



SECURITY OFFICER RETENTION PLAN FOR DC RANCH

A key ingredient to successful retention is recruitment and skill-set evaluation; placement of proper personnel in a position from the onset. Our recruitment and hiring of DC Ranch security personnel will be focused on:

- Military or LE experience preferred
- Proven high-end HOA experience
- Computer/technology proficiency
- Customer Service Experience

Although pay is very important, security officers want & feel that they have value. Providing officers the opportunity to learn, train, and gain experience provides that sense of value/worth. We believe establishing a merit/training based compensation model at DC Ranch will help with officer retention.

Beginning Officer: Pay Rate \$13.00

- Orientation Training
- CPR/FIRST AID/AED
- Fire Extinguisher Training
- Successful completion of Post Order Test & Security Drill Exercises
- Gated Community Development Program Level 1 Within 90 days
- Securitas Gated Community Training
- Access Control Fundamentals/Equipment
- Customer Service Excellence/Essentials
- Perimeter & Vehicle Access Control
- Telephone & Radio Communications
- Report Writing Techniques/Writing for Business Results
- Advanced Certification Level 1
- Complete 90 day Probationary Period
- Maintain Excellent attendance record
- Maintain uniforms and equipment
- Receive excellent scores on inspections and spot checks

OFFICER I: Pay Rate \$13.25

- Complete 90 days of service at DC Ranch
- Gated Community Development Program Level 2 due within 180 days
- Emergency Response
- Dealing with Difficult Customer/Diffusing Anger & Violence Techniques
- Hazard and Near Miss Identification
- Fire Safety Training
- Egress and Emergency Action Plans
- Advanced Certification Level 2
- Maintain Excellent attendance record
- Maintain uniforms and equipment
- Receive excellent scores on inspections and spot checks
- Score an acceptable rating on performance evaluation

OFFICER II: Pay Rate \$13.60 (5% increase in six months)

- Complete 180 days of service at DC Ranch
- Gated Community Development Program Level 3 within 365 Days
- Harassment & Discrimination
- Law & Order
- Limits to Authority
- Verbal Judo for Conflict Resolution
- Advanced Certification level 3 Training
- Maintain Excellent attendance record
- Maintain uniforms and equipment
- Receive excellent scores on inspections and spot checks
- Acceptable rating on performance evaluation
- One year of Service
- Pay Rate \$13.75
- 5% merit based annual increases thereafter (acceptable rating on performance evaluation)

PATROL OFFICER I (non-supervisory): Pay Rate \$13.50

- Gated Community Patrol Officer Development Program
- Securitas Gated Community Training
- AED/CPR/First Aid Training
- Responding to Emergencies / Blood borne Pathogens Training
- Security Awareness Training
- Fire Extinguisher Training
- Snake Handling
- Customer Service Essentials/Excellence
- Patrol Techniques & Tips
- Report Writing / Writing for Business Results
- Telephone & Radio Communication
- Dealing with Difficult Customers
- Hazards and Near Miss Identification
- Verbal Judo for Conflict Resolution
- Fire Safety Training
- Egress and Emergency Action Plan
- Harassment and Discrimination
- Law & Order
- Limits to Authority
- Advanced Certification Training Levels 1, 2, & 3

PATROL OFFICER II (shift supervisor): Pay Rate \$14.00

- Gated Community Supervisor Development Program
- Certified Securitas Supervisor Program
- Team Development
- Coaching and Counseling of Employees
- Managing Employee Performance
- Client Service Skills for Managers/Supervisors
- Employee Relations Training
- Risk Management Training
- FEMA Professional Development Courses
- Introduction to Emergency Exercises
- Fundamentals of Emergency Management
- Emergency Planning
- Leadership and Influence
- Decision Making and Problem Solving
- Effective Communication
- Developing Managers and Volunteers

Security Officers want/need frequent and positive feedback regarding their performance. Again, this helps validate their worth to the organization. In addition to the merit/training based compensation plan, officers will be recognized and rewarded in other ways. This positive feedback and recognition will also help officer retention:

- 90 day performance evaluation
- 180 day performance evaluation
- One year performance evaluation and annually thereafter.
- My Rewards Points for Attendance
- My Rewards Points for Appearance
- My Rewards Points for Client/Customer Recognition
- My Rewards Points for Outstanding Performance
- My Rewards Points for Accident Free Driving
- Officer/Supervisor of the Month Award opportunity-Securitas Arizona Branch
- Officer of the Month Award @ DC Ranch
- Ability to work as the Safety Officer for DC Ranch

SECURITY STAFF RETENTION INCENTIVE-PENALTY PLAN

Reviewed Quarterly: **90%** retention or greater of Securitas Security Staff, Client will pay Securitas a Retention Incentive amount of \$1,000.00. Possible annual amount to be paid by DC Ranch Association: \$4,000.00

Reviewed Quarterly: less than **90%** retention of Securitas Security Staff, Securitas will pay Client a Penalty amount of \$1,000.00. Possible annual amount to be paid by Securitas: \$4,000.00.