

MANAGEMENT & SUPERVISION

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



Unannounced Inspections

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

Quality Control

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

A typical Trident monthly QC meeting:



VALUE- ADDED SERVICES

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

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

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

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



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

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

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