

STAFFING

SECURITAS LOCAL MANAGEMENT STRUCTURE

Area Vice President (AVP) – Joe Kolar

The AVP ensures the delivery of high quality client service through regular contact with clients, evaluates service quality, ensures that area and branch offices maintain a consistent focus on high quality client service, and provides guidance and support in the retention of profitable business. The AVP also assists in the orientation of area and branch managers, helps to ensure that area offices and branches have well qualified individuals who are properly trained to carry out the organization's mission, coaches area and branch managers in strengthening their competencies and developing and retaining business, and facilitates teamwork and the implementation of progressive change.

Branch Manager – Kyle Wilson

The branch manager provides active oversight of all accounts in his area. The branch manager facilitates decisions to meet the needs of DC Ranch Association, and meets regularly with the security manager at DC Ranch Association to evaluate service levels.

Human Resources Manager – Lara Skutt

The human resources manager leads the hiring and selection process for all employees, personally interviews each candidate for selection to serve the DC Ranch Association account, and manages benefits, employee relations and recruiting.

Recruiter – Thu-Van Cunningham

The recruiter actively promotes the employment opportunities at Securitas USA through all sources and works with state and local placement agencies to offer employment opportunities to qualified individuals. These sources include college and university groups and placement and government agencies.

Training Manager – Pat MacArthur

The training manager guides the introduction process, site-specific training and continuous training program development; is responsible for the preparation of training materials, classroom presentation and site-specific training; personally reviews all operations at DC Ranch Association to determine the best method of delivering the training; locates the proper training materials; schedules and conducts the training; and is responsible for the supervisory training program and refresher training.

Scheduling Manager-Emidia Gamez

The scheduling manager ensures that all hours paid to the officers balance with the invoice amount billed to the client, tracks the hours billed to client specifications and maintains client and employee data to ensure proper payroll and billing.

Accounts Payable/Accounts Receivable – Rene Rodriguez

This individual works with the client representative when a billing discrepancy arises, researches any billing issues and tracks timely payment of all outstanding invoices, processes branch payables, and submits invoices for approval and payment.

**Flex Force**

Normally, Securitas USA uses the flex force system to fill unscheduled vacancies; i.e., illness, vacation, etc., incurred at your facility. Additional officers are trained at each of our clients' locations and become fully knowledgeable of the duties required at each site. They are on call 24 hours a day to be ready to respond to any such vacancy occurring at your facility. Should the need occur for a large number of additional officers at an individual location, Securitas USA offices assist each other with a reserve force.





DC RANCH SITE SPECIFIC STAFFING MODEL

Account Manager

The Account Manager interfaces with the DC Ranch Association's security director on security services delivery, and is responsible for all Securitas USA personnel and services at DC Ranch Association. The Account Manager is capable of building teamwork, cooperation and consistency between shifts, and is fully trained and thoroughly knowledgeable of all post orders, operating logs, procedures, practices and site interior/exterior layout. Should DC Ranch wish to keep the incumbent Account Manager, Securitas will work with the Security Director on hiring, employee pay (whether to match or increase pay to account manager) and training of the Account Manager on Securitas best practices.

Site Supervisors/Patrol Officers

Shift supervisors are responsible for the supervision of officers on their respective shifts. They must be capable of building teamwork, cooperation and consistency between shifts, and must be fully trained and thoroughly knowledgeable of all post orders, operating logs, procedures, practices and site interior/exterior layout. They work under the direct supervision of the Account manager, while working closely with DC Ranch Association security management personnel.

Field Supervisors

Spearheading field supervision and training for each branch office are the field supervisors. They participate as your non-resident supervisors. It is the responsibility of the field supervisors to administer the continuing training of the officers assigned to each facility. Since this group is a most vital extension of the management team, proper selection and training are important. We have developed formal programs to prepare these individuals that include seminars, classroom training, video instruction and manuals designed specifically for field supervisors.

Some of the responsibilities of our field supervisors are:

- Field Supervisor Visits: A Securitas USA supervisor schedules visits with each post, and assures the quality of the security officers' performance and appearance.
- Field Supervisor On-Site Training: Field supervisors are available to conduct on-site training and follow-up training in all basic security subjects.
- Field Supervisor/Contact: Securitas USA field supervisors meet frequently with a client representative to assist in carrying out our regular and special post orders.
- Field Conformance Reports: Field supervisors, when requested, inspect and leave on-site reports for the client's designated representative.
- Incident Reports: Field supervisors must respond to security officer requests for assistance, and review each Incident Report. An "Action Taken Report" on the incident is left on-site for review by your management representative.