



PROPOSAL FOR **SECURITY SERVICES**



**SAFETY
SECURITY
SATISFACTION**

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To Courtyards At Nautica Condominium Association,

My name is Richard Quattrucci and I'd like to take the opportunity to introduce you to All Star Security Services Inc. We are an industry-leading security provider operating since 2005, with locally responsive offices throughout Florida.

We provide career paths for many security professionals while happily serving our main clients in a range of verticals. At All Star Security Services, our tactical mission is to maximize your ROI by bringing you the best people, most advanced technology, and greatest resources in the security officer sector.

We take security and our execution personally. We've been successful by having strong communication with our clients and our ability to hire the right officers. One of the strongest factors for poor execution from security companies is the lack of paying guards correctly. The security industry is known for paying wages below the standards. We want to change this narrative because we believe clients and employees deserve more if you don't pay people right how can you expect them to care? Today security has solely become more about squeezing as much profit as possible and less on the actual service being provided.

We run our company like a football team because it's imperative to get buy-in from everyone. In Florida what we've seen of the security service industry, in general, is not up to our standards.

One of the benefits of working with us is our robust security platform. Our platform offers a client portal in which you can log in at any time and see live updates. You can see Live Tracking, Tracking History, Incident Reports w/ picture or video, if necessary, Checkpoint Reports & much more. We find this has promoted transparency between us and our clients. In today's world, it's important to be in sync at the click of a button.

Thank you again for the opportunity to submit a proposal.

Sincerely,
Richard Quattrucci
Operations Manager,
All-Star Security

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All Star Security will provide you with licensed D&G, insured, CPR trained, AED Certified Security Officers. Each Security Professional has been screened to the standards of the Florida Department of Agriculture and Consumer Services.



- 1) Our pre-employment background check is very thorough and well thought out. We have implemented a pre-employment digital psychological test and a psychological interview. Furthermore, our personnel all submit to a battery of aptitude tests, a 5-panel drug screening, and extensive in-service training regarding criminal law and police defensive tactics.
- 2) All Star Security offers, supervisory personnel to insure strict adherence to our general orders and your rules, regulations and ordinances. All Star Security supervisors are utilized as a liaison between All Star Security and our clients. Supervisors are on duty 24 hours a day, 365 days per year for your convenience and will regularly make spot checks to prevent the issue of complacency. It is our belief that in order to assure the best quality of service that we stand by, we must keep close relationships with our personnel both on and off duty.
- 3) At All Star Security, all of our security officers will be equipped with two-way radios or equivalent to ensure constant communication with our management team.
- 4) Each and every security officer will be linked into a software platform through their mobile phone where we will monitor analytical data to ensure we are operating at peak performance. The client and team members will also have access to a portal to review this data at any time.

All Star Security has taken a unique approach to the business of security services. Many of our competitors employ minimally screened and trained Officers. Our approach involves a proactive theory of well-groomed, exceptionally trained, uniformed security officers. Our strategy entails several steps to mitigate the possibility and opportunity for theft of property, or injury to persons within the facility. The following is an overview of our Security Officer Project:

Applicant Screening

The quality we bring to your community begins long before you see our security officers. Our team has resolved to make the recruitment and training of our personnel the key to our success; in that, we conduct hiring initiatives on a regular basis with over 600 applicants per month, with an average of 10 new appointees per month. Most applicants are unable to meet our strict qualifications. We spend a lot of time looking for candidates who can grow with us long term.

Training

All Star Security conducts training that exceeds that of any of our competitor's programs. The knowledge of our management team is passed on to our new employees, we believe in a hands-on team orientated approach. All Star Security personnel must:



- A. Pass Security Officer General Assessment Test
- B. Attend hands on site training with managers
- C. Pass customer service assessment test.
- D. Attend Yearly Mandatory Training Courses for D & G Licensing
- E. Keep up to date on Emergency procedures
- F. Attend First Aid Training
- G. Train Disengagement Techniques

Method

Our uniformed security Officers are trained to act as a criminal deterrent by adopting the principals of the C.P.O.P (*community police officer program*) methodology. Simply put, our Officers are encouraged to be an approachable source of information to patrons, residents and employees. Letting the public know that we are there for them generates a feeling of community and safety.

Patrol

The placement of our security officers is what generally places All Star Security in the position to confidently describe the implementation of our security officer project as authentic. Our security officers are trained to make visible foot patrols throughout their posts in undetermined patterns. We encourage our personnel to interact with your patrons and employees in addition to standing a fixed post.

Compliance

All Star Security has developed a theory of
"Enforcement through Reinforcement"



The management, having thirty combined years of security and law enforcement experience, has realized that prevention of crime can be accomplished by utilizing tactical approaches, rather than accusations and the traditional methods of our predecessors. The art of *verbal judo* is commonplace in our organization and has often been effective in deescalating volatile situations.

Uniforms

Our uniformed security officers are outfitted with police-type uniforms. Our corporate general orders, require that our personnel keep their uniforms presentable and clean at all times. Their shoes are clean; military-style and men are clean-shaven with neat haircuts. Our female officers are held to the same standard. We pride ourselves on the appearance of our personnel, as they are representing our agency in your community.

Supervision

All Star Security supervisory personnel are required to possess a minimum of 10 years of security experience. Our supervisors are charged with scheduling, assigning security posts, and acting as liaison between the Board of Directors and our client. Supervisory personnel are available to you 24 hours every day in order maintain quality assurance and customer service on behalf of All Star Security.

24 Hour Customer Service

All Star Security stands above our competitors by providing an open line of communication with our clientele 24/7

Our agency is staffed around the clock with customer service representatives for your convenience. Our dispatch team are not salespeople; they are security professionals assigned to light duty or administrative functions. Desk personnel are utilized as watch-commanders with full authority to make supervisory decisions for All Star Security.



Cost

You can significantly reduce your liability with our \$3 Million comprehensive Insurance Policy

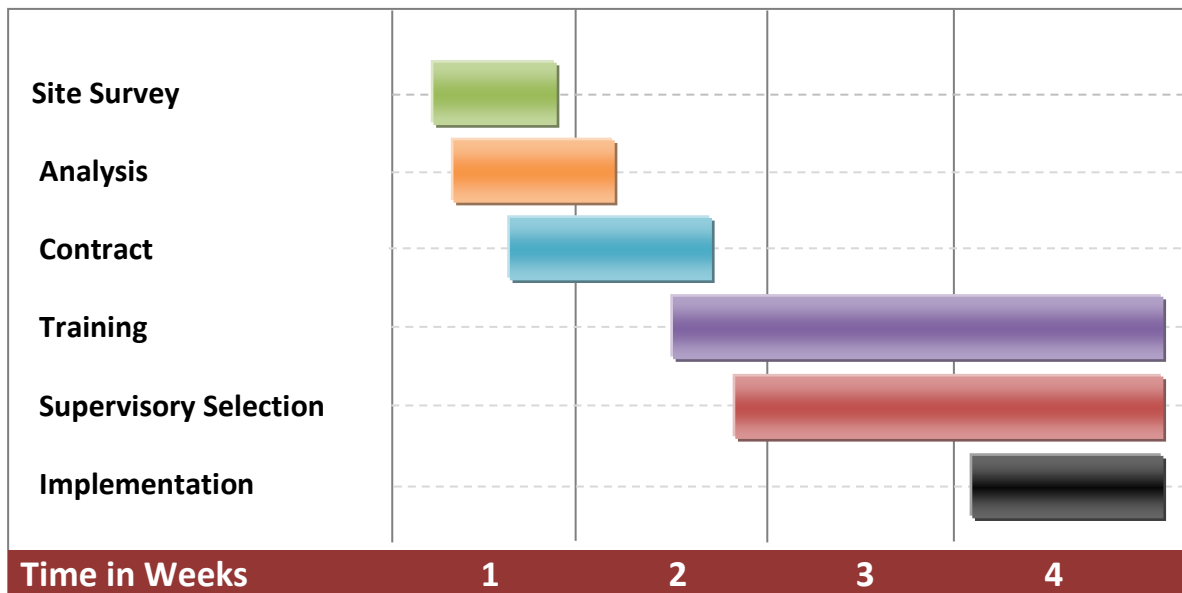


All Star Security will provide you with a forensic breakdown of our costing specifications. All Star Security maintains a philosophy that in order to retain the highest quality security professionals in the industry, we must compensate them commensurate to their qualifications. The Board of Directors has resolved to reduce our profit margin rather than decrease a security officer's salary. Our costing structure provides for a well-paid security professional and a conservative rate to our client.

All Star Security maintains insurance that is much higher than the minimum aggregate coverage obtained by most of our competitors. Our Legal Division recommends that in order to protect our employees and assets as well as yours, we must maintain financial security in full force and effect at a level that far exceeds industry standard on both liability and workman’s comp coverage.



Security Service Project Schedule



Having reviewed in detail your request for proposal particulars and understood the scope and schedule of the project, All Star Security is poised to put together a first-class team of security professionals who we think are particularly suited to the project. We will select prospective supervisory personnel on their ability and suitability for the type of project, and of course their availability to start right away if we are fortunate enough to be appointed.

Pictured above is a preliminary plan for project development. All Star Security will partner with you in every stage of this project and act as both consultants and colleagues to work in a manner commensurate with both of our agency’s relative skills – bringing greatly enhanced value to the project.



Improve Performance

Communicate schedules, assign tasks and collect reports in real-time. Guardso is built to improve the performance of your security guards, a security management solution that can truly make a big difference to your security guard's performance.



Client Satisfaction

Experience elevated client's satisfaction with Guardso and retain them for longer periods of time. Allow clients to access reports online and other important information on the go with our guard monitoring system.



Streamlined Operations

Guardso takes the hassle out of your security patrol operations by improving the way data is channeled throughout your company and enhances the flow of communication between on-site guards, your staff, and clients for optimized performance.



Address Accountability

Address the accountability of each one of your guards with Guardso. Find out which guard is checked in at which site, if the guard is performing the right tasks and conducting tours regularly, submitting reports on time and much more.



Simple Implementation

The user-friendly interface is easy to be used by the security manager, guards as well as the clients. Start using the system within minutes without any additional training costs. Just download, install and you are ready to start with the app.



Simplify Reporting

Guardso allows the guards to submit multiple reports from their post sites via the mobile app. Get automatic notifications on the dashboard when your officers submit their reports, easily review and approve reports to share them with your clients.



Deliver Quality

Truly improve the quality of service you provide to your clients with Guardso. Make effective decisions based on quality data to address accountability and significantly improve the way your guards do their job.



Ensured Compliance

Ensure compliance by sharing your company policies with your security guards. Share post order, tasks, notes concerning post sites with your guards so they have the access to the accurate information when they need it.



Stay Organized

Guardso helps you stay organized by systematizing all the important data in one place and making it available to your entire staff when needed. Guardso stores all your data on the cloud and makes it readily available in a secure and easy way.



Reduced Liability

Make the right information available to your guards on the site with Guardso. Share the clearly defined post orders stating what guards needs to do on-site. By relaying the right information in post orders you can reduce the liability on your part.



Collaborate Easier

With multiple user access, your entire staff can access information from multiple devices. You can define the role of each user to give them limited access to the features of Guardso to make collaborating with your staff easier.



Increased Productivity

Guardso helps clearly define the tasks for your guards to increase their productivity on the client site. With features like online reporting, site tours, tasks your company benefits significantly from using Guardso.



Customer Satisfaction

Provide high-quality customer service to your clients. Your entire staff can interact with customers using the accurate data that is readily available. Guardso makes it easier for you to share the right piece of information with the clients.



Incident Management

Get detailed insights into the daily incidents on-site with daily incident reports. Pre-analyzed charts help you understand the level of threat at individual sites so that you can assess your security needs.



Guard Safety

With Guardso' GPS Tour Monitoring system, easily verify remote posts with photos, timestamping, and GPS tracking reports. In case of disruptions, external help can be summoned to the exact location cutting down the need for assumptions.



Paperless Management

Guardso automates your business and replaces the need for time-sheets and paper reports sent to the client, so you can reduce the use of paper in the business and make your contribution to the environment by turning into a paperless business.



Actionable Insights

Get actionable insights from the client sites with the reports submitted by the guards. Use the data to incorporate data-driven decision making into your private patrol operations to drive accountability and profitability.



Automate Tasks

Easily manage Guardso in-house to reduce administrative work. Enjoy automated tasks and processes with shift-templates and the scheduling module. All features are built to help you optimize your private patrol operations.

“Exhibit A”

Cost Structure

All Star Security will furnish the Client. with licensed and insured security officers. Our hourly rates for this project are:

A) (2) Unarmed Security Officers

(2) 8hr Shifts | 6 Days a Week

Total Hours: 128hrs Weekly

18.28 per hr. | Plus tax (19.56)

No Hidden or Extra Fees

Total: \$19.56 x 128hrs = 2503.68 Weekly “includes tax”

B) (1) Unarmed Security Officer

(1) 10hr Shift | 6 Days a Week

Total Hours: 60hrs Weekly

20.54 per hr. | Plus tax (21.98)

No Hidden or Extra Fees

Total: \$21.98 x 60hrs = 1318.80 Weekly “includes tax”

C) (1) Unarmed Security Officer

(1) 12hr Shift | 6 Days a Week

Total Hours: 72hrs Weekly

19.89 per hr. | Plus tax (21.28)

No Hidden or Extra Fees

Total: \$21.28 x 72hrs = 1532.16 Weekly “includes tax”

The above hourly rate covers all officers and supplies needed including supplies.

Account Manager(s) time is not billed in any way to the client. Our operation managers will be on site approximately 8 hours per week at un-announced times to check up on the assigned security officers.

The Security Officer Platform is courtesy of All Star Security. We do not bill the client for installation, monitoring or up-keep of this system.

Overtime is never billed to the Client. We have accounted for project overtime in our billable rate.

Holidays are billed at time and a half. All Star Security recognizes federally recognized holidays only.

Uniforms, equipment or other expenses are never billed to Client.

Training and in-service seminars and coursework are not billed to Client

Recent Client References

Tamara Adrien
Title: Safety & Risk Management Associate
Company: Care Resource
P: 305-203-5230 x410
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Jay Serin
Title: Property Manager
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Edinson Rebolledo
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Company Contacts

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