

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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STATEMENT OF PROPRIETARY INFORMATION - This proposal contains proprietary information regarding Trident Security Services, Incorporated (hereafter Trident) and is not for public disclosure. Dissemination and reproduction may only be made after written permission by an authorized representative of Trident is granted. This document was prepared and is submitted in confidence to DC Ranch. It is submitted solely for use by your management for the purpose of review in connection with an invitation to submit a proposal to provide security services.

AN EQUAL RIGHTS NOTICE - Whenever “he” or “him” or related pronouns may appear in the proposal, whether as words or as parts of words (and other than with obvious reference to named male individuals) they have been used for literacy purposes and are meant in their generic sense to include all persons, both female and male.

INTRODUCTION

THE TRIDENT ADVANTAGE

Trident provides the “best of both worlds” from national and local guard firms – combining the security expertise found in national companies at their corporate headquarters with the flexibility found in local firms. Unlike other companies, who have a “cookie cutter” approach to security services, Trident’s service approach is tailored to be proactive and best meet your needs. Beyond that, we provide gratis consulting and Trident’s owners are available 24/7.

100% FOCUSED ON UNARMED GUARD SERVICES: Another reason why Trident is the best firm in the guard business is that we aren’t distracted by other security business offerings, such as, selling security cameras, armored patrol deliveries or alarm systems.

Trident’s registered trademark sums it all up: *We provide what others can only promise.* ® Our unmatched servicing track record attests to our unequaled ability to provide superior customer service. Trident is unique in the Arizona in that it combines its security expertise and experience with a focus on the customer experience through proactive measures. Adding our sincere commitment to excellence – *you have direct access to the owners* – plus our generous employee wages, benefits/incentives results in the best security services program in the industry!

Trident’s extensive operational background and expertise in security is unmatched in Arizona. Trident’s 3 owner-operators, Dominic Boragina, John Earl, and Rob Pennell have **over 75 years of security related experience; 56 years of which have been in providing contract security services in the Valley.**



THE OWNERS

Their background and owner-operator dedication have enabled Trident to raise the benchmark for quality in security services.

John M. Earl (Northern Arizona University Graduate, US Navy, MBA) founded Trident in 2001 with the mission to provide the highest level of security services for its clients, while providing its employees with the best compensation and incentives. Prior to starting Trident, John operated JME & Associates, LLC. Since the mid 90's, JME has provided professional consulting services nation-wide, specializing in security and safety. These years of consulting experience are incorporated in Trident's gratis consulting services, included as part of our value added approach to total client satisfaction.

Dominic N. Boragina (US Air Force Academy Graduate) joined Trident in 2003 as a Principal Partner. Dom's 7 years of experience (1995 to 2002) as a key manager and record breaking performer for a national private security firm; customer service knowledge gained with Hewlett Packard; and training system quality assurance management and national security experience from the USAF adds excellent depth to Trident's security services expertise.

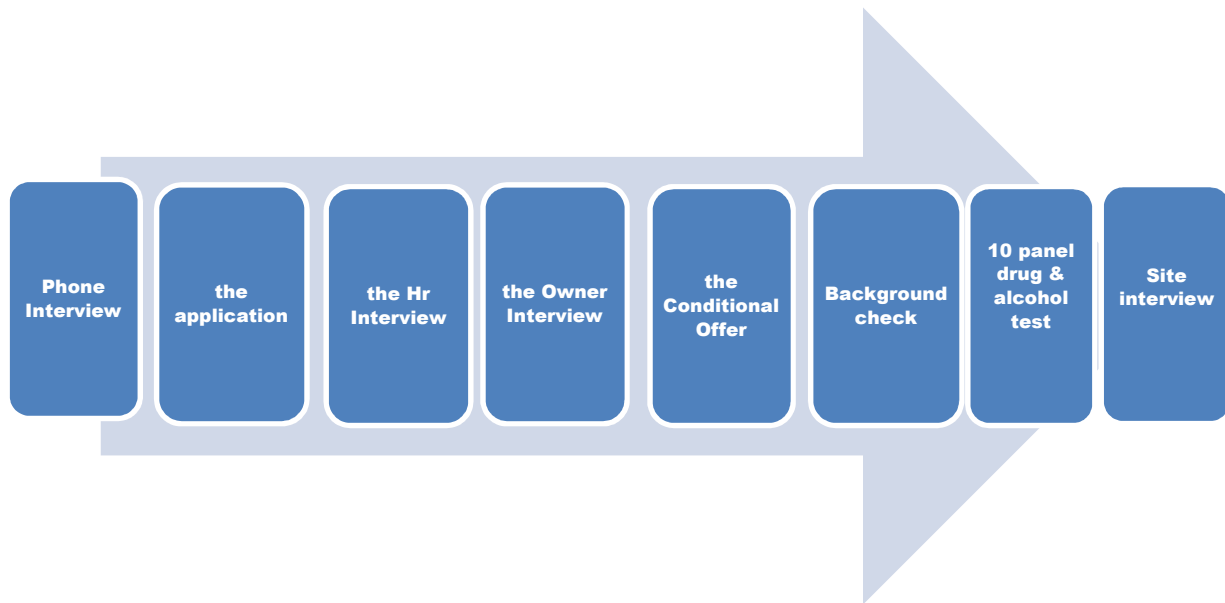
Robert E. Pennell (Michigan State University Graduate, Security Management/Law Enforcement Degree) joined Trident in 2004 as a Principal Partner. Rob has 20 years of local private security guard management experience. Prior to Trident, Rob managed the Arizona operations for a national contract security firm for 12 years (1991 to 2003) and was a branch manager and then a vice president. In 2000 he was named their Manager of the Year after many years of company-leading quality of service and client retention. Rob has personally managed over 250 new account start-ups, transitioned more than 2,000 officers and mentored more than 80 managers.

EXECUTIVE TEAM (In Addition to Trident's Owners)

Kelly D. Pinebird (Executive Vice President and Board Member) is a 2002 graduate of Arizona State University – Business Management. He joined Trident in 2004 as a security officer and moved steadily up through the ranks (from Supervisor to Account Manager to Sr. Account Manager to his current position) based on his performance continually exceeding client expectations. Kelly has been an integral part in the development of Trident's customer service culture. Additionally, he offers his commitment to organizations such as Arizona Association of Community Managers (AACM), Community Associations Institute (CAI) and American Society of Industrial Security (ASIS).

Lisa Kantarowski (Senior Vice President and Board Member) has a Master's Degree in Business Communications from Emerson College and joined Trident in 2005 as Director of Human Resources and was promoted to Senior Vice President in 2010. Prior to Trident, Lisa worked in human resources for a national contract security firm for 8 years in the Valley. In this position she was responsible for hiring and placing security officers for more than 60 accounts valley wide and with Trident she is responsible for 65 accounts and has 2 full time HR managers and 1 part time HR assistant in her HR department.

SELECTION PROCESS



Part One – The Phone Interview: Applicants are first screened by a phone interview. If successful, the applicant is given an appointment to continue the process at the Trident office. If the applicant has the proper appearance and arrives on time, he will fill out an application. This will include the following information: a full employment history, 10-year residential history, and an educational history. Trident requires that its security officers be at least 21 years of age and possess a high school diploma. No veteran with less than an honorable discharge is ever considered for employment, and this information is verified.

Part Two – The Application: Trident screens potential security officers for honesty, dependability, appearance, and communication ability. If the application is completed properly, the applicant will be given an interview by Trident’s Human Resources Director. Each candidate is processed through ***E-VERIFY prior to advancing to the HR interview.***

Part Three – The HR Interview: Trident’s HR Director, who has a Master’s Degree and the most experience in the Valley, will spend quality time interviewing the applicant, assessing not only their suitability for a particular position but also, whether or not they are fit for Trident’s culture and vice versa.

Part Four – The Owner Interview: Because who we hire is paramount, every new hire is also interviewed by your account manager. All supervisors are interviewed by your account manager and at least one owner. All three owners must evaluate a potential manager.

Part Five – The Conditional Offer: After successful completion of the application and interviews, the applicant is given the opportunity to sign a conditional offer of employment pending the results of the background check, drug test and the rest of the selection process.

Part Six – The Background Investigation: The investigation process is very thorough and includes the following aspects: Police Record Probe, Neighborhood References, Employment Record Verification, Character Reference, and Motor Vehicle Report Search.

Part Seven – The Drug Test: This process takes place at an independent collection agency for accurate and valid results. Trident maintains its drug-free security environment with pre-employment and universal random employee retesting. We have a **10-panel drug screen plus alcohol** screening.

Part Eight – The Site Interview: All potential security officers are interviewed by their prospective site supervisor or manager before placement to help ensure that their personalities will mesh for a good working relationship.

Part Nine – The Audit: Auditing and compliance is essential in the selection process at Trident. Each application is audited for completeness and results prior to final hiring by an owner. Through this rigorous process Trident hires only quality people to protect your residents, employees, visitors, contractors, community, assets and information.

Part Ten – Infinity Background: Beyond the Arizona DPS guard card certification, Trident private investigators do an extensive national public records check for find any and all criminal history, aliases, previous addresses, driving records, judgments, liens, bankruptcies, social media, court records check and SSN verification. Then every Trident employee is **re-background checked each year** in the same manner!

At Trident, we read the applicant, not just the application.

65% of Trident's Managers were promoted from within Trident!



We are an Extension of the Community at DC Ranch

Trident understands that our security officers are *ambassadors* for DC Ranch. We are the first impression of a guest, the feeling of security for a resident, and the brand of the community. We prepare our officers for permanent placement through our unique selection process referred to as **The Trident-Client Orientation (TCO)**. The process ensures our officers know the culture and protocol of the community prior to being selected or accepting the permanent post. In the orientation all aspects of the community will be reviewed, illustrated and discussed. Specifics of the orientation are highlighted in the graphic below. Prior to the Trident-Client Orientation, candidates follow our application process; every security officer who is hired must be approved by Trident's Director of Operations and the Senior VP of Human Resources prior to post assignment. Excellence in safety and security services means quality personnel.

Safety, Courtesy and Security services are delivered personally by each officer. Excellent service requires individuals of the highest caliber – through our unique selection program – the Trident officers assigned to DC Ranch will be professional, friendly, dependable and reliable.

Trident – Client Orientation

Unique to Trident Security is the Trident-Client Orientation (TCO). The recruitment practice has delivered **verifiable** results in determining and selecting the best officer candidate(s) for high-profile HOA accounts. We develop the TCO outline from various sources available: RFP specifications, community tour, client pre-bid meeting, & site operations manager interview. Our management team then creates a dedicated orientation designed to “define” the account. ***The candidate orientation consists of topics such as:***

- *DC Ranch Culture & Environment*
- *Community Specific Training*
- *Community Security Program Expectations*
- *Community Specific Policy & Procedure Development*
- *Training & Demonstration with Client*
- *Communication, Collaboration & Cooperation – “Key Ingredients”*

Attendees include: *Officers from existing accounts, Field Training Manager, HR managers, and Account Managers.*

Candidates, officers and Trident management get the opportunity to evaluate the suitability and desirability of each individual matched back to the assignment requirements. It is an excellent way to predetermine if a candidate will be a good fit for the team, to the account description and overall commitment required!

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

TRAINING

At Trident, training and development is not a one-time event. It begins with intensive classroom education in the office and then moves out to the field with specialized work environment training, including **competency training, testing and role-playing sessions**. Development continues throughout the officer's career with Trident. Planning is the key to any preventive strategy. Management can no longer expect complete protection to come from police and fire departments. Police can help once a crime is committed, but companies must plan their own proactive security measures. The prudent emphasis is on prevention and protection rather than detection and apprehension. Trident leverages the combined experience of its local managers to develop effective prevention and response programs for and with our clients, and to prepare all of our security officers to handle key situations. **More specifically, Trident and DC Ranch have strategically built a training program that synergizes efforts to engage new employees with DC Ranch management. New hires receive first-hand interaction and instruction from DC Ranch's Director of Compliance and Security Services, as well as the community's Security IT Manager. Trident fully supports this collaboration between parties and believes this is a testament to the program's success.** Additionally, Trident requires that all officers receive training in the following areas:

- ☐ Orientation
- ☐ Powers of Arrest
- ☐ Uniform
- ☐ Communications
- ☐ Customer Service
- ☐ General Procedures
- ☐ Ethics
- ☐ First Response
- ☐ Fire Prevention and Protection
- ☐ Employee Safety
- ☐ Report Writing
- ☐ Safe Patrolling
- ☐ Basic First Aid
- ☐ CPR/AED

Note: After each training module, officers are required to complete a written examination to ensure understanding and promote compliance.

Trident continues to develop a training program tailored to the needs of the community. Specific training and measurable competencies are developed for the community to aid in better training and preparing officers for expected and unexpected events.



The following job responsibilities are just a part of our training program to ensure that basic competencies are achieved:

Security Officers General Description of Duties:

- Officer etiquette and professional protocol with all situations.
- Follows post instructions- proper procedures and regulations followed.
- Monitors residents, visitors and supplier authorized access procedures.
- Responds to unusual activities, i.e., bomb threats, fires, and natural disasters.
- Physical security patrol checks, preventing and reporting and reacting to any unauthorized intrusions or unusual activities.
- Constantly monitors the entrances/exits to the community.
- Visually detect and report to Supervisor any incidents including; theft, vandalism, trespassing, disruptive behavior, possession of contraband, criminal behavior, emergency assistance and security breaches.
- Maintains a Shift Activity Report (SAR) for all events occurring on the shift
- Politely assist residents, visitors, while following approved procedures.



Security Manager / Supervisors General Description of Duties:

- Attend board meetings, gates & patrols meeting, policy committee meeting, and quarterly staff meetings
- Conduct on-going training of officer team.
- Ensures officers are performing their assigned duties in accordance with post instructions
- Works directly with client on all communication required to the officers or management team
- Keep a direct line of communication with the officers; manage all inquiry requests and follow-up between officers and their assignments
- Possesses leadership qualities, effective decision making skills and problem solving
- Establish expectations, goals and objectives; empower officers individually as well as build a functional team
- Ensures that the overall culture of security meets the expectations of the client
- Manages and administrates the development, implementation and direction of the safety and security program in accordance with the post orders and community policies / procedures
- Provides oversight and support for security officers to include: site specific training, mentoring and disciplinary actions
- Interfaces often with Trident's Vice President exclusively assigned to the community

ADDITIONAL ON-GOING TRAINING MODULE

The following training curriculum supplements the basic training requirements:

Customer Service

This training class explains the importance of good customer service skills and how they apply in a professional setting.

Critical Incident Control

This class is provided to further assist officers in understanding the dynamics associated in dealing situational control during an incident.

The class is provided with assistance of an off-duty police officer.

Suspicious Package

This hour long training is provided in a “hands on” workshop and deals with suspicious package identification, searches, bomb threats, and suspicious mail.

Slip, Trip and Falls

This training video deals with the identification and prevention of potential slip and fall hazards in the community setting. It also explains documentation procedures, liabilities and risk associated in such injuries.

Effective Patrolling

This training session explains the methodology behind effective patrolling practices

Assertiveness

This training class explains the importance of and methodology behind assertive direction.

Locks and Security Devices

This training video explains the basic terminology and types of locking devices found within the office environment.

Cameras and Security Devices

This training video explains the basic terminology and types of cameras and recording devices utilized within communities.

Fire Safety

This training session explains the different types of fires and current methods for extinguishing each type of fire, as well as the response in dealing with fire emergencies.

Incident Report Writing

This training video explains all aspects in the proper information gathering and writing of incident reports.

Sexual Harassment Awareness

This training class explains the legalities and intricacies involved in sexual harassment.

Parking Patrol

This training is provided to better assist the officers in the performance of their duties in relation to the patrolling of parking lots and structures.

Strategies for Handling Irrate People

This training is provided to further assist officers in understanding the dynamics associated in dealing with irate people.

Uniform Standards

Explains the grooming and proper wearing of the Trident uniform and restrictions as required by DPS licensing and Trident.

Slip and Fall

Proper documentation of personal injuries sustained during a slip and fall incident.

Supervisor Training

Supervisor (includes Site Managers and Site Security Supervisor) training includes all of the above as well as subsequent classes that explain applicable dynamics from a supervisory view point.

Additional Supervisor training included:

- Leadership Development
- Continuous Learning
- Total Quality Management
- Customer Service for Supervisors
- Communication for Supervisors
- Time Management
- Goal Setting
- Stress Management for Supervisors
- Conflict Resolution for Supervisors
- Providing Feedback to Subordinates
- Performance Evaluation Writing
- Dealing with Difficult People
- Performance Evaluation Writing
- Uniform Standards
- Sexual Harassment for Supervisors

Bi-Annual Supervisor Training**Spring 2014 Itinerary**

- Incident Report Writing and Reviewing
- Chain of Command Communications
- Data Retention
- Sexual Harassment Awareness for Supervisors
- Investigation and Appraisal Note Taking
- Email Etiquette

COMPETENCY TESTING:

Trident uses competency testing as a measurement tool to ensure that our officers have learned the vital skill sets required for their assignments.

GOING BEYOND “HOW TO” TRAINING:

Most companies train employees on “how to do something”. At Trident, we extend the training to “WHY we do something”. When officers understand the value in their jobs, they typically buy-in more and feel a part of a greater good.

MANAGEMENT & SUPERVISION

One of the keys to Trident's unique ability to provide impeccable customer service for our clients is our unmatched support for our officers, which is due to both the quality and quantity of our managers! Account Managers are dedicated to the site and available to meet with clients as often as needed/agreed upon. The Account Manager will be the client's central point of contact for questions, concerns, and ideas. We recognize that your needs will evolve over time so we must position ourselves accordingly. Trident management always takes a proactive approach in their involvement with your community, and we pride ourselves in the unmatched service that we provide. Trident's Vice President will support the DC Ranch Account Manager and supervisors, who will administer Trident's Competency Program, which will be tailored to community's needs. Also, Trident's owners facilitate Trident's Quarterly Management/Supervisor Training Seminars, run Trident's Annual Leadership Retreats and are hands on with the mentoring of Trident's managers and supervisors. *Trident holds quarterly manager/supervisor training seminars and annual leadership retreats:*



Unannounced Inspections

With the consent of management, Trident will conduct unannounced inspections on a regular basis. The inspections include but are not limited to review of officer training, client specific audit requests, and morale of employees. The results of these inspections are reviewed during our monthly managers meeting.

Quality Control

Trident maintains the highest quality in its security programs through the best hiring practices by the most experienced HR staff. These programs are further enhanced by classroom and on-the-job training with continuous monitoring and control through its Competency Program. Trident will develop a tailored training program for DC Ranch.

A typical Trident monthly QC meeting:



VALUE- ADDED SERVICES

Security and safety services are Trident's core competency along with analyzing, streamlining and administering cost-efficient, effective programs. This allows our clients the freedom to focus on their core business. As your partner in security and safety, Trident can provide you with consulting services.

Physical Site Security Assessments – Trident has performed several of these assessments including two Department of Defense contractors. Trident management has been consulting in security and safety nationally and internationally for nearly 20 years. One example of Trident's expertise includes consulting for Phoenix Children's Hospital. The hospital's entire physical security program from access control to infant abduction prevention systems to gates to security force staffing levels and their complete safety and security policies and procedures development and implementation were developed by Trident. Other areas that Trident may be of assistance include:

- Security Project Management
- Access Control
- Fire Warden Training
- Fire Drill Assistance
- Risk Assessments
- Incident Planning
- Hazard Identification
- Threat Evaluation
- Surveillance Systems
- Concierge Duties
- Emergency Preparedness Planning
- Monitoring of activity reported by local law enforcement
- First Aid/CPR Training
- Trident can also assist with the design, implementation and training of security systems such as CCTV & IP Camera Solutions
- On Site Interactive Educational seminars such as *The ABC's of Safety and Security (Awareness, Badging, Challenging)* for life safety management specific to personnel safety and security awareness as well as other security topics.

One of Trident's discretionary bonus and awards throughout the year:



Proactive Planning Measures – Trident continuously prepares for expected and unexpected events by developing and implementing contingency measures specifically designed to fit the community. Proven proactive items include, but are not limited to:

1. *Community Speed Study* – In conjunction with community management, Trident successfully conducted a community-wide speed study to identify areas within the community that posed as potential dangers due to high speed traffic. Valuable data and statistics, including progress recommendations, were presented in an organized report to members of the Security Committee. This information provided important feedback towards a follow up program that is currently being rolled out (i.e. speed sign placement).
2. *Wildlife/Snake Removal* – Trident has proudly partnered with local Fire Departments throughout the Valley in an attempt to humanely remove unwanted wildlife within the community. All members of the gate staff will complete a four- hour training session on how to properly (and safely!) address Arizona's desert wildlife. Employees are shown how to effectively approach, handle, secure, and relocate snakes; while also trained to recognize when a professional animal service should be contacted. *Trident is proud to say that our commitment to support the Scottsdale Fire Department saved the city over \$50,000 in 2010 solely due to the fact that our officers were able to address wildlife concerns rather than SFD having to respond (source: Grayhawk Flight 2010 q4).*
3. *CPR/AED/Basic First Aid Training* – Coordinating with community management, Trident has scheduled multiple onsite training sessions with 1st, 2nd and 3rd shifts in order to certify gate and patrol staff in CPR/AED and Basic First Aid.

Community Support Through Effective Management – Trident's ability to customize a program specifically for DC Ranch provides a myriad of benefits for the officers, community management, and the community as a whole. With an Account Manager dedicated exclusively to DC Ranch, the community benefits from a single point of contact who intimately knows the security processes and procedures, who is continuously available to the community manager for questions and program adaptations, who sees the community through the residents' eyes, and who persistently works to fulfill the community's evolving expectations.

PRICING

<u>Wage Range \$/Hr</u>	<u>Average Wage \$/Hr</u>	<u>Mark Up</u>	<u>Bill Rate</u>	<u>Hours/Week</u>
12.00 to 13.50	13.04	1.512	19.72	240
13.50 to 15.00	13.72	1.500	20.58	800
15.00 to 17.00	15.94	1.487	23.71	320
18.00 to 19.00	18.63	1.485	27.66	64
26.44	26.44	1.484	39.25	40

<u>Avg Wage</u>	<u>Mark Up</u>	<u>Avg Bill Rate</u>	<u>Hours/Week</u>
\$14.66	1.497	\$21.94	1,464

Weekly Labor Cost: \$32,124

Daily Labor Cost: \$4,589

365 Day Cost: \$1,675,049

Holiday Cost: \$13,768

2015 Total Annual Labor Cost: \$1,688,817

For Comparison - 2014 Total Annual Labor Cost: \$1,826,805

2015 TOTAL PROGRAM COST:

2015 Total Annual Labor Cost: \$1,688,817

2015 Affordable Care Act Cost (\$0.66 per hour): \$50,244

3 Prius Vs (\$27.4K ea @ 1.9% 2yr + ins): \$49,080

Golf Cart: \$2,460

2015 Grand Total Cost: \$1,790,601

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%



TRIDENT SECURITY hailed as BUSINESS OF THE YEAR for large corporations by the Greater Phoenix Chamber of Commerce

This is quite an honor and accomplishment when one considers that the list of eight finalists included American Express, Avnet and the Mayo Clinic.

History of the IMPACT Awards

To celebrate the Chamber's centennial in 1988, the Small Business Council created the "Small Business Person of the Year" Award to honor "the individual who demonstrates professional leadership qualities and outstanding service to the community, as well as stability and creativity in his or her respective business." In its twentieth year (2007), the Small Business Awards became the IMPACT Awards. In 2012, as part of the Awards' 25th anniversary, a new division for large corporations was inaugurated. About 60 companies were nominated and then based on essays that the nominees submitted about their business approach along with aspects of their companies as it related to the four IMPACT Award categories, eight companies were selected as finalists for both small (under 250 employees) and large (over 250 employees) companies. The eight finalists were then interviewed by a panel of seven local business leaders from a cross section of Valley companies. The IMPACT Awards have four different categories for both small and large companies: Community Champion, Economic Driver, Entrepreneurial Excellence and Response to Adversity. Out of the four award recipients, one company was named Business of the Year due to its approach to business and its overall impact in all four categories for both small and large corporations. Trident also received the Award for **Entrepreneurial Excellence** for large corporations as well as the overall award for Business of the Year. For more information please go to www.phoenixchamber.com/impact2012



Entrepreneurial Excellence Award: <http://www.youtube.com/watch?v=X0S9apVpnLY&feature=relmfu>

Business of the Year Award: <http://www.youtube.com/watch?v=WV4vN2VU5oQ&feature=relmfu>