

## **COMPANY OVERVIEW**

Sierra Group, now in its 19<sup>th</sup> year, is as a statewide general contracting firm with a primary focus servicing **Financial Institutions** through our three core Divisions;

### **Commercial and Special Projects Construction Division**

### **Facility Services Division**

### **Electronic Security Division.**

The constant our clients will share with you is the comfort and value they take away in our consistent commitment to service and dependability to deliver expectations on task. That and our commitment to a culture of open book integrity that is tangible and self evident in everything we do.

We are not a one man band; rather each Division operates independently with its own dedicated management and field team. High sensitivity to operational schedules and environments, and cost effective solutions allow us to provide a total solution for all of your construction and facility needs.

### **Commercial Construction**

New Bank Branch and Commercial Office Improvements  
Operational Bank Branch Remodeling Specialist  
Special Projects Team for Small and Unique Projects  
Collaborative Design Build Programs with unique shared risk on a fix fee "Cost Plus Zero" basis (even on Change Orders and time over-runs outside of our control).

### **Facility Services**

Statewide 24/7 Service Call Center (no contract required)  
Monthly Preventative Handyman Maintenance Programs, where most branches are covered under \$170 per month including lighting, minor electrical and plumbing, and virtually any handyman task conceivable, including graffiti removal. Month to month, no long term contract required.

### **Electronic Security Alarm, Video Surveillance, and Access Control Systems**

Alarms and Monitoring  
Video Surveillance Systems  
Fully Integrated Systems  
Card Access Control Systems  
Design Build Solutions.

To follow is a more comprehensive overview of the summaries above. You may also browse our website at [www.callsierra.com](http://www.callsierra.com) for more information.

Kind regards,



Carl Frommer, President  
Sierra Group

## Major and Tenant Improvement Projects Division

### Financial Institutions

#### CONSTRUCTION DIVISION OVERVIEW

This Division provides statewide commercial construction services. Projects range from ground up buildings with high end interiors to minor remodels and small projects. Sierra Group's construction division has provided statewide services to financial, commercial, industrial and government clients since 1996.

- Expert Retail Bank Contractors
- New Bank Branch and Commercial Office Improvements
- Operational Bank Branch Remodeling Specialist
- Understanding of the unique nuisances specific to financial institutions.
- Completion deadlines for openings cannot be compromised at any cost.
- After hours construction and next morning clean (like we were never there)
- Conventional Competitive Bidding
- Collaborative Design Build Programs with unique shared risk on a fix fee "Cost Plus Zero" basis (even on Change Orders and time over-runs outside of our control).
  
- Site Review From a Builders Prospective (No Charge)
  - Determine a better cost feasibility with real world conceptual construction budgets vs. generalized SF averages that don't apply to your unique circumstance.
  - Identify key issues, and other site conditions pre-lease negotiations to bring better value to your leases and building allowances, including:
    - ADA compliance
    - HVAC conditions and roof conditions
    - Asbestos, Plumbing, Electrical
    - Parking and Code requirements
  
- Special Projects Team for Small and Unique Projects of any nature.

Partial List of Presently Active Key Financial Institution Customers:

Citibank

Bank of the West

Pacific Western Bank

Luther Burbank Savings

Union Bank

OneWest Bank

Cathay Bank

City National Bank

Logix Credit Union

Wescom Credit Union

LA Financial Credit Union

Los Angeles Federal Credit Union

## Special / Small Projects Division

### Financial Institutions

#### STATEWIDE DIVISION OVERVIEW

This Division provides statewide commercial construction services. Projects range from larger than service tech or handyman but smaller than major construction. Sierra Group's Special / small projects division has provided statewide services to financial, commercial, industrial and government clients since 1998.

#### Special / Small Projects Division (small sample of project types)

- ADA upgrade and rollout projects
- Minor construction projects and T.I.'s
- Remodel of operational facilities
- Paint, floor covering, electrical, plumbing, data, etc.
- Millwork
- Retrofits
- Car Collision Repairs to building
- ATM installations
- Emergency repairs requiring Multi – Trades
- Unusual Projects of any size
- Any project that you need advice or council on how to get this done.

#### Partial List of Presently Active Key Financial Institution Customers:

Wescom Credit Union	Pacific Western Bank
Logix Credit Union	Luther Burbank Savings
Bank of the West	LA Federal Credit Union
CapitalSource Bank	LA Financial Credit Union
Lockheed Federal Credit Union	Whittier Municipal Employees FCU

## Sierra Group – Special / Small Projects Division

### A Note on our Project Approach

Offering outstanding products and providing quality of service are the principals upon which our company was founded. We expect the highest level of performance and craftsmanship from our employees and subcontractors alike.

Here are a few things you should consider when weighing your options in choosing a contractor for your project:

- Bank Branch Experience:
  - We have built 100's of bank branches, and 1000's of minor and special projects.
- Project Approach:
  - Best Project Management Practices
  - Focus on Communication
  - Superb Project Planning and Phasing Skills
  - 100% Full Time Onsite Supervision
  - High standards for quality of workmanship
  - Meet expectations and keep our commitments
- Mandated to all employees
  - Integrity First
  - We do not lie or make false excuses regardless of the consequences
  - Anything you may want to know about our work is okay to ask. Our answers will be direct and in perfect context.
  - All employees are uniformed, badged, and must pass criminal background checks.
- Sierra is a licensed General Contractor as well as C-10 (Electrical) and C-7 (Low-voltage) with the State of California.

## Sierra Group Facility Services

### Project Management

All of our customers, whether utilizing one or more of our services, have an assigned Project Manager to coordinate requests.

**Dedicated-** Your Sierra Group Project Manager is available to coordinate your requests 24/7. Know that you will have a member on your team that will handle any emergency for you even on nights, weekends, and holidays!

**Communication-** Your Sierra Group Project Manager gets to know your needs and will provide you with all the information you need, ETAs,

**Dependable-** Have confidence in knowing that your Sierra Group Project Manager will act on your requests with the utmost sense of urgency and care. No need to do follow up or hand hold. Our goal is to make your job easier.

**Flexible and innovative-** We know that every organization is different and we thrive on living outside of the box. Let us know what type of operational requirements you need us to comply with and we will make it work.

**Efficient-** We pride ourselves in streamlining of our coordinating, dispatching, and billing processes. This efficiency lowers our costs which in turn allows us pass the savings down to our customers.

### Facility Service Program

Scheduled service visits by Sierra Group technician for one flat labor fee per visit. Most of our customers have a monthly visit but we can set up any reoccurrence you would like.

Repairs for handyman type issues including but not limited to:

- Minor plumbing and electrical
- Lighting maintenance (lamp/ballast changes)
- Patching and painting
- Furniture repairs
- Ceiling tile replacements
- Door hardware repairs
- Report additional issues that should be addressed

### Call Center

Do you manage multiple buildings? Let us be your call center for day to day requests. Your Sierra Group Project Manager can dispatch a Sierra Group technician, a Sierra Group vendor, or a vendor that you have in place. This will eliminate the ongoing retraining of your staff as far as what vendor they call for what issues. Just have them call Sierra Group for all their requests!

## Sierra Group Facility Services - Continued

### **Requests for Handyman Service**

Our uniformed and skilled technicians provide service throughout the state of California. Sierra Group technicians can address virtually any handyman task while communicating with your Project Manager to meet your timelines and requirements.

### **Service Management- - Service Calls 24/7**

Your Sierra Group Project Manager can coordinate trade specific requests through our valued list of approved vendors. Sierra Group vendors are preapproved, paid directly, insured through Sierra Group. Leave the time consuming task of managing multiple vendors up to us!

### **Fire Extinguisher Service**

Fire Extinguishers are placed on a yearly recurring schedule in the same month every year for recertification for fire code compliance. Fire extinguishers are retagged, refilled, and replaced if defective. Your Project Manager ensures that this takes place every year so that you don't get cited.

### **Cal/Osha SB198 Safety Inspection**

**Senate Bill 198** passed in 1989 and established a new mandate for CAL-OSHA, stressing the prevention of accidents and injuries in the workplace. Sierra Group technicians perform a walkthrough your facility and report any safety items that may need to be addressed. This safety inspection will help you analyze and correct possible facility workplace hazards.

### **Real Estate Inspections**

The Facilities Services Division is providing a number of ongoing services from perimeter inspections which include landscaping to interior lights, HVAC and plumbing to support each location. This is a customized approach to maintaining and safe guarding your key assets.

### **Marketing Project Rollout**

Sierra Group can help you coordinate and rollout your marketing projects. Sierra Group technicians can hang or remove banners/posters, build kiosks, and install marketing material at all of your locations within your requested timeframe.

## ELECTRONIC SECURITY AND DATA SERVICES

### STATEWIDE DIVISION OVERVIEW

#### Alarm – Video – Access Control – Data

Sierra Group's Electronic Security and Data Services Division (ESD) has provided statewide services to financial, commercial, industrial and government clients since 1998. Sierra Group ESD specializes in all forms of modern commercial and industrial electronic security technology and integration including Alarm and Entry Systems, Network Video Surveillance, Card Access, and Structured Cabling Infrastructure. We provide state-of-the-art security solutions from design to integration with our experienced and certified staff, which is cross-trained in the field of Information Technology for modern networked security integration needs.

Sierra Group Provides The Following Services Statewide:

- Professional Design and Consultation
- Network Card Access, CCTV and Alarm Systems
- Smartphone and Tablet Remote Access
- Structured Cabling Design and Installation
- Audio Visual Systems
- 24/7 Service

Partial List of Presently Active Key Customers:

- |                               |                                      |
|-------------------------------|--------------------------------------|
| Wescom Credit Union           | ExxonMobil                           |
| Universal Studios Hollywood   | City of Burbank Transportation Dept. |
| United Parcel Service         | West Covina Police Department        |
| ELAC                          | Northrop Grumman FCU                 |
| Parabit Financial Products    | Arcadia Police Department            |
| Pacific Capital Bancorp       | CVS Caremark Corporation             |
| Grandpoint Bank               | U.S. Department of Energy            |
| Rockstar, Inc.                | GSA                                  |
| Lockheed Federal Credit Union | Samsung SDS                          |
| JP Morgan Chase Bank          | Netflix                              |
| Computer Associates           |                                      |

## Sierra Group - Electronic Security and Data Services

### A Note on Quality and Compliance

Offering outstanding products and providing quality of service are the principals upon which our company was founded. We expect the highest level of performance and craftsmanship from our employees and subcontractors alike. The products we choose for your Project are of the highest quality available, and are recommended based on our years of experience in commercial installation and service.

Here are a few things you should consider when weighing your options in choosing an Integrator for your Project:

- Sierra is licensed C-10 (Electrical) and C-7 (Low-voltage) with the State of California.
- Sierra Group employees are registered with the Bureau of Security and Investigative Services, which is a branch of the Department of Consumer Affairs, and we perform comprehensive background checks before any new hires.
- Where necessary, Sierra Group will always specify “plenum” cable to comply with Fire and Electrical codes.
- In many cases, wire or cabling must be run through exposed areas, and conduit will be necessary. Sierra Group will install all conduit according to NEC Code – properly grounded and supported.
- Should doors need to be cored for the installation of powered devices, Sierra Group is qualified to perform recertification of Fire Rated Doors.
- Sierra Group has the capability to produce and provide connection diagrams, blueprints and full as-built documentation in AutoCAD. Drawings can be delivered electronically in PDF format, or plotted full size. (Documentation fees may apply.)
- Training and Education are paramount at Sierra Group. Our technicians are certified in installation and programming by multiple manufacturers.
- All Sierra Group technicians and programmers are cross-trained in Information Technology. This gives us an edge in today’s modern, cloud-based technology climate.
- Sierra Group has outstanding relationships with its technology partners including but not limited to [Brivo](#) Access Control, [DMP](#) Intrusion Alarms, [Axis Communications](#) IP Cameras and [exacqVision](#) Surveillance.