

RETENTION PLAN - 2015

There is no question that DC Ranch requires a highly versatile individual to fulfill both the gate and patrol functions. And over the years we've seen the required skillset evolve as the community has evolved – and Trident has been able to adapt at every stage of this evolution. At present, gate staff are asked to multitask their way through phones ringing, vendors checking in, residents passing by (while being greeted), ego-tag installations, CCTV monitoring of the unmanned gates, real-time report writing, communicating from gate to gate, advising patrol officers of pertinent information...and much, much more. Patrol officers are asked to assist in the removal of snakes and other wildlife, enforce compliance regulations, positively and productively communicate with construction personnel who may or may not see it necessary to stop what they're doing and properly park their vehicle. As you can see, the necessary team member required at DC Ranch is not your typical "security guard". The dynamic environment calls for a dynamic individual.

Having said that, once a potential candidate has passed Trident's exhaustive background check he/she is interviewed at the site by the Trident Account Manager and DC Ranch Security Manager. Once they have been approved for training and then completed their training and demonstrated the required competencies, they then begin working on their own. However, there's still remains an uncertainty of sustainability of this employee for the long-term. Reason being: in such a dynamic work environment, the early performance and progress of the employee can be directly correlated to their future success and sustainability. Often, employees will say "I can make the same amount of money at McDonalds, and not be cussed out by a resident." In fact, what we've seen is that the majority of the turnover over the past year at DC Ranch has been isolated to the newer (less tenured), entry-wage, officers who've been there less than 90 days. They haven't been able to meet what we've termed "progress thresholds"; and we lose them before they become great. To address this challenge we propose the following:

First, in moving forward to better support this specific demographic we propose to raise the incoming wage to \$12.00/hr in order to not only attract more diverse candidates, but also retain them into the future. More specifically, we would like to propose a graduated compensation program that incorporates \$0.25/hr bumps to be issued to the employee every quarter (upon an employee's demonstration of continuous training elements). We believe this will motivate employees to focus and persevere through the entry period and the learning curve. By raising the incoming wage, we believe the major source of the past year's turnover will be eliminated.

Second, we will implement a shift-differential pay for specific schedules that call for 12-hour shifts, variation of schedules (day/night), and certain weekend hours. By offering slightly higher pay scales for these challenging positions, we believe we'll be more successful at identifying long-term candidates who demonstrate consistency and durability.

Third, we will focus on the leadership growth and development of our Account Manager and his supervisor team in 2015. There's no doubt that employee contentment and low turnover is a byproduct of effective leadership; our goal for next year is to support our on site management team by way of furthering each of their education. We will send Stacy Lee to quarterly leadership seminars that focus on areas of mentoring, team-building, and communication. Similarly, we will schedule the supervisory staff for continuous learning programs with our partner Mountain State Employment Council. By supplementing the skillsets of our leaders at DC Ranch, we believe it will have a positive impact on our retention plan for 2015 and beyond.

AVERAGE TENURE for CURRENT STAFF

Employee	Start Date	Tenure in Days	Today's Date
Boyer , Robin	06/20/07	2,679	10/20/2014
Dolan, Tom	06/20/07	2,679	10/20/2014
Mascarella, Rodney	06/20/07	2,679	10/20/2014
Boragina, Phillip	06/20/07	2,679	10/20/2014
Lee, Stacy	09/01/07	2,606	10/20/2014
Ferroli, Raymond	12/01/07	2,438	8/4/2014
Kittilson, William	03/01/08	2,424	10/20/2014
Castillano, Ana Liza	05/01/08	2,363	10/20/2014
Spielman, Ken	06/01/08	2,332	10/20/2014
Kinsella, James	08/01/08	2,271	10/20/2014
Meade, Renee	10/01/08	2,210	10/20/2014
Nas, William	04/01/09	2,028	10/20/2014
Dorey, James	06/01/12	871	10/20/2014
Martin, Russel	10/01/12	749	10/20/2014
Valenzuela, Eddy	10/03/12	747	10/20/2014
Bromley, Jason	01/01/13	657	10/20/2014
Vaughn, Penny	03/01/13	598	10/20/2014
Folmer, Alyxander	04/01/13	567	10/20/2014
Kowalski, Devin	04/01/13	567	10/20/2014
Pickering, Terrence	06/01/13	506	10/20/2014
King, Adam	07/01/13	476	10/20/2014
Fierros, Nathanael	08/01/13	445	10/20/2014
Haynes, Joanne	11/01/13	353	10/20/2014
Spencer, Robert	11/01/13	353	10/20/2014
Buschgen, Bill	12/01/13	323	10/20/2014
Mangini, Steve	12/01/13	323	10/20/2014
Lynch, Don	06/14/14	128	10/20/2014
Wakasiaka, Diana	06/14/14	128	10/20/2014
Bortel , Lee	07/14/14	98	10/20/2014
Blatz, Casey	08/14/14	67	10/20/2014
Brown, Tanesha	08/14/14	67	10/20/2014
Gomez, Ruben	08/14/14	67	10/20/2014
Hare, Thomas	08/14/14	67	10/20/2014
Wagner, Roland	08/14/14	67	10/20/2014
Graham, Jacob	10/14/14	6	10/20/2014

AVG. TENURE FOR THOSE BEYOND 90 DAY PROBATION PERIOD	1,285	Days	Overall Days:	1,075
	3.52	Years	Overall Years:	2.94

BENEFITS & INCENTIVES

Earned Paid Vacations

1-year Anniversary: 1 week (other firms it's 2 years until accrued)

3-year Anniversary: 2 week (other firms it's 4 years until accrued)

* *Part-timers receive vacations amounts commensurate with their weekly hours!*

While most guard companies offer 1 week of paid vacation after the employee's first year, what they don't mention is that that vacation doesn't accrue until the end of the employee's second year. At Trident our employee's receive 40 hrs of vacation "in their bank" on their 1 year anniversary, which they may take as pay in lieu of vacation.

Awards and Bonuses (all amounts are after taxes!)

Employee of the Year: \$1,000 (plus 1 extra week of vacation)

Supervisor of the Year: \$1,000

Officer of the Year: \$1,000

"Whatever it takes ... and then some." ®: \$4,000 (sixteen \$250 winners last year)

Tri Star Award: \$500 (two winners last year)

Other Awards: \$3,000 (over sixty \$50 awards last year)

* *Discretionary bonuses are given from time to time for exceptional performance*

Medical Plan Options – Trident will provide an ACA qualified medical plan for its staff at DC Ranch

Employee Assistance Program w/a **24-hr Hot Line** for counseling and special needs from outside independent firm of experts

Other Benefits

Direct Deposit

Paid Training Sessions

Paid Guard Card Renewals

Best Career Opportunities – *65% of Trident's managers started with Trident as hourly officers!*

TRIDENT Company Picnic – Great family fun and appreciation!



Trident's annual Award Banquet the "TAN" (Trident Appreciation Night) honors top 10%

