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June 17, 2016

Sent via email

Chris de Guzman
First Security Services
1731 Technology Drive #800
San Jose, CA 95110
cdeguzman@firstalarm.com

Dear Mr. de Guzman,

I am writing to inform you that SEIU United Service Workers West (“SEIU-USWW”) has designated the status of First Alarm Security and Patrol, aka First Security Services (“FSS”), as red on the SEIU Responsible Contractor Program.

The designation of First Alarm/First Security Services as an irresponsible contractor stems from the failure of First Security to mitigate serious issues affecting employees, including but not limited to a failure to maintain standards in the security industry, a history of wage theft allegations and settlements, and allegations of worker harassment and retaliation.

The goal of the responsible contractor program—as is the case with other similar programs adopted by local, state, and federal public bodies—is to improve working conditions, lower worker turnover, improve training standards, and generally improve positive security outcomes for security officers, contractors, managers, and owners. Under our system, contractors are rated as “responsible” if they follow the practices outlined below:

- Responsible contractors compensate their workforce at or above prevailing wages and benefits including health insurance, compensated days off, and other benefits.
- Responsible contractors seek to maximize continuity at workplaces, prioritize worker safety, and promote continuous improvement in the quality of their workforce.
- Responsible contractors respect and encourage the right of their employees to bargain collectively.
- Responsible contractors provide employees with a bonafide complaint/grievance procedure.
- Responsible contractors support the environmental and energy efficiency policies of building owners.

As you know, the union has been working with First Security officers to improve working conditions, both in Silicon Valley and the San Francisco-East Bay Area. Unfortunately, First Alarm/First Security denies many of its officers an opportunity to succeed, offering them wages and benefits that are far below the prevailing standard. First Security’s track record includes the following concerning events:

- In 2014, First Security took over an account with the City of Berkeley, and began paying the officers less than what they were previously paid by their former employer, Universal Protection Service, which is signatory to a collective bargaining agreement.
- First Alarm/First Security has a history of wage theft allegations and settlements.

- In 2015, the company paid \$600,000 to settle a class action wage and hour lawsuit covering 2,400 current and former employees.
 - Several workers have filed wage claims against the company with the Department of Labor Standards Enforcement, which have resulted in thousands of dollars awarded for back wages and penalties.
 - At the City of Berkeley account, officers were forced to pay a uniform deposit even though they were still using the uniform of their previous employer, Universal Protection Service. The company did not return the officers' deposits until after they raised the issue together with SEIU-USWW.
- First Alarm/First Security has a history of harassment and discrimination allegations filed at the county and state level.
 - In November 2014, a security officer filed a sexual harassment and retaliation lawsuit against First Alarm after she complained to a First Alarm executive about harassment she was receiving from another officer on the job. First Alarm briefly removed the officer, but he was later brought back to work and the officer that had complained was terminated.
 - Since 2013, at least six security officers have filed complaints alleging disability, race, gender or ethnicity discrimination with the California Department of Fair Employment and Housing against First Alarm/First Security.

SEIU-USWW has reached out to First Alarm/First Security management on multiple occasions to discuss and rectify some of these concerns, only to receive no response. As a result, SEIU-USWW is sending a notice of the designation to relevant parties. You can access our Responsible Contracting Guidelines and ratings online at www.responsiblecontractorguide.org. If you have any questions regarding this designation, please feel free to contact me.

Sincerely,



Samuel Kehinde
Statewide Vice President
SEIU United Service Workers West
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CC:
Cal Horton, President, First Alarm/First Security Services