

The Californian

The Quarterly Newsletter of



August 2019

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Running a security business is complex. Make sure that you have all the knowledge and resources required to stay compliant with the law and competitive in the industry. This event is beneficial for new private patrol operators, those looking to advance in the security world and industry veterans!

**August 14th - 15th
Orange County, CA**

\$99 per day or \$185 for both days
Includes breakfast and lunch

Register at www.calsaga.org/trainingevents

Registration closes August 9th at 5:00pm!

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PRESIDENT'S REPORT

David Chandler, CALSAGA President

Summer is here! I would like to remind all of our readers of the importance of staying hydrated during these hot summer months. This is especially important for all of the security professionals in California.

Last Saturday when I left my house the temperature was 117 degrees. I drove to the beach near my sister's house in Ventura where the temperature was 69 degrees. Of course I only put on sunscreen 1 time when I arrived. It was a nice day with no clouds and a 5 mile an hour breeze. I drank a couple of waters over the course of 4 hours and then made the trip home. The trip home was slowed by my having to stop 2-3 times to buy more water (I was so thirsty!). When I awoke the next morning - you guessed it! - I was sunburned! My neck, legs and my extremely white ankles were all burnt.

Even at my age I learned an important lesson: Don't forget to hydrate and to apply sunscreen every hour!

As I hope you know, if your officers have outdoor post assignments then you must be in compliance with the Heat Illness Prevention Standard of the California Code of Regulations. Click [here](#) to download a sample guide from Cal/OSHA to assist you with reducing the number of work-related heat illnesses.

Have a great summer. Stay safe and stay hydrated! I will see you at the CALSAGA Annual Conference in October!



CALSAGA President David Chandler and his wife Shirley at the 2018 CALSAGA Annual Conference Awards Dinner

UPDATE FROM CAL/ OSHA

DID YOU KNOW?

When employees are working outdoors where the air is affected by wildfire smoke, employers are required by Cal/OSHA's standards on Control of Harmful Exposure to Employees and Respiratory Protection to determine if the outdoor air is a "harmful exposure" to employees.

Among measures that must be taken to protect employees is the requirement to provide proper respiratory protection equipment, such as disposable filtering face piece respirators (dust masks), other half face piece respirators, or full facepiece respirators.

**CLICK HERE TO LEARN MORE ABOUT
HOW TO PROTECT EMPLOYEES AND
WHAT IS REQUIRED OF EMPLOYERS**

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REGULATION CORNER

David Chandler, CALSAGA
President

**If you employ armed officers, make sure
that you are not committing this
violation! The BSIS has started issuing
citations with each one carrying a \$1750
fine.**

Section 7583.2 (f) of the California Business and Professions Code states:

No person licensed as a private patrol operator shall do any of the following:

(f) Permit any employee to carry a firearm or other deadly weapon without first ascertaining that the employee is proficient in the use of each weapon to be carried. With respect to firearms, evidence of proficiency shall include a certificate from a firearm training facility approved by the director certifying that the employee is proficient in the use of that specified caliber of firearm and a current and valid firearm qualification permit issued by the department. With respect to other deadly weapons, evidence of proficiency shall include a certificate from a training facility approved by the director certifying that the employee is proficient in the use of that particular deadly weapon.

The key word is **proficient**. The Firearm Training Facility providing the training may not be aware of this provision of the law but as the PPO employing the officer, you are responsible!

As mentioned above, each infraction is subject to a fine of \$1750. Please be mindful that if you are involved in a civil lawsuit and you do not have the correct documentation of proficiency with a firearm then you are in violation of a public law. No insurance company will indemnify you for a violation of a public law. Please audit your training records to ensure that you are in compliance.



EARTHQUAKE! ARE YOU PREPARED?

Shaun Kelly, Tolman & Wiker,
CALSAGA Preferred Broker



When the recent earthquake hit in Ridgecrest, approximately 1 hour northeast of Bakersfield, I was out of town and I was not near my family. When I received message of the quake, the first thing I thought was “Is everyone ok?”. This was a 7.1 earthquake, Northridge was only 6.7 on the Richter Scale.

Then, a few other things came to mind:

- Are the dogs freaking out and are they ok?
- Does my wife know how to shut-off the gas and water to the house?
- How do I reach the rest of my family?
- Do I have batteries in the flashlights?
- Did I have the contact information on the refrigerator for emergency services and neighbors updated?
- Did I show my wife how to open the garage door when the electricity was out?
- Do I drive home right now from Colorado? (It would normally take me 14 hours, but I could make it in 10 hours, I only need to stop for gas)

Needless to say, my mind was racing. Then, I said to myself, “I am sure glad this did not happen during business hours.” We do have an Emergency Action Plan, but we have not trained and executed the plan in over a year. And, if the quake did happen during business hours, I believe all of our team members would follow the direction of our leadership team and our Emergency Action Plan. However, after a few minutes, I believe they would think about the stuff I mentioned above and panic would soon appear and then what would we do?

This brought me back to our article in a prior CALSAGA Newsletter issued over a year ago regarding the implementation of an Emergency Action Plan. (Repetition is the best method for learning) This was after the wildfires and our Ventura office was closed for over a week and we had to execute our Emergency Action Plan, even though it was not updated with the most current technology for communicating to our team members and clients to protect them and their families.

In your role as Security Professionals and First Responders, your family, team members, clients and the public look to us for protection and we must be prepared to respond to critical situations and events. We play a significant role in the safety of others and we can make a difference in their lives, if we are prepared!

**CLICK HERE TO CONTINUE READING
AND DOWNLOAD A SAMPLE
EMERGENCY ACTION PLAN**

EMPLOYERS: IS YOUR GROOMING POLICY DISCRIMINATORY?

Jaimee K. Wellerstein, Esq. &
Annette M. Barber, Esq.,
Bradley & Gmelich LLP



On July 3, 2019, California became the first state to ban discrimination against natural hair, including afros, braids, twists, and dreadlocks. Introduced by Sen. Holly J. Mitchell, Senate Bill 188 (SB 188) aims to “Create a Respectful and Open Workplace for Natural Hair” (the CROWN Act) by clarifying that traits historically associated with race, such as hair texture and hairstyle, be protected from discrimination in the workplace and schools. Governor Gavin Newsom signed Senate Bill 188 (SB 188), thereby amending the California Fair Employment and Housing Act (FEHA) and the California Education Code. The new law becomes effective January 1, 2020.

SB 188 will ensure protection against discrimination in the workplace based on hairstyles by prohibiting employers from enforcing grooming policies that disproportionately impact persons of color. SB 188 is more far-reaching than prior protections.



While anti-discrimination laws presently protect an employee’s choice to wear an afro, afros are not the only presentation of natural Black hair.

LESSON LEARNED:

California employers should review their grooming policies to determine if they are racially neutral, or if changes need to be made to ensure that racially associated hairstyles such as afros, braids, locks (dreadlocks) and twists, are not prohibited. Also, employers should ensure that managers and supervisors, especially those involved in the hiring process, are trained to comply with this new requirement.

Taking adverse employment action against an applicant or an employee based on a racially associated hairstyle could subject employers to liability for race discrimination.

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Thank you to our CALSAGA Network Partners!



[Click here to learn about Network Partnerships.](#)

Is your company providing training to prevent sexual harassment?
Are you in compliance with the new legislation regarding sexual harassment training?

**On-Demand Interactive
Online
Sexual Harassment
Training Now Available**

This training will meet the requirements of SB1343.
A Training Certificate will be provided as required.

California Association of Licensed Security Agencies, Guards & Associates
CALSAGA

**THE WORKS
CONSULTING**

WHAT TO DO WHEN YOU LOSE A BIG CLIENT?

Chris Anderson, Silvertrac Software



Meta Description: Losing a big client in a security company is a huge blow. However, evaluating the loss can help to improve the services that the company provides and reinforce positive relationships with current clients.

Losing a big client is a nightmare for any business, let alone a security company. Unfortunately, client loss is inevitable, but through analysis and strategy, it can be a great learning tool for bettering client relationships and service satisfaction.

There are many reasons why clients terminate a contract. They may be unhappy with the services provided. They may have found a better price point, or they may just not need the services any longer. When a contract terminates, it is important to look at the source of the termination to determine the cause.

Once you determine the root cause of why a client left, you can use this information to update your playbook to maintain current client standards and satisfaction.

Step 1: Termination Analysis

The goal of running a termination analysis is to determine the root cause of why a client left. This will give management a foundation for creating preventative measures for future churn.

Before jumping into the termination analysis, remember to keep the emotions in check. Of course, it is reasonable to be upset about losing a client, but entering into the conversation heated and angry is much more likely to result in a full loss of the professional relationship.

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Don't miss out on our biggest event of the year! Tickets are still available but the Awards Dinner which is currently included with General Admission ticket, will sell out!



October 15, 2019 6:00 pm President's Reception
October 16-17, 2019 Seminar & Exhibits

Rancho Mirage, CA





Last month in Fresno CALSAGA hosted Security University Lite which is an abbreviated version of our management training program. If you missed it, make sure you don't miss your opportunity to attend the full program taking place in Orange County August 14th - 15th!

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THREE REASONS YOU SHOULD USE GUARD TOURING

Team Software



Keeping track of your security guards with guard tour software is becoming a standard practice among contractors, mostly because of the importance of accountability in the security industry. But, one of the main reasons security companies choose not to use a guard tour system is the cost. However, if you do a quick cost-benefit analysis, you'll quickly realize that it generally costs more to operate a site without a guard tour system than it does with one.

Let's look at three reasons you should be using a guard touring system. The bottom line? The benefits outweigh the costs.

1. Improved business performance

If you ask most security company executives how their business is performing, they'll have a good idea of top-line performance. But, if you dig a little deeper, you'll find that those who aren't using guard touring don't have visibility of more granular issues. And when those issues are left unaddressed, it can eventually lead to lost customers.

Guard tour software provides you with data that helps answer questions including:

- Are we complying with post orders or standard operating procedures?
- Which sites have the most issues?
- What are the most common types of issues?
- Which days do we have the most issues and what are they?
- Which patrol runs do we miss the most?
- Which guards are regularly underperforming?

CLICK HERE TO CONTINUE READING

HOW TO GET THAT BETTER JOB

Mark Folmer, TrackTik



Security means different things for different people. Ultimately, all definitions are correct because the sense of security is personal: where I feel secure, someone else may not and vice versa. As many definitions as there are for security there are different roles in frontline security.

You are reading this because you are part of the security community. Below is some food for thought as you consider your spot in the security world. If you have decided to be a part of it, it is important to understand where you fit, what you do, and how that contributes to the overall security plan of where you are assigned. The function that you are filling means that people or other assets will be secure, but you are not alone: you have tools and you contribute value.

1. Persona consideration: comprehending what your “persona” is looking for in a role in security both if you’re looking to move on to the next role within the profession or outside of it is an essential first step. Answering the following questions will help point you in the direction of a role that makes sense for you:

- What sort of training do you want/need
- What does risk mean for you?
- What is your tolerance to risk?
- Do you like interacting with people?
- Would you rather work alone?
- Where do you want to go?

2. Tech saavy: expectations in security are such so that the company that you work for delivers more than “just a person at a site”. A Deloitte study revealed that 47% of companies are currently going digital. This entails that frontline personnel, essential in delivering on services- reporting incidents in real-time, actioning on post orders, etc. - need to understand the “whats” and the “whys” behind technology. As you spot your next role, ask yourself and the recruiter what the technology stack will look like:

- Will you have the tools you need to do the job properly?
- How will you be scheduled?
- How do you go about finding what work is available?
- How can you match as closely as possible the desired hours that you want to work with your actual hours worked?

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ANNUAL AWARDS NOMINATIONS ARE BEING ACCEPTED THROUGH AUGUST 30TH.

Each fall at the CALSAGA Annual Awards Dinner we honor exemplary professionals in the private security field.

Awards presented include Valor Award, Lifesaving Award, Security Officer of the Year and the Al Howenstein Lifetime Achievement Award.



2018 Lifesaving Award Recipient George Oliver Carter

Do you know someone who is deserving of such recognition? Don't let their efforts go unnoticed!

Click here for criteria and nomination information for the Valor Award, Lifesaving Award, Security Officer of the Year.

Click here for criteria and nomination information for the Al Howenstein Lifetime Achievement Award.

The winner for each of the awards and a guest will be invited to attend the Annual Conference for the awards ceremony with hosted registration. Nominations must be received by August 30, 2019 at 5:00 pm.

Awards will be presented on October 16, 2019 at the Awards Dinner in Rancho Mirage, CA.

The Californian The Quarterly Newsletter of



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Missed something? It is easy to get caught up! Click here to check out past editions of
The Californian: The Quarterly Newsletter of CALSAGA.

PREPARING FOR YOUR INSURANCE AUDIT

Nick Langer, Turner Surety & Insurance Brokerage, Inc.



While workers compensation rates continue to decrease, one thing remains the same; final audits at the end of your policy term can be arduous. Fortunately, they do not have to be. Navigating and fully understanding the workers compensation system in California is difficult and most businesses do not have the time or resources to invest in having an in-house expert. With tight margins and ever-increasing competition, Private Patrol Operators simply cannot afford to be misinformed.

The first step in preparing for your final audit starts with having a better understanding of the law, your obligations as a California employer and rules set forth by the Workers Compensation Insurance Rating Bureau (WCIRB). Included below are 5 facts about workers compensation that every California employer should know.

Workers Compensation – The Facts:

Under California Labor Code Section 3700, all employers with one or more employee must provide workers' compensation benefits to their employees. California Corporate Officers & Managing Members of an LLC can be excluded if they own at least ten percent (10%) of the issued and outstanding stock. Worker's Compensation premiums are based upon "annual remuneration" of all employees. Annual remuneration is not exclusive to payroll. Annual remuneration includes:

Gross wages	Salaries	Commissions
All bonuses	Most Profit Sharing	Vacation Pay
Holiday & sick pay	Automobile allowances	
Overtime ("straight time" portion only)		

The Workers Compensation Insurance Rating Bureau develops and maintains the Standard Classification System. (Class Codes)
The workers' compensation experience rating system is a merit rating system intended to provide employers a direct financial incentive to reduce work-related accidents. The California Workers' Compensation Rating Insurance Bureau (WCIRB) calculates an Experience Modification Rate (EMR) for every qualifying employer.
High EMR's (over a 1.00) will increase your workers' compensation premiums
Low EMR's (below a 1.00) will decrease your worker's compensation premiums

Preparing For Your Final Audit

Workers' Compensation policies are written with premiums based upon your company's payroll (remuneration) estimate at the beginning of each policy period.

[CLICK HERE TO CONTINUE READING](#)

WORK OPPORTUNITY TAX CREDITS

Kwantek Team



In the Security Industry, it's common to hire employees that would qualify for Work Opportunity Tax Credits (WOTC). If your company has significant annual hiring volume, using these credits can help deduct tens of thousands of dollars from taxable income.

WOTC is a Federal Tax Credit available to most employers who hire and retain veterans and individuals from other groups with barriers to employment. Employers are eligible to reduce their federal income tax liability by an average of \$1,000 per employee, with a credit potential up to \$9,600 for some employees.

Who is Eligible for WOTC?

WOTC is available for employers that hire veterans and individuals from other groups with barriers to employment. This includes:

- Veterans - unemployed and other qualified
- Temporary Assistance for Needy Families (TANF) Recipients
- SNAP (food stamps) Recipients
- Ex-Felons
- Supplemental Security Income Recipients

This represents a massive opportunity for contract security companies to reduce their taxable income by thousands - and even hundreds of thousands of dollars.

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