

The Californian

The Quarterly Newsletter of



November 2022

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HAPPY HOLIDAYS

We wish you and your family a very happy holiday season and a joyous new year.

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PRESIDENT'S REPORT

David Chandler, CALSAGA President

Welcome to the fourth quarter edition of *The Californian*. As you know, an election was held last month for the 2023 - 2024 CALSAGA Board of Directors. I am proud to serve as your President for another term. The association is doing well and membership is at an all-time high. Your membership dues help the association to best represent you and produce programming that benefits you. We appreciate your continued support.

Thank you to everyone who attended the 2022 CALSAGA Annual Conference. It was great to see everyone again. I heard from many of you that it was the best conference yet. I want to thank all of our speakers, sponsors and vendors for making it possible for us to put on a great show for you all. I hope that you will plan to attend next year's conference: October 17th - 19th, 2023 at the Agua Caliente Resort in Rancho Mirage.

2023 is going to be a big year for changes to security officer training. Originally, these changes were to be implemented by January 1st but that has been pushed back to July 1st. We anxiously await these new materials from the BSIS and will keep you informed as we receive more information. As always, we will continue to advocate for the interests of the private security industry with the BSIS and the legislature.

I wish you, your staff and your families a happy holiday season.

Be Safe,



CALSAGA President David Chandler and his wife Shirley at the 2022 Awards Dinner

VIRTUAL Coffee Chat

Hosted by the CALSAGA
Ambassador Committee

Thursday, December 8th
10:00am | RSVP Required

Building a
Company
Culture



ANNOUNCEMENT OF THE 2023-2024 BOARD OF DIRECTORS

Results of the election for the 2023 - 2024 CALSAGA Board of Directors

President - David Chandler

Vice President - Gary Bradley

Vice President - Ashlee Cervantes

Treasurer - Mark Miller

Secretary - Mike Smidt

Director (Northern CA) - Brett
Guest

Director (Northern CA) - Conrad
Levoit

Director (Southern CA) - Carl
Dougherty

Director (Southern CA) - Manuel
Jimenez

The Board will be determining the
two At-Large Directors in January.

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INSURANCE RENEWAL TIPS FOR 2023

Shaun Kelly, Tolman & Wiker,
CALSAGA Preferred Broker



Greetings to All,

What a great pleasure it was to have the CALSAGA Annual Conference in person again! Being together brought back many memories and also created new ones. Good information was shared amongst the attendees and presenters that created a significantly better understanding of the changes in our industry today.

To piggyback on some of the information I shared during my presentation at the conference, the insurance market is expecting premium increases and restrictions in coverage. In your upcoming insurance renewals, please be aware and pay attention to the detail and ask questions. Here are some highlights from my presentation:

- **Expect premium increases on all lines of insurance coverage, except Workers Compensation:**
 - Workers Compensation premiums may increase if you have had claims that have affected your loss ratio or your payroll has decreased
- Insureds with similar loss ratios and payrolls for the past 3-5 years should not expect rate increases on Workers Compensation
- **Get your applications in early to allow your Broker time to obtain optional quotes.**
- **Review your applications with your Broker to verify the information is accurate.**
 - In some policies, the application will be part of the policy and if the information is incorrect coverage for a claim may be denied
- **Please pay specific attention to the General Liability coverage/endorsements/exclusions:**
 - Insurance carriers are adding “Exclusions” to the policies
 - These exclusions may apply to your current operations
 - If there is a “Designated Operation – Exclusion” and no detail is provided, ask for a copy of that exclusion
- **Provide detailed information to your Broker regarding your Safety Policies & Procedures:**
 - Workplace safety and training (Driver safety training)
 - Auto tracking and monitoring devices installed in vehicles
 - State required safety programs
- **If you have claims, provide information on what you have implemented to prevent similar claims from happening again:**
 - Workers Compensation
 - General Liability
 - Business Auto
 - Employment Practices Liability

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CALIFORNIA TIPS THE SCALES: EMPLOYERS' NEW OBLIGATIONS TO COMPLY WITH PAY TRANSPARENCY AND PAY DATA REPORTING REQUIRMENTS

Saba Zafar, Esq., & Jaimee K. Wellerstein, Esq.,
Bradley, Gmelich & Wellerstein LLP, CALSAGA Legal
Advisor



On September
27, 2022,
Governor Gavin
Newsom signed
Senate Bill 1162
("SB 1162"), an e

xpansive pay transparency and pay data
reporting bill requiring employers to include pay
ranges in all job advertisements effective January
1, 2023. SB 1162 also makes significant changes
to California's existing pay data reporting
requirements.

What Do California Employers Need To Know About SB 1162?

SB 1162 has two components that will be
codified under Labor Code section 432.3 and
Government Code section 12999. The first
relates to pay transparency and the second to the
pay data report that is submitted to the Civil
Rights Department ("CRD" - formerly the
Department of Fair Employment and Housing).

1. Pay Transparency (Labor Code section 432.3) – Employers must comply with certain pay scale transparency requirements:

- a. Employers with 15 or more
employees must include the pay
scale for a position in any job
posting. This applies even if the
employer engages the services of a
third party to announce, post,

publish or otherwise make a job posting
known.

- b. All employers must, upon reasonable
request, provide the pay scale for a position
to an applicant applying for a job (this was
already a law but is a good reminder).
- c. All employers must, upon request, provide
an employee with the pay scale for the
current job for which they are employed.
- d. Employers must also maintain records of a
job title and the wage rate history for that job
for the each employee for the length of the
employee's employment and then for three
years after the employee's separation of
employment. The Labor Commissioner can
audit these records.

As to what constitutes a pay scale, it simply means
"the salary or hourly wage range that the employer
reasonably expects to pay for the position." If the
employer pays a set salary or hourly wage, then the
employer should include that amount in the job
posting.

As a reminder, employers may not inquire about
an applicant's salary history. What can employers
still do? Employers can still inquire about an
applicant's salary expectations.

1. Pay Data Reporting (Government Code
section 129999) – Employers with 100 or
more employees ("Covered Employers") were
already required to report pay data to the
CRD and could previously have submitted
the same EE0-1 report that they submitted to
the Equal Employment Opportunity
Commission ("EEOC").



The 2022 CALSAGA Annual Conference was a success! The event took place October 18th - 20th at the Agua Caliente Resort in Rancho Mirage. After two years of virtual conferences, it was clear that everyone was excited to be in person again. The CALSAGA team was happy to meet several members in person for the first time!

Check out the Annual Conference Recap Video on YouTube

This year the program was expanded, kicking off on Tuesday afternoon with BSIS Bootcamp as well as a networking and trivia session produced by the CALSAGA Ambassador Committee. Thank you to GardaWorld for hosting the bar during this event! We appreciate so many of you joining us for this event and expect to make it a staple in our program.

Interested in joining the Ambassador Committee?
Send a brief statement about yourself, your experience in the security industry and your desire to serve on the committee to members@calsaga.org.



Following that event, conference Presenting Sponsor Tolman & Wiker sponsored the President's Reception. This outdoor event is always an attendee favorite and this year was no exception.



The Annual Conference kicked off the next morning with the State of the Association address from CALSAGA President David Chandler followed by Legal Update - California Dreamin... or is it a Nightmare? Presented by Barry Bradley, Jaimee Wellerstein and Saba Zafar of Bradley, Gmelich & Wellerstein. Barry, Jaimee and Saba advised about new statutes, employment legislation and new liability court decisions that affect PPOs, PSEs and private security training facilities. Thank you to Pre-Banc for providing the notepads at all attendee seats.

CALSAGA Lobbyist Kelly Jensen of Sloat, Higgins, Jensen addressed attendees during lunch to give a Legislative Update. Henry Miller of Allied Universal Risk Advisory and Consulting wrapped up the afternoon with a session called The Active Threat Phenomenon. Thank you to The Works Consulting for sponsoring a mid-session snack break.



This year's vendor hall was sold out! The conference would not have been possible without the financial support of our sponsors and vendors! Thank you to Star Protection for hosting the bar during a Happy Hour in the Exhibitor Hall so that our attendees could network with our sponsors and vendors.

Check out all of the event photos in the Whova app!



On Wednesday evening the Awards Dinner was hosted in the Show venue. Cocktail Hour was sponsored by Semper Uniforms, red and white wine on the tables was sponsored by UniPro International and the monetary gifts for award winners were sponsored by Trackforce Valiant TrackTik. Awards presented include the Above & Beyond Award, Lifesaving Award, Security Officer of the Year and the Al Howenstein Lifetime Achievement Award.



Thursday - the last day of the conference - was a packed one! The morning began with the session Human Resources - 10 Employment Law Mistakes in the Security Industry presented by Anne Laguzza of The Works Consulting and Gary Bradley of St. Moritz Security Services. Shaun Kelly of CALSAGA Preferred Broker Tolman & Wiker presented attendees with an insurance update for 2022. The final session of the event included BSIS Chief Lynne Jensen, Deputy Chief Sam Stodolsky and Deputy Chief Gloriela Garcia. The three Chiefs stayed after their session to answer individual questions from attendees. CALSAGA appreciates the working relationship that we have with the Bureau and their willingness to support the conference.



We appreciate everyone who completed the Annual Conference survey following the event. Your feedback helps us to plan events that will be most beneficial to you. We are already working on next year's event. **Please make sure to save the date: October 17 - 19, 2023.**

Thank you to our sponsors:

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SHAPING THE OPTIMAL SAAS ECOSYSTEM. HOW CSA360 SOFTWARE FOLLOWS THROUGH ON THEIR CORE VALUES.

Tony Unfried, CSA 360



Dream Big. At CSA360 Software, our vision is to create the best software possible. When we design our interface, we are thinking globally by asking if all users would benefit. We're committed to creating a roadmap that is always improving.

Maintaining your Mission, Vision and Values may seem like a daunting task, however, setting a clear vision for your security company can help you attract and retain talent, keep your leadership focused, and help you scale strategically.

Leadership expert Simon Sinek often talks about knowing 'the why' of our business. He defines it as "The compelling higher purpose that inspires us and acts as the source of all we do". At CSA360 Software, our 'why' stems from the belief in our product as well as our steadfast commitment to our clients to help them reach their business goals without breaking the bank.

Growth acceleration is a byproduct of clear core values. In the last twelve months, our company has strategically expanded. First, there was a defined initiative to create a better user experience. New developers and talented UX designers were added to the team, executing useful updates to our current modules.

Consistently improving our modules delights our



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current and future clients. Our workforce management module, HR Commander, has new views, filters and scheduling features, and can easily integrate with different payroll software. Our Text Commander module has experienced a complete overhaul, making it easy to send notifications to staff, guests or segments of groups that could benefit from real-time information.

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A NEW YEAR FOR RECRUITMENT: LEVERAGING PASSIVE CANDIDATES

Jeff Davis,
TEAM Software, Network Partner



It's not an overstatement to say many service contractors approach hiring with one pillar in their strategy: job boards. Job boards are an effective tool in gaining a lot of visibility for your open positions amongst active job seekers. Where this tactic falls short is in reaching passive candidates.

Passive job candidates are defined as individuals who aren't necessarily looking for new employment, but are open if an opportunity becomes available. Studies estimate that 70% of the labor market is passively interested in employment.

As we continue to experience fluctuations and shortages in the labor market, it's important to effectively reach and appeal to those individuals who are passively open to new opportunities.

The first step towards this venture is to identify your company's ideal employee. In hiring, there are typically two clear sets of requirements: criteria required by the company or contract, and criteria required of the candidate themselves. To effectively hire (and retain post-hire) both criteria should be addressed.

Company and contract requirements are straightforward: things like geography, quantity or timeframe. If your company is a multi-state or multi-market company, it's possible you'll have job openings similar from state to state. Knowing there's overlap, you could create a list of requirements that are needed from an open role to fulfill your contractual obligations.

When it comes to candidate requirements, the conditions might take a bit more work to pull together. Does the candidate need specific qualifications? Are there certain required attributes (e.g., an age minimum)? Is there behavioral criteria to consider? Once you know your ideal state (or, ideal candidate) you can budget dollars more appropriately on recruitment distribution strategies.

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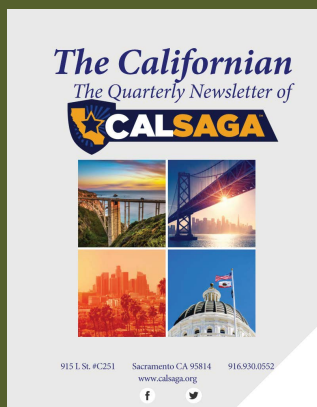


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Read up on past editions of
our quarterly newsletter from
2022 and beyond.



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CONNECTING WORKFORCE MANAGEMENT IN 2023

**Brianne Stephan, Sr. Director of
Product, TEAM Software,
Network Partner**



**Optimizing core operational
functionalities now can prepare your
business for the new year.**

Year-end is a natural opportunity to begin evaluating your current processes to ensure optimization before you launch into next year's activities. As you evaluate ways to improve processes and gain efficiencies, it's important to factor workforce management into the equation.

It's time for a gap analysis.

Take a minute. Think about how many software solutions you have running across your business. How are you handling HR and benefits administration, versus time and attendance? How are you proving service delivery to your clients? What areas are still manual, or tackled by pencil and paper?

Once you conduct this audit, take a hard look at what you've got. Then, consider what's missing.

It might be a good idea to take an internal tour of your company. Talk to each department, your guards in the field and your stakeholders in the back office. What are the things they're spending the most time on? Are there roadblocks creating bottlenecks in service delivery?

Once you really grasp an all-encompassing list of wants, needs and already-haves, then you can really start filling the gaps.

Common gaps.

In our conversations with industry contacts, there are some common gaps that are typically uncovered in this process.

Time constraints across all departments
Every part of business operations takes too long.
Entire overhead roles are dedicated to manual benefits and time off management. Your managers are chasing down employees for paperwork, scheduling and job assignments. Duplicate data entry and redundant processes are eating into what really matters: your clients and your contracts.

**Lack of visibility into operations and
performance.**

You're relying on word of mouth or paper daily activity reports to ensure the work you need done is actually getting done.

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