

MAY 2025

THE CALIFORNIAN

THE QUARTERLY
NEWSLETTER OF



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PRESIDENT'S REPORT

DAVID CHANDLER, CALSAGA PRESIDENT



Thank you for your continued support of CALSAGA!

We had a great session of Security University in Irvine in March. The next session will take place May 13th - 14th in Sacramento and tickets are still available. By request, we have added a third session of Security University which will take place August 19th - 20th in Los Angeles. Specific location and registration information will be available soon. If you have never attended Security University, I encourage you to do so this year! We intentionally limit the number of attendees so that everyone can have the opportunity to have their questions answered. The event is appropriate for those who desire to brush up on the legalities and complexities of running a security business, a great introduction for those new to operating a PPO or for those looking for advancement within the industry. Sessions are presented by subject matter experts in legal, BSIS Compliance, insurance, human resources, and financial management & responsibility. [Register for Security University Sacramento May 13th - 14th](#)

The CALSAGA Ambassador Committee continues to do a great job of hosting bimonthly virtual Coffee Chat events. I will be participating on the panel of the next event Coffee Chat: Use of Force Liability - Civil or Criminal? on June 25th. [Register for June Coffee Chat](#)

I know that October seems far away but I promise you that the 2025 CALSAGA Annual Conference will be here before you know it. Attendee registration is expected to open next month. Not only do those who register early receive a discount of \$25 per person, you must be registered in order to receive the hotel information. Due to a massive room renovation project, only a certain amount of hotel rooms are available at Agua Caliente Resort this year. (Don't worry - there are plenty of other hotels in the area and parking will be free for those who drive over to Agua Caliente for the day!) I look forward to seeing many of you there!

Don't hesitate to reach out to staff@calsaga.org if you have questions or need assistance.

Be Safe,
David Chandler

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The BSIS will not accept multiple training certificates for the Power to Arrest/Use of Force Training. The course should be provided by a single provider and 50% must be live in person. The text of the law specifies which sections must be in person. Find the link to the text and other info in CALSAGA's [FAQ – Powers to Arrest and Appropriate Use of Force](#)

If you are a PPO Qualified Manager please log in to your BreEZe account and check the License/Registration Information box on the top right to see the expiration date for your license. Within 60 - 90 days of expiration, you should see the ability to renew your license under License Activities. [Private Patrol Operator Qualified Manager \(PPQ\) Certificate Update from the BSIS](#)

Make sure that your employees and supervisors are in compliance with Sexual Harassment Training requirements. This requirement does not merely apply to your guards; SB1343 requires all employers in California with 5 or more employees to provide sexual harassment prevention training to all employees and supervisors every two years. [Learn more about CALSAGA's Sexual Harassment Training](#)



SAVE THE DATE

**October 14th - 16th
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[click to see the complete 2024 collection & past issues of CALSAGA's quarterly newsletter](#)

ENHANCING SECURITY WITH TELEMATICS AND DASH CAMERAS: AN INSURANCE ADVISOR'S PERSPECTIVE



SHAUN KELLY & JOHN KOSKINEN, ASSURED PARTNERS ,
CALSAGA PREFERRED BROKER

In the security guard industry, ensuring the safety and accountability of commercial vehicles is paramount. As an insurance advisor, I highly recommend the integration of telematics and dash cameras for several compelling reasons.

Telematics systems provide real-time data on vehicle location, speed, and driving behavior. This information is invaluable for monitoring fleet operations, optimizing routes, and ensuring that drivers adhere to safety protocols. From an insurance perspective, telematics data can help in assessing risk more accurately and potentially lowering premiums for businesses that demonstrate safe driving practices.

Dash cameras add an extra layer of security by recording video footage of the road and the vehicle's interior. This footage can be crucial in the event of an accident. It allows businesses and their insurers to quickly determine if the company driver is at fault, potentially leading to early settlement efforts before a case goes to trial. This not only speeds up the claims process but also helps in reducing litigation costs and minimizing the financial impact on the business.

By integrating telematics and dash cameras, security guard companies can enhance their operational efficiency, improve driver safety, and reduce liability risks. This technology not only protects the business but also provides peace of mind to clients and insurers. It demonstrates a proactive approach to risk management, which is highly valued in the insurance industry.

In conclusion, investing in telematics and dash cameras is a smart move for any security guard company looking to stay ahead in the industry. It ensures accountability, enhances safety, and can lead to significant cost savings in the long run. As an insurance advisor, I strongly advocate for the adoption of these technologies to better manage risk and protect your business.



BEYOND THEORY: ANALYTICS AND AI RESHAPING SECURITY OPERATIONS

DAVID LIBESMAN, TEAM SOFTWARE BY WORKWAVE, CALSAGA NETWORK PARTNER

The security industry has steadily adopted technology solutions over the years. While some manual processes still exist, many companies are now using ERP systems and mobile tools to manage their workforce and operations. Now, the industry is on the precipice of seeing a meaningful shift yet again.

Ever since AI chatbots and learned language models hit the mainstream market, there's been buzz about how advanced analytics and artificial intelligence might one day transform security operations. What's different now is that the buzz is being turned into action: security companies are able to see, with tangible deliverables in reach, what this disruption might actually mean for their business. In my role as SVP and GM of AI & Data Analytics at WorkWave, I'm fortunate enough to meet with security leaders in the TEAM Software network firsthand and really be able to talk through the practical applications and real results these changes will bring.

Disrupting the Security Industry

While many security companies use digital systems for their operations, these core platforms can lack the advanced analytics capabilities needed to fully optimize the workforce. Even with an ERP system in place, when data isn't being fully leveraged for decision-making, the results are predictable: higher costs, lower efficiency and compromised service delivery on contracts.

Think about some of the most common problems you experience day-to-day:

- Labor shortages and high turnover make maintaining proper staffing difficult
- Scheduling inefficiencies and errors
- Limited access to real-time information leads to reactive management
- Difficulty proving compliance with SLAs, leading to client churn

These, among others, always boil up to the surface because they directly impact your bottom line. And, many of these issues can be helped by improving one thing: your data.

While AI is the buzzword of disruptors, a foundational element of AI's success relies on the quality of data being taken into account.



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SR. VP, RISK ADVISOR

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REMEMBERING KEITH ORINGER

ALEY SMIDT, CALSAGA COMMUNICATIONS MANAGER



*Keith Oringer speaking at the
CALSAGA 2024 Annual Conference.*

We are saddened to announce the sudden passing of Keith Oringer, Founder and President of Security ProAdvisors. Keith has been a Network Partner of CALSAGA for 2 years & has assisted numerous member companies over the years. He was a well-respected member of the security industry, providing knowledge & services for more than 30 years.

Keith founded Security ProAdvisors in 2015, a leading brokerage, advisory, & consulting firm, where he shared his expertise in increasing the valuation & profitability of many security companies. In 2024, he co-authored *Legends of the Security Services Industry: Profiles in Leadership*, a testament to his dedication to honoring the pioneers of the field he loved so deeply.

Keith was the beloved husband of Nicole, devoted father of Andrew and Eric, cherished brother of Wendi, and loving uncle to Josie and Maya. Those who knew Keith say he was passionate & dedicated to the industry, a proud father & caring friend. He will be deeply missed by his colleagues, friends, and the industry he helped shape.

METRICS THAT MATTER

INTRODUCING WAVELYTICS™ + WINTEAM

Run your security business better with a new wave of data intelligence.

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FINANCIAL TECHNOLOGY: THE HIDDEN WORKFORCE RETENTION TOOL

JACOB OLINS, TEAM SOFTWARE BY WORKWAVE, CALSAGA NETWORK PARTNER

As leaders in the security industry, you're well aware about how difficult the labor market can be and how employee churn can impact your bottom line. Finding qualified candidates, conducting background checks and training new staff consume significant resources and time, all while your current staff struggles to keep SLA's managed. That's why it's more important than ever to lead with a retention-first approach across various aspects of your business.

This is where financial technology can serve as an interesting retention tool for your business. Beyond simply processing payments, modern financial systems can directly address employee needs and operational pain points that affect how people experience your company day to day.

Employee-Focused Financial Solutions

The benefits of financial technologies aren't siloed in accounting departments. HR professionals increasingly recognize its value for employee retention and workplace efficiency.

Access to earned wages has emerged as a particularly effective retention tool. According to our partner research, two-thirds of employers state that earned wage access makes the greatest day-to-day impact on their employees, outranking other financial wellness benefits. That's because this benefit offers a flexible solution to a fundamental need: control over when employees can access money they've already earned.

The traditional two-week pay cycle doesn't align with how many employees manage their finances. Bills, rent and unexpected expenses rarely wait for payday.

“

By offering more flexible access to earned wages, you acknowledge this reality and provide a valuable solution that builds loyalty in ways that conventional benefits often miss.

These numbers matter for your retention strategy. When employees can access their pay when they need it, they gain a benefit that addresses real-life financial needs.

A promotional poster for Security University. The top half has a yellow banner with the text "Save the Date" in white. Below this, on a dark blue background, is the text "August 19th - 20th Los Angeles, CA" in white. At the bottom, there is a row of five small photographs showing people at a conference. To the left of the photographs, on a white background, is the Security University logo (a shield with "CALSAGA" and "SECURITY UNIVERSITY" text) and a list of sessions: "Sessions: • BSIS Compliance • Financial Responsibility & Management • Human Resources • Insurance • Legal". At the bottom right of the poster, the website "calsaga.org/SecurityUniversity" is listed.

SECURITY UNIVERSITY

Sessions:

- BSIS Compliance
- Financial Responsibility & Management
- Human Resources
- Insurance
- Legal

Save the Date

August 19th - 20th
Los Angeles, CA

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ACHIEVE BUSINESS OBJECTIVES WITH EFFECTIVE PERFORMANCE COUNSELING TECHNIQUES

ANNE LAGUZZA, THE WORKS CONSULTING,
CALSAGA NETWORK PARTNER

The key to increased productivity and efficiency is in asking.

Asking is one key element of effective performance counseling techniques that help leaders achieve business objectives.

Picture this: You oversee an employee who is not

accomplishing all their required tasks and not completely following post orders. This is becoming an issue as the employee's behavior is not aligning with the company's values, and productivity and efficiency are decreasing.

When this happens it's easy for leaders to assume they know why this is happening - the employee must be distracted or using their time incorrectly. But, what happens when you ask before you assume? This scenario happened recently with a security company I work with, and the solution ended up being easier than they thought!

The leader scheduled a meeting with the employee, and then, prepared by using our Employee Performance Counseling checklist. ([Download our FREE checklist here.](#)) During the meeting, the leader reviewed expectations, stated their concerns and then asked why this was happening. The employee disclosed that they felt overwhelmed and had too many things on their plate. They hadn't complained or mentioned it because they felt responsible for figuring it out on their own.



MEMBER SPOTLIGHT

SHELA BORR, CALSAGA AMBASSADOR COMMITTEE CO-CHAIR

In this quarter's Member Spotlight, the CALSAGA Ambassador Committee is proud to feature Saga Security Services Inc.!

Founded on a strong platform of integrity, professionalism, and excellence, Saga Security is committed to safeguarding people, assets, and reputations through innovative solutions, proactive strategies, and a highly trained team.

Saga Security's comprehensive range of services is tailored to meet the diverse needs of their clients, and their mission extends beyond providing security. They strive to build lasting partnerships rooted in reliability, transparency, and exceptional service.



With customer satisfaction at the core of their operations, Saga Security continually adapts and improves to align with industry best practices and the unique needs of each client.

Since joining CALSAGA in 2022, Saga Security's executive management team has brought a collective 18 years of security industry experience to their clients and the broader security community. Their knowledge and dedication are evident not only in their service delivery but also in the strong, hands-on leadership approach of owner Jose Marrero, who is often personally present to ensure operations exceed expectations.

Looking ahead, Saga Security recognizes several challenges facing the industry including technological advancements, rising threats, workforce development, regulatory changes, and economic pressure. Saga Security believes CALSAGA plays a critical role in helping members navigate these challenges through advocacy, education, industry updates, and legislative representation. The organization's efforts ensure that security professionals are empowered with the tools, resources, and support needed to thrive in a rapidly evolving environment.

2025 ANNUAL CONFERENCE SPONSOR & VENDOR OPPORTUNITIES

Exhibitor registration is now open!



Direct access to senior management of some of the largest security companies in the world, as well as smaller independent companies

Expected attendance:
275 - 325
Security Professionals



Agenda includes dedicated time for attendees to visit the Exhibitor Hall



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ARE YOU IN COMPLIANCE WITH SEXUAL HARASSMENT TRAINING REQUIREMENTS FOR 2025?

Remember that any employee must receive one hour of sexual harassment prevention training within 30 days of hire or within 100 hours worked, whichever occurs first. Supervisors must receive two hours of training.

This training must be completed every two years.

Sexual Harassment Training is not transferrable between companies – even with a certificate of completion. You are responsible for training all staff.

CALSAGA offers online training that complies with requirements of the law.

BUILDING STRONG ALLIANCES FOR SUCCESS AND GROWTH IN THE SECURITY INDUSTRY: STRATEGIES TO DEVELOP YOUR NETWORK

ADELYNN CAMACHO, GUARDIAN SECURE SOLUTIONS LLC, CALSAGA ASSOCIATE MEMBER

Success in the security industry often comes down to one key factor: the company you keep. In other words, growth requires networking. But networking is more than just collecting business cards or attending events—it's about building meaningful, strategic relationships that create mutual value.

For many in the security industry—especially those who are hands-on, “boots on the ground” leaders—stepping away from daily operations to focus on relationship-building can be challenging. But investing time in these strategic alliances is essential for long-term success.

Leveraging the Power of the Network

With so many capable companies in the security space, standing out means doing more than offering great services. It requires tapping into your network to enhance your capabilities and broaden your reach. So, how do we foster valuable relationships that not only support business growth but also encourage the sharing of insight and innovation?

The key is to focus on mutually beneficial partnership. Consider the value exchange:

A physical security provider might partner with another provider to share referrals, subcontract work, or collaborate on new ideas. Alternatively, a security company could align with an outsourced dispatch service—reducing costs while increasing efficiency and revenue for both parties.



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