

TRIDENT SECURITY SERVICES, INC.



We provide what others can only promise. ®

October 17th, 2014



Ranch Association

Ms. Sandra Breiling CMCA, AMS
Director of Compliance & Security Services
20555 N Pima Rd Suite 140
Scottsdale, Arizona, 85255

Dear Ms. Breiling:

Trident Security Services, Inc. is very excited about the prospect of continuing our partnership for its security service needs at DC Ranch. Trident is the premier guard services provider in the Valley with over 600 security professionals locally and has been the fastest growing guard firm in town since starting its first account just 12 years ago. This is especially true in the HOA sector and our other HOA clients include: Anthem, Aventura, Biltmore Greens, Cimarron Hills, Clearwater Hills, Colony Biltmore, Eagles Nest, Equestrian Manor, Fairway Lodge at the Biltmore, FireRock, Glenn Moor, Grayhawk, Lincoln Hills, McDowell Mountain Ranch, Mirabel, Mountain Shadows West, Optima Camelview, Optima Sonoran Village, Sun Village, Superstition Mountain, Terravita, Troon, Windy Walk Estates, Whisper Rock and Winfield.

Our clients can attest to our unique ability to provide what other firms could only promise and is one reason why Trident has been so successful. We are very proud to say that Trident was named **BUSINESS OF THE YEAR** for large corporations by the Greater Phoenix Chamber of Commerce in May of 2012! We were quite honored to receive this recognition, especially when one considers that the list of eight finalists included American Express and the Mayo Clinic.

Trident Highlights:

- 2012: IMPACT AWARD Winner for Entrepreneurial Excellence
- 2011: Featured in *Forbes* Magazine as “Arizona Best in Business” (February 28 issue)
- 2010: Ryan Companies Vendor of the Year
- *Only firm* having the best of both worlds from national and local guard companies
 - providing you national company expertise *with* locally owned flexibility
- 99% historical client retention rate – *unmatched servicing excellence track record*
- Veteran-Owned, Local Arizona company – Owner-Operators have over 75 years of security related experience; 56 years providing local contract guard services
- Trident’s VP for HR has an MBA and 18 years of security guard hiring experience
- Most management stability – *only 5 managers out of 34 have ever left Trident*
- National and international consulting expertise; customized training
- Best career opportunities and overall benefits in the industry for security officers
- UNMATCHED SUPPORT AND RESPONSIVENESS for the on-site officers

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Additionally, Trident has demonstrated its commitment to HOAs over the years by sponsoring trade shows, luncheons and educational seminars for the Community Associations Institute (CAI) and the Arizona Association of Community Managers (AACM). Trident has served for many years on both CAI's and AACM's Educational Committees and was singled out among guard service providers by these organizations to develop and teach a course on HOA security to both CAI's and AACM's managers as part of their professional development education curriculum. Trident was also the keynote speaker for CAI's annual meeting in November of 2008 (pictured below) where the topic was community security and safety awareness.



There is a clear explanation why Trident was selected and continues to be selected amongst other security competitors to provide security services to HOA communities. Security is a people business and while any guard firm can look good on paper, no company comes close to Trident's management team's ability and resources available for its clients! We invite you to visit our office (and those of our competitors) to see the difference for yourself. There is a reason why Trident has grown so fast, was featured in Forbes as Arizona Best in Business and named Business of the Year!

Please call me at 602-502-9142 if you have any questions. Thank you very much for your time and consideration.

Sincerely,

Robert Pennell
Principal Partner

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