

October 15, 2014

Sandee Breiling, CMCA, AMS
Director of Compliance & Security Services
DC Ranch Association
20555 N. Pima Rd., Ste. 140
Scottsdale, Az. 85255-9158

Dear Sandra:

Anderson Security Agency would like to provide you an introduction to our organization and the Operations Team behind the scenes.

Anderson Security Agency is a recognized security leader in the industry and our strength comes from our excellent local management. The Anderson Security Agency Operations Team is the finest in Arizona. Our dedication to serving our clients, our employees, and our community are the cornerstones of the successful partnerships we build.

DC Ranch Association Inc. has the commitment of Anderson Security Agency to be your partner and to exceed our clients specific and customized security needs by delivering the highest quality of professional private security services based on trust and confidence.

Anderson Security Agency provides exceptional service, offering extraordinary value for your security investment. A simple phone call to our existing clients will give you peace of mind that Anderson Security Agency is the best investment for your business.

We look forward to introducing Anderson Security Agency's services to you. Please contact us at your convenience.

Best regards,

Ken Lieberman

Ken Lieberman
Vice President of Operations/Business Development

(602) 331-7000



Proposal for security services especially prepared for DC Ranch.





BACKGROUND/HISTORY

Anderson Security Agency, Ltd. was founded in 1994 on one basic premise: to bring a degree of experience, dedication and professionalism to the security industry that had long been missing. It is widely acknowledged that the Anderson family and Anderson Security has set the standard for the Arizona security industry.

Anderson Security is a privately owned, owner-operated contract security company that has been trusted to provide customized security programs by utility companies, state and municipal governmental entities, world-class master planned communities, resorts, corporate office complexes, retailers, commercial properties, financial, educational and cultural institutions.

Anderson Security is certified by the National Women's Business Council (WBENC), a member of American Society for Industrial Security (ASIS) and a member of the National Security Alliance (NSA).

MISSION & VISION

Anderson Security's mission is to exceed our clients' specific and customized security needs by delivering the highest quality of professional private security services based on trust and confidence.

It is our vision to be the most professional security leader in the industry by exceeding our customers' expectations and creating client-agency working partnerships, while valuing each and every employee.

Anderson enjoys strong relationships with community businesses, security associations, police departments, emergency response teams and charitable organizations. A respected contributor to the community, Anderson has routinely been recognized for its commitment to the security industry, including local police departments and court systems. Awards and honors include: SRP Supplier Diversity All-Star Award, SCF of Arizona Safety Award, Phoenix Urban League Working Woman Entrepreneurial Excellence Award, Soroptomist of the Valley – Ruby Award, **THE leading security industry association (American Society for Industrial Security) named Kimberly Anderson-Match "Security Professional of the Year".**





Anderson Security also has an active relationship with many charitable organizations; each year our firm makes financial contributions and/or donations of security services to C.A.R.E., 100 Club of Arizona, Marines for Life, Parents of Murdered Children and Drug Free Arizona in addition to numerous service organization donations.

**Our commitment to you and our security officers
is to set a standard that will be followed by
the entire private security industry.**

In 2006, feeling the need to continue her efforts to change the industry, Kim **formed the Arizona Private Security Professional's Association (APSPA)** that combines executives from a number of top security firms in Arizona to discuss how jointly they can promote the professionalism of the private security industry. APSPA establishes obligations that are higher than those mandated by law. APSPA has worked with local experts, attorneys and legislature to improve laws focused on licensing and best practices in the security field. Together the association works to change the negative focus that tends to accompany the security industry. APSPA has worked tirelessly to strengthen licensing requirements and management of security companies state-wide. The association, which meets monthly, also exchanges information from vendors that are pertinent to the industry including health care, attorneys, political figures and more.

In conjunction with APSPA, the **Arizona Security Officer Memorial Fund** was founded. The AZ-SOMF was created specifically to dignify fallen security officers and to help meet the needs of their families by assisting with funeral expenses, having an honor guard at the memorial service and presenting a state



flag to the family in honor of the deceased. Anderson Security Agency, LTD is a nationally recognized security service firm. We provide the highest quality customized security programs to world-class master-planned communities, corporate complexes, retailers, commercial properties, hotels, resorts, and financial, educational, and cultural institutions.

Anderson Security, owned and operated by Kimberly Anderson-Match, was founded on one basic premise: to bring a degree of experience, dedication, and professionalism to the security industry, which has long been missing. We are determined to erase the negative image regarding private security that has been with the general public for many years. We continuously bring new innovative ideas to the table, assuring our clients the latest techniques and technology in security. Our commitment to you and to our security officers is that we will do our very best and set a standard that will be followed by the entire private security industry.



PERSONAL GUARANTEE

We, at Anderson Security, provide you with expert professional service when you need it. Through our experience and dedication, I am able to offer my personal guarantee.

Kimberly Anderson-Matich, President/CEO



OUR OPERATION



We strive to remain responsive to an ever-changing environment and adopt new technologies and best practices to continually enhance our services and capabilities. The success of our security operations is from our detailed attention to a number of operational elements, working together smoothly and correctly. Unfortunately, while a number of industry publications have published articles about industry quality, it is rare to find published standards by which to judge, benchmark or track quality. Therefore, each company must decide how much time and energy it wishes to devote to this topic as well as develop its

own strategies to leverage strengths and improve weaknesses. Anderson Security utilizes a number of processes intended to focus on our quality of service.

One such method is a periodic survey sent to clients from the Owner/Managing Member. Feedback related to service, satisfaction, issue resolution, client relations, and effectiveness of responsible operational managers are queried.

CLIENT RELATIONSHIP MANAGEMENT

Anderson Security utilizes a software program called Client Relationship Management (CRM) to manage the effectiveness of service delivery, compliant resolution, and overall tracking of performance. CRM is the philosophy and coordinating strategy connecting different managers within our organization so as to coordinate our efforts in creating an overall quality experience for our clients. The Operations Manager tracks activities, cases, and correspondence that impacts the overall management of our security program.



The Security Manager has the full support of the Executive Management Team who is committed to personally visiting DC Ranch sites to confirm that Anderson Security high standards of quality are being met. Anderson Security will periodically conduct an in-depth review of our contract performance that lasts two to three days. The review includes, at a minimum, the following:

- Checking reports and employee files
- Interviewing supervisors and officers
- Examining vehicles and equipment
- Inspecting training records
- Contacting clients to confirm satisfaction with our service

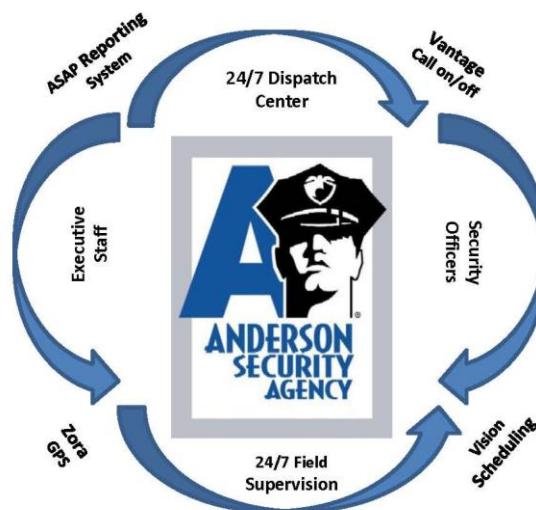
The Security Manager implements action plans based on feedback to ensure that the proper checks and balances are in place and that the Anderson Security, unwavering quality standards, will continue to be met. The Vice President of Operations reviews proposed operational improvements and meets with DC Ranch client representatives to ensure that all areas of contract compliance and any concerns are proactively addressed.

EXPERIENCE AND EXPERTISE

With Anderson Security as your security provider, you can expect to receive unmatched corporate level responsiveness. Most importantly, Anderson Security is a local security provider and continually networks with local, city, and state law enforcement. As a result of our local proximity to all of Phoenix and surrounding cities, the company resources and executive leadership team will always be readily available to meet your needs. This may be in contrast to some well-known national or regional companies, whose executive leadership can be hundreds to thousands of miles away.

The executive leadership team listed below will serve as the responsible leaders and will coordinate liaisons with supporting departments for administrative, logistical, financial and operational matters to ensure superb performance expected of our officers.

Our executive leadership team consists of: Kimberly Anderson-Matich, President/CEO; Debbie Anderson, Executive Vice President; Kenneth Lieberman, Vice President of Operations/Business Development; Sheri Klonowski, Vice President of Corporate Services;





Bonnie Cole, Director of Finance and Tamara Martin, Director of Operations.

Our leadership team has over 136 years of combined security experience which includes management of world class home owner associations.

IMMEDIATE ACCESS TO MANAGEMENT

Whenever real and critical emergencies arise at a site and whenever extra support is needed on very short notice, our clients enjoy the very tangible benefits that arise from our more concentrated local presence. The size of our company makes us an ideal business partner. We have substantial resources that ensure our ability to meet our client's security needs, yet we are simultaneously small enough to lavish extra attention on each client, with the intent of providing stronger, more personalized security services. Our President/CEO is involved in day-to-day operations and can be reached at a moment's notice to make important decisions without delay.



KIMBERLY ANDERSON-MATICH
PRESIDENT/CEO

Kimberly Anderson-Matich was introduced to the security industry at a very young age. She had always aspired to owning her own company and as a result, following in her father's footsteps, established Anderson Security Agency, Ltd. in 1994 offering professional security officers to businesses throughout the Valley. Ms. Matich has surrounded herself with experienced and talented people with decades of experience in the security field. College seminars in security technology, industrial security training, and her involvement in the ASIS International, formerly known as the American Society for Industrial Security, have enhanced her success as well as her talent in public relations.

Kim's foresight has allowed her company to introduce the state's first privately-owned emergency command unit, which is a multi-purpose vehicle used for on-site training, human resources, emergency, and strike situations. She has served on the Board of Directors of Silent Witness and Goodwill Industries; she is a past Secretary and Treasurer of the Phoenix Chapter of ASIS, and serves on the ASIS National Security Services Council. Ms. Matich has been selected as the ASIS Phoenix Chapter's Security Professional of the Year, she was a regional finalist in the Bank One Working Woman Entrepreneurial Excellence Awards for Customer Care and Client Service, and has won a Community Service Award from the North Phoenix Chamber of Commerce along with many other recognitions, award and nominations over the past 20 years.



KENNETH LIEBERMAN**VICE PRESIDENT OPERATIONS/BUSINESS DEVELOPMENT**

Mr. Lieberman has the primary responsibility to oversee all aspects of the local business unit in the Phoenix Operation including but not limited to all operational, scheduling, field supervision, patrol, dispatch, human resources and business development. In his position, Ken is responsible for building, leading and overseeing all of Anderson Security Agency's uniformed Security Officer and Patrol Officer Services.

Ken has more than 30+ years of diverse experience in the security industry, Executive Management experience proficient in Project Management, program development, strategic operations, personnel supervision and business development. Ken has worked for the largest security companies in the country and has held positions as Vice President of Physical Security, General Manager, Regional Director, District Manager and Branch Manager.

During Ken's tenure he has managed and implemented security programs for city, state and federal contracts, as well has expertise in providing professional security services to high-rise, entertainment, warehouse, transportation, technology, medical and residential/homeowners associations.

Ken is originally from the east coast but spent most of his career in Los Angeles then later relocated to Arizona in 2000 where he resides with his family.



DEBBIE ANDERSON**EXECUTIVE VICE PRESIDENT**

Debbie Anderson is the Executive Vice President at Anderson Security Agency, Ltd. Debbie has been with Anderson since 1994. As a member of the Executive Management Team, Debbie is instrumental in shaping the strategic direction of the organization. Debbie provides effective leadership by demonstrating and communicating in-depth knowledge of security operations and Anderson's mission statement and vision. After 35 years in the security industry Debbie is more than qualified to provide that leadership. Debbie also works closely with our President and CEO to identify strategic priorities and determine high level strategic plans.



Debbie founded Anderson Security Academy in 1994 and serves as The President and CEO. The Academy offers the most professional training to security providers in the state of Arizona. As President she insures the curriculum and teachers are of the highest caliber. She brings this information and training available to Anderson Security Agency as a collaborative effort to provide services available in a highly specified format. This cooperation between the two companies in turn provides our clients with the most highly trained professionals in Arizona.

Debbie is an active member of The Arizona Private Security Professionals Association, The American Society for Industrial Security – both locally and nationally, The Arizona Contractor's Association and The National Council of Investigation & Security Services. Debbie has continued her education through seminars and conferences directly related to security as well as through the University of Phoenix Business School.



SHERI KLONOWSKI

VICE PRESIDENT OF CORPORATE SERVICES

Sheri Klonowski is the Vice President of Corporate Services and works closely with the President/CEO to develop and execute strategies for all aspects of the company. Sheri has been with Anderson Security Agency since 1998 and has been instrumental in the growth and success of our organization. Sheri also manages the renewal processes of all insurance policies, insuring Anderson Security Agency remains in compliance with all requirements of our clients. She works closely with all departments to analyze all relevant risk exposures of the organization and to determine the best methods to insure against risk.

Sheri has been a member of The Arizona Private Security Professional's Association since its founding in 2003. As an active member, Sheri attends and coordinates all meetings which give her the opportunity to remain highly involved in the issues surrounding contract security companies in Arizona. She is also a member of the American Society for Industrial Security at both the national and local level for which she currently holds the position of Secretary. Her involvement in ASIS gives her the opportunity to receive on-going education specific to the security industry. She brings these experiences back to Anderson to keep our agency at the highest level of security providers.

Sheri received her Bachelor of Arts Degree from Arizona State University in 1992. As a native of Arizona Sheri is committed to keeping Anderson Security Agency one the most highly respected companies in our state.



BONNIE COLE
DIRECTOR OF FINANCE

Bonnie brings over 30 years of accounting knowledge and experience to Anderson Security. Bonnie began her career in security in 1984 when she worked for the parent company owned and operated by Mr. Howard Anderson, Sr. Bonnie oversees the accounting staff that has given Anderson a leading edge from the financial standpoint. Bonnie works closely with our operation and sales staff insuring our current and potential clients are receiving the best cost cutting advantages we can offer while maintaining the superior customer service our clients have come to expect. Bonnie is involved in the day-to-day operations and works closely with Mrs. Matich to ensure the company celebrates continued financial stability and growth.



TAMARA MARTIN
DIRECTOR OF OPERATIONS

Tamara began her career at Anderson in 2007 as the Executive Assistant to Mrs. Matich. Since then Tamara has played an integral role at Anderson supporting the Executive team, Operations and Sales Staff. Duties too great to list separately, it is Tamara's role to provide support to both internal and external customers in the area of Sales, Operations, Marketing, Human Resources and Benefits. Tamara has recently joined the Operations staff and will be responsible for scheduling and client management. This position along with her background in Human Resources will work in conjunction to ensure the right people are on the right posts with the correct qualifications and training. Tamara graduated from the University of Phoenix in 2008 where she earned her Bachelors in Business Management. Tamara is a current and active member of the Society for Human Resource Management (SHRM) and proudly serves as an Ambassador for the Greater Phoenix Chamber of Commerce.

COMMUNICATIONS

Anderson Security will ensure that our personnel are trained and proficient on the appropriate post orders agreed upon by ASA and DC Ranch Association. The Vice President of Operations/Business Development will conduct weekly on-site meetings with the ASA manager and meet with the Community Manager at a minimum of once per month. The Director of Operations will meet with the Community Manager weekly for the first 30-days and bi-weekly thereafter.



OUR HIRING PROCESS

Anderson Security is one of the largest privately-owned security firms in the State of Arizona. We are **able to provide quality officers, not just bodies, at the same rates as many of our competitors.** We have spent 20 years earning our excellent reputation every day for innovations in technology, quality and professionalism. During that time we have continuously improved our cost effective, customized screening and interview processes.

We are dedicated to recruiting and retaining individuals that are trustworthy, motivated and reliable. Security Officers are one of the nation's largest groups of first responders that play an integral role in crime deterrence and emergency response. Our experienced Human Resources team fully understands the unique and specialized requirements of our industry – and understands the quality required to uphold our responsibility as first responders.

Our success at recruiting, screening and retaining highly motivated officers is clear -- many of the company's employees and managers have been with ASA for over 10 years. Over 10% of our front-line employees have been with us over 10 years.

Anderson Security realized a dramatic reduction in 'time to hire' and 'cost to hire' when we implemented Kwantek's Pre-Hire Solutions. Kwantek has eliminated hours of work for Human Resources and the staff reduced hiring costs -- **and allows Human Resources to focus on presenting only candidates who are qualified for hire.** Kwantek does it all in one paperless system: pre-hire, assessment including for operating style, applicant tracking. Kwantek fully integrates, real-time, with Anderson Security's website.

RECRUITMENT AND MINIMUM QUALIFICATIONS

During our 20 years serving Arizona's notable commercial, government and critical facilities clients, Anderson Security has carefully designed a large number of applicant attraction methods that keep ASA ahead of the competition in cultivating the most qualified applicants.

Anderson Security has 20 years of recruiting experience, which virtually guarantees the highest caliber of employees. Anderson Security uses all methods of recruitment to exceed our client's expectations, from internal referrals to aggressive trade show participation. We focus our recruiting resources on methods that have proven effective, increasing the efficiency of our efforts. Recruiting sources that result in successfully hiring candidates are tracked to ensure that the most effective means are being utilized to assign the most professional, highly-qualified candidates to DC Ranch. Anderson Security utilizes the following sources for recruiting:

- Referrals and contact from our website (<http://www.andersonsecurityagency.com>)
- Job boards



- Colleges, regional newspapers, and job service centers
- Internet recruiting
- U.S. Military sources
- Facebook, Twitter, Linked-In
- Job Fairs and Trade Shows
- Notices placed at local law-enforcement and military offices.

Anderson Security utilizes multiple methods of recruiting candidates to ensure that a continual and ample pool of candidates that are constantly being scrutinized for the purpose of selecting the top percentage of candidates to move to the next step in the process. Our proven recruitment processes ensure DC Ranch that continuous coverage will always be available for officer's replacement, vacation, or unanticipated additional coverage as needed. Anderson Security has the systems and processes in place to ensure that your security needs are continually covered whether scheduled or for unanticipated security coverage.

INTERVIEWS AND COMPLIANCE

After completing the pre-employment exam and application, the applicant is interviewed by the Human Resources Department. During the interview, applicants are screened for their experience and specific aptitudes that may be relevant to specific positions within the organization. Applicants are questioned utilizing behavior interviewing techniques. Each employee file is verified by Human Resource personnel to ensure compliance with hiring requirements and to guarantee that we are only employing top quality people to protect your employees, visitors, customers, assets, proprietary and intellectual property.





BACKGROUND CHECKS

Our background checks span the lifetime of the applicant – much more than industry norms. Background checks conducted by the Arizona Department of Public Safety check the background of our candidates including searching state and federal records for felonies and serious misdemeanors. Anderson Security conducts background checks that also include:

- Previous Employer Reference Verification – Candidates with long lengths of service with prior employers are preferred. Telephonic and/or email inquiries are made with all listed employers up to 10 years; the results of these reference responses are considered in the employment decision. Gaps in employment are discussed in detail with the candidate.
- Verification of Education – Identified educational sources are checked to confirm the candidates educational experience and abilities; transcripts may be required
- DD214
- 39 month Motor Vehicle Record – A MVR is obtained for every new hire. Anderson Security has a contract with the MVD. MVD files are researched to determine any negative activity relating to the driving record of the candidate. Many times, a driver's history can provide excellent insight into their character. All security officers who drive a vehicle for a client are placed on applicable MVD pull-notice programs.

DRUG TESTING

Alcohol and drug use pose a potential threat in work environments. Anderson Security provides a Drug-Free Workplace to ensure a safe and hazard-free work environment for our own officers as well as the employees, guests and visitors to your site. Each employee signs a Drug Test Waiver and we conduct testing at:

- Pre-Employment
- Post-Accident (Field Test)
- Reasonable Suspicion
- Randomly

Anderson Security contracts with a professional testing company to administer drug and alcohol NIDA-certified urinalysis drug screens. Total chain of custody is guaranteed through the use of the contracted laboratory. All information is handled in the utmost confidential manner.

Employees who operate vehicles as part of their responsibilities are required to notify their Supervisor or appropriate manager when taking prescription or non-prescription medication that contains a WARNING LABEL stating that the use of that drug may impair their ability to safely operate machinery or vehicles.



Anderson Security strictly follows all steps required by The Drug-Free Workplace act of 1988 including:

- Publishes a statement notifying its employees that the unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited and specifying the actions that will be taken against employees for violation of the prohibition.
- Anderson Security has an established drug-free policy informing employees about the following:
 - The dangers of drug abuse in the workplace
 - The policy of maintaining a drug-free workplace
 - The penalties that may be imposed upon employees for drug abuse violations

UNIFORMS

The Security Officer is often the first person a visitor to a client's property encounters. This first impression is vital. Anderson Security invests time and money in the development of uniforms that are well recognizable and made of top quality fabrics. Our uniforms stand out amongst our competitors; our logo is not like others and can be recognized in a crowd.

Service excellence requires a professional appearance. It is a constant reminder to our Officers of their obligation to you, our clients. Anderson Security will provide uniforms to all security personnel and are provided with a care instruction sheet. Anderson is the local security employer of choice and our officers wear their uniforms with pride.



Standard Security Officer Uniforms are constantly in stock in various sizes per item. Uniforms and equipment, as required by contract specifications, will be ordered and distributed prior to the contract start date. As frequently as possible, our organization utilizes certified M/WBE and DBE suppliers who supply quality goods at a competitive prices (every cost item must create value for Anderson and for our clients).

Because uniform appearance is an important factor in officer effectiveness, we very clearly define and frequently communicate our strict standards for professional, business-like image and grooming, both verbally and in writing.



Applicants do not move on to our three step screening process unless they meet all criteria on our List of Minimum Qualifications:

Security Officers

- Must be 21 years of age
- Has completed all required training courses as mandated by the State
- No dishonorable or undesirable military discharge or any pattern of irresponsible behavior including but not limited to unreasonable driving, or a problem employment record
- Be able to observe behaviors and report details accurately
- Must have a high school diploma or GED equivalent
- Born or naturalized citizen of the United States, or valid work authorization
- Valid Driver's License
- Must have reliable transportation and valid proof of auto insurance
- Be available to work flexible schedule if necessary
- Must be able to pass the Arizona Department of Public Safety background investigation, which includes, but is not limited to, having no convictions for felonies or any crimes involving moral turpitude or illegal use or possession of a dangerous weapon
- Have no record of discharge from previous employment due to misconduct

Physical Traits

- Must be physically able to conduct foot patrols over uneven terrain and up and down stairways for extended periods.
- Must be able to withstand inclement weather, extend periods of walking and/or standing, reporting incidents to law enforcement agencies.
- Must be able to move quickly in response to emergency situations.
- Must be able to bend, lift up to 25 lbs. and carry the weight of up to 20 feet.

Character Traits

- Be of good moral character with high degree of integrity
- Strong focus on direct accomplishment of post orders
- Strong personal interactive skills; able to interact courteously with the public
- Emotionally and mentally alert and capable of making decisions in accordance with rules, regulations and policies
- Calmly handle stressful situations -- effectively manage and de-escalate situations in a non-confrontational manner

Fluency: Computer / Language / Math

- Must be computer literate
- Be able to comprehend and follow oral orders given in English
- Be able to read and understand fluent English to effectively carry out applied printed rules, detailed orders, instructions, and training materials, communicate with co-workers, and client
- Be able to compose precise short paragraphs, written reports, violations, and other security related incidents in English
- Must be able to read, interpret, implement, and prepare written instructions/post orders, understand and follow oral instructions, and assimilate specialized training
- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers



INSPECTIONS

Our officers are aware that their uniforms will be closely examined by the Security Manager, shift supervisors and Executive Management during unannounced site visits. Our Field Supervision Team conducts regular and non-scheduled inspections to ensure compliance with the Anderson Policy as well as client expectations/contract requirements. Officers are informed of any infractions or compliance issues. Field Supervision also completes an "Inspecting Officers Report".

RETENTION

Anderson maintains excellent performance and high morale among its security force because of well-administered compensation and benefit plans and excellent employee-relations policies. We understand that our ability to recruit high-caliber, security professionals requires an attractive compensation program. We know that employee retention depends on our ability to provide ongoing opportunities to employees to excel and grow, and the experience of making an important contribution to a well-respected, professional organization.

Secrets of Retention - THE THREE R's

- Respect
- Rewards
- Recognition

Keys to successful selection

- Professionalism
 - First impressions count
- Honesty
 - Be realistic
 - Site specific job descriptions
- Knowledge
 - Know the position, the account and the company
- Operations interview
 - Ownership
 - Hiring Manager
- Selling Anderson Security and DC Ranch
 - A Career not just a Job
 - Training programs
 - Career Development
 - Job Opportunities



Reasons for Turnover

- Poor communication
- Unskilled supervisors/managers
- Unsatisfying job responsibilities
- Problems with working conditions
- Pay below market levels
- Inadequate benefits
- Insufficient recognition
- Lack of advancement opportunities
- Interpersonal conflicts
- Personal problems (family, health, etc.)

What Security Officers want?

- Open Communication
 - Open door policy, communication of policy changes, bulletin board, read file, job opportunities, staff meetings
 - MBWA- Management By Walking Around
 - Employees want a voice and to be respected
- Work-life balance
 - Flexible scheduling
- Meaningful work
 - Create pride
 - Show how individual jobs contribute to the program
 - Create ownership- give additional responsibilities

Anderson will:

- Provide consistent officer assignment to these posts
- Provide experienced support staff assuring pre-screening of applicants
- Understand that all persons employed occupy positions of trust and confidence
- Provide extensive screening that includes suitability assessment and a background check.
- Understand that consistent scheduling and controlling turnover rates protects the integrity of the security mission.
- Develop effective incentives to retain employees including competitive wages and benefits, proactive and visible on-site management, and a "promote from within" policy

As a result of successfully providing security services, we will maintain a high retention rate at DC Ranch by utilizing our proven retention methods provided below:

- Compensation above the industry norm
- Ongoing professional training programs to promote personal and professional growth, improve job skills, and enhance self-confidence
- Promotion and career growth opportunities based on assessment of job performance
- New uniforms when needed



- Incentives, including “Officer of the Month” award, and “Officer of the Year” award, At-A-Boy bonuses, Safety Awards and Training Award Referrals
- Networking – referrals of friends, family and work contacts
- Free internet sites – state sites, colleges, veteran centers, etc.
- Anderson’s website
- Newspaper ads (when necessary)
- Internet Job Boards such as Monster, CareerBuilder and local sites
- Job Fairs
- Kwantek

By focusing on these critical methods for high retention, Anderson has successfully maintained high employee morale and minimal attrition, which benefits Anderson and DC Ranch by holding down costs and keeping officers on post that are knowledgeable of the DC Ranch day-to-day operations.

- Longevity bonus
- Vacation (1 week after 1 year of service and completion of 1664 hours and 2 weeks after 2 years of service)
- Incumbent Personnel vacations will be grandfathered and billed as a direct pass through as incurred
- Six paid holidays per year
- Uniforms provided
- Benefits (Medical and Dental)
- Competitive wages
- Hands – On Management Team
- Direct Deposit
- Service Awards after 5 years and every 5 years thereafter
- Referral Bonus (personnel and business)
- 1 paid sick day per year
- 24 hours bereavement
- Jury Duty compensation
- Atta Boy’s (\$25 certificates)
- On-going Training
- Promotional Opportunities
- Promotions – Sergeant, Lieutenant, and Captain
- Officer/Supervisor of the Month
- Officer/Supervisor of the Year
- *Should DC Ranch Association Inc. request that we grandfather incumbent personnel vacation we will direct bill DC Ranch Association Inc. as they incur.*

Our success at recruiting, screening and retaining highly motivated officers is clear -- many of the company’s employees and managers have been with ASA for over 10 years. Over 10% of our front-line employees have been with us over 10 years.



BACK-UP PLAN

1. Anderson will establish a back-up plan to account for absenteeism, sickness or emergency notices that may occur. When a security officer calls off, the following takes place:
2. Post Fulfillment: Officers on duty cannot leave their post until relieved by a trained officer, which provides continuous coverage. Officers that leave a post without relief will be terminated unless there are unusual circumstances.
3. Fulfillment Priority: Client schedules have flexibility built in. The schedule will list all of the trained officers along with their contact numbers and the total weekly hours scheduled to work. Officers with less than 40 hours of work for the week are first contacted to fill-in. Part time officers are hired based on the expectation that they are able to fill in should an unexpected open post occur.
4. Cross Training: A flexible staff of on-call officers who are cross-trained at numerous sites is maintained at our corporate office.
5. Shift Coordination: Where possible, shifts coincide to end at or near the time a cold shift will start in order to have immediate fill in at the post.
6. Call-in Procedure: Officers are required to call off four hours in advance, to our 24-hour Command Center, if they are not going to be at work. Dispatchers have contact information for every Officer in order to determine the best course of action.
7. Arrival Confirmation: Officers on cold start shifts are required to call our 24-hour Command Center to confirm arrival.

VISION/VANTAGE SCHEDULING, PAYROLL & INVOICE SYSTEM

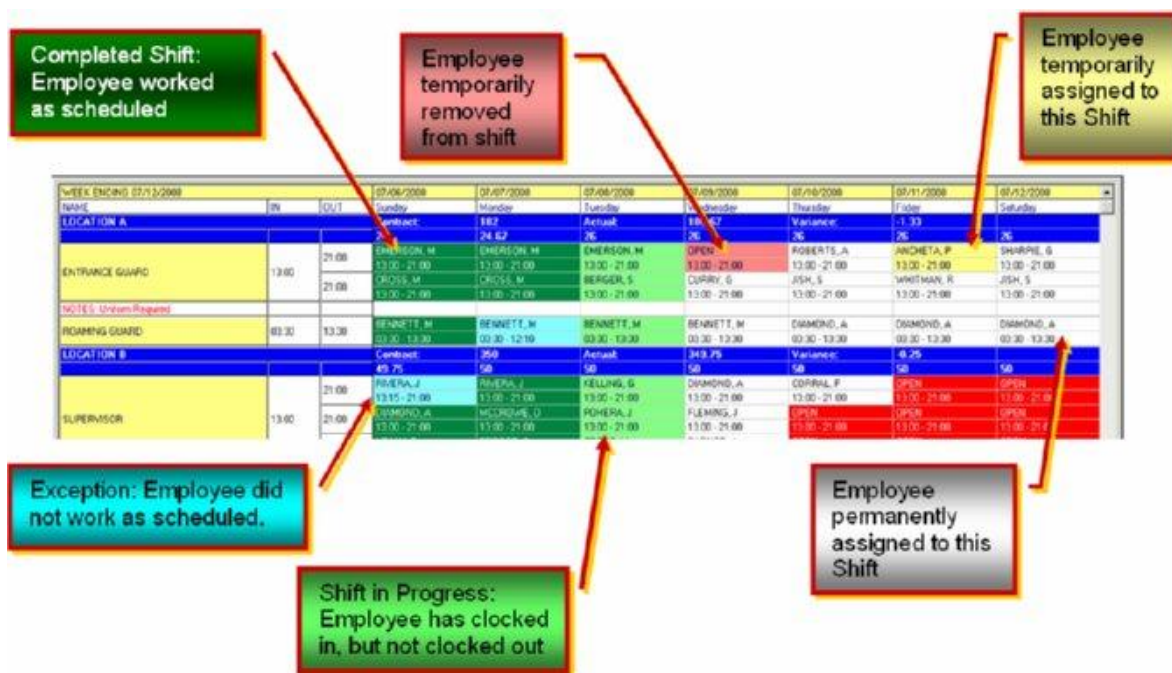
Our officers participate in an automated check-in system which is a module of our sophisticated, green scheduling and billing software program. Our system allows for electronic scheduling, billing, and time keeping records, call on/call off alerts, shift activity, and human resource information. This paperless system allows for various electronic reporting options for auditing purposes and quarterly reports. We will provide a detailed reporting of hours worked on a monthly basis via email. Your representatives shall authorize and approve all billable overtime required to be performed. Anderson Security's automated scheduling system is reliable, accurate and efficient.

Monthly billing is sent via email in the form of an attached PDF.



VISION SCHEDULING SOFTWARE

- Real-time, service-based labor management command center tracks every scheduling event
- Developed exclusively with Microsoft supported products, accessible through PDA, PC, cellular, landline phone
- Utilizes Windows Point & Click functionality and relational database



Vision Scheduling – the right officer in the right place every time



Our scheduling system, fully monitors, manages and analyzes time/attendance, breaks and meal periods. It Can create shifts/insert employees into schedules "on the fly", locate available employees with the right credentials and/or certifications for every position, and prevent conflicts, overfills, and shortfalls.

Management can access the secure **online system** from varied locations and make changes per a client's request or officer's special need at any time. Revisions are made in real time and are **automatically transferred to the payroll and billing systems**. This means you can count on accurate scheduling and correct invoicing time after time. **Our call on/call off system assures for accurate billing each and every week**. Officers utilize a call on/off system that is fully automated and interactive. The technology confirms employee time and attendance and provides supervisors with accurate time collection data. Employees can utilize any telephone. **The system eliminates time theft and unauthorized overtime**. The system can also broadcast messages and employee announcements and will automatically **page or email supervisors when employees do not sign into work**.

Benefits of this tool:


- Fully web-enabled, real time automation to our workforce
- Seamlessly integrate with time collection, payroll and HR solutions
- Schedule employees, track actual hours worked and launch our payroll processing-all from a single database
- Anticipate overtime situations on a daily or weekly basis and stop overtime before a new schedule shift is assigned
- Monitor overtime exposure by comparing scheduled hours on a specific date as well as the days immediately preceding and following the work shift
- Build our schedules once and automatically update for future weeks based on workloads and specific job requirements. Enables multiple pay rates across multiple locations
- Accurately reconcile payroll to billing
- Invoice faster and more accurately for services completed or in progress



The Vision Software program also works in conjunction with the telephone based time and attendance. The phone clock is optimized to allow management of field staff from our 24/7 Dispatch Center. Utilizing the phone clock eliminates the inefficiencies of paper-based timesheets and manual check-in/check-out processes:

- Uses advanced telephony driven by Interactive Voice Response technology to confirm employee time and attendance.
- Pages supervisors when an employee does not sign into work.
- Includes a full-featured messaging application enabling broadcast and employee messages.
- Can be used anywhere employees have access to a telephone (no internet access is required at remote job sites).
- Enables on-the-fly scheduling.
- Helps reconcile payroll to billing.

BILLING EXAMPLE

		ANDERSON SECURITY AGENCY, LTD				
		P.O. Box 42690			Invoice Date: #####	
		Phoenix, AZ 85080			Invoice #: 10001	
		(602) 331-7000			Customer #: 14-2001	
		FID#03-0540692				
		Site: ABC Company			Attention	
		123 E Main Street			Payable Department	
		Phoenix, AZ 85023			(See payment terms below)	
Bill To:		ABC Company			Invoices are delinquent seven (7) days after the due date with a 10% penalty on the 8th day and immediate termination of services, see paragraph 15 of the contract.	
		P.O. Box 42690			The terms below have been approved by your company and are non-negotiable per paragraph 4 of the contract.	
		Phoenix, AZ 85080				
Invoice Date	Invoice Period	Services			PO No.	Term
12/10/2010	12/3/10-12/09/10	Security Services				Net 30 Days
Dates of		Hours				
Service	Tour/Security Officer	Regular	O.T.	Holiday	Rates	Total
12/3/2010	0000-0800 Doe, John	8.00	0.00	0.00	\$18.29	\$146.3200
12/3/2010	0800-1600 Smith, James	8.00	0.00	0.00	\$18.29	\$146.3200
	North Gate					
12/3/2010	0000-0800 Brown, Jane	8.00	0.00	0.00	\$18.29	\$146.3200
12/3/2010	0800-1600 Jones, Jill	8.00	0.00	0.00	\$18.29	\$146.3200
	South Gate					
					Sub Total	\$585.2800
					Total Due	\$585.28



FIELD SUPERVISION

Supervision is an integral part of any successful security program. At Anderson Security, we believe that good supervision should combine the elements of support, guidance and development. At Anderson Security, we recognize that supervision by one manager is never enough; failure to provide contract deliverables is costly, dangerous, and – above all else – unacceptable. Anderson Security has a full-time Field Supervision Team who reports to our Vice President of Operations. They embody an indispensable “double check” of essential contract operations. Our executive team is on-call and will respond to any emergency situation as well, we make unannounced site visits and meet with site supervisors on a monthly basis.

The Field Supervision Teams will perform unannounced inspections on a regular basis and in a marked Anderson Security Agency vehicle. Inspections will confirm that our personnel are present at their post and performing their duties, as assigned. Furthermore, by checking security reports, engaging in training exercises, and/or simply conversing with personnel, these inspections confirm that our on-site officers are executing assignments in accordance with the client’s requirements. We also have two patrol officers on-duty dusk to dawn that provide back up to our Field Supervision team which allows them to respond to emergency situations after hours.



After inspections are completed, the members of the Field Supervision Team prepare detailed reports. The reports summarize findings pertaining to essential performance dimensions, such as licensing, appearance, and familiarity with duties. The reports also address the results of security drills, and the effectiveness of administrative functions, such as recordkeeping and the proper archival of documentation.

These objectives are achieved by maintaining proactive and effective relationships with clients and employees. The Field Supervision Team ensures all operations are in compliance with regulatory licensing requirements and all company policies and procedures.

Inspection criteria during the visit include:

- Job performance
- Completeness/Neatness of uniform
- Personal appearance
- Attitude
- Job knowledge
- Job/Company interest

Bi-annually the site Supervisor will be invited to attend a full day site supervisor training program and conference.



DISPATCH CENTER

Anderson Security's Support Services Team consists of dispatchers and schedulers overseen by the Vice President of Operations. Our seasoned Dispatchers have served in a variety of capacities including Rural Metro, City of Surprise 911, former field supervisors and all have been Officers prior to placement in the Dispatch Center.

Dispatch personnel are responsible for answering calls for service 24 hours a day, 7 days a week, 365 days a year. They also perform a variety of functions necessary to coordinate routine and emergency operations during all hours of operation.



The Anderson Security Dispatch Team is responsible for receiving and responding to all calls for Anderson Security. Dispatch Officers answer calls for service via all forms of electronic communication and dispatch appropriate security personnel.

Dispatch personnel routinely enter activity data in the dispatch system. They also update pertinent information and troubleshoot issues. Dispatch and Scheduling personnel run daily and weekly reports, communicate all security issues with Field Supervision, and evaluate all calls for service ensuring proper action is taken.

UNIFORMS AND EQUIPMENT

The Security Officer is often the first person a visitor to a client's property encounters. This first impression is vital. Anderson Security invests time and money in the development of uniforms that are well recognizable and made of top quality fabrics. Our uniforms stand out amongst our competitors; our logo is not like others and can be recognized in a crowd.

Service excellence requires a professional appearance. It is a constant reminder to our Officers of their obligation to you, our clients. Anderson Security will provide uniforms to all security personnel and are provided with a care instruction sheet. Anderson is the local security employer of choice and our officers wear their uniforms with pride.





Standard Security Officer Uniforms are constantly in stock in various sizes per item. Uniforms and equipment, as required by contract specifications, will be ordered and distributed prior to the contract start date. As frequently as possible, our organization utilizes certified WBE and DBE suppliers who supply quality goods at a competitive price. Because uniform appearance is an important factor in officer effectiveness, we very clearly define and frequently communicate our strict standards for professional, business-like image and grooming, both verbally and in writing.

VEHICLES

Anderson vehicles are professionally maintained late model vehicles kept in a safe fully operable condition at all times. Vehicles are consistently clearly marked on the front, rear, and both sides (where possible/appropriate/as per contract requirements) with distinctive client insignia, Anderson Security Agency logo and the words "COMMUNITY PATROL ". For any problem or concern regarding any vehicle, Anderson Security provides similarly equipped replacement vehicles which are delivered to the site until all repairs are corrected.

Our fleet of vehicles comes equipped with reflective graphics, light bar, high-beam lighting, and state-of-the-art key tracking system. DC Ranch Association is responsible for all fuel and maintenance. Anderson Security will maintain the required license, registration and insurance. Prior to a vehicle being issued, each vehicle is inspected and signed off on by the operator. Officers conduct regular safety inspections, maintenance and fluid checks/replacements.

We will provide an electric two-seat golf cart that is maintained by a licensed, reliable company. The golf cart will be equipped with a strobe light, distinctive client insignia, Anderson Security Agency logo and the words "COMMUNITY PATROL ". This cart will not be street legal. Each cart will have its own regular maintenance schedule. Should a cart break down for any reason, another will be supplied within 48 hours.





MOBILE COMMAND UNIT

**ANDERSON SECURITY WAS THE FIRST
SECURITY COMPANY IN ARIZONA TO HAVE AN
EMERGENCY MOBILE COMMAND UNIT.**



This 34-foot class A motorhome offers a better vantage point from which to provide security services and is used by the company to assist clients on site with workplace violence issues, labor strikes, emergencies and large public events. The high-tech vehicle seats 12 people and is completely equipped with emergency first-aid equipment; crowd and riot control equipment, and has computer capabilities. The unit is outfitted with finger printing equipment and can provide on-site training for officer development and on-site hiring. During the 30-day Transition Plan, Anderson Security will have the mobile Human Resources / Mobile Command Unit on-site to conduct interviews, orientation and complete the new hire process.

Anderson Security can provide the Mobile Command Unit for community events that will provide crime prevention seminars and child identification kits.

SKY WATCH

SkyWatch is available for remote sites without electricity, or for those areas not conducive to human staffing. It elevates from absolute ground level to a second story "eye-level" elevation in just seconds. Anderson Sky Watch is equipped with digitally recorded closed-circuit television cameras that can be monitored by our off-site command center, or by an Anderson Security Officer posted inside the unit.

**VIRTUALLY THE ONLY SECURITY
COMPANY IN ARIZONA THAT HAS A
MOBILE COMMAND UNIT, SKYWATCH AND
AIRPLANE AT ITS DISPOSAL.**





TRAINING

We have standard training which includes 24 hours on-site / un-billable. This time will be adjusted to meet the client's needs and site requirements.

- Training Check-Off List
 - All new Officers will be required to train with the Security Manager. The Security Manager will utilize a Training Check-Off List to ensure that all topics from the Post Orders, including DC Ranch Policy & Procedures have been covered. The Officer and OIC will be required to sign off on the Training Check-Off List.
- All newly assigned Officers will be required to undergo a Golf Cart Training Program which includes testing.
- Evaluations
 - The Security Manager will administer an evaluation of all newly assigned Security Officers.
 - Evaluations will be conducted:
 - First 30-days after assignment on post
 - 90-day follow-up
 - Every 6-months thereafter

Level 1 - Applicants must satisfactorily pass testing in all of the following:	
<ul style="list-style-type: none"> • Drug Screening • Background Investigation • Pre-Assignment Training 	<ul style="list-style-type: none"> • Reliability Survey • Awareness Program • Site-Specific Training
Level 2 - Completion of:	
<ul style="list-style-type: none"> • Orientation • Career Preparation • General Duties of Security Officers • Patrol Procedures • Client Rule Enforcement • Relations with Law Enforcement and the Public • Testifying 	<ul style="list-style-type: none"> • AZ DPS Rules and Regulations • Effectiveness of Private Security (3 Hours) • Public Relations • Client/ Management Relations (2 Hours) • Report Writing (2 Hours) • Criminal Law (2 Hours)
Level 3 - Completion of:	
<ul style="list-style-type: none"> • Laws of Arrest (2 Hours) • Burglary/ Trespass • Criminal Damage/ Littering • Sabotage/ Espionage • Narcotics Detection • Traffic Control • Crowd Control 	<ul style="list-style-type: none"> • Search and Seizure • Robbery/ Theft • Eco-Terrorism Methodology and Awareness • Site Surveys and Assessments • Endangerment/ Assault • Bomb Threats/ Arson • Escorts



Level 4 Professional Security Officer Status upon completion of:	
<ul style="list-style-type: none"> • Radio Communication • Electronics in Security • Juvenile Protection • Stress • Fire Prevention and Suppression 	<ul style="list-style-type: none"> • Interview and Interrogations • Shoplifting • Disturbed Individuals • Safety • Self Defense (4 Hours)

SAFETY

It is our policy to provide a safe workplace for our employees, clients and visitors. All employees have certain responsibilities for their own safety and security but also those they work with.

Those responsibilities include the following:

- Compliance with all safety requirements
- Reporting all injuries, incidents and unsafe conditions.
- Keeping work areas in a safe condition.
- Maintaining knowledge of safety requirements including emergency response and evacuation plans.

Our 24/7 Dispatch Center and Supervisory staff will always be included in all emergency situations. A Supervisor will respond to the incident to support the Officer on post. Post Orders will contain specific instructions on how to handle the following:

- CPR & First-Aid/AED
- Rescue Breathing
- Work Place Violence
- Active Shooter
- Building Evacuation Plan
- Domestic Violence
- Unidentified packages
- Power Outages
- *And much more...*

INCENTIVES AND RECOGNITION

At the heart of our Incentive and Recognition program is a sincere appreciation for hard work, good judgment and continuous improvement. Anderson Security continually recognizes performance excellence in a number of ways including certificates and awards.

All Officers assigned to the DC Ranch Association Inc. will be offered a major medical health plan through Blue Cross and Blue Shield of Arizona. This plan will be 50/50 (i.e. Officer pays 50% and ASA pays 50%).



Blue Cross Blue Shield of Arizona alongside Transamerica offers major medical plans that provide round-the-clock medical coverage. The two plans work in conjunction with one another to offer a premier plan that covers everything from physician office visits to emergency room visits.

Deductible	\$2500 per person
Physician Office Visit	\$25 copay
Specialist	\$40 copay
Lab & X-Ray	100% after deductible
Chiropractic	\$40 copay
Mental Health	\$15 copay
Deductible	\$2500
Prescription Benefit	
Deductible – Level 1	\$15
Deductible – Level 2	\$35
Deductible – Level 3	\$65
Deductible – Level 4	\$120
Emergency Room	\$250 copay
Urgent Care	\$60 copay
Outpatient Surgery	No charge after deductible
Maternity Benefit	No charge after deductible
Inpatient	No charge after deductible



PREPAID DENTAL

Dental benefit plan provided by United Dental Care of Arizona, Inc. offers benefits through a network of Plan Dentists. Benefits are provided at reduced fees called copayments.

Advantages

- No Deductibles
- No Waiting Periods
- Coverage for Pre-existing Conditions
- No Claim Forms for Plan Dentist and Plan Specialist Services
- No Referrals Required for Specialist Services
- No Annual Maximum for Plan Dentist and Plan Specialist Services

You must choose a dentist in the Directory of Dentists and you may choose a different plan dentist for each family member.



EXPERIENCE AND EXPERTISE

Our initial, DPS required and approved – eight hour basic class/orientation is likely the most professional and complete that you will find anywhere. We strongly believe that it is wrong to just hire someone, have them watch a video and sit them at a site. This is a recipe for failure.

Our new officers are followed throughout their six month orientation by a mentor who is responsible for the development, training, comprehension of rules and regulations. Random audits will always continue to be performed on all officers. However, our contracts in highly regulated industries/critical facilities, all Security Officers undergo a Quality Audit (inspection) to include verification of the Security Officer's knowledge of SOPs and a test of competency which may include simulated event scenarios. Test failures, deviations, and non-conformances will result in corrective actions to correct deficiencies. Additionally, each Quality Audit may include inspections of radio equipment, rain coats, flashlights, computer equipment, and shift paperwork, door alarms and light checks.

Anderson Security offers many training opportunities through the Post-Secondary Educational Training Academy, which is dedicated to providing the most professional and highly trained officers in the security industry. It is this commitment to providing the highest quality service in a professional and friendly environment that has become the cornerstone of our mission and vision statements. Our programs are only surpassed by our desire to provide the best quality service to our clients that not only meets, but also exceeds our standards of excellence.

TRANSITION / IMPLEMENTATION PLAN

A seamless transition is extremely vital where security providers are concerned. Attention to detail in each phase of our transition process and systematic communication between our transition team and client representatives has resulted in client satisfaction time and time again.

Upon notice of awarded contract, Anderson Security will immediately deploy its Transition Team; this Team works from an 'operational checklist' that has been developed through many successful transitions. The transition plan is overseen by the Vice President of Operations and involves all departments: Operations, Quality, Business Development, Human Resources and Accounting. Our Checklist ensures that each department representative has a clear, detailed description of their individual and departmental responsibilities and also ensures that your security program reflects the core standards and practices of our organizational philosophy.

Many security firms employ a "one-size-fits-all" transition approach in order to ensure consistency. Instead of a subsidiary company or employees unfamiliar with the local area, our Transition Team is **comprised of an experienced team *with in-depth familiarity of the local area* and the key personnel who will manage your contract after transition. *This sets us apart from many competitors.***



Anderson's Transition Team analyzes all elements of the current security program and captures the incumbent staff readiness, schedules, training, documentation, site procedures and current issues affecting quality and performance. **Anderson Security then custom tailors the transition to include:**

- Task identification and assignment of responsibility
- Measurement of benchmarks
- Post-transition analysis with client reviews to ensure complete client satisfaction.

Anderson Security has served a variety of customers with different security post requirements requiring numerous methodologies. We empower this knowledge and offer our customers innovative means that improve security operations and quality while also reducing costs.

HIGHLY CUSTOMIZED TRANSITION

This highly customized transition described below and on the chart on the following pages, ensures:

- Zero disruptions to ongoing tasks and activities
- No loss of wanted incumbent personnel through attrition or inability to recruit
- No decreased post coverage due to start-up inefficiencies
- Strict timeline and standards of excellence are maintained
- Management control systems, administrative and operating procedures in-place at start date
- Any efficiencies and potential savings are identified

Our Transition Team works very closely with client representatives to ensure that transition goals, security program needs and contract requirements are clearly articulated. This minimizes the chances for any gaps in coverage, schedule delays, security clearance shortfalls or other start-up actions which could disrupt security coverage.

During the entire transition period, we report the status of our transition planning and preparation regularly. The flow of information between Anderson Security team members and the client throughout each phase ensures that strict timeline and standards of excellence are maintained.

In the Development Phase, detailed assessments of personnel and training needs are conducted and goals and deadlines are established within each department. **In the Coordination Phase**, with needs already fully identified, departments focus on staffing the positions, developing training programs and ordering



equipment. Regular communication, including a regular update by each department, is scheduled to ensure efficiency and effectiveness. During **the Implementation Phase**, training is conducted, quality control measures are identified, implemented and equipment is tested.

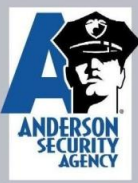
INCUMBENT AND IN-HOUSE COOPERATION

Our transition plan does not depend upon incumbent cooperation, but we welcome and foster it. Anderson Security has substantial expertise working with incumbent security providers and our policy is to develop a respectful working relationship between Anderson Security and the outgoing incumbent. Also during the transition, we seek clear guidelines and boundaries with any In-House Security, including preferred communication methods and emergency protocols.

It is not uncommon for a client to want to retain members of the current staff in order to maintain valuable working site knowledge. However, clients may deem it necessary to replace officers if it's in the site's best interest. Anderson Security has handled numerous transitions of both types. If desired, Anderson Security will focus efforts on retaining incumbent staff who meet contract specific criteria, are in good standing with client and who meet our stringent hiring requirements.

This team establishes Training Plans for the acceptable incumbent candidates. Incumbent personnel always require additional training. Part of our higher quality of security service program occurs from our training curriculums, which generally are treated as optional professional development modules at most other security firms.



TRANSITION TASKS / TIME LINE: 30 DAYS				
 FUNCTIONS	Business Days			
	1-5	8-13	16-21	24-29
Contract Awarded				
Conduct Initial Planning Meeting with Client				
Liaison with Incumbent Provider and/or client in-house security				
Tour Site--Obtain Service Details				
Establish Communication Channels, Internal & w/Client and Schedule Weekly Meetings				
DEVELOPMENT PHASE TASKS				
Conduct Detailed Assessments as Listed in Narrative Above (to include staffing and training requirements/needs review)				
Create Site-Specific Transition Schedule and Anderson Security Departmental Action Plans				
Determine Client Desired Billing/Payroll Procedures				
Develop Job Descriptions for Each Post				
Review Uniform and Equipment Needs				
Recruit Incumbent Officers				
Create Site Schedule				
COORDINATION PHASE TASKS				
Obtain Client Approval of Site Supervisor-Begin Sups Training				
Finalize Employment of Incumbent Personnel				
Targeted Recruitment & Pre-employment Screening of Needed Personnel including Reserve Force-Promoting from within when possible				
Development of Training Program: SOP's, Customized Training Modules, On-going Training Plans, Emergency Plans				
Create Cross Training				
Conduct Final HR Processing Steps: Background Checks, Drug Screen, Clearances, etc.				
Final Selection of Personnel				
Prepare Training Schedule for New and Incumbent Officers				
Fitting of Uniforms				
Obtain Client Approval of Training Program, SOP's, etc.				
Obtain Client Approval of Final Personnel Selection, if needed				
Develop Site Specific Quality Control Plan				
Finalize Personnel Roster				
Refine Work Schedule				

IMPLEMENTATION PHASE TASKS				
Initiate Training Programs: Site Orientation, Classroom Pre-Assignment Training				
Issue Written Employee records to Client if/as required				
Conduct OJT				
Conduct Advanced Training				
Finalize Safety Program				
Final and Test Quality Control Plans				
Test Officer Monitoring Equipment and Communications				
PRE- AND POST- CONTRACT START				
Transition Evaluation by Management				
Client Pre-Start Meeting				
Review Training and Quality Control Needs Throughout Service				
Personnel Performance Assessment				
Transition Evaluation & Review with Client				
Continual Audit of Quality Controls Findings for Improvements				





CLIENT REFERENCES

Desert Mountain Master Association

Bill Fultz, Director of Security
10550 E. Desert Hills Drive
Scottsdale, AZ 85262
480-595-4220
BFultz@DesertMt.com

Aviano Community Association

Marsha Hove, Community Manager
22500 N. Aviano Way
Phoenix, AZ 85050
480-538-2800
mhove@ccmcnet.com

City of Phoenix – Water Services Department

John Culwell, Water Services Security Supervisor
6202 North 24th Street
Phoenix, AZ 85016
602-534-9581
John.culwell@phoenix.gov

Shamrock Foods

John Colligan, Compliance Manager
2540 North 29th Avenue
Phoenix, AZ 85009
602-477-6580
John_Colligan@ShamrockFoods.com



SCOPE OF SERVICES

Anderson Security Agency, Ltd. is pleased to provide DC Ranch Inc. with an unarmed, uniformed security officer for a total 1464 hours. This is a high visibility post that requires constant monitoring and physical checks of the facility. The Officers will be responsible for preventing, deterring and reporting any issues related to (but not limited):

DC Ranch is a Master Planned Community located in North Scottsdale. The community covers approximately 4,400 acres, comprised of single-family homes, condominium developments, commercial facilities, and common community and recreational facilities. This includes five manned gatehouses, 13 unmanned gates, one un-gated neighborhood and two community centers. Presently, the community association membership consists of approximately 2,600 residents and lot owners. The community will build out at approximately 3,000 homes.

Service shall commence on January 1, 2015 at 001 hours and shall continue through December 31, 2015 11:59 hours. Additional contractual years may be awarded within the contract. Contract years cannot exceed (3) three years without reopening the bid process.

- Security at DC Ranch should accomplish the following set objectives:
 - Security personnel shall enforce policies and procedures using the most current technology provided, while providing exceptional customer service.
 - Construction admittance shall be controlled through proper communication and identification on a daily basis at all neighborhood entrances.
 - Security personnel shall conduct themselves professionally through proper appearance using courteous and respectable behavior.
 - Security personnel shall actively patrol the community and access points (i.e. path and trails, streets) using different modes of transportation (i.e. by foot, golf cart, bicycle or vehicle).
 - Guests shall be welcomed with professionalism in accordance with DC Ranch security procedures. They are to be logged into access systems, checked and authorized through resident contacts, and guided to their destination, if needed.
 - Guards shall greet all residents and guests warmly and handle all situations respectfully and firmly.
 - Guards shall be knowledgeable of all physical locations, characteristics and amenities within all neighborhoods.
 - Guards shall be trained and ready to assist in emergency situations and be able to identify when to call appropriate parties for resolution or further assistance.

Security Company will be responsible for staffing personnel at all five (5) manned gatehouses and three (3) patrolling units. All five (5) manned gates are staffed 24 hours a day, with two (2) patrol guards



staffed 24 hours a day and one (1) patrol guard staffed eight (8) hours a day. Total billable hours shall be 1,464 hours per week with approximately 37 employees on staff.

The Security Company shall provide one Security Manager to oversee general security operations and supervision of the staff and community, who will report directly to the Director of Security employed by DC Ranch Association. The Security Manager shall be provided with a cell phone by the Security Company and may be supported by additional Shift Supervisors as needed. Security Company shall also provide two (2) computers and one (1) printer, along with any associated supplies, repairs or replacements for the sole use of the Security Company staff. The Security Company will also provide basic office supplies for the use at four (4) of the manned gates staff related to administration (i.e. pens, notepads, paper clips, ink for printers and staples). All supplies needed at the West Gate will be provided by DC Ranch Association.

In an effort to retain quality personnel and maintain exceptional customer service, DC Ranch Association requests minimum starting wages for all guards to include full benefits and other incentives for maintaining a premier security presence. A minimum starting wage with potential increases must be submitted for all personnel and be outlined within the bid proposal. A detailed summary of company benefits shall also be provided separately within the bid proposal. Please be prepared to outline and discuss your philosophy on employee retention, along with how your company will provide exceptional customer service to our residents and guests.

Security Company is to provide uniforms for all security guards. Uniforms shall be black pants, belt, black shoes and white shirts. Long sleeve uniforms will be provided to individuals with arm tattoos. All Uniforms are to be approved by DC Ranch Association.

The Security Company is expected to be actively hiring and recruiting for open positions whenever necessary. The Ranch Association's Director of Security must meet and approve all final candidates before they are assigned to a position within the community.

DC Ranch Association retains the right to have any contracted employee removed from the community upon request made through the Security Company's manager or supervisor. Training for all guards will be conducted through joint efforts of the DC Ranch Association and the Security Company. Additional training series may be required throughout the contract during which all guards will be paid at normal hourly rates.

It is the goal of DC Ranch Association to provide quality and consistent staffing with little or no turnover to allow for development of professional relationships with our residents. In an effort to retain personnel, DC Ranch Association will provide incentives and penalties associated with staff retention. The Ranch Association requests your specific recommendations within the bid proposal outlining incentive and penalty clauses to be included in the contract.



Selected companies will be requested to make a presentation to the Security committee on October 21, 2014.

Each gatehouse is equipped with audio/video equipment that operates 24 hours a day, every day. Equipment shall be monitored for functionality on a regular basis, as its use is vital to monitoring security operations for the DC Ranch Community.

The DC Ranch Association currently utilizes the Applications By Design, Inc. (ABDI) Software System to log guests and to program transponders. The Security Company will be responsible for all tracking of resident information, along with guest and vendor arrivals. Guards will be responsible for programming, installing and troubleshooting resident and contractor transponders.

Payment for services shall be based on actual hours worked. A detailed account of each employee's real time worked shall accompany each monthly bill. Total weekly billable hours shall not exceed 1464 hours per week without prior written authorization by the Ranch Association. Weekly staff assigned to site shall be at least 37 employees. Additional hours may be required for special events and traffic control for maintenance related events, and must be preapproved by the DC Ranch Association. Additional hours will be billable at the same contracted rate. DC Ranch Association will not be responsible for overtime rates due to staffing shortages or holidays.

The Security Company shall provide two (2) hybrid vehicles for patrol, one (1) hybrid vehicle for the Security Manager, and one (1) golf cart to be used on property. DC Ranch Association shall approve all vehicles before they are operated within DC Ranch. The Security Company shall hold title on the vehicles and be responsible for all insurance costs. DC Ranch Association will be responsible for the daily operating costs associated with fuel and maintenance, which will not be billed by the Security Company.



Anderson Security Agency, Ltd. is pleased to provide DC Ranch Association Inc. with rates for unarmed, uniformed security officer(s). Our proposal is firm and binding for 120-days from the date of this proposal unless otherwise determined by an authorized representative of Anderson Security.

Officer Pay Rate	Final Billing Rate
\$13.00	\$22.50
\$14.50	\$24.00
\$24.00	\$32.00

	Hourly	Monthly	Annual
Composite Rate	\$22.90	\$145,277.60	\$1,743,331.20

	Monthly	Annual
Hybrid Vehicle (3)	\$4,500	\$54,000
Electric Golf Cart (1)	\$300	\$3,600

Discount: 2% 10 Net 30

Please know that we don't want to just be your security provider, we want to be your security partner.

This rate is based on 1464 weekly hours, 52 weeks a year. This rate includes:

Field Supervision
24/7 Dispatch Center
Vantage/Vision Scheduling and Billing
Software
Site Cell Phone
Major Medical Health Insurance
Dental Insurance

2 laptop computers and 1 printer
Office supplies for each manned
gatehouse
24 hours on-site training
56-Hour Training Academy



Licenses, Registrations and Specialized Certifications

Legal Name:	Anderson Security Agency, Ltd.
Years in Business:	20
Armed/Unarmed DPS License Number	1003692
Private Investigations License Number	1002945
Unique Certifications:	ISO 2001:2008 Compliant Certified Woman-Owned Business (WBENC) through the Women's Business Enterprise National Council Department of Defense Clearance Better Business Bureau Accredited A+ Business since 1995

Highlights

- Over 450 employees across Arizona; one of the largest woman-owned security firms in the State
- Entirely U.S. owned, privately held corporation, 20 years of financial stability
- Locally managed, owner-operated office in Phoenix
- Executive Leadership Team with over 100 years of combined security experience
- Industry employer of choice – competitive wages, benefit packages, and unmatched commitment to professional development
- Quality Control methods include Field Supervision Team reporting directly to Vice President of Operations
- Consistently rank in the Top 10 of “Ranking Arizona: The Best of Arizona Business”
- Executive Leadership Team with over 136 years of combined security service.