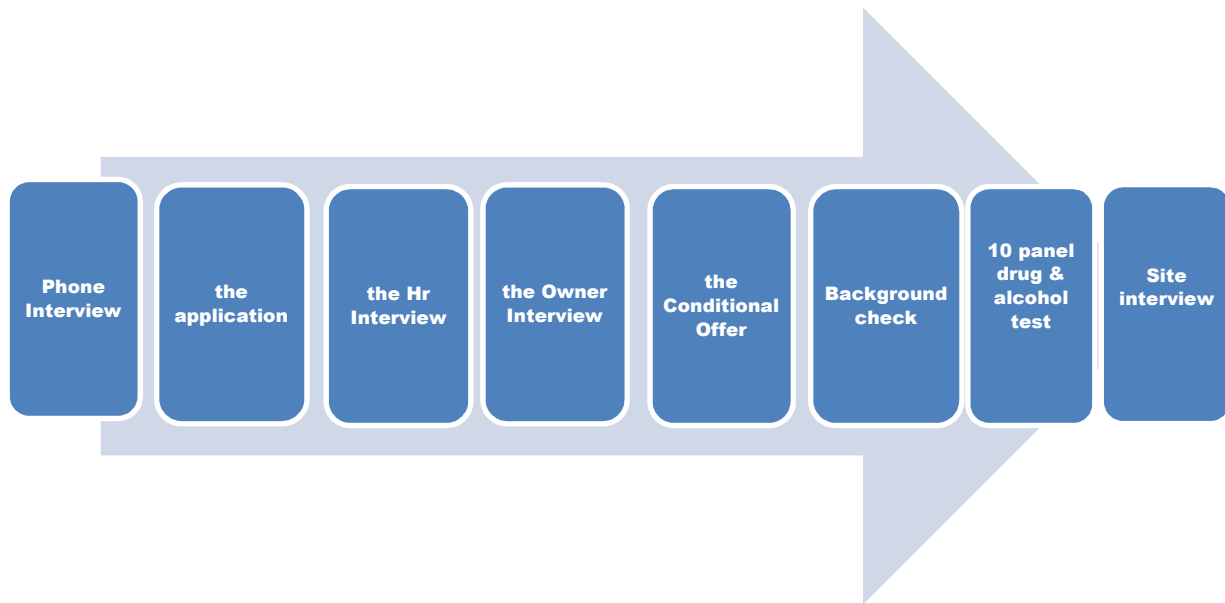


## SELECTION PROCESS



**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!

## 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.