	DM																										
43	Review of Post Orders	11	16	DM																										
44	Audit of Training all officers	10	17	Trainer, Acct Mgr. & DM																										
45	Implementation of Vision Tour System/Client Connect Dashboard	10	11	DM & Technology Director																										
46	Contract Compliance (Complete Review of all contract requirements)	8	14	AVP & DM																										
47	License Compliance NC (PPSB)	5	12	Compliance Mgr. & HR Mgr.																										
48	Off Hours Officer Inspections	6	18	Securitas Managers & Field Supervisor																										
49	Uniform Audit	5	8	Securitas Managers & Field Supervisor																										
50	Vehicle Audit & Maintenance	5	16	DM & Acct Mgr.																										
51	Officer Performance Reviews & Evaluation for Post Assignment	9	16	DM & Acct Mgr.																										



## Transition Team Expectations

[illegible]



The background of the slide is a complex, abstract pattern. It features a series of wavy, undulating lines in shades of purple and blue that flow across the top half of the image. Below these lines, a dense grid of small, light blue dots covers the entire lower half. The word "Training" is written in a large, white, sans-serif font, positioned on the left side of the slide, overlapping the wavy lines and the dot grid.

# Training





## Securitas Center for Professional Development

*Our commitment to provide our clients with properly trained security officers was the driving force behind the creation of the Securitas Center for Professional Development (SCPD). This professional training management organization brings together dedicated trainers, cutting-edge courses, strategic business partnerships, and security industry experts to deliver world-class programs, products, and services. The value of SCPD to Forest Lake CDD will be evidenced by a professional training capability that presents innovative and state-of-the-art training programs to our security personnel assigned to protect our clients' employees, visitors, and critical assets.*

Securitas has made a substantial investment in SCPD and the related local and region training and development functions. An important service provided by Securitas is a dedicated training officer or selected supervisors to provide training at each Forest Lake CDD location. Forest Lake CDD trainers are supported by training staff and SCPD to help ensure the proper dissemination of new training programs, materials, and methods, and to keep trainers current regarding available resources. Each of Securitas' five regions is staffed with region, area and/or local trainers, whose role is to:

- Manage efforts in training, organizational improvement, and performance enhancement.
- Conduct training in a variety of settings and develop curricula that combine multiple existing and acquired resources.
- Analyze performance of individuals, programs, and organizational units; develop performance and competency models.
- Develop partnerships with clients by learning the clients' business and collaborating to identify learning opportunities that will enhance the delivery of security services.

**Key competencies possessed by members of the training and development group are:**

- Understanding of client business processes and success factors.
- The ability to conduct job task analyses in complex environments and develop corresponding curricula and performance and/or knowledge-based training modules based on varying needs.
- Planning, organizing and leadership skills; particularly as they relate to the development of annual training plans for a district office or a specific client.
- Presentation and group facilitation skills.

Area trainers are individuals who deliver training programs as requested by clients or required by Securitas. Our flat organization keeps training specialists close to the field to meet client-specific needs. With years of experience, many of these professionals hold security industry certifications as well as training credentials. This team is also responsible for updating the officers' training records and awarding corresponding recognition such as certificates and pins. These local professionals are responsible for delivering the local training curricula.

This team of trainers is supported by SCPD. In addition to being the primary driver of company-wide performance improvement initiatives, these professionals are dedicated to the development of field-requested curricula. Our training managers and curricula developers have backgrounds in training, education, instructional design, computer

*"We invest in what matters most - our people."*



Jose Castejon  
COO  
Securitas North America



programming, graphic design, cognitive psychology, and communications, as well as security, law enforcement and military experience. They are guided by principles of human performance improvement and adult learning theory, and maintain membership in the Association for Talent Development (ATD) and ASIS International.

Through custom development and strategic partnership with industry content developers, SCPD provides curricula and lesson plans in multiple formats to meet the specific needs of our clients. Delivery platforms include online and instructor-led classroom courses with presentations, workbooks, and lecture notes, as well as video programs and self-study courses. We have built the leading e-learning program in the security industry. Proprietary interactive courses are available at anytime and anywhere there's a computer. Our LMS, the Securitas Online Academy, was designed in partnership with the same organization that provides services to government and global corporations and supports online training, testing, tracking, and reporting.

Securitas will bring Forest Lake CDD the security industry's most innovative and professional capability with qualified local training professionals supported by world-class resources to implement the appropriate training at your facility.





# Security Officer Training and Certification

## Professional Security Officer Training Development Path

Securitas provides each security officer with a clear training path. Our approach is based on three key elements:

- Certain principles and techniques, such as those dealing with observation, safety, reporting, interpersonal relations, and Securitas policies, are consistent regardless of an officer's assignment.
- Clients have unique situations that may require additional specialized training; therefore, we provide both general and client-specific training.
- We meet the need for meaningful ongoing professional development to keep skills sharp through a number of innovative programs.

The initial training requirements of Forest Lake CDD will be completed within a mutually agreeable timeframe for all officers prior to permanent placement at Forest Lake CDD sites. Retained incumbent officers, as applicable, will also receive Securitas-specific elements of this training in manageable groups after transition so as not to interfere with security operations.

We maintain training certifications that list all completed training modules in each officer's file. Upon completion of a training module, the instructor administering the training certifies that this training was satisfactorily completed. For courses delivered through the Securitas Online Academy, testing and record-keeping is instant and automatic.

### Level One Training

Level One focuses on basic security officer skills and exceeds many state-mandated minimum requirements for entry-level security officers. The following general subjects are covered:

Hazard Communications & Globally Harmonized System	State Licensing & Additional Regulatory Requirements	Security Officer Handbook
Bloodborne Pathogens	Harassment Awareness	Acts of Terrorism
Client Service Skills	Active Shooter	Loss Prevention Techniques

### Level Two Training

Level Two focuses on career development and includes site-specific training as well as Securitas' premier Advanced Certification Training (ACT) Program and specialized industry-specific programs. A site-specific training program focusing directly on your requirements will be developed for Forest Lake CDD upon our selection as your security partner. On-the-job training, conducted mostly on-site, is designed to instruct the officer on the specific requirements of the job. Level Two training programs include:

Site Orientation	AED/CPR/First Aid
Post Orders	Vertical Market Certification
Safe Driving Program	Metal Detectors/Wanding



Advanced Certification Training (ACT) 1	Firearms Instruction (if applicable)
Advanced Certification Training (ACT) 2	Work Stoppage Security
Advanced Certification Training (ACT) 3	In-Service Training
Customer Service	

### Level Three Training

Level Three offers rigorous, specialized training for officers who seek professional development beyond Level Two. Officer will work with their managers to select appropriate courses. Level Three training programs include:

Workplace Violence	Professional Ethics
Loss Prevention	Harassment and Discrimination
Security Surveys and Risk Assessments	Teamwork and Leadership
Advanced Customer Service	Hazmat Awareness Level
Homeland Security Issues	Advanced Guarding Technology
Emergency Response	

## E-Learning and the Securitas Online Academy

Securitas meets training needs with advanced technology and sophisticated courseware design. The Securitas Online Academy leverages our industry-leading proprietary online security training courseware with a comprehensive, state-of-the-art Learning Management System (LMS) to create the finest e-learning program in the security profession.

E-courses offer security topics that deliver the highest-quality online learning experience and feature highly interactive simulations, engaging and informative graphics, self-paced learning, instant feedback, coaching, and real-time performance assessment. Our full-time professional e-learning developers apply principles of human performance improvement and adult learning theory to create our industry-leading courseware. This equates to improved performance and consistent training across the organization.

Our LMS facilitates course assignments, tracking and monitoring student progress, standard and custom training reports, testing and scoring, and career development, as well as course feedback that allow us to continually improve course material to make it even more effective.

Securitas' e-learning program delivers training when and where it's needed, with 24/7 learning access to both custom and off-the-shelf courseware, and standardized training across the organization. It is the perfect solution for just-in-time training for compliance issues, industry standards, homeland security, and more. All of this results in lower training costs, more training opportunities, and a dedicated workforce of security professionals.

The Securitas Online Academy benefits clients with consistent training and performance across locations and dedicated officers with career paths in security. This effective and efficient training is available when and where you need it.



Securitas' commitment to excellence in training and development provides you with the knowledge and assurance that you have the best-trained and most highly motivated security team working for you.

## Advanced Certification Training (ACT)



Securitas has developed a three-part course of study known as our Advanced Certification Training Program (ACT 1, 2 and 3), which is designed to provide advanced training for each security officer. The ACT certification program is designed as three distinct curriculums, each with six to seven focused micro-learns. We will make these curricula available to all security officers at Forest Lake CDD. We encourage our security officers to participate as an opportunity to further their security knowledge and to prepare them for advancement, both at Forest Lake CDD and within Securitas.

Each ACT curriculum provides details of the security profession. Using the latest technology and solid learning theory, ACT e-Learning courses can be delivered anytime and anywhere a computer is available. It allows officers to progress at their own pace to learn the materials while receiving immediate feedback on their understanding and application of the lessons. The state-of-the-art ACT e-Learning courses are fully interactive and based on the "tell, show, do" approach to learning that lets officers apply the principles they are learning in computer-simulated situations. Lessons are reinforced with online quizzes and a final exam that gives instant feedback.

Upon receiving a satisfactory passing grade on each micro-learn in for the ACT 1 curriculum, the security officer is awarded a certificate. Upon completing the ACT 2 curriculum, a certificate and engraved "ACT Certified" nameplate is awarded. Successful completion of the ACT 3 curriculum earns the officer a certificate and uniform pin with the designation of "Professional Security Officer."

Our ACT Program includes the following micro-learns in each curriculum:

ACT 1	ACT 2	ACT 3
About Securitas	Report writing	Workplace violence
The professional security officer	Access control	Traffic Control & Parking Lot Security
Professional image & teamwork	Telephone & radio communications	Crowd control
Customer Service (includes three micro-learns)	Patrol techniques	Bomb threats
Post orders	Perimeter control	Law & Order
Limits to authority	Vehicle access control	Fire safety
SecuritasVision (Proprietary Guard Management Tool)	Introduction to Remote Guarding (Security Technology)	Information & Data Security (Security Technology)
Emergency Response		



## Ongoing Professional Development

***Ongoing professional development is a key element in maintaining security officer knowledge, skills and professional dedication.***

Ongoing development plans designed to meet the specific requirements of Forest Lake CDD may include drills, exercises, audits and refresher training. In addition, Securitas provides continuing training and development opportunities through dynamic, proactive communication programs such as our monthly Security Spotlight and our flagship Excellence in ServiceSM program.

### Security Spotlight

Distributed on a monthly basis, Security Spotlight examines issues and procedures surrounding current security concerns. Written for security staff as well as clients and their employees, Security Spotlight proactively examines security issues relative to current events and risks, such as terrorism awareness and response, seasonal safety and security, and more. Past issues have focused on issues such as bio-chemical terrorism hazards, counterterrorism awareness, bombs and bomb threats, hazardous weather, identity theft, and travel security. Security Spotlight topics can also be produced in response to client requirements.

### Excellence in ServiceSM

In order to provide our clients with the finest security services available, we have developed an extensive program designed to train, motivate, and empower every security officer. Our quarterly Excellence in ServiceSM magazine anchors the program with valuable information about officers' experiences and accomplishments, and concrete training topics that supervisors and officers discuss on a regular basis. Securitas officers and events are featured to highlight the training and/or client service topic being emphasized. To help reinforce knowledge and proper procedures, officers who correctly answer questions about the quarterly topics are eligible to participate in monthly, quarterly, and annual drawings for cash and prizes. Each year, our security officer who wins the national drawing receives a check for \$2,500 at a special ceremony.



## Annual Refresher Training

***Securitas recognizes that a core base of security officer knowledge and critical skills is established as the foundation for success through basic, on-the-job and advanced training. Further, we recognize that certain critical skills require periodic re-certification to help ensure our security officers maintain consistently high levels of proficiency.***

We are committed to working closely with Forest Lake CDD to determine specific critical skills and knowledge that should be periodically reinforced and re-tested through annual training. In addition to standard refresher training (e.g. "Anti-Terrorism Awareness"), through the professional judgment of both of our organizations, we will determine those critical skills and tasks our personnel must be able to perform.

This will, in turn, suggest the subject matter appropriate to reinforce, such as first aid, CPR, legal restrictions, and responsibility and authority of security officers. Of course, emergency procedures and plans, as well as any new or changing information, laws, client relations, corporate policies, and case law applicable to the performance or duties of our security officers are also appropriate and should be included.

The value to Forest Lake CDD is that each officer will possess the necessary tools to provide excellent service at your facilities immediately upon assignment and as part of an on-going program.



## Additional Value-Added Training Solutions

In addition to our ACT and e-learning programs, Securitas has a wealth of training resources, from industry-specific specialized programs to our Professional Development Series – almost fifty courses designed to enhance general business skills. Hundreds of courses, videos and resource materials addressing terrorism awareness and homeland security are available from Securitas and America's front-line agencies, including guidelines and courses from ASIS International, FEMA, American Red Cross, Department of Homeland Security, FBI, Department of Justice and CiNet (Critical Information Network, formerly PSTN). We have access to additional innovative training materials to further enhance the skills and knowledge of our security officers, supervisors, and managers. We can work closely with you to implement these additional, exciting, high-quality training resources at each Forest Lake CDD site.

## Security Training Succession Plans

***Securitas can implement a training succession plan for our security officers and supervisors. Successful completion of each proprietary training course will make our officers eligible for an optional promotion and put the officer on track for the next phase of training.***

We believe knowledge must also be linked to successful application of that knowledge and job performance. Consequently, as openings or promotion opportunities occur, officers on the training succession path will be eligible for consideration based on their level of completed training in conjunction with their performance evaluations.

The benefits of such a program include the following:

- Qualified individuals are identified as they proceed along the training succession path and their skills are identified.
- Participating in training provides the officer with a sense of value to Securitas and Forest Lake CDD. This sense of value provides non-monetary reinforcement and contributes to good morale.
- Good morale through the investment of training leads to increased retention.



## Additional Training Programs

### Access Control Fundamentals

Access Control Fundamentals focuses on the core concepts of access control: monitoring and controlling the movement of people and property entering or exiting a specified area. Topics include providing excellent client service while controlling access; procedures for allowing access by authorized people and products; identifying and dealing with intruders; monitoring visitors; and denying access to prohibited materials.

### Access Control Equipment

This course covers the functions, benefits and limitations of access control technology. Topics include lock and key security; the understanding and use of electronic access control devices; CCTV functions and monitoring techniques; and alarm technology and response. This course stresses that successful access control programs rely on both technology and vigilant security officers.

### Bomb Threats

This course provides specialized training to security officers as first responders to bomb threats. Topics include being prepared, remaining observant, fielding calls, and responding to and reporting bomb threat incidents. The Securitas Bomb Threat Checklist can be printed from the course. A realistic simulation exercise gives security officers the chance to practice their skills.

### Crowd Control

This course focuses on how to help protect clients' employees, guests and property in situations that draw crowds, such as planned events and demonstrations, work stoppages, and fire and accident scenes. Topics include knowing the difference between a crowd and a mob; preparing for crowd control duty; managing aggressive individuals; and maintaining a professional demeanor.

### Customer Service Essentials

Customer service is a fundamental duty of security officers. In this interactive e-Learning course, students learn and practice the Securitas formula for excellent client service. Additional topics include the Securitas core values

of Integrity, Vigilance and Helpfulness; the five fundamental customer needs; actions and attitudes for outstanding customer service; and active listening skills.

### Customer Service Excellence

This course focuses on improving client satisfaction and fostering a team approach to client service. Course highlights include understanding clients and what they expect; creating a positive total experience; dealing with challenging clients; and becoming a service star. This course is part of the Securitas Professional Development Series.

### Dealing with Difficult People

This course outlines the skills and practices needed by client service professionals to defuse, calm and positively resolve a negative encounter with a difficult person. The course focuses on active listening skills—listen, clarify, confirm, think before responding, acknowledge, explain, offer a solution—and how to act professionally and remain under control in difficult situations.

### Documenting Discipline

This course helps supervisors and managers with the human resource management issue of documenting discipline. It offers strategies to approach discipline in an effective and supportive manner while maintaining critical records of disciplinary incidents. Topics include the FOSA+ system; discipline and termination issues; and disciplinary meetings. This course is part of the Securitas Professional Development Series.

### Emergency Response

This course covers critical areas of understanding and following emergency response plans and the importance of personal safety. Dynamic interactive exercises reinforce learners' understanding of how to respond to emergencies such as accidents and illnesses; leaks and spills; power outages; and natural disasters, including earthquakes, tornados, hurricanes, floods and winter storms.





## Fire Safety

Fire Safety teaches the fundamentals of fire prevention, detection and response. Topics include fire hazards; the importance of vigilance and reporting in fire prevention; what to do in case of fire; safety-first guidelines for extinguishing a fire; the four classes of fire extinguishers and their specific uses; and the P.A.S.S. method for operating a fire extinguisher correctly.

## How to Get Everything Done

This time management course aimed at managers and supervisors focuses on the “how-to” of prioritizing tasks, overcoming procrastination, organizing paperwork, conducting more productive meetings, and delegating tasks. Topics include time-saving techniques, strategies for developing better work habits, and managing multiple priorities. This course is part of the Securitas Professional Development Series.

## Law and Order

This course deals with crime and its aftermath—a criminal or civil trial. It covers security officers’ responsibilities when encountering a crime scene and what they can expect if called to testify. Topics include protecting evidence, securing a crime scene, reporting a crime, subpoenas, the different types of hearings, and useful tips on giving testimony.

## Limits to Authority

Limits to Authority emphasizes and demonstrates how the role, responsibilities and authority of security officers differ from those of law-enforcement personnel, especially in instances involving criminal or threatening behavior. Topics include the importance of following post orders; guidelines for conducting inspections and searches; detention; and use of force.

## Listen Up: Hear What’s Really Being Said

This course teaches the fundamentals of active listening in order to help learners become better managers, supervisors and team players, and provide excellent service to clients. Topics include becoming an active listener; techniques to improve listening and responding skills; and potential negative outcomes of poor listening. This course is part of the Securitas Professional Development Series.

## Maritime Transportation Security Act – MTSA

This program was produced by the Pinkerton risk management division of Securitas for security officer training at port facilities. It is a comprehensive review of the Maritime Transportation Security Act.

## Motivation in the Workplace

This course provides managers and supervisors with insight and techniques on how to acknowledge, motivate and reward their team members. Topics include work-based needs; money and motivation; managing for continuous improvement; positive and negative feedback; and practical solutions to increase workers’ motivation. This course is part of the Securitas Professional Development Series.

## Patrolling Tips & Techniques

Patrolling is a fundamental duty of security officers. In this course, participants learn about the function and purposes of patrol; patrol methods and types of patrol; and how to prepare for and conduct safe and effective patrols. Interactive exercises challenge learners to spot potential hazards and risks they might encounter while on patrol.

## Perimeter and Vehicle Access Control

This course addresses a primary duty of security officers: to keep intruders from breaching the perimeter of client sites—whether they are on foot or in vehicles. Topics include types and functions of perimeter barriers; the importance of maintaining clear zones; detecting and reporting perimeter breaches; conducting simple and visual searches of vehicles; and vehicle access control procedures.

## Radio Communications

This course focuses on how to use and care for a fundamental tool of the trade—the two-way radio. Topics include the function and common features of radios; range and limitations of radio transmissions; battery charging and maintenance tips; radio etiquette and communication protocol; and use of 10-codes.



## Report Writing

This course instructs learners in how to produce complete and accurate reports. Topics include Do's and Don'ts of reporting writing; Daily Activity Reports and Incident Reports; and five rules of effective report writing—answer the 4Ws, state facts clearly, be concise, be accurate and report in chronological order. Interactive exercises also test learners' quick observation skills.

## Substance Abuse

This course addresses the safety and security issues that can result when substance abuse affects the workplace. Topics include the role of security officers to observe and report; signs of potential substance abuse; and how to respond properly to individuals who may be drug-impaired. Securitas' policy and commitment to a drug-free work environment are also discussed.

## Telephone Excellence

This course demonstrates how to excel at client service on the phone. It focuses on fundamental skills such as identifying oneself and addressing callers in a professional, courteous manner; speaking clearly using a pleasant tone of voice; using active listening skills to confirm callers' needs; and procedures for providing assistance, taking messages, placing callers on hold and transferring calls.

## Traffic Control and Parking Lot Security

This course addresses specific post duties that call for monitoring and directing traffic, and maintaining parking lot security. Interactive graphics and exercises help security officers learn and practice significant points of traffic control and parking lot security. Topics include controlling traffic flow, directing traffic using hand signals, safety awareness, parking garage patrols and access control.

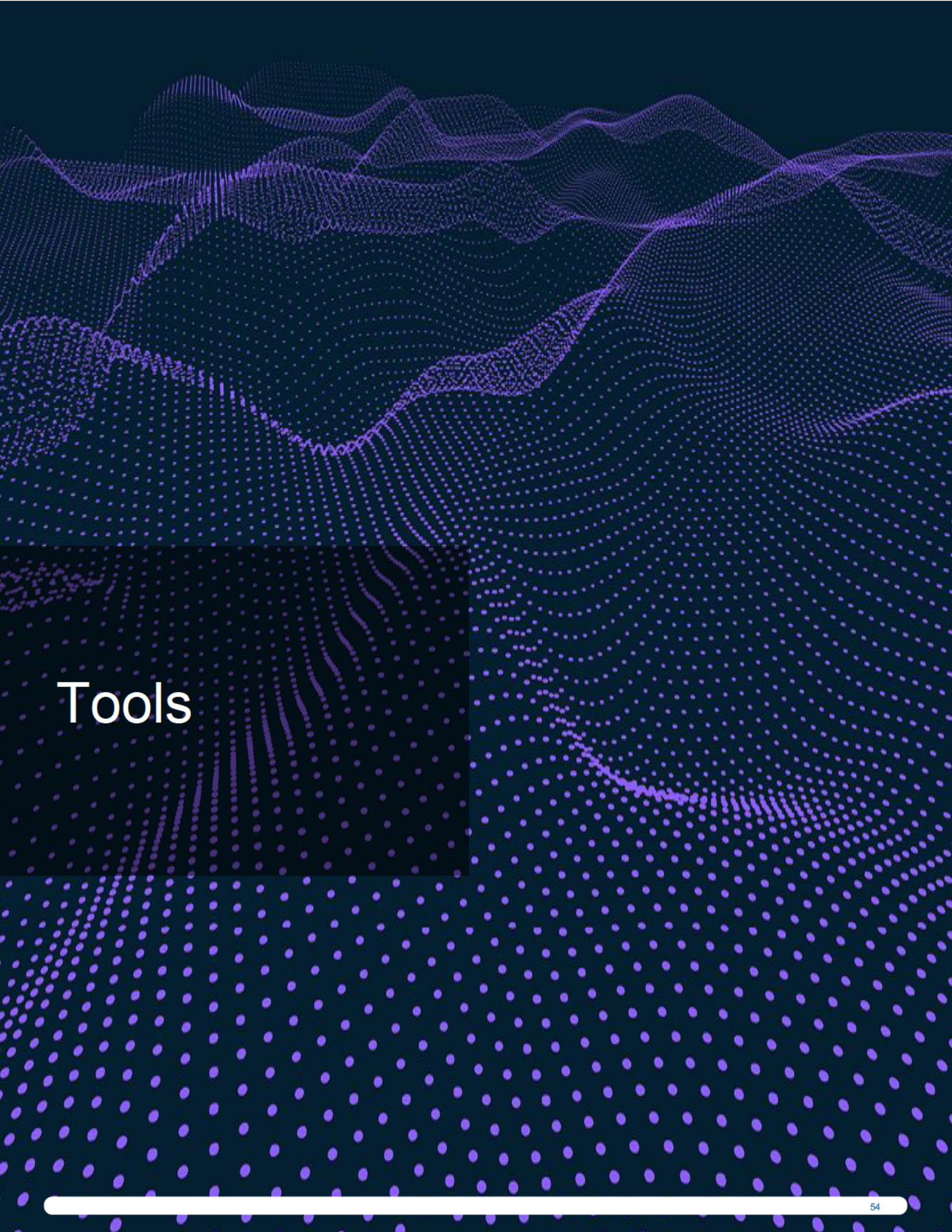
## Workplace Violence

This course aims to help security officers prevent violent incidents by detecting, deterring and reporting aggressive individuals and their actions. Topics include recognizing potentially violent individuals and situations; preventing incidents from escalating; and properly responding to and following up on incidents. Real-life scenarios test learners' ability to spot "red flags" and potential triggers.

## Writing for Business Results

Writing for Business Results focuses on how to produce business correspondence—letters, emails and memos—that moves readers to take action. Course highlights include creating effective business letters using email and memos successfully; the five C's of good writing; and choosing the right words. This course is part of the Professional Development Series



The background of the page is a complex, abstract pattern. It features a series of wavy, undulating lines in shades of purple and blue, creating a sense of depth and movement. Overlaid on these waves is a grid of small, light-colored dots, which appear to be part of a larger, possibly digital or scientific, structure. The overall effect is a high-tech, futuristic aesthetic.

# Tools





## Guard Management Tools

*Securitas is committed to empowering our clients with the knowledge they need to be secure. Securitas managers will work with you to help customize a security solution by utilizing a combination of technology tools to give your facility a modern security program.*

### SecuritasConnect (Client Portal)

Through SecuritasConnect, you can have full visibility and control over your security program. SecuritasConnect is your window to view your site's security, at any time of the day or night.

- **People:** Access schedule visibility, letting you see at a glance the officers who are scheduled to be on duty.
- **Procedures:** Gain real-time access to post orders, incident tracking, tour information and more.
- **Tools:** Unlock remote access to the technology utilized at your site.
- **Training:** Monitor officer training details and progress.
- **Feedback:** Monitor ongoing performance against Service Plan goals and defined KPIs.



### Organization

Organize and centralize post orders, schedules, time logs, all types of incident reports, tours with near field communication (NFC) technology and more. Because all reports are paperless, SecuritasConnect allows you to quickly retrieve information to help you make effective decisions.

### Efficiency

Reduce your administrative tasks by eliminating manual procedures. SecuritasConnect provides real-time online accessibility to schedules and reports, as well as providing alert notification via text and email.

### Accountability and Performance

Increase officer performance and sense of accountability. The constant monitoring has a direct positive impact on liability and motivation, translating into an increase in professionalism and efficiency.

### Key Benefits of SecuritasConnect

- Easily customizable and scalable features
- Real-time data collection, analysis, trends and metrics capabilities allow for continuous performance improvement
- An eco-friendly solution that eliminates the need for paper
- Customized smart-tours with reliable NFC token technology
- Detailed reports and statistics to help mitigate risk through incident and trend analysis
- Alert notifications when tours are late and smart monitoring around the clock
- Officer training details: monitor officers' progress through the curriculum, including training program status
- Information is encrypted and secure



## SecuritasVision (Officer Software)

***SecuritasVision is a secure and scalable web-based application that helps us bring innovation, accountability and efficiency to your facility. It can be deployed at a single property or across your entire organization.***

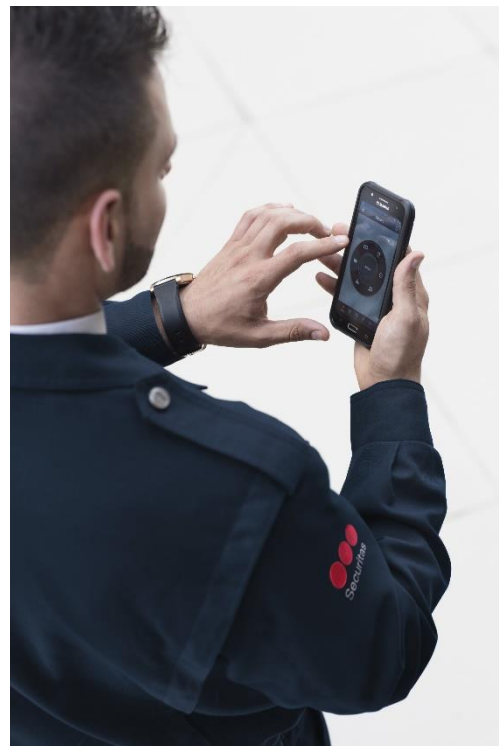
Incident reports, daily activity reports and maintenance order requests can be immediately directed to appropriate departments. Pass-down information, changes to post orders and daily duties can be tracked easily to document security. Additionally, a security officer can easily take images to include with the Incident Report. With the smartphone, the officer can quickly make emergency phone calls to contact the police or fire department for emergency assistance.

SecuritasVision saves time and confirms compliance of your security operations, policies and best practices, as well as improving communication and information sharing.

### Smart Tours

Smart tours allows officers to gather information about your facility and record relevant information on items important to you, such as room temperature, unlocked doors, and slip and fall hazards. Officers have instant access to their post orders. In the event they discover an unexpected issue, our officers are able to provide you with any requested data at multiple points across your facility, e.g., burned out light, required doors secured, etc.

The smartphone connects via wireless service to send text messages or email to all interested parties when an event is recorded. This means instant communication is provided to supervisors, managers, maintenance or others who need to be informed about a particular event. If more detail is needed, a full report can be viewed on SecuritasConnect.



### GPS and Asset Tracking

GPS tracking for officer location, device tracking, GEO-fencing and incident location reporting verifies officer location and tour completion. Using the Asset Tracking feature within the Vision system, your assets such as fire extinguishers are easily tracked and safety compliance is made easier.

### Post Orders

Paper post orders are often difficult to update and manage. A dynamic security environment requires procedure updates and changes that are clear and immediate. By deploying SecuritasVision, updates to post orders are fast and easy. Most importantly, the post orders are readily available on the tablet.

### Daily Activity Reports

Often times Daily or Shift Activity Reports go unnoticed. Since officers can document their daily and shift activities electronically, scheduled task/tour completion and incident reports are automatically entered as a line item when there is an active DAR. By using SecuritasVision, we can automatically gather important information from the DAR/SAR.



### **Key Benefits of SecuritasVision**

- Incident and exception alerts via mobile text messages and/or email
- A metric building engine that allows you and your district manager to analyze trends and develop proactive procedures based on real data
- Electronic incident and daily activity reporting in real-time
- Customized smart-tours
- Multi-site deployment
- Consistent performance of security officers using uniform procedures
- An efficient, user-friendly interface
- Step-by-step guidance resulting in fewer mistakes, therefore reducing liability
- GPS – officer location, device tracking, geo-fencing and incident location reporting
- Encrypted and secure information
- 24/7 client access to reports, images, Key Performance Indicators (KPIs) and critical information via SecuritasConnect
- Asset Tracking – for inventory and safety compliance

SecuritasVision will provide your organization with cutting-edge technology and industry leading 24/7 support to enhance your existing security program. With its dynamic and immediate reporting, you can always stay up to date with the security of your operations.



## National Communications Center (NCC)

Securitas has a state-of-the-art National Communications Center (NCC) in Charlotte, NC. Operating 24 hours a day, seven days a week, the NCC provides after-hours telephone support and alarm response functions for Securitas, manages the company's Post Confirmation System (PoCo), and acts as a single point of contact for our Security Response Services.



The NCC is staffed by well-trained operators who are employees of Securitas. The center is assured of continuous operation through its own uninterrupted power supply, back-up diesel electric generation, multiple telecommunication providers, and redundant database servers. Additionally, there is a full-capability disaster recovery hot site available for emergencies, so the NCC should always be available and online. The NCC is equipped with cutting-edge telephone and computer technology that helps calls be placed in proper priority queues and handled in accordance with operating procedures. All NCC activities conform to published service levels and are documented in a permanent database. Securitas district offices receive computer-generated detail of NCC activities on a daily

and weekly basis. All calls are recorded and stored for one year. Recorded calls are available for individual review and can be sent via email as WAV files.

In addition, the NCC staffs to meet a service level goal of answering 85% of all calls in 30 seconds or less. 2020 performance statistics for the NCC show that this service level has been exceeded, with 75% of all calls answered in 10 seconds or less, and an average answer of 27 seconds.

Call volume is monitored on a daily basis to help ensure adequate staffing to achieve our service level goals. Staff headcount is based on projected call volumes for each 30-minute interval of a day and adjusted accordingly.



## Workforce Management (WFM)

**It is critical in today's world for continuous refinement of crucial workstream functions to better satisfy our clients' needs. Securitas has worked diligently to provide virtual platforms and modern approaches for the recruitment and onboarding processes which allow for flexibility and standardization across our organization.**

WFM gathers data from all district locations, uploads weekly and generates all payroll, billing, accounts receivable, accounts payable and financial records.

### **The benefits to our clients and employees are:**

- Accurate paychecks.
- Correct, easy-to-read client invoices.
- Flexible billing options to meet client-specific requirements.
- Employee Direct Access that provides our officers with self-service tools and information
- Value-added service features include the following:
  - Electronic timekeeping and scheduling automation which ensures accuracy and confidence. Scheduling data includes post names, employee information and client information. Scheduling data automatically drives both payroll and billing transactions.
  - Client/contract billing and service information are stored and maintained. This includes the selection of invoice formats, billing cycles and billing methods such as consolidated and contract flat invoicing.
  - Supplemental charges and payments include automated recurring and one-time supplemental charges (e.g., auto lease). This allows both reimbursement of employee-incurred expenses such as mileage and billing of non-hourly charges to clients.
  - Corrections to payroll and billing for prior period activity are maintained.



Intelligent video surveillance that proactively searches for threats



## Remote Pool Perimeter Protection

With the continued evolution of behavioral video analytics, you can rely on Securitas technology to be alert for unwanted activity near your perimeter for sensitive areas.

### Package Includes:

- Avigilon NVR
- Avigilon Multisensor Camera
- Talk down speaker
- Installation
- 30 Perimeter Protection Events per month
- Service and maintenance

Analytic rules can be customized to alert Remote Guarding officers to security threats such as persons or vehicles breaching your perimeter, entering restricted areas, loitering, or traveling in the wrong direction.

Remote Perimeter Protection offers remarkable efficiencies as it constantly monitors the scene and engages the human element only when the analytic criteria have been met.

We also actively optimize the systems over time to deter other persistent threat false alarms. Securitas can then manage the entire chain—from technology to officers to on-site response.

See a different world.

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## SECURITAS INTEGRATED GUARDING

Securitas serves a wide range of customers in a variety of industries and customer segments. Our protective services, developed together with our customers, are designed to incorporate a high degree of technology content. While manned guarding still represents the cornerstone of Securitas, we continuously work to develop our offering. This enables us to meet customer-specific demands at a competitive price.

Securitas' strong focus and commitment to Integrated Guarding solutions are demonstrated by our tremendous investment in the growth and capabilities of our technology services and solutions support team.

Securitas USA is *The Leader in Protective Services*. The only security provider offering:

- A full spectrum of complementing integrated protective services.
- Over 112,000 security professionals.
- The largest security and Mobile footprint in North America.
- The most local focus with over 350 district offices and over 500 local district managers.







## SECURITAS TIMELINE

### 1850

Our roots – particularly in North America – begin when Pinkerton's National Detective Agency is formed by Allan Pinkerton. The roots of this organization were set in serving as an intelligence agency during the Civil War, establishing the first criminal database and acting as a forerunner for the secret service.



### 1934

Securitas is created as Erik Philip-Sörensen founds Hälsingborgs Nattvakt in Helsingborg, Sweden. The primary function of many of these officers was to watch for fire, respond to alarms, and guard gates and entrances. This company quickly expands as Sörensen acquires several other security companies in southern Sweden.



### 1999 – 2000

The establishment of Securitas in the USA starts in 1999 with the acquisition of Pinkerton – the number one security company in the U.S. In 2000, the second largest U.S. security company Burns is acquired.



### 2006

Securitas begins to deploy Integrated Guarding systems across the U.S. with the introduction of Guarding Technologies.

### 2012 – 2013

A team of engineers is deployed across the country with a focus on designing physical security programs for security guarding clients as a form of cost containment. The team grows and scope. The addition of regional technical directors provides strategic guidance as they offer feedback on technology needs across the country. Securitas begins to deploy different types of solutions, expanding into full system redesigns and security upgrades.



### 2012 – 2014

Securitas begins providing Remote Guarding and interactive video monitoring services to existing clients using custom technology solutions.

### 2015

Securitas acquires Diebold's Electronic Security Division, now Securitas Technology (ST), thereby adding 1,100 techs in the field to support electronic security systems.



### 2016

The Securitas Operation Center in Charlotte, NC opens, establishing a client-centered facility, expanding our Remote Guarding footprint, and providing excellent service. This operation includes multiple support functions that truly allow us to support clients more holistically, with our Solutions Support Team, which includes sales support, remote troubleshooting support, service, and maintenance coordination.



### 2018

Securitas Technology (ST) acquires the integration company, Kratos Public Safety and Security (KPSS) division from Kratos Defense & Security Solutions. KPSS is ranked as a top 10 systems integrator in the United States and has 400 employees and expands Securitas' capabilities for implementing, installing, and maintaining electronic security systems and solutions.



## SECURITAS SOLUTIONS SUPPORT TEAM

Securitas has built a robust infrastructure designed to support our clients' physical, electronic, and remote security requirements. Within the same Securitas Operation Center in Charlotte, NC, we have a full spectrum of support consisting of multiple teams including:

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### ***Knowledge Team***

Our centralized sales and knowledge team vets and tracks technology and integrated guarding opportunities, ensuring that proposed solutions fit client needs and Securitas' capabilities. This team is also capable of designing simple solutions remotely, allowing for quick turnaround, and additionally provides support in assembling new contracts and contract addendums.

### ***Solutions Engineers***

Within each of our regions, we have several strategically located engineers in the field. These professionals extend our ability to design more complex systems, visiting client sites, and gathering crucial information.

### ***Project Management***

Following the sale of an integrated guarding solution, a Project Manager from our Operations Team is assigned to the project and serves as a single point of communication for implementing new systems and services. They coordinate with our integration teams in the field, scheduling the installation, offering direction and guidance where needed, and providing status updates to all necessary parties.

### ***Remote Solutions Support Desk***

As many of our services depend on the connectivity and functionality of the electronic systems, we have individuals focused on ensuring that these systems are functioning properly and have the appropriate connectivity. Most Securitas-installed video systems with Remote Guarding services are connected to our Health Monitoring server in which all IP devices are pinged roughly every 20-30 seconds. If response feedback is not received within the acceptable time threshold, the Solutions Support Desk is alerted and can take steps to remedy the issue remotely. This helps to keep costs down for both Securitas and our clients and gets systems back online more quickly. If, however, on-site assistance is needed, this team also coordinates service and preventative maintenance of systems and can engage a service technician.

### ***Commitment to Quality***

Securitas partners with vendors that are focused on providing cutting-edge solutions that deliver tremendous value to the end-user. The technology that we use not only supports our Remote Guarding team in most cases but provides additional capabilities to our Officers in the field. For this reason, we select cameras and equipment that we have identified as high quality and capable of remote support. By doing this, we decrease the amount of equipment issues and the time it takes to restore the equipment if a failure occurs. We also offer a dedicated and secure internet connection for our equipment so that we can maintain service and monitoring connections with our devices in the field without compromising the bandwidth or security of client networks.

As technology is continuously evolving, a major initiative of our Solutions Support Team is staying up to date with the latest offerings. Our vendor partnerships remain a strong component of this, as does ongoing training and communication to our team members in the field.



## REMOTE GUARDING OVERVIEW

Remote Guarding is built on Securitas USA's rich history of world-class guarding services. Alarm verification, employee escorts, entry management, site patrol, and perimeter protection have long been the key to many of our offerings. Remote Guarding services are designed to provide clients with peace of mind, utilizing the most applicable resources to resolve issues effectively and efficiently while providing valuable insights to shape your evolving security program.

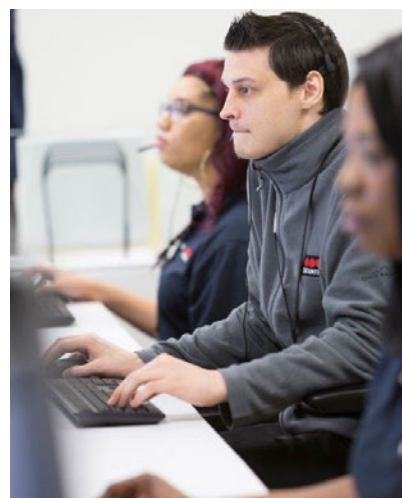


## SECURITAS OPERATION CENTER

The Securitas Operations Center (SOC) is in Charlotte, North Carolina and is the home to our Remote Guarding Team. Chosen for the region's stable climate and the fact that it is not susceptible to the extreme weather conditions many other parts of the country must endure, the facility is easily accessible and was designed to accommodate high levels of bandwidth. Our facility has additional space to allow future expansion. Leveraging our SOC means that clients can take advantage of our business continuity plan, disaster recovery locations, redundant servers, and bandwidth that Securitas has already invested in.

## REMOTE GUARDING OFFICERS

Heavily recruited from the military, law enforcement, and security, our Remote Guarding Officers are truly the key to our Remote Guarding Services. Experienced in understanding clients' security needs, our Remote Guarding Officers provide a high level of situational awareness to evaluate events and escalate as required. Officers are trained on investigating events, making data-driven decisions based on Securitas expertise, and engaging and coordinating local security resources only when necessary. Ongoing training is a routine part of our program, as we incorporate new technologies, add complexities to the services that we provide to tailor them to client needs, and strive to improve our performance and delivery.



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## REMOTE GUARDING SERVICE MODEL

### ***Event-Based Approach***

Remote Guarding is a continuation of the guarding services that Securitas has an in-depth experience and tradition of providing by leveraging technology and electronic security. As studies show that live monitoring is highly ineffective due to attention fatigue, complex variables, and numerous amounts of cameras, we implement an event-based model for our Remote Guarding services. This allows us to utilize triggers such as intelligent behavior video analytics, peripheral sensors, phone calls, and scheduled proactive patrols to create events with specific directives. This keeps Remote Guarding Officers more engaged and provides a more effective overall service to our clients.

### ***Shared Service Model***

Remote Guarding is performed as a shared service, meaning that Remote Guarding Officers are not dedicated to any one site or service. This allows for a more efficient service, keeping our average response time to events under thirty seconds, meaning that you have fresh eyes on each event within a short time. Having many Remote Guarding Officers interacting with many sites allows for them to utilize their situational information more effectively across similar types of clients, situations, and geographical locations, providing additional insight when able.

## REMOTE GUARDING PLATFORM

We utilize a physical security information management software as our platform for bringing video in to alert our Remote Guarding Officers of alarms or activities that require their attention. Using this platform allows us to create those meaningful events, focusing on those activities that require supervision, interaction, or some form of a human component that technology alone cannot automate.

Each site has a unique script that has been customized for the type of service being performed. This provides a standard for how each event is handled, gathering all pertinent information, and provides consistent and meaningful metrics when compared over time and across multiple sites. These scripts are developed with our clients, with Securitas' expertise to guide the best scripts allowing for structured guidance while allowing Remote Guarding Officers to effectively utilize their knowledge and experience.

When handling an event, our Remote Guarding Officers will connect to video and audio equipment to view the location, gather required information as to the type of assistance needed, and escalate to the appropriate party based on the scripted decision tree that acts as our Standard Operating Procedures.

This platform automatically generates audit trails and Incident Reports for those events that require additional documenting. In addition, all events are documented and can be categorized to generate various reports.



# Forest Lake CDD

## Proposal Objectives

Securitas is proposing to install an Avigilon 4TB NVR with two (2) 3MP analytic multisensor cameras with IR and two (2) talk down speakers.

### DESIRED OUTCOME:

#### FOREST LAKE CDD WOULD LIKE A SECURITY PROGRAM WHICH:

- Reduced costs associated with remote guarding
- Is easy to deploy and provides long-term value
- Fosters a safe environment for employees, residents, and visitors

## REMOTE GUARDING SERVICES

The below services are included in this proposal and are estimations of activity that have been either shared by the client or approximated based upon Securitas' experience with similar types of clients and variables.

### INTERNET TO BE PROVIDED BY Client

*A singular hardline internet connection will be set-up with the local Internet Service Provider that will have sufficient bandwidth necessary to facilitate Remote Guarding Services. The Securitas Operation Center will connect through a Virtual Private Network (VPN) tunnel for added network security. This connection will be separate from the client's network. Securitas to provide a cellular back-up connection will be in place to mitigate any connectivity issues in the event of an Internet outage.*

**Remote Perimeter Protection:** Securitas will receive up to thirty (30) analytic activations per month per area between 10:00pm and 6:00am seven days a week as outlined below.

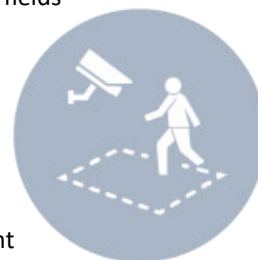
The Securitas Operation Center (SOC) located in Charlotte, North Carolina will provide a response to alarm events triggered by intelligent behavioral video analytics. Analytics will be configured to alert Remote Guarding Officers (RGOs) of unusual or suspicious activity such as individuals afterhours within the camera fields of view (FOV).

Proposed analytics for:

- Detection and classification of persons entering the area.

In the event that an analytic alarm is triggered, the RGO will review the alarm footage of the area where the alarm was created, view live camera feeds, and make an announcement over the speakers if the activity is not within normal parameters, as agreed upon by the Client, such as Securitas On-site Officers roving the facility.

- Example Call down: "This is Security. This area is under live video surveillance and is off-limits to the public. Please leave the premises or Police will be dispatched. Security is standing by live."



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The RGO will follow the procedures as outlined in the Remote Guarding Standard Operating Procedures (SOP). RGOs can then escalate to the appropriate party, dispatching local security resources or law enforcement depending on the level of threat

Click for a video on [Remote Perimeter Protection](#)

## SCOPE OF WORK

Our proposal is based on the information provided at the time of our survey, any site drawings and the interpretation of the client's needs. Equipment installation is based on typical building construction, allowing for standard wiring accessibility and equipment mounting, unless otherwise noted.

Securitas will provide and install:

1. Pool Area
  - a. An Avigilon 4TB NVR with a UPS, camera pole, and NEMA box. Customer to provide 120vac power to the NEMA box
  - b. Two (2) 3MP analytic cameras with IR to monitor the area during the pool closed hours with analytics and to record movement 24 hours / 7 days a week.
  - c. Two (2) talk down speakers for remote communication.

## EQUIPMENT DESCRIPTION

Below is the bill of materials for the proposed scope of work. All other system equipment and accessories will be provided at the discretion of Securitas Operations.

Quantity	Description
1	HD Video Appliance 8-Port 4TB unit, with camera license
2	3x 3MP, WDR, LightCatcher, 2.8mm, analytics with IR
1	350VAC UPS
2	Talk Down Speaker

## CLARIFICATIONS, ASSUMPTIONS, EXCLUSIONS AND CLIENT RESPONSIBILITIES

The following information has been taken into consideration and impacts the services and pricing provisioned in this proposal.



## REMOTE GUARDING EVENTS

- Remote Guarding costs in this proposal are based on expected activity. Any fluctuation over that amount could result in a higher cost.
- Perimeter Protection - As the analytic technology being deployed relies partially on motion detection algorithms, the Owner will be required to landscape or trim back any vegetation to allow for accurate analytic triggers. Securitas cannot be held responsible for false analytic triggers due to an overgrown perimeter and vegetation tripping the alarms. Excessive triggers due to false events will require the system to be desensitized, which could result in the valid event being overlooked.
- Environmental lighting can greatly impact the functionality of the system. Client is responsible to provide sufficient lighting.

## GENERAL REQUIREMENTS

- Client to provide local expertise on critical information as needed. This may include items such as camera views, access privileges, desired responses to critical events, user access levels, etc.
- Scope of work does not include any applicable local licensing or permit fees
- Boring, Coring, and Roof Penetrations are by others (if required).
- Client to provide a secure space to mount the headend equipment
- Client responsible for providing 120Vac power as required
- Securitas will require full access to the facility for the installation and testing process. It will be the owner's responsibility to provide any site-specific rules, guidelines, or parameters prior to start.
- Securitas cannot be held responsible for project delays due to inclement weather or factors outside our control, including predecessor progress.

## WARRANTY AND SERVICE

- Securitas provides a five (5) year comprehensive warranty & maintenance agreement.
- Proposed warranty & maintenance services are inclusive of the Securitas-provided equipment only. Any existing system service is deemed to be outside of the Securitas scope of work and would be provided on a 'Time and Material' basis.
- Proposed warranty & maintenance services include manufacturer-provided software updates for Securitas-provided servers & workstations.
- Stated services do not include necessary repairs due to misuse, abuse, or acts of nature.

## MAINTENANCE AND SERVICE PROGRAM

Securitas has provided excellent service for over a hundred years in the physical security industry and continues to provide excellent service in the age of technology.

We offer a full coverage maintenance plan for the equipment we install and a maintenance plan for client-owned equipment.

## MAINTENANCE PLAN

In an effort to provide our clients with the technology needed at no capital expense, Securitas can amortize the cost of the equipment (including installation, full service, and maintenance) for contracts that include technology





coupled with guarding services (e.g., On-Site, Mobile or Remote Guarding). All technology is maintained and serviced for the life of the contract, and this is included in the full bundled price (some exceptions apply).

## PREVENTATIVE MAINTENANCE DETAILS

**Video Surveillance Systems:** Securitas will verify the live picture quality, field of view, all video and power cable connections, assure that there is adequate airflow around the recording device, and clean the exterior of the unit.

Typically, this includes:

- Cleaning, adjusting, and testing camera and access control systems
- Checking and updating software and firmware on various camera and access control systems
- Checking and assisting in the management of data storage and bandwidth usage

## EXCEPTIONS AND CLARIFICATIONS FOR MAINTENANCE PLANS

Does not cover acts of vandalism, negligence, unauthorized repairs or modifications, acts of nature (i.e. lightning damage, flood damage, etc.), power surges, and / or the misuse of equipment by personnel other than Securitas employees. The client is responsible for all costs for repair or replacement of equipment damaged or lost due to excluded events.

## ADVANCED HEALTH MONITORING

For newly installed systems, Securitas monitors the health, including the uptime and response time of the video surveillance system through a network monitoring software. This software pings every device with an IP address multiple times per minute to ensure the functionality and bandwidth of the system over the network. In the event communication is not received consecutively, indicating a network failure, an alert is sent to the Securitas Remote Solutions Support Desk, which investigates and attempts to remotely troubleshoot the system. Should the issue require further action, Securitas will issue a service ticket to send a Securitas service technician to the site and / or work with the client IT team to repair the functionality of the system.

While the health monitoring is constantly taking place around the clock, the Remote Support will only take place Monday through Friday, from 8 am to 5 pm EST.

## PRICING PROPOSAL

Integrated Guarding Estimated Pricing Summary	
Contract Term: 5 Years	Monthly

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Technology Including Installation, Remote Guarding, Cellular Connection & Standard Corrective and Preventative Maintenance Programs	\$ 645.17
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*Client will be billed \$645.17/mo. for 60 months (5 Years). 60-month (5 Year) term will begin once Company Equipment is installed.*

## PRICING VALIDITY

This quotation shall remain valid for a period of sixty (60) days from the proposal date. Prices are based upon order and delivery of equipment within three (3) months from the submitted date. Prices quoted do not include Sales or Use tax. Applicable Sales and Use tax will be added to the quoted prices.

Securitas has endeavored to provide an accurate cost estimate; however, we recognize that changes can occur. Prior to the start of work, Securitas will verify the actual site conditions through a detailed project walkthrough. Securitas will present Forest Lake CDD with an updated cost estimate for approval prior to contract start should any of the following conditions arise: 1) actual site conditions differ from what was originally contemplated, 2) change in scope, 3) different requirements than originally contemplated, or 4) any difference which creates a material change to the scope of work.

# H4 MULTISENSOR CAMERA LINE

9 MP

12 MP

15 MP

20 MP

24 MP

32 MP

Provides exceptional scene coverage and high image detail with 3 or 4 individually configurable camera sensors that can be positioned to monitor virtually any area. Delivers broad scene coverage with high image detail up to 32 MP total resolution and uses H.265 compression technology to significantly reduce bandwidth and storage requirements. With self-learning video analytics on board, the H4 Multisensor camera can detect and differentiate people and vehicles from regular motion, and notify operators of potentially critical events that may need further investigation. Featuring wide dynamic range, Avigilon LightCatcher™ technology and the option to add content adaptive IR to outdoor models, the H4 Multisensor camera can provide exceptional image quality in challenging lighting conditions.



## FEATURES



### SELF-LEARNING VIDEO ANALYTICS

Exceptional efficiency when monitoring and reviewing video with excellent coverage from a single camera.



### LIGHTCATCHER™ TECHNOLOGY

Offers excellent image detail in low-light settings.



### ONVIF® COMPLIANT

Native ONVIF® Profile S and Profile T compliance allows easy integration with existing ONVIF infrastructures.



### H.265 & HDSM SMARTCODEC™ TECHNOLOGY

Combines compression technologies to maximize bandwidth and storage.



### CONTENT ADAPTIVE IR

Adjusts IR beam width and illumination settings based on scene conditions to help maximize image quality.



### WIDE DYNAMIC RANGE

Captures details in scenes with both very bright and very dark areas.

ONVIF is a trademark of Onvif, Inc.

# SPECIFICATIONS

IMAGE PERFORMANCE	3.0 MP	5.0 MP	4K (8.0 MP)
Image Sensor	1/2.8" progressive scan CMOS		1/2.5" progressive scan CMOS
Active Pixels	2048 (H) x 1536 (V)	2592 x 1944	3840 x 2160
3 x Image Sensor, Max Resolution (per image sensor)	6144 (H) x 1536 (V)	7776 x 1944	11520 x 2160
4 x Image Sensor, Max Resolution (per image sensor)	8192 (H) x 1536 (V)	10368 x 1944	15360 x 2160
Aspect Ratio	4:3	4:3	16:9
IR Illumination - Optional (high power 850 nm LEDs)	30 m (98 ft) maximum distance at 0 lux when camera is mounted at 4 m (13 ft) off the ground		
Minimum Illumination	2.8 mm: 0.025 lux (F1.2) in color mode 0.005 lux (F1.2) in mono mode 0 lux with optional IR illuminator  4 mm: 0.05 lux (F1.6) in color mode 0.010 lux (F1.6) in mono mode 0 lux with optional IR illuminator		0.02 lux (F1.8) in color mode 0.04 lux (F1.8) in mono mode 0 lux with optional IR illuminator
Dynamic Range	100 dB, true WDR, dual exposure		
3D Noise Reduction Filter	Yes		
<b>Image Rate-Analytics Enabled on All Sensors:</b>			
3 x Image Sensor (60 Hz, 50 Hz)	24 / 25 fps	15 / 17 fps	12 / 13 fps
4 x Image Sensor (60 Hz, 50 Hz)	20 / 20 fps	13 / 13 fps	8 / 8 fps
<b>Image Rate-High Framerate Mode:</b>			
3 x Image Sensor (60 Hz, 50 Hz)	30 / 25 fps	20 / 20 fps	15 / 14 fps
4 x Image Sensor (60 Hz, 50 Hz)	20 / 20 fps	15 / 14 fps	10 / 10 fps

IMAGE CONTROL	
Image Compression Method	H.264 HDSM SmartCodec, H.265 HDSM SmartCodec, Motion JPEG
Streaming	Multi-stream H.264, Multi-stream H.265, Motion JPEG
Motion Detection	Selectable sensitivity and threshold
Electronic Shutter Control	Automatic, Manual (1/8 to 1/8000 sec)
Iris Control	Fixed
Day/Night Control	Automatic, Manual
Flicker Control	60 Hz, 50 Hz
White Balance	Automatic, Manual
Backlight Compensation	Adjustable
Privacy Zones	Up to 64 zones
Audio Compression Method	G.711 PCM 8 kHz
Audio Input/Output	Line level input and output
External I/O Terminals	Alarm In, Alarm Out

LENS (PER IMAGE SENSOR)	3.0 MP	5.0 MP	4K (8.0 MP)
Lens and Horizontal Field of View	2.8 mm F1.2 - 103° 4 mm F1.6 - 72° Remote Focus	2.8 mm F1.2 - 103° 4 mm F1.6 - 72° Remote Focus	4 mm F1.8 - 101° 5.2 mm F1.8 - 70° Remote Focus

NETWORK	
Network	Gigabit Ethernet, 1000BASE-TX
Cabling Type	CAT5E
Connector	RJ-45
API	ONVIF® compliance Profile S and Profile T ( <a href="http://www.onvif.org">www.onvif.org</a> )
Security	Password protection, HTTPS encryption, digest authentication, WS authentication, user access log, 802.1x port based authentication
Protocol	IPv4, IPv6, HTTP, HTTPS, SOAP, DNS, NTP, RTSP, RTCP, RTP, TCP, UDP, IGMP, ICMP, DHCP, Zeroconf, ARP, HSTS
Streaming Protocols	RTP/UDP, RTP/UDP multicast, RTP/RTSP/TCP, RTP/RTSP/HTTP/TCP, RTP/RTSP/HTTPS/TCP, HTTP
Device Management Protocols	SNMP v2c, SNMP v3

PERIPHERALS	
USB Port	USB 2.0
Onboard Storage	MicroSD/microSDHC/microSDXC slot - video speed class card required. Class V10 or better recommended.

ELECTRICAL	IN-CEILING	SURFACE MOUNT	PENDANT MOUNT
Power Consumption	26 W with 24 VDC 37 VA with 24 VAC PoE+	With IR: 52 W with 24 VDC 74 VA with 24 VAC PoE++ or 60 W PoE*  Without IR: 26 W with 24 VDC 37 VA with 24 VAC PoE+	With IR: 52 W with 24 VDC 74 VA with 24 VAC PoE++ or 60 W PoE*  Without IR: 26 W with 24 VDC 37 VA with 24 VAC PoE+
External Power	24 VDC $\pm$ 10 %; 24 VAC rms $\pm$ 10 %, 50 or 60 Hz		
PoE*	25.5 W PoE+, IEEE 802.3at Type 2 PoE Plus	With IR: High Power 51 W PoE++* Without IR: 25.5 W PoE+, IEEE, 802.3at Type 2 PoE Plus	

MECHANICAL	IN-CEILING	SURFACE MOUNT	PENDANT MOUNT
Dimension	299 mm x 163 mm (11.77" x 6.42"), below mounting surface: 299 mm x 76 mm (11.77" x 2.99")	299 mm x 115 mm (11.77" x 4.53")	With wall arm: 385 mm x 262 mm x 299 mm (15.15" x 10.30" x 11.77") With NPT adapter: 299 mm x 248 mm (11.77" x 9.76")
Weight	5.2 kg (11.5 lbs)	With IR: 7 kg (15.4 lbs) Without IR: 5.8 kg (12.8 kg)	With wall arm and IR: 8.4 kg (18.5 lbs) With wall arm only: 7.3 kg (16.1 lbs) With NPTA adapter and IR: 7.8 kg (17.2 lbs) With NPTA adapter only : 6.7 kg (14.8 lbs)
Body	Aluminum, Plastic dome trim	Aluminum	Aluminum
Finish	Plastic, Injection Molded, Close to RAL9002	Cast, Powder Coated, Close to RAL9002	Cast, Powder Coated, Close to RAL9002
Environmental	Not applicable	IK10 Impact Rating and IP66 Weather Rating	
Optional IR Illuminator Ring	Not available	Optional accessory, 30 m (98 ft) IR range	

ENVIRONMENTAL	IN-CEILING	SURFACE MOUNT	PENDANT MOUNT
Operating Temperature	-10 °C to +50 °C (14 °F to 122 °F)	-40 °C to +60 °C (40 °F to 140 °F)	
Storage Temperature	-10 °C to +70 °C (14 °F to 158 °F)		
Humidity	0 - 95% non-condensing		

PER SENSOR	
Tilt	+7° to 96° from horizon

PER SENSOR	
Pan	+/-120° (depending on position of image sensors)
Azimuth	+/-180°

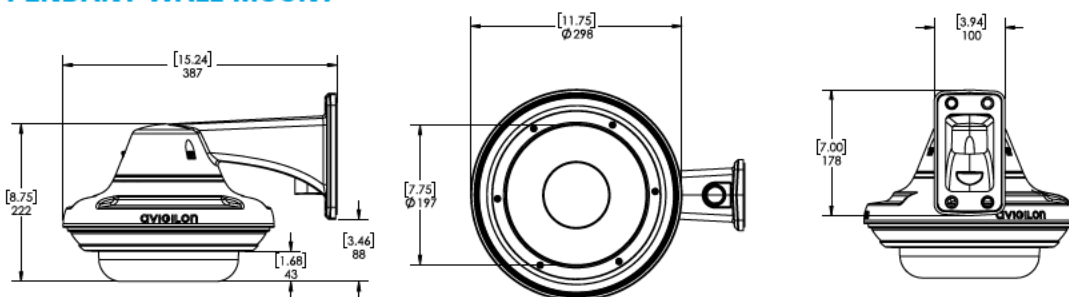
\*High power PoE may not be compatible with all switches or injectors. High power PoE is compatible with Cisco® UPoE, up to 60 W over 4 pairs, or with the high PoE products listed in the **Accessories** section. Contact Avigilon sales or Avigilon technical support for more information.

CERTIFICATIONS	IN-CEILING	SURFACE MOUNT	PENDANT MOUNT
Certifications/Directives	UL, cUL, CE, ROHS, WEEE, RCM, EAC, BIS, KC, UKCA, NOM		
Safety	UL 62368-1, CSA 62368-1, IEC/EN 62368-1		
Environmental	UL 2043 Plenum	UL/CSA/IEC 60950-22 IEC 60529 IP66 Rating IK10 Impact Rating IEC 60068 2-6 IEC 60068 2-27 Vibration and Shock	
Electromagnetic Emissions	FCC Part 15 Subpart B Class B, IC ICES-003 Class B, EN 55032 Class B, EN 61000-6-3, EN 61000-3-2, EN 61000-3-3		
Electromagnetic Immunity	EN 55024, EN 61000-6-1, EN 50121-4 (when used with CM-AC-FERR1 on aux power)		
Directives	RoHS, Reach (SVHC), WEEE		

SUPPORTED RULE BASED VIDEO ANALYTIC EVENTS	
Objects in Area	The event is triggered when the selected object type moves into the region of interest.
Object Loitering	The event is triggered when the selected object type stays within the region of interest for an extended amount of time.
Objects Crossing Beam	The event is triggered when the specified number of objects have crossed the directional beam that is configured over the camera's field of view. The beam can be unidirectional or bidirectional.
Object Appears or Enters Area	The event is triggered by each object that enters the region of interest. This event can be used to count objects.
Object Not Present in Area	The event is triggered when no objects are present in the region of interest.
Objects Enter Area	The event is triggered when the specified number of objects have entered the region of interest.
Objects Leave Area	The event is triggered when the specified number of objects have left the region of interest.
Object Stops in Area	The event is triggered when an object in a region of interest stops moving for the specified threshold time.
Direction Violated	The event is triggered when an object moves in the prohibited direction of travel.
Tamper Detection	The event is triggered when the scene unexpectedly changes.

## OUTLINE DIMENSIONS

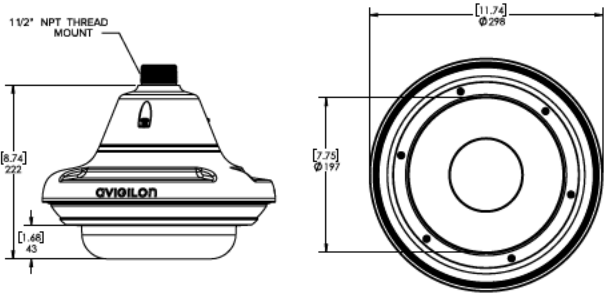
### PENDANT WALL MOUNT



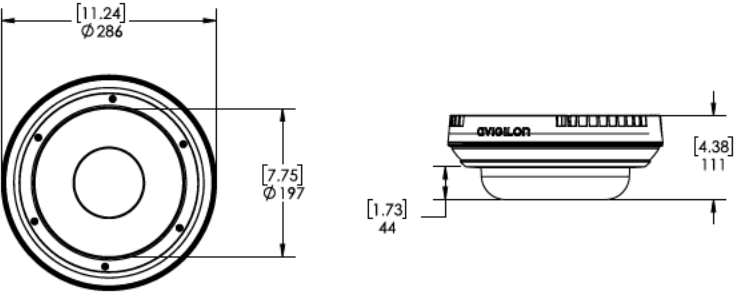
[X.X]	INCHES
X	MM



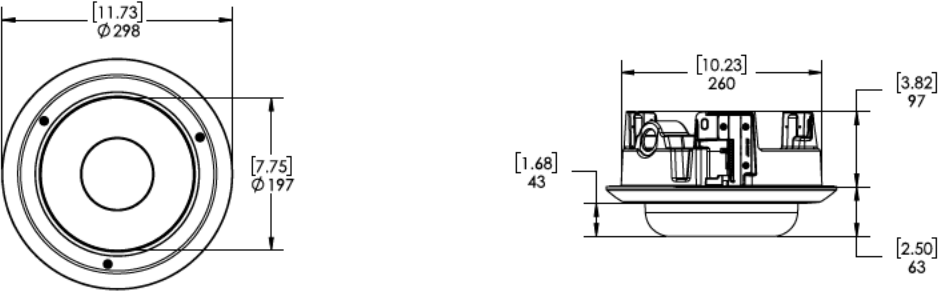
PENDANT NTP MOUNT



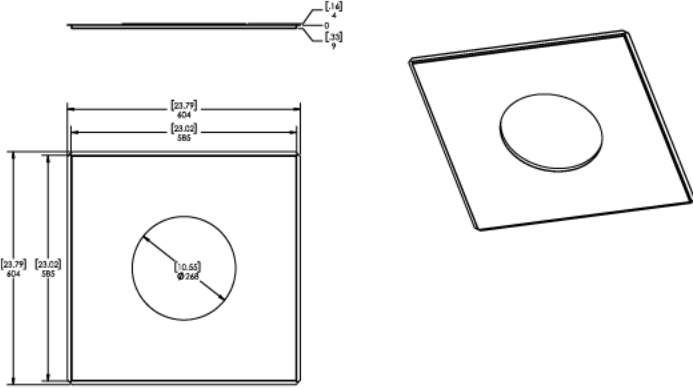
SURFACE MOUNT



IN-CEILING MOUNT







METAL CEILING PANEL



# ORDERING INFORMATION

The variety of mounting options for the H4 Multisensor provides maximum flexibility. All the available camera modules can be used in any of the mounting options.

MOUNTING SCENARIO		ORDERING INFORMATION
PENDANT WALL MOUNT		Order one of: <ul style="list-style-type: none"> <li>• Camera module</li> <li>• H4AMH-AD-PEND1</li> <li>• H4AMH-DO-COVR1 or H4AMH-DO-COVR1-SMOKE</li> <li>• IRPTZ-MNT-WALL1</li> <li>• Optional, H4AMH-AD-IRIL</li> </ul>
PENDANT NPT MOUNT		Order one of: <ul style="list-style-type: none"> <li>• Camera module</li> <li>• H4AMH-AD-PEND1</li> <li>• H4AMH-DO-COVR1 or H4AMH-DO-COVR1-SMOKE</li> <li>• IRPTZ-MNT-NPTA1</li> <li>• Optional, H4AMH-AD-IRIL1</li> </ul>
SURFACE MOUNT		Order one of: <ul style="list-style-type: none"> <li>• Camera module</li> <li>• H4AMH-AD-DOME1</li> <li>• H4AMH-DO-COVR1 or H4AMH-DO-COVR1-SMOKE</li> <li>• Optional, H4AMH-AD-IRIL1</li> </ul>
IN-CEILING MOUNT		Order one of: <ul style="list-style-type: none"> <li>• Camera module</li> <li>• H4AMH-AD-CEIL1</li> <li>• H4AMH-DC-COVR1 or H4AMH-DC-COVR1-SMOKE</li> <li>• Optional, H4AMH-DC-CPNL1 if ceiling panel is needed</li> </ul>

## CAMERA MODULES

With the modular design of the H4 Multisensor, any camera module can be paired with any mounting adapter for maximum versatility and optimal installation. Each camera module must be ordered with a matching mounting adapter and dome cover.

DISPLAY PART NUMBER	DESCRIPTION
9C-H4A-3MH-270	3x3 MP, WDR, LightCatcher, 2.8 mm, Camera Only
9C-H4A-3MH-180	3x3 MP, WDR, LightCatcher, 4 mm, Camera Only
15C-H4A-3MH-270	3x5 MP, WDR, LightCatcher, 2.8 mm, Camera Only
15C-H4A-3MH-180	3x5 MP, WDR, LightCatcher, 4 mm, Camera Only
24C-H4A-3MH-270	3x4K (8 MP), WDR, LightCatcher, 4 mm, Camera Only
24C-H4A-3MH-180	3x4K (8 MP), WDR, LightCatcher, 5.2 mm, Camera Only
12C-H4A-4MH-360	4x3 MP, WDR, LightCatcher, 2.8 mm, Camera Only
20C-H4A-4MH-360	4x5 MP, WDR, LightCatcher, 2.8 mm, Camera Only
32C-H4A-4MH-360	4x4K (8 MP), WDR, LightCatcher, 4 mm, Camera Only

## MOUNTING ADAPTERS AND DOME COVERS

The H4 Multisensor modular design provides pendant, surface, or in ceiling mounting adapters and a choice of two dome covers compatible with all the H4 Multisensor camera modules.

DISPLAY PART NUMBER	DESCRIPTION
H4AMH-AD-DOME1	Outdoor surface mount adapter, must order either a H4AMH-DO-COVR1 or H4AMH-DOCOVR1- SMOKE.
H4AMH-AD-PEND1	Outdoor pendant mount adapter, must order one of IRPTZ-MNT-WALL1 or IRPTZ-MNTNPTA1 and one of H4AMH-DO-COVR1 or H4AMH-DO-COVR1-SMOKE.
IRPTZ-MNT-WALL1	Pendant wall arm adapter, for use with H4AMH-AD-PEND1 or H4 IRPTZ.
IRPTZ-MNT-NPTA1	Pendant NPT adapter for use with H4AMH-AD-PEND1 or H4 IRPTZ.
H4-MT-POLE1	Aluminum pole mounting bracket for H4 pendant style cameras or H4 HD bullet cameras.
H4-MT-CRNR1	Aluminum corner mounting bracket for H4 pendant style cameras or H4 HD bullet cameras.
H4AMH-AD-CEIL1	In-ceiling adapter, must order either a H4AMH-DC-COVR1 or H4AMH-DC-COVR1-SMOKE.
H4AMH-DO-COVR1	Dome bubble and cover, for outdoor surface mount or pendant mount, clear.
H4AMH-DO-COVR1-SMOKE	Dome bubble and cover, for outdoor surface mount or pendant mount, smoked. Not recommended for lowlight applications.
H4AMH-DC-COVR1	Dome bubble and cover, for in-ceiling mount, clear.
H4AMH-DC-COVR1-SMOKE	Dome bubble and cover, for in-ceiling mount, smoked. Not recommended for lowlight applications.
H4AMH-DC-CPNL1	Metal ceiling panel.

## OPTIONAL IR ILLUMINATOR

The optional IR Illuminator is available for the H4 Multisensor when mounted in a pendant or surface mount adapter.

DISPLAY PART NUMBER	DESCRIPTION
H4AMH-AD-IRIL1	Optional IR illuminator ring, up to 30 m (100 ft), for use with H4AMH-DO-COVR1.

## OPTIONAL INJECTORS AND SWITCHES

DISPLAY PART NUMBER	DESCRIPTION
ES-PS-S4	Managed switch, 5 port, Outdoor IP66, -40 °C (-40 °F) to 50 °C (122 °C), Gigabit Ethernet, AC power input. 1x SFP uplink and 4 port RJ45.  Maximum PoE power allocation: Up to 4 ports of PoE+ each, or 2 ports of 60 W PoE each. In 60 W PoE mode, compatible with H4 PTZ, H4 IR PTZ and H4 Multisensor.
ES-PS-MNT-POLE1	Pole mount bracket for ES-PS-S4 switch.
POE-INJ2-60W-NA	Indoor single port Gigabit PoE++ 60 W, North American power cord included. May also be used in European Union, Japan, Australia, New Zealand, Mexico, China, South Korea, Russia, Argentina, Saudi Arabia, Kuwait, UAE and Brazil. Temperature range of the PoE injector is -10 °C to +45 °C (14 °F to 113 °F).
POE-INJ2-PLUS	Indoor single port PoE+ injector. Injector operational temperature range -20 °C to +40 °C (-4 °F to 104 °F).

## OPTIONAL CAMERA LICENSES AND ACCESSORIES

DISPLAY PART NUMBER	DESCRIPTION
CM-AC-FERR1	Ferrite clamp for use with aux power cable when meeting EN 50121-4 requirements. Pack of 5.

# SUPPORT

Learn more and find additional documentation at [avigilon.com](https://avigilon.com) or email [sales@avigilon.com](mailto:sales@avigilon.com) for specific product support.



Oct 2021 | Rev 9

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# Video Appliance

The new generation of Avigilon Video Appliances provide an all-in-one security solution with improved performance and higher capacity that help reduce installation time and overall complexity of the surveillance system. The Video Appliance line integrates our ACC™ video management software with a high-powered PoE switch and a client workstation to provide a cost effective recording and video management solution that is capable of supporting multi-megapixel IP cameras, up to our industry-leading 7K (30 megapixel) HD Pro camera line.



Avigilon Video Appliances can be easily added to an existing Avigilon video surveillance system, or as a standalone system for small to medium-scale surveillance deployments.

The compact and powerful 8-port model is an ideal turnkey solution for small video surveillance deployments.

The 16 and 24 port Pro models are suitable for larger installations requiring advanced functionality such as RAID protection, larger storage, increased camera support, and superior overall performance.

## KEY FEATURES

- Preloaded and configured with ACC Video Management Software
- High performance of up to 400 Mbps (16 and 24 port) and 200 Mbps (8 port) of total throughput – simultaneous recording, playback, and live streaming
- Up to 24TB of recording capacity with the 1U rack mount appliances and 8TB of recording capacity with the 8-port model
- Front-accessible video storage hard drive streamlines maintenance
- Includes digital alarm inputs and outputs for integration with external systems
- Solid State Drive OS volume ensures high speed operation
- Embedded managed switch with powered PoE outputs provide up to 30 Watts of power per port on all ports
- Includes high-performance RAID 5 technology that protects and enables access to a drive's data in the event of failure, even while the drive is being replaced and rebuilt\*
- Protected by a three-year warranty from Avigilon

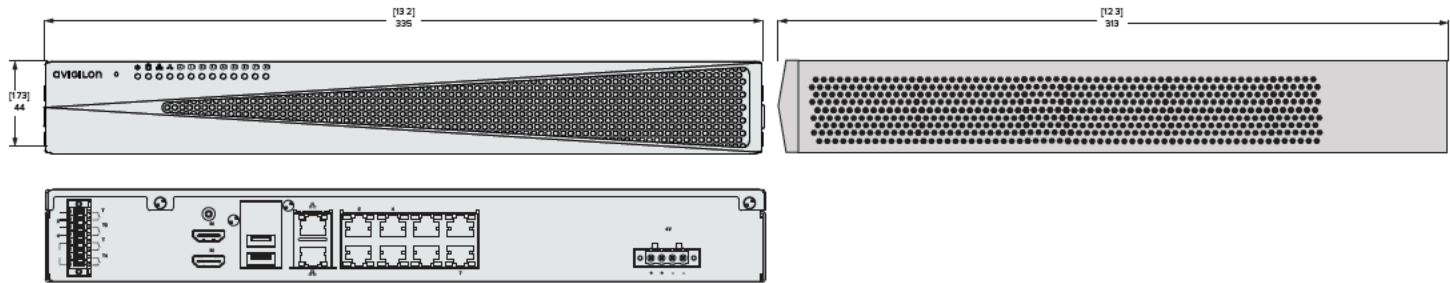
\*On Pro models only

# Outline Dimensions

## Video Appliance — 8 Port

(VMA-AS3-8P)

X	INCHES
Y	MM



## Specifications

SYSTEM	Control Center Edition	Core; Standard and Enterprise compatible							
	Recording Rate	Up to 100 Mbps							
	Playback Rate	Up to 100 Mbps							
	Recording Image Rate	Up to 30 Images per second per channel							
	Local Viewing	Yes							
	Operating System	Microsoft® Windows 10 IoT Enterprise							
	Hard Disk Drive Configuration	1 × 3.5" SATA							
	Recording Storage Capacity	Up to 8 TB							
	Memory	8 GB DDR4							
	Video Outputs	2 × HDMI ports							
	PoE+ Ports	8 × 10/100 Mbps(IEEE 802.3at)							
	PoE Output	Up to 30W/Port (120W Total)							
	Camera Network Uplink	10/100/1000 Mbps							
	Corporate Network Uplink	10/100/1000 Mbps							
	External I/O Terminals	4 × Digital Inputs (25Vdc max.) and 4 × Relay Outputs (24Vdc/1A max.)							
Switch Control	Managed Switch with Web-based UI								
USB	2 × USB 3.0								
MECHANICAL	Form Factor	Small form factor							
	Dimensions (LxWxH)	313 mm × 335 mm × 44 mm; 12.30" × 13.2" × 1.73"							
	Weight	3 kg; 6.4 lb							
ELECTRICAL	Power Input	100 to 240 VAC, 50/60 Hz							
	Power Supply	Single non-redundant							
	Power Consumption	80 W min.; 200 W max.							
ENVIRONMENTAL	Operating Temperature	0°C to 40°C (32°F to 104°F)							
	Storage Temperature	-40°C to 65°C (-40°F to 149°F)							
	Humidity	10 - 90% Relative humidity (non-condensing)							
CERTIFICATIONS	Certifications/Directives	UL	cUL	CE	RoHS	WEEE	RCM	NOM	NRCS
	Safety	UL 62368-1	CSA 62368-1	IEC/EN 62368-1					
	Electromagnetic Emissions	(Class B) FCC Part 15 Subpart B		IC ICES-003	EN 55032	EN 61000-6-3	EN 61000-3-2	EN 61000-3-3	
	Electromagnetic Immunity	EN 55024	EN 61000-6-1						
ORDERING INFORMATION	PRODUCTS								
	VMA-AS3-8P2	HD Video Appliance 8 Port 2 TB.							
	VMA-AS3-8P4	HD Video Appliance 8 Port 4 TB.							
	VMA-AS3-8P8	HD Video Appliance 8 Port 8 TB.							
	ACCESSORIES								
	RMS1U-B-AS3-8P	1U Rack Mountable Shelf for HDVA3 8-port							
	VMA-AS3-HDD02	HDVA3, 2TB Hard Drive Compatible with 8-Port, 16-Port							
	VMA-AS3-HDD04	HDVA3, 4TB Hard Drive Compatible with 8-Port, 16-Port, 24-Port							
	VMA-AS3-HDD08	HDVA3, 8TB Hard Drive Compatible with 8-Port, 24-Port							
	PS-270W-AS3-8P	HDVA3, 8-Port Power Supply - no power cord							
	LICENSES								
	Avigilon Control Center licenses must be purchased separately. Avigilon Appearance Search requires ACC Enterprise Edition.								
	ACC7-COR	ACC 7 Core Edition camera license							
	ACC7-STD	ACC 7 Standard Edition camera license							
	ACC7-ENT	ACC 7 Enterprise Edition camera license							

VMA-AS3-xxPxx-NA =



VMA-AS3-xxPxx-UK =



VMA-AS3-xxPxx-EU =



VMA-AS3-xxPxx-AU =

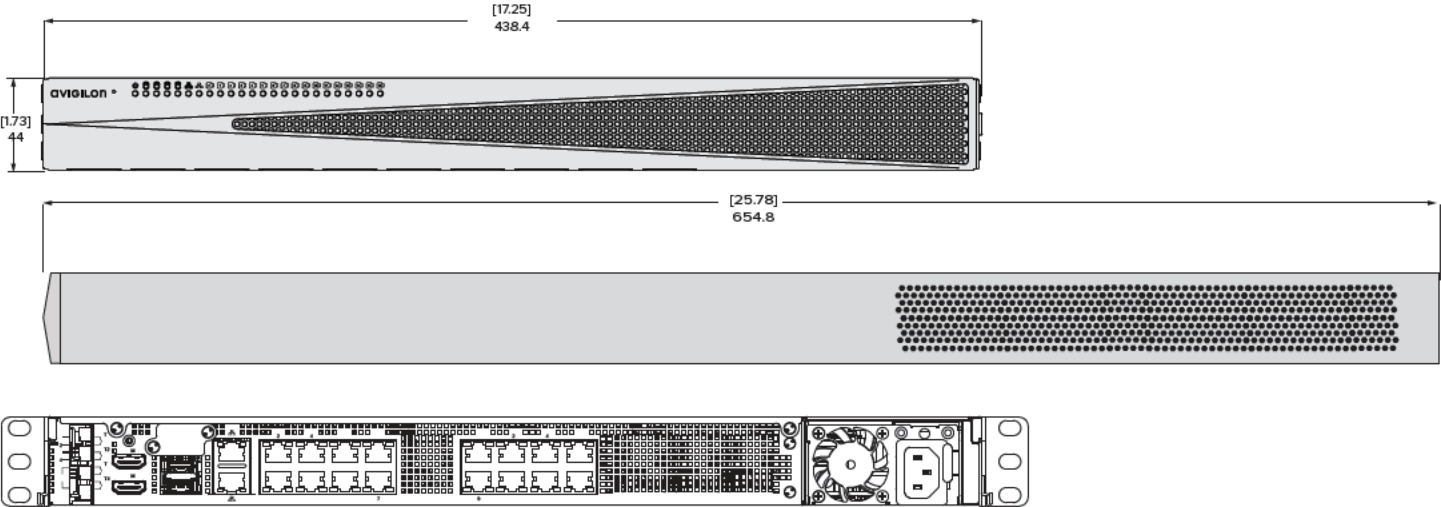




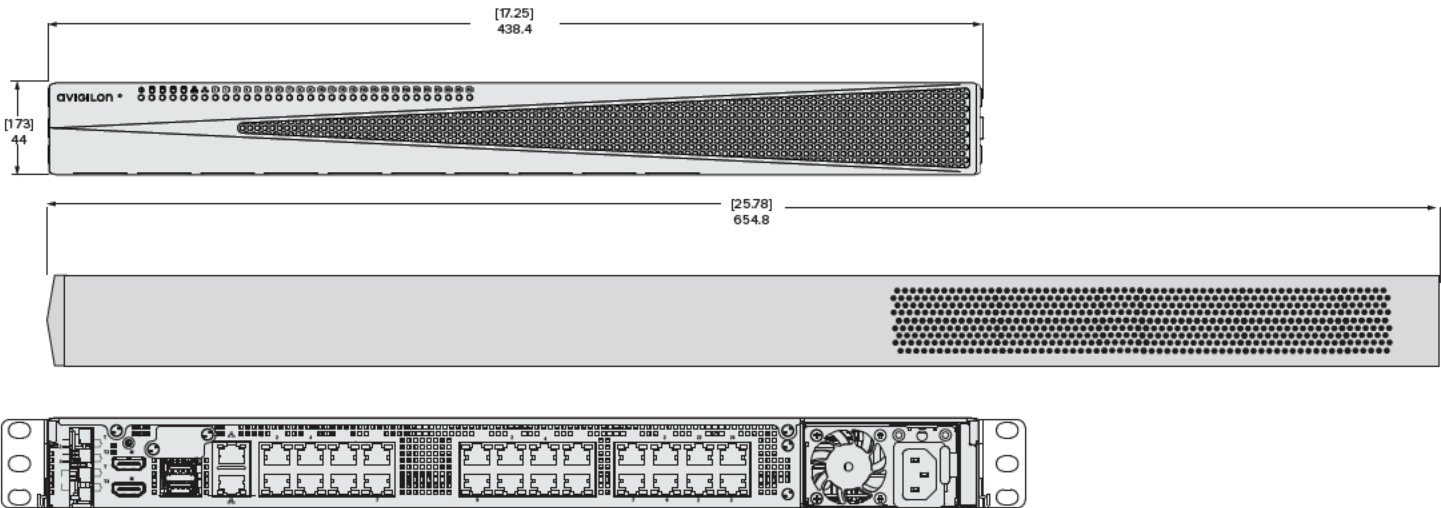
# Outline Dimensions

## Video Appliance Pro — 16 Port (VMA-AS3-16P)

[X.X]	INCHES
X	MM



## Video Appliance Pro — 24 Port (VMA-AS3-24P)



# Specifications

## SYSTEM

	VIDEO APPLIANCE PRO 16-PORT	VIDEO APPLIANCE PRO 24-PORT
Control Center Edition	Core, Standard and Enterprise compatible	Core, Standard and Enterprise compatible
Recording Rate	Up to 300 Mbps	Up to 300 Mbps
Playback Rate	Up to 100 Mbps	Up to 100 Mbps
Recording Image Rate	Up to 30 Images per second per channel	Up to 30 Images per second per channel
Local Viewing	Yes	Yes
Operating System	Microsoft Windows 10 IoT Enterprise	Microsoft Windows 10 IoT Enterprise
Hard Disk Drive Configuration	RAID 5 — Up to 4 × 3.5" SATA	RAID 5 — Up to 4 × 3.5" SATA
Recording Storage Capacity	Up to 12 TB	Up to 24 TB
Memory	8 GB DDR4	8 GB DDR4
Video Outputs	2 × HDMI ports	2 × HDMI ports
PoE+ Ports	16 × 10/100 Mbps (IEEE 802.3at)	24 × 10/100 Mbps (IEEE 802.3at)
PoE Output	Up to 30W/Port (240W Total)	Up to 30W/Port (360W Total)
Camera Network Uplink	10/100/1000 Mbps	10/100/1000 Mbps
Corporate Network Uplink	10/100/1000 Mbps	10/100/1000 Mbps
External I/O Terminals	4 × Digital Inputs (25Vdc max.) and 4 × Relay Outputs (24Vdc/1A max.)	4 × Digital Inputs (25Vdc max.) and 4 × Relay Outputs (24Vdc/1A max.)
Switch Control	Managed Switch with Web-based UI	Managed Switch with Web-based UI
USB	2 × USB 3.0	2 × USB 3.0

## MECHANICAL

Form Factor	1U
Dimensions (LxWxH)	654.8 mm × 438.4 mm × 44 mm; 17.25" × 25.78" × 1.73"
Weight	10 kg; 22 lb

## ELECTRICAL

Power Input	100 to 240 VAC, 50/60 Hz
Power Supply	Single non-redundant
Power Consumption	200 W min.; 420 W max.

## ENVIRONMENTAL

Operating Temperature	0°C to 40°C (32°F to 104°F)
Storage Temperature	-40°C to 65°C (-40°F to 149°F)
Humidity	10 - 90% Relative humidity (non-condensing)

## CERTIFICATIONS

Certifications/Directives	UL	cUL	CE	RoHS	WEEE	RCM	NOM	NRCS
Safety	UL 62368-1	CSA 62368-1	IEC/EN 62368-1					
Electromagnetic Emissions	(Class A) FCC Part 15 Subpart B	IC ICES-003	EN 55032	EN 61000-6-4	EN 61000-3-2	EN 61000-3-3		
Electromagnetic Immunity	EN 55024	EN 61000-6-2						

## ORDERING INFORMATION

PRODUCT	
VMA-AS3-16P06	HD Video Appliance Pro 16 Port 6TB.
VMA-AS3-16P09	HD Video Appliance Pro 16 Port 9TB.
VMA-AS3-16P12	HD Video Appliance Pro 16 Port 12TB.
VMA-AS3-24P12	HD Video Appliance Pro 24 Port 12TB.
VMA-AS3-24P18	HD Video Appliance Pro 24 Port 18TB.
VMA-AS3-24P24	HD Video Appliance Pro 24 Port 24TB.
ACCESSORIES	
VMA-AS3-ANK	Analytics Kit for Appearance Search and Face Recognition, 16/24-port
VMA-AS3-HDD02	HDVA3, 2TB Hard Drive Compatible with 8-Port, 16-Port
VMA-AS3-HDD03	HDVA3, 3TB Hard Drive Compatible with 16-Port
VMA-AS3-HDD04	HDVA3, 4TB Hard Drive Compatible with 8-Port, 16-Port, 24-Port
VMA-AS3-HDD06	HDVA3, 6TB Hard Drive Compatible with 24-Port
VMA-AS3-HDD08	HDVA3, 8TB Hard Drive Compatible with 8-Port, 24-Port
PS-920W-AS3-16/24P	HDVA3, 16/24-Port Power Supply - no power cord
RAILS-B-AS3-16/24P	1U Rack mount rails for HDVA3, 16/24-port
LICENSES	
Avigilon Control Center licenses must be purchased separately. Avigilon Appearance Search requires ACC Enterprise Edition.	
ACC7-COR	ACC 7 Core Edition camera license
ACC7-STD	ACC 7 Standard Edition camera license
ACC7-ENT	ACC 7 Enterprise Edition camera license

VMA-AS3-xxPxx-NA =  VMA-AS3-xxPxx-UK =  VMA-AS3-xxPxx-EU =  VMA-AS3-xxPxx-AU = 

# AXIS C1310-E Network Horn Speaker

Outdoor speaker for clear long-range speech

AXIS C1310-E Network Horn Speaker is perfect for outdoor environments in most climates. It allows users to remotely warn off intruders before they commit a crime, to deliver instructions during an emergency or to make general voice messages. Built-in memory supports pre-recorded messages, or security personal can respond to notifications with live speak. Digital signal processing (DSP) ensures clear sound. Open standards support easy integration with network video, access control, analytics, and VoIP (supporting SIP). AXIS C1310-E is a standalone unit that can be placed almost anywhere, which supports a flexible, scalable and cost-effective approach to system design.

- > All-in-one speaker system
- > Connects to standard network
- > Simple installation with PoE
- > Remote health testing
- > Two input/outputs (GPIO)



## AXIS C1310-E Network Horn Speaker

Audio		General	
Audio streaming	One-way/two-way <sup>a</sup> (mono)	Casing	Impact-resistant aluminum, IP66-, IP67-, NEMA 4X-rated, and MIL-STD-810G 509.5-rated.
Audio compression	AAC LC 8/16/32/48 kHz, G.711 PCM 8 kHz, G.726 ADPCM 8 kHz, Axis $\mu$ -law 16 kHz, WAV, MP3 in mono/stereo from 64 kbps to 320 kbps. Constant and variable bit rate. Sampling rate from 8 kHz up to 48 kHz.	Memory	256 MB RAM, 512 MB Flash
Audio input/output	Built-in microphone (can be disabled mechanically)	Power	Power over Ethernet (PoE) IEEE 802.3af/802.3at Type 1 Class 3 (max. 12.95 W)
Built-in microphone specification	50 Hz - 12 kHz	Connectors	RJ45 10BASE-T/100BASE-TX PoE I/O: 4-pin 2.5 mm terminal block for one input and one output
Speaker		Operating conditions	-40°C to 60 °C (-40 °F to 140 °F) Humidity 10-100% RH (condensing)
Max sound pressure level	>121 dB	Approvals	EMC EN 55032 Class B, EN 50121-4, IEC 62236-4, EN 55024, EN 61000-6-1, EN 61000-6-2, FCC Part 15 Subpart B Class B, ICES-3(B)/NMB-3(B), VCCI Class B, RCM AS/NZS CISPR 32 Class B, KC KN32 Class B, KC KN35 Safety IEC/EN/UL 62368-1, IEC/EN/UL 60950-22 Environment IEC/EN 60529 IP67, IEC 60068-2-1, IEC 60068-2-2, IEC 60068-2-14, IEC 60068-2-27, IEC 60068-2-78, IEC/EN 60529 IP66, NEMA 250 Type 4X, MIL-STD-810G 509.5
Frequency response	280 Hz - 12.5 kHz	Dimensions	Without bracket: 164 x 225 x 250 mm (6 1/2 x 8 7/8 x 9 7/8 in.) With bracket: 164 x 225 x 305 mm (6 1/2 x 8 7/8 x 12 in.)
Coverage pattern	70° horizontal by 100° vertical (at 2 kHz)	Weight	1.3 kg (2.9 lb.)
Amplifier		Included accessories	Installation Guide, AVHS Authentication Key, AXIS Camera Station license key, AXIS Connector Guard A, Cable shoe
Amplifier description	Built-in 7 W Class D amplifier	Optional accessories	AXIS T91B47 Pole Mount, AXIS T91F67 Pole Mount, Cable Gland M20x1.5, RJ45, Cable Gland A M20, AXIS Power over Ethernet Midspans, T94R01B Corner Bracket, T94P01B Corner Bracket, T94S01P Conduit Back Box
Network		Video management software	AXIS Camera Station, Video management software from Axis' Application Development Partners available on <a href="http://axis.com/techsup/software">axis.com/techsup/software</a>
Security	Password protection, IP address filtering, HTTPS <sup>b</sup> encryption, IEEE 802.1X <sup>b</sup> network access control, Digest authentication, User access log	Languages	English, German, French, Spanish, Italian
Supported protocols	IPv4/v6, HTTP, HTTPS <sup>b</sup> , SIP, SSL/TLS <sup>b</sup> , QoS Layer 3 DiffServ, FTP, CIFS/SMB, SMTP, Bonjour, UPnP <sup>TM</sup> , SNMP v1/v2c/v3 (MIB-II), DNS, DynDNS, NTP, TCP, UDP, IGMP, ICMP, DHCP, ARP, SOCKS, SSH	Warranty	Axis 3-year warranty and AXIS Extended Warranty option, see <a href="http://axis.com/warranty">axis.com/warranty</a>
System integration		<p>a. This product supports two-way audio for sending audio to the speaker and receiving audio from the microphone. The product does not support two-way communication for conversations with speaker operators.</p> <p>b. This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit. (<a href="http://www.openssl.org">www.openssl.org</a>), and cryptographic software written by Eric Young (<a href="mailto:ey@cryptsoft.com">ey@cryptsoft.com</a>).</p> <p>c. Audio synchronization with IPv4 only.</p>	
Application Programming Interface	Open API for software integration, including VAPIX <sup>®</sup> , AXIS Video Hosting System (AVHS) with One-click Connection, AXIS Camera Application Platform (ACAP).	Environmental responsibility: <a href="http://axis.com/environmental-responsibility">axis.com/environmental-responsibility</a>	
Audio synchronization	Built-in audio synchronization <sup>c</sup> for up to 50 speakers with unicast and hundreds of speakers with multicast. No additional speaker management software or hardware required.		
Voice announcement	Up to 50 pre-recorded voice announcements. Voice announcement through built-in SIP support for connection to any IP telephone / VoIP system and VAPIX support.		
VoIP	Support for Session Initiation Protocol (SIP) for integration with Voice over IP (VoIP) systems, peer to peer or integrated with SIP/PBX. Tested with: SIP client such as Cisco, Bria and Grandstream and PBX suppliers such as Cisco and Asterisk. Supported SIP features: secondary SIP server, IPv6, SRTP, SIPS, SIP TLS, DTMF (RFC2976 and RFC2833), NAT (ICE, STUN, TURN) Supported codecs: PCMU, PCMA, opus, L16/16000, L16/8000, speex/8000, speex/16000, G.726-32		
Intelligent audio	Auto Speaker Test		
Event triggers	Virtual inputs, External input Call: DTMF, State changes, AXIS Camera Application Platform (ACAP)		
Event actions	File upload: HTTP, network share and email Notification: email, HTTP and TCP Play audio clip Perform Auto Speaker Test Send SNMP trap Status LED		
Built-in installation aids	Test tone verification and identification		
Functional monitoring	Auto Speaker Test, Connection verification, Built-in system logging		



The background features a dark blue field with a grid of small, glowing purple dots. Overlaid on this are several wavy, translucent lines in shades of purple and blue, creating a sense of depth and movement. A semi-transparent dark blue rectangle is positioned on the left side, serving as a backdrop for the title.

# Investment Proposal



## Investment Proposal – Rate Summary

Securitas proposes the following rates for **Forest Lake CDD**. These rates are all-inclusive as defined below and will remain in effect for a minimum of 60 days from 8/27/2023.

**Integrated Guarding w/ Remote Guarding services (RECOMMENDED)** – Monday through Sunday, overnight coverage using analytic CCTV supporting RGO's (Remote Guarding Officers) for access control measures. [REDACTED]

[REDACTED]

Service & Technology Solutions	Estimated Monthly Cost	Estimated Annual Cost
<b>Amenity Access Control Officer PT</b> – 16 HPW [REDACTED] [REDACTED]. Hourly rate of \$28.98.	\$2,009	\$24,111
<b>Securitas Remote Guarding – Pool Perimeter Protection</b> – two (2) Avigilon analytic multisensory cameras (6 views), Avigilon recorder, two (2) AXIS talk down speakers, Remote Guarding service for the community pool. 24/7 recording with analytics running and Remote Guarding operating from dusk until dawn.	\$645.17	\$7,742.04
<b>Subtotals:</b>	<b>\$2,654</b>	<b>\$31,853</b>
<b>PLEASE REFER TO THE ADDITIONAL SERVICE &amp; TECHNOLOGY SOLUTIONS SECTION OF THIS PROPOSAL FOR FURTHER DETAILS &amp; ADDITIONAL PRICING OPTIONS.</b>		

*Note: The proposed billing rates include statutory payroll costs, i.e., FICA, FUI, SUI, GLI, WC. If a change in any legislation or regulation, either federal, state or local, adversely affects Securitas' direct labor and/or payroll costs, client agrees to pay revised rates which will reimburse Securitas for its added costs.*

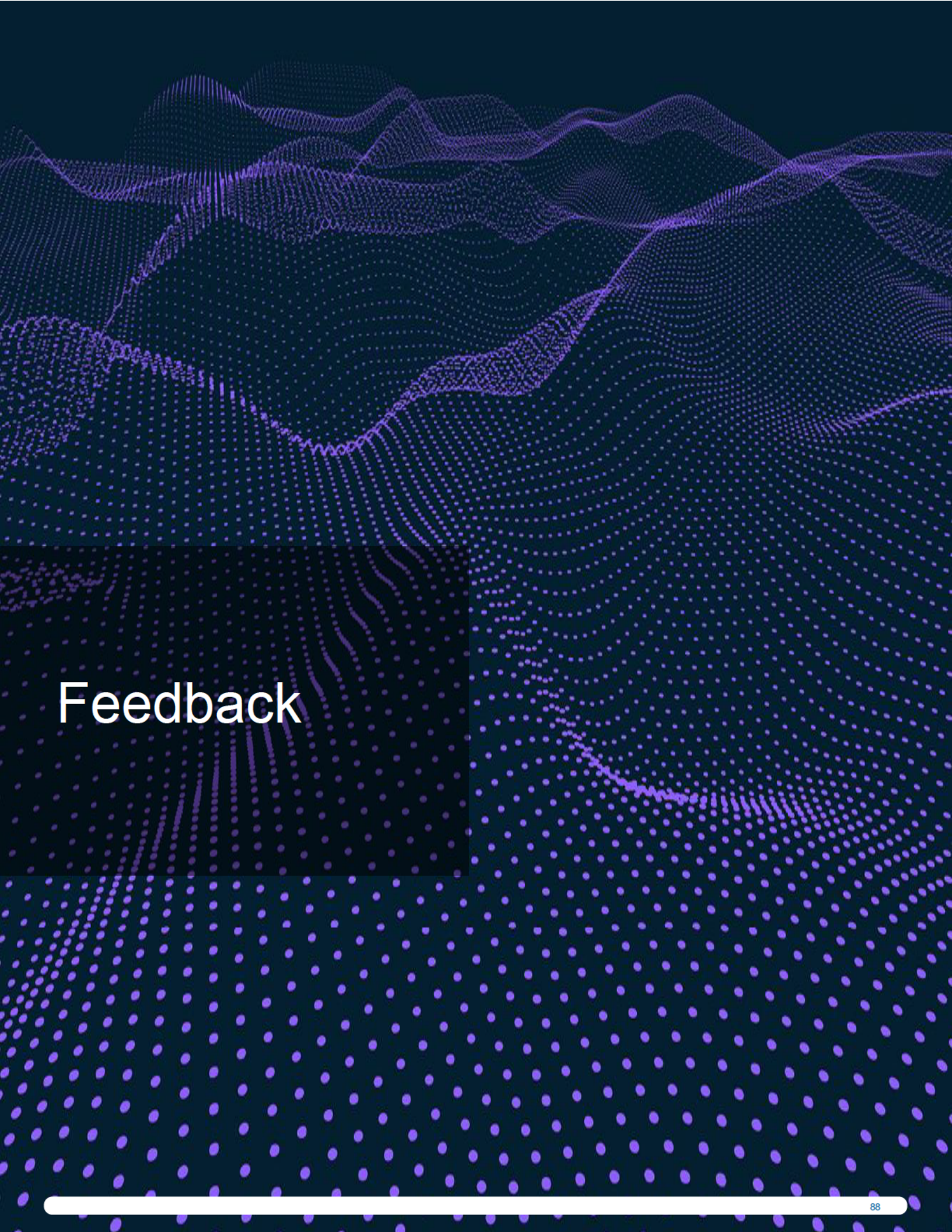


- **Sales Tax: Not included in the rates above as Client is tax-exempt**
- **Premium Rate: is 1.5 times the Standard Rate and is applicable for the following:**
  - Excess hours requested by Client with less than 72-hour notice.
  - All hours over forty hours worked by an officer, specifically requested by client.
  - 6 major holidays if worked
- **Rates include the following Client Benefits to provide superior customer service and support:**
  - Dedicated District Manager for 24/7 support
  - Recruitment, background screening and hiring costs
  - Computer-based post orders, including client emergency response procedures
  - Monthly service review and planning meetings with local District Manager
  - 24-hour National Communications Center
  - General liability insurance coverage
  - Site-specific written test based on post orders and client policies
  - Learning Management System to track completed courses and test scores
- **Rates include the following Officer Benefits to be the top employer of choice:**
  - Free Complete uniforms for each season, including replacements as needed
  - Competitive employee wages, plus all payroll taxes and insurance
  - Healthcare, 401(k), dental, and vision benefits
  - Free life insurance and paid vacations
  - Enhanced health benefits including Livongo, Omada, and a new Employee Assistance Program
  - Financial benefits including Smart Dollar and our employee purchase/discount program
  - Qualification for the Securitas Lead Program through Purdue University Global
  - Introductory, pre-assignment and paid on-site training
  - Learning Management System to for ongoing education and career advancement
  - Excellence in Service performance recognition program
  - Branch award qualification for Officer of the Month, Quarter and Officer of the Year



*Note: The proposed billing rates include statutory payroll costs, i.e., FICA, FUI, SUI, GLI, WC. If a change in any legislation or regulation, either federal, state or local, adversely affects Securitas' direct labor and/or payroll costs, client agrees to pay revised rates which will reimburse Securitas for its added costs.*



The background features a complex, abstract design. It consists of several layers of wavy, undulating lines in shades of purple and blue, creating a sense of depth and movement. Overlaid on these waves is a grid of small, light-colored dots, which appear to be part of a larger, possibly digital or scientific, structure. The overall effect is a futuristic and dynamic visual field.

# Feedback





# Performance Management

## Service Excellence

To assure consistency in the level of delivered service, Securitas builds the service requirements of Forest Lake CDD into its local Client Service Plan and uses performance management and measurement tools to ensure quality control within our service offering.

Quality service delivery is driven primarily at the local office level-close to our clients, but is additionally measured at the national level, ensuring promised delivery. As a service company, we know that quality must be built into our service offering. This means that everything we do must help to deliver the service outcomes that our client's value.

Delivering world-class service relies on three key components:

- Service Commitment – our organizational approach for assuring client satisfaction. *“Are we meeting expectations and creating value?”*
- Service Level Management – our account management approach for using tools and measures to assess and report the level of service we deliver to each client. *“Are we delivering consistent service across the client locations we serve?”*
- Performance Management – our operational approach to service level and cost. *“Are we gathering data at the local level that allows us to determine the service behaviors and methods that yield the best results for the security services team?”*

Service is primarily local because it is assessed at the point of delivery. We have focused on building effective working relationships with our clients - relationships that are based on strong local offices with responsive management and competent technical staff who are committed to service.

To help ensure promised quality, annual quality assurance surveys, a part of our Excellence in Service program are distributed by division level management. It is our goal to make sure that we are maintaining our high level of service standards that was discussed when initially taking the step to have Securitas as your security provider.

## Service Commitment

Competing on “service level” is the key element for advancing many service organizations. Within the security profession, Securitas stands alone for putting processes in place that drive behavior and results:

- The core values of our organization-Integrity, Vigilance and Helpfulness-are intrinsic motivators that empower our employees to do the right thing for our clients.
- Our five service value drivers:
  - Responsiveness of Management.
  - Individualized Attention to Client Needs.
  - Consistent and Reliable Service.
  - Security Officer Appearance and Demeanor.
  - Trust and Confidence in Security Officers.

Our core values, service drivers and processes position us to meet client needs through the participation of our people, local market focus, and service level management.

## Service Level Management

Securitas' goal is to manage and deliver locally focused protective services that we jointly implement with Forest Lake CDD. Specifically, we will develop a Client Service Plan that meets and exceeds your expectations for security officer duties, safe



practices, staffing, training, account management and communication. This Service Plan includes the development of service measures so that the daily activities and tasks performed will meet the expectations of Forest Lake CDD for behaviors and results.

## Commitment to Service Excellence through Performance Management and Measurement

Securitas employs one common set of service delivery tools as part of our Service Excellence program. This program is the primary quality assurance program for the organization. It promotes world-class service delivery by linking one standard service delivery method and tools to the service cycle for our clients, namely:

- **Service Initiation** (Transition and Implementation Plans)
- **Service Delivery** (Client Service Plan)
- **Client Relationships** (Service Delivery History and Service Enhancement Plan)
- **Client Development** (Annual Service Review Meeting)

## Client Service Plan

In collaboration with Forest Lake CDD local management representative, Securitas establishes a Client Service Plan that outlines specific service goals and defines supporting Key Performance Indicators (KPIs). This plan serves as a road map for managing and monitoring service performance. The Service Plan is updated annually following a joint management review meeting, or more often when mutually deemed appropriate.

The Client Service Plan is the primary tool used to measure and monitor the local delivery of security services. After defining specific Service Goals, KPIs are established to measure the attainment of the goal. KPIs are quantifiable measurements that help us monitor the results of our actions.

	Security Performance	Business Performance
Goals	Deploy Service Excellence	Premier provider, market by market
	Local offices, close to clients	Focus on security
	Client retention	Refine and specialize security services
	Security officer retention	Add value
	Service value drivers	Increase efficiency
Key Performance Indicators	Client-specific indicators	Sales of new contracts
	People	Development of contract portfolio
	Procedures	Total sales growth
	Training	Effective planning
	Technology	Control of expenses
	Feedback	Control of accounts receivable

We regularly track the KPIs to assess how we are performing against an agreed upon Service Goal. They become the measuring stick by which all service performance, across all service locations, is measured. Operating definitions for the KPIs



are mutually determined with client stakeholder management input prior to implementation.

We use KPIs to track client service expectations and client requirements. They make the service delivery process effective for all of our clients:

- Client Service Plan Goals target specialization as a security services provider.
- One common set of measures gauges effectiveness and efficiency in business performance.

## Service Enhancement Plan

Securitas uses a Service Enhancement Plan that is mutually developed with Forest Lake CDD stakeholder management team.

Discussion in the regular service review meeting may sometimes identify areas requiring attention and follow up. Our local manager leads a discussion with Forest Lake CDD management representative to mutually develop the Service Enhancement Plan. Progress is then reviewed and discussed in subsequent meetings.



Continuous communication with the local client management representative to share progress against goals, to seek input or advice, and to review results is the primary service quality assurance monitoring activity. Service Enhancement Plans are tracked by local, area and region management teams.

Service Enhancement Plans are typically developed as a result of the service review process. This performance-based approach to controlling and reporting on service levels is built upon the premise that “it’s what you do with what you learn” that is most important for developing a strong client partnership for security service delivery.

Securitas applies these tools to foster frequent, open communication (internally as well as externally), to maintain a client-focused approach to service delivery management and to advance the service relationship through mutual goal-setting and responsive action.

These tools help to ensure a consistent, common service level management approach across all client locations served. In this way, service quality methods and client-focused leadership are built into the service offering.

## Service Review Meetings

Service delivery management methods are continually assessed by comparing the daily delivery of service against expectations and by conducting face-to-face client service review meetings. We regularly report KPI results for meeting client service expectations and contract requirements.

In this setting, the Securitas service delivery manager and the Forest Lake CDD representative mutually discusses the following:

- *“What is going well?”*
- *“What do we need to do differently here?”*
- *“What are our next steps?”*

### Examples of topics addressed in these service review meetings can include:

- Service team performance reviews (financial results, KPIs, goals and objectives, issues and concerns, lessons learned, security awareness, training client interaction).
- Service level assessment (performance against expectations and contract criteria, progress against annual Client Service Plan goals, trending and tracking of individual client KPIs across all Forest Lake CDD locations served).



- Security officer assessment (appearance, client relations, quality of reports, tour compliance, training certifications).
- Service audit and risk assessment survey results.
- Service Enhancement Plans and related improvements.
- Sharing of best practices drawn from Securitas' client service experiences.
- Sharing of best-known methods drawn from all Forest Lake CDD service locations (a best practice at one client site becomes common practice across all sites served)





## See a Different World

At Securitas, we see evolving threats affecting your organization.  
The urgency of your priorities. And how they all may change tomorrow.

With over 150 years of keeping people safe, we see the power of blending technology and human talent. That's why our Integrated Guarding solutions deliver an unmatched blend of On-site, Remote and Mobile Guarding and/or Electronic Security expertise.

## **CLIENTPOINT DOWNLOAD RECEIPT**

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**DOWNLOADED: 08-29-2023**

**CLIENTPOINT ID: 898735**

## SECTION B

Vendor	Current Rate Per Hour (2 hour minimum)	Staffed 8 Hour Shifts for \$24,111
Davenport Police Department	\$35.00	86
Securitas	\$28.98	104

Services not guaranteed. Requests can be submitted, but officers have to sign up for off-duty shifts, if available.

Represents cost included in Securitas Proposal for guard hours. Full Securitas proposal including cameras with call down capability is \$30,472 annually

Staff recommended scheduling would be 3 days a week starting Spring Break through end of September

## SECTION VIII

# SECTION C



*Item will be  
provided under  
separate cover.*

# SECTION D

# SECTION 1

**Forest Lake**  
**Community Development District**

Summary of Checks

July 28, 2023 to August 17, 2023

Bank	Date	Check No.'s	Amount
General Fund	7/31/23	422-423	\$ 4,713.50
	8/8/23	424-430	\$ 5,944.58
	8/14/23	431-432	\$ 7,143.29
			<hr/> \$ 17,801.37
			<hr/> \$ 17,801.37

\*\*\* CHECK DATES 07/28/2023 - 08/17/2023 \*\*\*  
 FOREST LAKE CDD  
 BANK A GENERAL FUND

CHECK DATE	VEND#	.....INVOICE..... DATE INVOICE	...EXPENSED TO... YRMO DPT ACCT# SUB SUBCLASS	VENDOR NAME	STATUS	AMOUNT	....CHECK.... AMOUNT #
7/31/23	00041	7/11/23 54026034	202306 330-57200-48100	PEST CONTROL-JUL23	*	40.00	
				MASSEY SERVICES INC.			40.00 000422
7/31/23	00016	7/01/23 9399	202307 320-53800-46200	LANDSCAPE MAINT-JUL23	*	3,386.00	
		7/01/23 9399	202307 320-53800-46200	LANDSCAPE MAINT-AMENITY	*	1,287.50	
				PRINCE & SONS INC.			4,673.50 000423
8/08/23	00051	8/01/23 BH080120	202308 310-51300-11000	SUPERVISOR FEES-08/01/23	*	200.00	
				BOBBIE HENLEY			200.00 000424
8/08/23	00015	7/31/23 00057476	202307 310-51300-48000	FY2024 BUDGET	*	2,553.89	
				CA FLORIDA HOLDINGS, LLC			2,553.89 000425
8/08/23	00043	8/01/23 EL080120	202308 310-51300-11000	SUPERVISOR FEES-08/01/23	*	200.00	
				ERIC LAVOIE			200.00 000426
8/08/23	00044	8/01/23 JK080120	202308 310-51300-11000	SUPERVISOR FEES-08/01/23	*	200.00	
				JESSICA KOWALSKI			200.00 000427
8/08/23	00042	8/01/23 JP080120	202308 310-51300-11000	SUPERVISOR FEES-08/01/23	*	200.00	
				JESSICA PETRUCCI			200.00 000428
8/08/23	00006	8/01/23 LS080120	202308 310-51300-11000	SUPERVISOR FEES-08/01/23	*	200.00	
				LAUREN OAKLEY SCHWENK			200.00 000429
8/08/23	00033	8/07/23 08072023	202308 300-15500-10000	EQUIPMENT LEASE-SEPT23	*	2,390.69	
				WHFS, LLC			2,390.69 000430
8/14/23	00030	8/08/23 08082023	202308 300-20700-10000	ASSESSMENT TRNSFR SER2020	*	1,451.60	
				FOREST LAKE CDD C/O US BANK			1,451.60 000431
8/14/23	00001	8/01/23 100	202308 320-53800-12000	FIELD MANAGEMENT-AUG23	*	1,312.50	
		8/01/23 100	202308 310-51300-42500	COPIES	*	6.50	

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FORL FOREST LAKE CD CWRIGHT



## SECTION 2

***Forest Lake***  
***Community Development District***

***Unaudited Financial Reporting***  
***July 31, 2023***



# Table of Contents

1	<u>Balance Sheet</u>
2-3	<u>General Fund</u>
4	<u>Series 2020 Debt Service Fund</u>
5	<u>Series 2022 Debt Service Fund</u>
6	<u>Series 2020 Capital Projects Fund</u>
7	<u>Series 2022 Capital Projects Fund</u>
8	<u>Capital Reserve Fund</u>
9-10	<u>Month to Month</u>
11	<u>Long Term Debt Report</u>
12	<u>Assessment Receipt Schedule</u>

**Forest Lake**  
**Community Development District**  
**Combined Balance Sheet**  
**July 31, 2023**

	<i>General Fund</i>	<i>Debt Service Fund</i>	<i>Capital Projects Fund</i>	<i>Totals Governmental Funds</i>
<b>Assets:</b>				
<u><b>Cash:</b></u>				
Operating Account	\$ 303,053	\$ -	\$ -	\$ 303,053
<u><b>Series 2020</b></u>				
Reserve	\$ -	\$ 249,131	\$ -	\$ 249,131
Revenue	\$ -	\$ 178,537	\$ -	\$ 178,537
Prepayments	\$ -	\$ 6	\$ -	\$ 6
Construction	\$ -	\$ -	\$ 0	\$ 0
<u><b>Series 2022</b></u>				
Reserve	\$ -	\$ 208,738	\$ -	\$ 208,738
Revenue	\$ -	\$ 87,118	\$ -	\$ 87,118
Prepayments	\$ -	\$ 909,748	\$ -	\$ 909,748
Construction	\$ -	\$ -	\$ 40	\$ 40
Prepaid Expenses	\$ 5,078	\$ -	\$ -	\$ 5,078
Due from General Fund	\$ -	\$ 1,452	\$ -	\$ 1,452
<b>Total Assets</b>	<b>\$ 308,131</b>	<b>\$ 1,634,730</b>	<b>\$ 40</b>	<b>\$ 1,942,901</b>
<b>Liabilities:</b>				
Accounts Payable	\$ 12,262	\$ -	\$ -	\$ 12,262
Due to Debt Service	\$ 1,452	\$ -	\$ -	\$ 1,452
<b>Total Liabilities</b>	<b>\$ 13,713</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 13,713</b>
<b>Fund Balances:</b>				
Restricted for:				
Debt Service - Series 2020	\$ -	\$ 429,126	\$ -	\$ 429,126
Debt Service - Series 2022	\$ -	\$ 1,205,604	\$ -	\$ 1,205,604
Capital Projects - Series 2022	\$ -	\$ -	\$ 40	\$ 40
Unassigned	\$ 294,418	\$ -	\$ -	\$ 294,418
<b>Total Fund Balances</b>	<b>\$ 294,418</b>	<b>\$ 1,634,730</b>	<b>\$ 40</b>	<b>\$ 1,929,188</b>
<b>Total Liabilities &amp; Fund Balance</b>	<b>\$ 308,131</b>	<b>\$ 1,634,730</b>	<b>\$ 40</b>	<b>\$ 1,942,901</b>

**Forest Lake**  
**Community Development District**  
**General Fund**

**Statement of Revenues, Expenditures, and Changes in Fund Balance**  
**For The Period Ending July 31, 2023**

	Adopted	Prorated Budget	Actual	
	Budget	Thru 07/31/23	Thru 07/31/23	Variance
<b><u>Revenues</u></b>				
Assessments - Tax Roll	\$ 351,781	\$ 351,781	\$ 349,915	\$ (1,866)
Assessments - Direct Bill	\$ 60,641	\$ 15,160	\$ 15,160	\$ -
Assessments - Lot Closings	\$ -	\$ -	\$ 45,480	\$ 45,480
Miscellaneous Income	\$ -	\$ -	\$ 186	\$ 186
<b>Total Revenues</b>	<b>\$ 412,422</b>	<b>\$ 366,941</b>	<b>\$ 410,742</b>	<b>\$ 43,801</b>
<b><u>Expenditures:</u></b>				
<b><u>General &amp; Administrative:</u></b>				
Supervisor Fees	\$ 12,000	\$ 10,000	\$ 5,000	\$ 5,000
Engineering	\$ 15,000	\$ 12,500	\$ 115	\$ 12,385
Attorney	\$ 30,000	\$ 25,000	\$ 13,382	\$ 11,618
Annual Audit	\$ 5,500	\$ 5,500	\$ 7,000	\$ (1,500)
Assessment Administration	\$ 5,000	\$ 5,000	\$ 5,000	\$ -
Arbitrage	\$ 900	\$ 450	\$ 450	\$ -
Dissemination	\$ 6,000	\$ 5,000	\$ 6,000	\$ (1,000)
Trustee Fees	\$ 8,081	\$ 5,384	\$ 5,384	\$ -
Management Fees	\$ 37,853	\$ 31,544	\$ 31,544	\$ (0)
Information Technology	\$ 1,800	\$ 1,500	\$ 1,500	\$ -
Website Maintenance	\$ 1,200	\$ 1,000	\$ 1,000	\$ -
Postage & Delivery	\$ 1,000	\$ 1,000	\$ 1,892	\$ (892)
Insurance	\$ 6,210	\$ 6,210	\$ 5,563	\$ 647
Copies	\$ 500	\$ 417	\$ 21	\$ 395
Legal Advertising	\$ 10,000	\$ 8,333	\$ 5,011	\$ 3,322
Other Current Charges	\$ 6,460	\$ 5,383	\$ 452	\$ 4,931
Office Supplies	\$ 625	\$ 521	\$ 23	\$ 498
Dues, Licenses & Subscriptions	\$ 175	\$ 175	\$ 175	\$ -
<b>Subtotal General &amp; Administrative:</b>	<b>\$ 148,304</b>	<b>\$ 124,917</b>	<b>\$ 89,514</b>	<b>\$ 35,404</b>

**Forest Lake**  
**Community Development District**  
**General Fund**

**Statement of Revenues, Expenditures, and Changes in Fund Balance**  
**For The Period Ending July 31, 2023**

	Adopted	Prorated Budget	Actual	
	Budget	Thru 07/31/23	Thru 07/31/23	Variance
<b><u>Operations and Maintenance</u></b>				
<b>Field Expenditures</b>				
Property Insurance	\$ 5,000	\$ 5,000	\$ 9,412	\$ (4,412)
Field Management	\$ 15,750	\$ 13,125	\$ 13,125	\$ -
Landscape Maintenance	\$ 74,000	\$ 61,667	\$ 47,585	\$ 14,082
Landscape Replacement	\$ 12,000	\$ 10,000	\$ -	\$ 10,000
Streetlights	\$ 16,764	\$ 13,970	\$ 15,569	\$ (1,599)
Electric	\$ 6,600	\$ 5,500	\$ 2,379	\$ 3,121
Water & Sewer	\$ 3,000	\$ 2,500	\$ 1,674	\$ 826
Sidewalk & Asphalt Maintenance	\$ 2,500	\$ 2,500	\$ 2,961	\$ (461)
Irrigation Repairs	\$ 7,500	\$ 6,250	\$ 931	\$ 5,319
General Repairs & Maintenance	\$ 12,000	\$ 12,000	\$ 12,173	\$ (173)
Contingency	\$ 7,500	\$ 6,250	\$ 548	\$ 5,702
<b>Subtotal Field Expenditures</b>	<b>\$ 162,614</b>	<b>\$ 138,762</b>	<b>\$ 106,357</b>	<b>\$ 32,404</b>
<b>Amenity Expenditures</b>				
Amenity - Electric	\$ 12,540	\$ 10,450	\$ 11,609	\$ (1,159)
Amenity - Water	\$ 3,696	\$ 3,080	\$ 2,964	\$ 116
Playground Lease	\$ 28,688	\$ 23,907	\$ 30,655	\$ (6,748)
Internet	\$ 1,500	\$ 1,250	\$ 1,005	\$ 245
Pest Control	\$ 480	\$ 400	\$ 400	\$ -
Janitorial Services	\$ 6,600	\$ 5,500	\$ 6,964	\$ (1,464)
Security Services	\$ 2,500	\$ 2,500	\$ 3,790	\$ (1,290)
Pool Maintenance	\$ 18,000	\$ 15,000	\$ 14,050	\$ 950
Amenity Access Management	\$ 5,000	\$ 4,167	\$ 4,563	\$ (396)
Amenity Repairs & Maintenance	\$ 10,000	\$ 8,333	\$ 1,421	\$ 6,912
Contingency	\$ 7,500	\$ 6,250	\$ -	\$ 6,250
<b>Subtotal Amenity Expenditures</b>	<b>\$ 96,504</b>	<b>\$ 80,837</b>	<b>\$ 77,421</b>	<b>\$ 3,416</b>
<b>Total Expenditures</b>	<b>\$ 407,422</b>	<b>\$ 344,516</b>	<b>\$ 273,292</b>	<b>\$ 71,224</b>
<b>Excess (Deficiency) of Revenues over Expenditures</b>	<b>\$ 5,000</b>		<b>\$ 137,450</b>	
<b><u>Other Financing Sources/(Uses)</u></b>				
Transfer In/(Out)	\$ 5,000	\$ -	\$ -	\$ -
<b>Total Other Financing Sources/(Uses)</b>	<b>\$ 5,000</b>	<b>\$ -</b>	<b>\$ -</b>	
<b>Net Change in Fund Balance</b>	<b>\$ -</b>		<b>\$ 137,450</b>	
<b>Fund Balance - Beginning</b>	<b>\$ -</b>		<b>\$ 156,968</b>	
<b>Fund Balance - Ending</b>	<b>\$ -</b>		<b>\$ 294,418</b>	



**Forest Lake**  
**Community Development District**  
**Debt Service Fund Series 2020**  
**Statement of Revenues, Expenditures, and Changes in Fund Balance**  
**For The Period Ending July 31, 2023**

	Adopted	Prorated Budget	Actual	
	Budget	Thru 07/31/23	Thru 07/31/23	Variance
<b>Revenues</b>				
Assessments - Tax Roll	\$ 505,199	\$ 505,199	\$ 495,716	\$ (9,483)
Interest	\$ -	\$ -	\$ 14,821	\$ 14,821
<b>Total Revenues</b>	<b>\$ 505,199</b>	<b>\$ 505,199</b>	<b>\$ 510,536</b>	<b>\$ 5,337</b>
<b>Expenditures:</b>				
Interest Expense - 11/1	\$ 163,978	\$ 163,978	\$ 163,878	\$ 100
Special Call - 11/1	\$ -	\$ -	\$ 5,000	\$ (5,000)
Principal Expense - 5/1	\$ 170,000	\$ 170,000	\$ 170,000	\$ -
Interest Expense - 5/1	\$ 163,978	\$ 163,978	\$ 163,778	\$ 200
<b>Total Expenditures</b>	<b>\$ 497,956</b>	<b>\$ 497,956</b>	<b>\$ 502,656</b>	<b>\$ (4,700)</b>
<b>Excess (Deficiency) of Revenues over Expenditures</b>	<b>\$ 7,243</b>		<b>\$ 7,880</b>	
<b>Fund Balance - Beginning</b>	<b>\$ 175,748</b>		<b>\$ 421,246</b>	
<b>Fund Balance - Ending</b>	<b>\$ 182,991</b>		<b>\$ 429,126</b>	

# Forest Lake

## Community Development District

### Debt Service Fund Series 2022

#### Statement of Revenues, Expenditures, and Changes in Fund Balance

For The Period Ending July 31, 2023

	Adopted Budget	Prorated Budget Thru 07/31/23	Actual Thru 07/31/23	Variance
<b>Revenues</b>				
Assessments - Direct Bill	\$ 319,706	\$ -	\$ -	\$ -
Assessments - Lot Closings	\$ -	\$ -	\$ 263,856	\$ 263,856
Assessments - Prepayments	\$ -	\$ -	\$ 2,392,830	\$ 2,392,830
Interest	\$ -	\$ -	\$ 32,025	\$ 32,025
<b>Total Revenues</b>	<b>\$ 319,706</b>	<b>\$ -</b>	<b>\$ 2,688,711</b>	<b>\$ 2,688,711</b>
<b>Expenditures:</b>				
Interest Expense - 11/1	\$ 109,717	\$ 109,717	\$ 109,717	\$ -
Principal Expense - 5/1	\$ 65,000	\$ 65,000	\$ 65,000	\$ -
Interest Expense - 5/1	\$ 124,247	\$ 124,247	\$ 125,791	\$ (1,544)
Special Call - 5/1	\$ -	\$ -	\$ 1,615,000	\$ (1,615,000)
<b>Total Expenditures</b>	<b>\$ 298,964</b>	<b>\$ 298,964</b>	<b>\$ 1,915,508</b>	<b>\$ (1,616,544)</b>
<b>Excess (Deficiency) of Revenues over Expenditures</b>	<b>\$ 20,742</b>	<b>\$ -</b>	<b>\$ 773,203</b>	<b>\$ 2,688,711</b>
<b>Other Financing Sources/(Uses)</b>				
Transfer In/(Out)	\$ -	\$ -	\$ 1,866	\$ -
<b>Total Other Financing Sources/(Uses)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 1,866</b>	<b>\$ -</b>
<b>Net Change in Fund Balance</b>	<b>\$ 20,742</b>		<b>\$ 775,070</b>	
<b>Fund Balance - Beginning</b>	<b>\$ 109,737</b>		<b>\$ 430,534</b>	
<b>Fund Balance - Ending</b>	<b>\$ 130,479</b>		<b>\$ 1,205,604</b>	

**Forest Lake**  
**Community Development District**  
**Capital Projects Fund Series 2020**  
**Statement of Revenues, Expenditures, and Changes in Fund Balance**  
**For The Period Ending July 31, 2023**

	Adopted	Prorated Budget	Actual	
	Budget	Thru 07/31/23	Thru 07/31/23	Variance
<b>Revenues</b>				
Developer Contribution	\$ -	\$ -	\$ -	\$ -
Interest	\$ -	\$ -	\$ -	\$ -
<b>Total Revenues</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>Expenditures:</b>				
Capital Outlay	\$ -	\$ -	\$ -	\$ -
<b>Total Expenditures</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>Excess (Deficiency) of Revenues over Expenditures</b>	<b>\$ -</b>		<b>\$ -</b>	
<b>Net Change in Fund Balance</b>	<b>\$ -</b>		<b>\$ -</b>	
<b>Fund Balance - Beginning</b>	<b>\$ -</b>		<b>\$ 0</b>	
<b>Fund Balance - Ending</b>	<b>\$ -</b>		<b>\$ 0</b>	

# Forest Lake

## Community Development District

### Capital Projects Fund Series 2022

#### Statement of Revenues, Expenditures, and Changes in Fund Balance

For The Period Ending July 31, 2023

	Adopted Budget	Prorated Budget Thru 07/31/23	Actual Thru 07/31/23	Variance
<b>Revenues</b>				
Developer Contributions	\$ -	\$ -	\$ 978,010	\$ 978,010
Interest	\$ -	\$ -	\$ 5,765	\$ 5,765
<b>Total Revenues</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 983,775</b>	<b>\$ 983,775</b>
<b>Expenditures:</b>				
Capital Outlay	\$ -	\$ -	\$ 1,613,906	\$ (1,613,906)
<b>Total Expenditures</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 1,613,906</b>	<b>\$ (1,613,906)</b>
<b>Excess (Deficiency) of Revenues over Expenditures</b>	<b>\$ -</b>		<b>\$ (630,131)</b>	
<b>Other Financing Sources/(Uses)</b>				
Transfer In/(Out)		\$ -	\$ (1,866)	\$ (1,866)
<b>Total Other Financing Sources (Uses)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ (1,866)</b>	<b>\$ (1,866)</b>
<b>Net Change in Fund Balance</b>	<b>\$ -</b>		<b>\$ (631,997)</b>	
<b>Fund Balance - Beginning</b>	<b>\$ -</b>		<b>\$ 632,037</b>	
<b>Fund Balance - Ending</b>	<b>\$ -</b>		<b>\$ 40</b>	

# Forest Lake

## Community Development District

### Capital Reserve Fund

#### Statement of Revenues, Expenditures, and Changes in Fund Balance

For The Period Ending July 31, 2023

	Adopted Budget	Prorated Budget Thru 07/31/23	Actual Thru 07/31/23	Variance
<b><u>Revenues</u></b>				
Interest	\$ -	\$ -	\$ -	\$ -
<b>Total Revenues</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b><u>Expenditures:</u></b>				
Capital Outlay	\$ -	\$ -	\$ -	\$ -
<b>Total Expenditures</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>Excess (Deficiency) of Revenues over Expenditures</b>	<b>\$ -</b>		<b>\$ -</b>	
<b><u>Other Financing Sources/(Uses)</u></b>				
Transfer In/(Out)	\$ 5,000	\$ -	\$ -	\$ -
<b>Total Other Financing Sources (Uses)</b>	<b>\$ 5,000</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>Net Change in Fund Balance</b>	<b>\$ 5,000</b>		<b>\$ -</b>	
<b>Fund Balance - Beginning</b>	<b>\$ 3,000</b>		<b>\$ -</b>	<b>\$ -</b>
<b>Fund Balance - Ending</b>	<b>\$ 8,000</b>		<b>\$ -</b>	

**Forest Lake**  
**Community Development District**  
**Month to Month**

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>Revenues</b>													
Assessments - Tax Roll	\$ -	\$ 16,278	\$ 257,965	\$ 46,488	\$ 13,178	\$ 2,726	\$ 8,736	\$ 3,520	\$ 1,014	\$ 11	\$ -	\$ -	\$ 349,915
Assessments - Direct	\$ -	\$ -	\$ 15,160	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 15,160
Assessments - Lot Closings	\$ -	\$ -	\$ -	\$ -	\$ 15,812	\$ 22,822	\$ -	\$ 6,847	\$ -	\$ -	\$ -	\$ -	\$ 45,480
Miscellaneous Income	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 186	\$ -	\$ -	\$ -	\$ -	\$ 186
<b>Total Revenues</b>	<b>\$ -</b>	<b>\$ 16,278</b>	<b>\$ 273,125</b>	<b>\$ 46,488</b>	<b>\$ 28,990</b>	<b>\$ 25,548</b>	<b>\$ 8,736</b>	<b>\$ 10,552</b>	<b>\$ 1,014</b>	<b>\$ 11</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 410,742</b>
<b>Expenditures:</b>													
<b><u>General &amp; Administrative:</u></b>													
Supervisor Fees	\$ -	\$ 800	\$ -	\$ 600	\$ -	\$ 800	\$ 1,000	\$ 1,000	\$ 800	\$ -	\$ -	\$ -	\$ 5,000
Engineering	\$ -	\$ -	\$ 115	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 115
Attorney	\$ 256	\$ 1,022	\$ 1,431	\$ 1,086	\$ 330	\$ 2,629	\$ 1,563	\$ 2,695	\$ 1,303	\$ 1,068	\$ -	\$ -	\$ 13,382
Annual Audit	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 4,000	\$ 3,000	\$ -	\$ -	\$ 7,000
Assessment Administration	\$ 5,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 5,000
Arbitrage	\$ -	\$ 450	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 450
Dissemination	\$ 500	\$ 500	\$ 500	\$ 500	\$ 500	\$ 500	\$ 1,000	\$ 500	\$ 500	\$ 1,000	\$ -	\$ -	\$ 6,000
Trustee Fees	\$ 4,041	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,344	\$ -	\$ -	\$ -	\$ 5,384
Management Fees	\$ 3,154	\$ 3,154	\$ 3,154	\$ 3,154	\$ 3,154	\$ 3,154	\$ 3,154	\$ 3,154	\$ 3,154	\$ 3,154	\$ -	\$ -	\$ 31,544
Information Technology	\$ 150	\$ 150	\$ 150	\$ 150	\$ 150	\$ 150	\$ 150	\$ 150	\$ 150	\$ 150	\$ -	\$ -	\$ 1,500
Website Maintenance	\$ 100	\$ 100	\$ 100	\$ 100	\$ 100	\$ 100	\$ 100	\$ 100	\$ 100	\$ 100	\$ -	\$ -	\$ 1,000
Postage & Delivery	\$ 16	\$ 9	\$ 14	\$ 145	\$ 125	\$ 95	\$ 719	\$ 64	\$ 82	\$ 624	\$ -	\$ -	\$ 1,892
Insurance	\$ 5,563	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 5,563
Printing & Binding	\$ -	\$ 3	\$ -	\$ -	\$ -	\$ 6	\$ 12	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 21
Legal Advertising	\$ 939	\$ -	\$ 627	\$ 316	\$ -	\$ -	\$ -	\$ 575	\$ -	\$ 2,554	\$ -	\$ -	\$ 5,011
Other Current Charges	\$ 39	\$ 39	\$ 39	\$ 39	\$ 39	\$ 40	\$ 40	\$ 82	\$ 40	\$ 56	\$ -	\$ -	\$ 452
Office Supplies	\$ 1	\$ 3	\$ 1	\$ 3	\$ 1	\$ 1	\$ 3	\$ 6	\$ 1	\$ 3	\$ -	\$ -	\$ 23
Dues, Licenses & Subscriptions	\$ 175	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 175
<b>Subtotal General &amp; Administrative:</b>	<b>\$ 19,934</b>	<b>\$ 6,230</b>	<b>\$ 6,131</b>	<b>\$ 6,094</b>	<b>\$ 4,399</b>	<b>\$ 7,476</b>	<b>\$ 7,741</b>	<b>\$ 8,326</b>	<b>\$ 11,474</b>	<b>\$ 11,709</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 89,514</b>



**Forest Lake**  
Community Development District  
Month to Month

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>Operations and Maintenance</b>													
<b>Field Expenditures</b>													
Property Insurance	\$ 9,412	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	9,412
Field Management	\$ 1,313	\$ 1,313	\$ 1,313	\$ 1,313	\$ 1,313	\$ 1,313	\$ 1,313	\$ 1,313	\$ 1,313	\$ 1,313	\$ -	\$ -	13,125
Landscape Maintenance	\$ 4,674	\$ 4,674	\$ 4,674	\$ 4,674	\$ 4,674	\$ 4,674	\$ 4,674	\$ 4,674	\$ 4,674	\$ 5,524	\$ -	\$ -	47,585
Landscape Replacement	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	-
Streetlights	\$ 1,279	\$ 1,279	\$ 1,279	\$ 1,279	\$ 1,305	\$ 1,504	\$ 1,391	\$ 2,123	\$ 1,869	\$ 2,261	\$ -	\$ -	15,569
Electric	\$ 163	\$ 306	\$ 236	\$ 118	\$ 201	\$ 416	\$ 109	\$ 259	\$ 278	\$ 293	\$ -	\$ -	2,379
Water & Sewer	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 59	\$ -	\$ 949	\$ 667	\$ -	\$ -	1,674
Sidewalk & Asphalt Maintenance	\$ -	\$ -	\$ -	\$ -	\$ 2,961	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	2,961
Irrigation Repairs	\$ -	\$ 121	\$ 100	\$ 87	\$ 164	\$ 105	\$ 82	\$ 103	\$ -	\$ 167	\$ -	\$ -	931
General Repairs & Maintenance	\$ 955	\$ 1,495	\$ 14	\$ 3,594	\$ 1,462	\$ 3,172	\$ 1,481	\$ -	\$ -	\$ -	\$ -	\$ -	12,173
Contingency	\$ 548	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	548
<b>Subtotal Field Expenditures</b>	<b>\$ 18,343</b>	<b>\$ 9,187</b>	<b>\$ 7,616</b>	<b>\$ 11,064</b>	<b>\$ 12,079</b>	<b>\$ 11,184</b>	<b>\$ 9,108</b>	<b>\$ 8,472</b>	<b>\$ 9,082</b>	<b>\$ 10,224</b>	<b>\$ -</b>	<b>\$ -</b>	<b>106,357</b>
<b>Amenity Expenditures</b>													
Amenity - Electric	\$ 1,001	\$ 883	\$ 853	\$ 773	\$ 771	\$ 1,078	\$ 1,657	\$ 1,582	\$ 1,545	\$ 1,467	\$ -	\$ -	11,609
Amenity - Water	\$ 295	\$ 308	\$ 317	\$ 399	\$ -	\$ 379	\$ 320	\$ -	\$ 648	\$ 300	\$ -	\$ -	2,964
Playground Lease	\$ 2,391	\$ 2,391	\$ 2,391	\$ 2,391	\$ 2,391	\$ 2,391	\$ 2,391	\$ 9,139	\$ 2,391	\$ 2,391	\$ -	\$ -	30,655
Internet	\$ 93	\$ 93	\$ 93	\$ 93	\$ 93	\$ 108	\$ 108	\$ 108	\$ 108	\$ 108	\$ -	\$ -	1,005
Pest Control	\$ 40	\$ 40	\$ 40	\$ 40	\$ 40	\$ 40	\$ 40	\$ 40	\$ 40	\$ 40	\$ -	\$ -	400
Janitorial Services	\$ 550	\$ 550	\$ 550	\$ 550	\$ 689	\$ 800	\$ 800	\$ 800	\$ 800	\$ 875	\$ -	\$ -	6,964
Security Services	\$ 1,023	\$ -	\$ -	\$ -	\$ -	\$ 1,753	\$ -	\$ -	\$ 455	\$ 560	\$ -	\$ -	3,790
Pool Maintenance	\$ 1,350	\$ 1,350	\$ 1,350	\$ 1,350	\$ 1,350	\$ 1,350	\$ 1,350	\$ 1,550	\$ 1,350	\$ 1,700	\$ -	\$ -	14,050
Amenity Access Management	\$ 417	\$ 417	\$ 417	\$ 417	\$ 417	\$ 813	\$ 417	\$ 417	\$ 417	\$ 417	\$ -	\$ -	4,563
Amenity Repairs & Maintenance	\$ 395	\$ -	\$ -	\$ 776	\$ -	\$ -	\$ 250	\$ -	\$ -	\$ -	\$ -	\$ -	1,421
Contingency	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	-
<b>Subtotal Amenity Expenditures</b>	<b>\$ 7,555</b>	<b>\$ 6,031</b>	<b>\$ 6,011</b>	<b>\$ 6,788</b>	<b>\$ 5,750</b>	<b>\$ 8,711</b>	<b>\$ 7,332</b>	<b>\$ 13,635</b>	<b>\$ 7,753</b>	<b>\$ 7,857</b>	<b>\$ -</b>	<b>\$ -</b>	<b>77,421</b>
<b>Total Expenditures</b>	<b>\$ 45,831</b>	<b>\$ 21,448</b>	<b>\$ 19,757</b>	<b>\$ 23,946</b>	<b>\$ 22,228</b>	<b>\$ 27,370</b>	<b>\$ 24,181</b>	<b>\$ 30,432</b>	<b>\$ 28,309</b>	<b>\$ 29,790</b>	<b>\$ -</b>	<b>\$ -</b>	<b>273,292</b>
<b>Excess (Deficiency) of Revenues over Expenditures</b>	<b>\$ (45,831)</b>	<b>\$ (5,170)</b>	<b>\$ 253,368</b>	<b>\$ 22,542</b>	<b>\$ 6,762</b>	<b>\$ (1,823)</b>	<b>\$ (15,445)</b>	<b>\$ (19,880)</b>	<b>\$ (27,295)</b>	<b>\$ (29,779)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>137,450</b>
<b>Other Financing Sources/(Uses)</b>													
Transfer In/(Out)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	-
<b>Total Other Financing Sources/(Uses)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>-</b>
<b>Net Change in Fund Balance</b>	<b>\$ (45,831)</b>	<b>\$ (5,170)</b>	<b>\$ 253,368</b>	<b>\$ 22,542</b>	<b>\$ 6,762</b>	<b>\$ (1,823)</b>	<b>\$ (15,445)</b>	<b>\$ (19,880)</b>	<b>\$ (27,295)</b>	<b>\$ (29,779)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>137,450</b>

# Forest Lake

## Community Development District

### Long Term Debt Report

Series 2020, Special Assessment Revenue Bonds		
Interest Rate:	2.625%, 3.250%, 4.000%	
Maturity Date:	5/1/2051	
Reserve Fund Definition	50% Maximum Annual Debt Service	
Reserve Fund Requirement	\$249,169	
Reserve Fund Balance	\$249,131	
Bonds Outstanding - 09/29/20		\$8,845,000
Less: Special Call - 11/1/21		(\$120,000)
Less: Principal Payment - 5/1/22		(\$165,000)
Less: Special Call - 11/1/22		(\$5,000)
Less: Principal Payment - 5/1/23		(\$170,000)
<b>Current Bonds Outstanding</b>		<b>\$8,385,000</b>

Series 2022, Special Assessment Revenue Bonds		
Interest Rate:	4.750%, 5.000%, 5.375%, 5.500%	
Maturity Date:	5/1/2052	
Reserve Fund Definition	Maximum Annual Debt Service	
Reserve Fund Requirement	\$208,738	
Reserve Fund Balance	\$208,738	
Bonds Outstanding - 05/24/2022		\$4,700,000
Less: Principal Payment - 5/1/23		(\$65,000)
Less: Special Call - 5/1/23		(\$1,615,000)
<b>Current Bonds Outstanding</b>		<b>\$3,020,000</b>

**Forest Lake**  
**Community Development District**  
**Special Assessment Receipt Schedule**  
**Fiscal Year 2023**

Gross Assessments \$ 378,261.20 \$ 535,872.43 \$ 914,133.63  
Net Assessments \$ 351,782.92 \$ 498,361.36 \$ 850,144.28

**ON ROLL ASSESSMENTS**

							41.38%	58.62%	100.00%
							<i>Series 2020</i>		
<i>Date</i>	<i>Distribution</i>	<i>Gross Amount</i>	<i>Commissions</i>	<i>Discount/Penalty</i>	<i>Interest</i>	<i>Net Receipts</i>	<i>O&amp;M Portion</i>	<i>Debt Service</i>	<i>Total</i>
11/21/22	11/6/22	\$18,672.83	(\$358.52)	(\$746.86)	\$0.00	\$17,567.45	\$7,269.27	\$10,298.18	\$17,567.45
11/25/22	9/30/22	\$0.00	\$0.00	\$0.00	\$55.84	\$55.84	\$23.11	\$32.73	\$55.84
11/25/22	11/7-11/13/2022	\$23,082.30	(\$443.18)	(\$923.22)	\$0.00	\$21,715.90	\$8,985.87	\$12,730.03	\$21,715.90
12/12/22	11/14-11/23/22	\$78,448.48	(\$1,506.22)	(\$3,137.69)	\$0.00	\$73,804.57	\$30,539.74	\$43,264.83	\$73,804.57
12/21/22	11/24-11/30/22	\$563,672.39	(\$10,822.54)	(\$22,545.46)	\$0.00	\$530,304.39	\$219,435.72	\$310,868.67	\$530,304.39
12/23/22	12/1-12/15/22	\$30,213.98	(\$580.60)	(\$1,184.22)	\$0.00	\$28,449.16	\$11,772.04	\$16,677.12	\$28,449.16
12/31/22	1% Adj	(\$9,141.33)	\$0.00	\$0.00	\$0.00	(\$9,141.33)	(\$3,782.61)	(\$5,358.72)	(\$9,141.33)
01/13/23	12/16-12/31/22	\$119,316.51	(\$2,292.79)	(\$4,676.79)	\$0.00	\$112,346.93	\$46,488.26	\$65,858.67	\$112,346.93
02/16/23	1/1-1/31/23	\$33,231.89	(\$649.92)	(\$735.92)	\$0.00	\$31,846.05	\$13,177.64	\$18,668.41	\$31,846.05
03/17/23	2/1-2/28/23	\$6,835.98	(\$134.44)	(\$113.94)	\$0.00	\$6,587.60	\$2,725.90	\$3,861.70	\$6,587.60
04/11/23	3/1-3/31/23	\$21,542.89	(\$430.86)	\$0.00	\$0.00	\$21,112.03	\$8,735.99	\$12,376.04	\$21,112.03
05/11/23	4/1-4/30/23	\$7,193.38	(\$143.87)	\$0.00	\$0.00	\$7,049.51	\$2,917.03	\$4,132.48	\$7,049.51
05/24/23	3/31/23	\$0.00	\$0.00	\$0.00	\$1,456.51	\$1,456.51	\$602.69	\$853.82	\$1,456.51
06/16/23	5/1-5/31/23	\$2,499.30	(\$49.99)	\$0.00	\$0.00	\$2,449.31	\$1,013.50	\$1,435.81	\$2,449.31
07/31/23	4/1-6/30/23	\$0.00	\$0.00	\$0.00	\$26.94	\$26.94	\$11.15	\$15.79	\$26.94
<b>TOTAL</b>		<b>\$ 895,568.60</b>	<b>\$ (17,412.93)</b>	<b>\$ (34,064.10)</b>	<b>\$ 1,539.29</b>	<b>\$ 845,630.86</b>	<b>\$ 349,915.30</b>	<b>\$ 495,715.56</b>	<b>\$ 845,630.86</b>

99%	Net Percent Collected
\$ 4,513.42	Balance Remaining to Collect

**DIRECT BILL ASSESSMENTS**

Winter Haven Management Services, LLC 2023-01					\$375,678.14	\$60,640.63	\$315,037.51
Date Received	Due Date	Check Number	Total Net Assessed	Amount Received	Operations & Maintenance	Series 2022	
12/6/22	12/1/22	1979	\$30,320.32	\$0.00	\$15,160.16		
	2/1/23		\$15,160.16	\$15,160.16			
	4/1/23		\$190,790.63	\$0.00			
	5/1/23		\$15,160.16	\$0.00			
	10/1/23		\$124,246.88	\$0.00			
			\$375,678.15	\$15,160.16	\$15,160.16	\$0.00	

\*collect at lot closing

## SECTION 3

**FOREST LAKE COMMUNITY DEVELOPMENT DISTRICT  
SPECIAL ASSESSMENT BONDS, SERIES 2022  
(ASSESSMENT AREA TWO PROJECT)  
(Acquisition and Construction)**

The undersigned, a Responsible Officer of the Forest Lake Community Development District (the "District") hereby submits the following requisition for disbursement under and pursuant to the terms of the Master Trust Indenture by and between the District and U.S. Bank National Association, as trustee (the "Trustee"), dated as of September 1, 2020 as supplemented by that certain Second Supplemental Trust Indenture dated as of May 1, 2022 (collectively, the "Assessment Area Two Indenture") (all capitalized terms used herein shall have the meaning ascribed to such term in the Assessment Area Two Indenture):

- (A) Requisition Number: 40
- (B) Identify Acquisition Agreement, if applicable;
- (C) Name of Payee pursuant to Acquisition Agreement: Kilinski/Van Wyk PLLC
- (D) Amount Payable: \$39.00
- (E) Purpose for which paid or incurred (refer also to specific contract if amount is due and payable pursuant to a contract involving progress payments): Invoice # 6945 - Project Construction for June 2023
- (F) Fund or Account and subaccount, if any, from which disbursement to be made:

*Assessment Area Two Acquisition and Construction Account of the Acquisition and Construction Fund.*

The undersigned hereby certifies that:

- 1. obligations in the stated amount set forth above have been incurred by the District,
- 2. each disbursement set forth above is a proper charge against the Assessment Area Two Acquisition and Construction Account; and
- 3. each disbursement set forth above was incurred in connection with the Costs of the Assessment Area Two Project.

The undersigned hereby further certifies that there has not been filed with or served upon the District notice of any lien, right to lien, or attachment upon, or claim affecting the right to receive payment of, any of the moneys payable to the Payee set forth above, which has not been released or will not be released simultaneously with the payment hereof.

The undersigned hereby further certifies that such requisition contains no item representing payment on account of any retained percentage which the District is at the date of such certificate entitled to retain.

Attached hereto or on file with the District are copies of the invoice(s) or applicable contracts from the vendor of the property acquired or the services rendered, as well as applicable conveyance instruments (e.g. deed(s), bill(s) of sale, easement(s), etc.) with respect to which disbursement is hereby requested.


**FOREST LAKE COMMUNITY  
DEVELOPMENT DISTRICT**

By:   
Responsible Officer

Date: 8/7/23

**CONSULTING ENGINEER'S APPROVAL FOR  
NON-COST OF ISSUANCE OR [NON-OPERATING COSTS REQUESTS ONLY]**

The undersigned Consulting Engineer hereby certifies that this disbursement is for a Cost of the Assessment Area Two Project and is consistent with: (i) the applicable acquisition or construction contract; (ii) the plans and specifications for the portion of the Assessment Area Two Project with respect to which such disbursement is being made; and (iii) the report of the Consulting Engineer, as such report shall have been amended or modified on the date hereof. The Consulting Engineer further certifies and agrees that for any acquisition (a) the portion of the Assessment Area Two Project that is the subject of this requisition is complete, and (b) the purchase price to be paid by the District for the portion of the Assessment Area Two Project to be acquired with this disbursement is no more than the lesser of (i) the fair market value of such improvements and (ii) the actual cost of construction of such improvements.

  
Consulting Engineer

Date: 8.3.23

#40

Kilinski/Van Wyk

\$ 39.00

Project Const. June 2023