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To The Honorable Board of County Commissioners for Broward County,

The Broward County Board of County Commissioners are right to expect exceptional service from the companies that provide services to the county. G4S Secure Solutions (USA) has the honor of providing security for Broward County, and works hard to meet and exceed the expectations of the members of this Board, the County Administration, numerous community stakeholders and the 1.96 million residents of Broward County.

Re: The Florida Department of Licensing Investigation

- As part of the hiring process, Mateen was given a psychological assessment. Mateen's psychological assessment was scored and evaluated by Dr. Bauling of Headquarters for Psychological Evaluation (HQPE) in 2007. Although Dr. Bauling scored the assessment, her former business partner's name, Dr. Nudelman, mistakenly appeared on the license application. (Dr. Bauling purchased the HQPE practice from Dr. Nudelman in 2006.)
- Florida Department of Agriculture and Consumer Services investigated the matter and found that Mateen had indeed been evaluated and scored, albeit not by Dr. Nudelman. The Department of Agriculture and Consumer Services imposed a fine for the company's administrative error.
- When the fine was announced, Jenn Meale, Communications Director for Florida Department of Agriculture and Consumer Services released the following statement: "We have issued an administrative complaint and fined G4S \$151,400 because our investigation revealed that, while a psychologist reviewed character certifications for G4S, the company's use of preprinted forms resulted in inaccurate information being reported to our department." As mentioned above, the inaccurate information was that Dr. Nudelman conducted the evaluation, while it was in fact done by Dr. Bauling.
- As soon as this error became known to G4S, it immediately and publicly acknowledged the mistake and took measures to ensure that this type of administrative error would not be repeated.

Re: Mateen's screening and employment record

- When Mateen was hired, a full background check (state, national) was conducted on September 7, 2007. Another criminal records check was conducted on October 2, 2013. Additionally, criminal background and FBI checks were conducted by the State of Florida as part of his security license renewals.
- Mateen's employment history was positive, with good performance evaluations.
- We received no report about Mateen to our Employee Concerns Hotline. (G4S encourages all employees to report any concerns, including improper, dishonest or unethical conduct to our confidential employee reporting hotlines.)
- In late 2013, during the course of an investigation related to workplace harassment allegations made by Mateen, we were informed that the FBI had questioned him. The FBI did not inform us of this inquiry or its nature, nor were we advised about a subsequent FBI investigation in 2014. (In public remarks FBI Director James Comey has confirmed that agents investigated Mateen in 2013 and 2014 and closed their investigations after deciding that no further action was necessary.) In other words, neither G4S nor the FBI had any reason to believe Mateen was a danger.
- **In short, G4S was never given any information, either by law enforcement authorities or Mateen's co-workers, which caused G4S to question his continued employment with the company.**

G4S is honored to serve Broward County and the G4S Security Officers assigned to the Broward County Courthouses, Water and Wastewater Services, Facilities Management Division, Mass Transit Division, Revenue and Auto Tags Services, Highway and Bridge Maintenance, Traffic and Engineering, Emergency Management, and Public Works Traffic Division serve honorably and admirably. I am writing to you as a proud G4S employee asking you to consider the source and intent behind the information being promulgated and allow G4S to respond to your concerns as necessary.

G4S' top priority is, and always will be, to provide excellent service to its customers.

Thank you,



Michael Boss
General Manager, Fort Lauderdale
G4S Secure Solutions (USA)