



South-Dade Venture
Community Development District

<http://southdadecdd.com>

Jessica Cabrera, Chair

Curtis Cooper, Vice Chair

Mike Cruz, Supervisor

Victor Valladares, Supervisor

Desiree Rivera, Supervisor

August 6, 2026



South-Dade Venture Community Development District

Special Meeting Agenda

Seat 4: Jessica Cabrera – (C.)	
Seat 1: Curtis Cooper – (V.C.)	
Seat 3: Mike Cruz – (S.)	
Seat 5: Victor Valladares – (S.)	
Seat 2: Desiree Rivera – (S.)	

**Thursday
August 6, 2026
1:00p.m.**

**Waterstone Bay Clubhouse
1355 Waterstone Way, Homestead, FL 33033
[Join the meeting now](#)**

**Meeting ID: 253 996 849 871 829 and Passcode: Yo2C6Zj9
1 872-240-4685 and Phone Conference ID: 993 102 712#**

1. Roll Call and Pledge of Allegiance
2. Discussion of Security Services
 - A. Maverick Security Services Proposed Bill Rate Increase – **Page 3**
 - B. Delta Five Security – **Page 4**
 - C. KS Services – **Page 14**
 - D. U.S. Security – **Page 61**
 - E. Veridian Security Services – **Page 88**
 - F. Vested Security – **Page 125**
3. Staff Reports
 - A. Attorney
 - B. Engineer
 - C. Field Manager
 - D. Manager
4. Supervisors Requests and Audience Comments
5. Adjournment

Meetings are open to the public and may be continued to a time, date and place certain. For more information regarding this CDD please visit the website: <http://southdadecdd.com>



Proposed Bill rate increase for South Dade Ventures June 22nd 2026

Current Bill Rate

Guard Rate	\$18.85 an hour 384 hours a week= \$7,226.88
Gate 1 Lead	\$21.00 an hour 40 hours a week= \$840.00
Gate 2 Lead	\$20.10 an hour 40 hours a week= \$804.00
Gate 3 Lead	\$20.10 an hour 40 hours a week= \$804.00
	= \$9,674.88 a week
	Yearly Budget = \$503,093.76

Proposed Bill Rate after September 14, 2026

Guard Rate	\$20.50 an hour 384 hours a week= \$7,872.00
Gate 1 Lead	\$21.50 an hour 40 hours a week= \$860.00
Gate 2 Lead	\$21.50 an hour 40 hours a week= \$860.00
Gate 3 Lead	\$21.50 an hour 40 hours a week= \$860.00
	= \$10,452.00 a week
	Yearly budget = \$543,504.00 (Not including holidays)



13595 SW 134th Ave, Suite #211
Miami, FL 33186
Ph: 305-635-6200

Proposal especially prepared for:

SOUTH-DADE VENTURE CDD
1355 Waterstone Way
Homestead, FL 33033

Proposal Date: June 22nd, 2026





June 22nd, 2026

Ben Quesada, LCAM
District Manager
SOUTH-DADE VENTURE CDD
1355 Waterstone Way
Homestead, FL 33033

Re: Proposal for security guard services at SOUTH-DADE VENTURE CDD

Dear Mr. Quesada:

Thank you for considering our company as your potential provider of Security Guard Services. We prioritize honesty, transparency, and complete customer satisfaction, starting from your initial inquiry about our services.

Our personalized customer service is unparalleled in the industry. Unlike large national and regional companies often burdened by corporate bureaucracies, our team is extremely nimble and responsive to customer needs, allowing us to quickly customize services to best suit each client.

After reviewing the scope of services described for your community, we are confident that our company is highly qualified to provide the high-quality services that SOUTH-DADE VENTURE CDD residents expect and deserve.

We understand the challenges property managers and association board members face in choosing a security guard company that fits their community. For your consideration, we offer the following information:

Company Background:

- Founded in 2007, we employ approximately 400 armed and unarmed security officers, front desk ambassadors, and access control officers.
- We have extensive experience in the private sector, providing services to luxury condominiums, residential communities, commercial office buildings, construction sites, and more. Our first corporate client, a Fortune 500 company, has been with us since January 2008 and remains a satisfied client.
- In the public sector, we serve government contracts at Miami International and Opa-Locka airports, Miami Dade County courthouses, parks and marinas, and other county facilities.

Personalized Service:

Our management team and security officers assigned to SOUTH-DADE VENTURE CDD will be trained to provide personalized, courteous service to all residents, visitors, and vendors. We will work closely with the property manager to ensure a seamless partnership.

Customer Satisfaction:

Excellent customer service and satisfaction are our top priorities. We promptly address and resolve any concerns to the customer's satisfaction.

Security Reporting:

We will handle all security-related issues as described in the post orders and provide digital reports directly to your computer or smartphone. In case of emergencies, we will notify you immediately, even after hours.

Customer Service Training:

Our training program, developed by hospitality industry experts, includes:

- o Service excellence
- o Identifying customer needs
- o Customer-friendly communication
- o Handling difficult residents or visitors with care
- o Exceeding customer expectations

Advanced Monitoring:

We use a state-of-the-art GPS-enabled system to monitor officer performance and streamline communications. Our online management reporting system provides timely access to reports, including parking enforcement, maintenance, and safety issues, available 24/7 from any internet-connected device.

Professional Appearance:

Our security officers and front desk ambassadors adhere to strict grooming standards and wear clean, neatly pressed attire. Unkempt facial hair, unconventional hairstyles, or exposed body piercings unsuitable for the workplace are not allowed, and offensive tattoos must be covered.

Background Checks:

- All employees assigned to SOUTH-DADE VENTURE CDD undergo comprehensive background checks, including:
 - o Employment application review and verification
 - o Interviews and evaluations for position suitability
 - o Criminal, sexual predator, and additional checks
 - o Pre-employment and random drug testing
- Licensed security officers submit fingerprints and photographs for national criminal history checks by the Florida Department of Law Enforcement and the FBI. We also conduct additional criminal checks, including local county violations and nationwide sexual predator databases.

Enclosed is a proposal and recommended budgets for the services and positions you requested. Hourly bill rates and pay rates are interrelated, affecting the quality of officers assigned to your community. Higher bill rates translate to increased hourly pay for officers, enabling us to hire and retain better-qualified personnel.

We pride ourselves on transparency in pricing and welcome any questions you may have. Thank you for considering our proposal. We look forward to becoming your preferred provider of security services soon.

Sincerely,



Joe Diaz
CEO



Proposal to provide the following services at:

**SOUTH-DADE VENTURE CDD
1355 Waterstone Way
Homestead, FL 33033**

Unarmed Access Control Services

"Honesty, transparency and excellent customer service"

At Delta Five Security, we blend our extensive law enforcement experience with years of servicing clients in both the private and public sectors. Our approach emphasizes customer service and hospitality training, as we believe these skills are crucial for security officers to perform their duties effectively.

Commitment to Excellence:

Residents and visitors at SOUTH-DADE VENTURE CDD deserve superior service, and we are highly qualified to deliver it. We have partnered with an independent company specializing in customer service training for the hospitality industry to develop an exclusive training program for our security officers and front desk ambassadors.

Professional Standards:

Our commitment to excellence includes enforcing proper uniform wear, grooming standards, and personal hygiene. These elements are critical for making a positive first impression and gaining the respect of those we serve.

Training Provided:

Personnel assigned to SOUTH-DADE VENTURE CDD will receive comprehensive training, including:

- Delta Five Security customer service training
- Life safety systems and water damage mitigation procedures
- Emergency evacuation
- Community rules, policies, and procedures
- Access control and screening procedures (if applicable)
- Uniform, physical appearance, and hygiene policies
- Post orders and management directives
- Assisting property management and maintenance (lighting reports/violations)
- Identifying and reporting safety hazards
- Parking violations and vehicle towing (if applicable)

Our personnel will be well-equipped to handle emergency situations and address residents' or visitors' service requests efficiently. An account manager will serve as your liaison to ensure smooth communication and service delivery.

Unique Customer Service and Hospitality Training:

Developed by experts specializing in training programs for major hotel chains, large hospitals, financial institutions, major corporations, and federal government agencies, our training includes:

- Attitude of excellent service
- Identifying customer needs
- Thoughtful body language and words
- Uncompromising service at every contact point
- Resolving conflict
- Exceeding customer expectations

Quality Control Program:

To ensure we consistently deliver high-quality service, our quality control program monitors guard performance and client satisfaction. Supervisors and customer service specialists review daily activities and reports. Periodically, a manager or specialist contacts clients to discuss satisfaction and any pertinent issues.

GPS-Enabled Guard Management and Reporting System:

Our online system allows clients 24/7 access to reports and information from any device. Officers submit timely reports of shift activity reports, incident reports, maintenance issues, parking enforcement reports, which are routed to the appropriate department for immediate action.

Our system always allows us to monitor security officers' job performance and includes a GPS equipped guard touring system. The system captures the officers' arrival on site, their tour of duty, sign off times and saves those reports in real time.

Delta Five Security Residential Community Special Services

Community Policing:

We create partnerships with residents, maintaining open communication. Security officers are trained to detect unusual or suspicious activities and will distribute business cards encouraging residents to report any concerns.

This is a sample of the on-duty guards business card issued to residents:



Reporting Violations and Safety Hazards:

Our officers monitor safety hazards, non-working lights, and community rules violations, reporting these issues to property management.

Unauthorized Tenants/Squatters:

We monitor and report unauthorized persons in the community, assisting in identifying and removing squatters in cooperation with local police, when requested by management.

Parking Enforcement and Towing:

We enforce parking violations and tow illegally parked or abandoned vehicles upon request.

Management Assistance Services (MAS):

We assist property management and community association boards in identifying and reporting rule violations, safety hazards, unauthorized vehicles, and squatters. Our officers also liaise with local police and help set up Citizens' Crime Watch Programs.

License information –

Delta Five Security is licensed as a Security Agency in the state of Florida under license #B 2700066.

FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES		
WILTON SIMPSON COMMISSIONER		
DIVISION OF LICENSING		
03/06/25 DATE ISSUED	04/25/28 DATE OF EXPIRATION	B 2700066 LICENSE NUMBER
DELTA FIVE SECURITY, LLC		
13595 S W 134TH AVENUE SUITE 211 MIAMI, FL 33186		
DIAZ, JOSE A., PRESIDENT		
THE <i>SECURITY AGENCY</i> NAMED ABOVE IS LICENSED AND REGULATED UNDER THE PROVISIONS OF CHAPTER 493, FLORIDA STATUTES.		
	 WILTON SIMPSON COMMISSIONER	

Recommended budget for SOUTH-DADE VENTURE CDD

Our goal is to provide the best value for your investment. Our pricing considers manpower requirements, the scope of services, and any special equipment or services needed. We offer competitive pricing that reflects the quality of service you deserve.

Please remember that hourly bill rates and pay rates are interrelated, affecting the quality of officers assigned to your account. Higher bill rates translate to increased hourly pay for officers, enabling us to hire and retain better-qualified personnel.

Enclosed is a proposed budget for the services you requested:

Delta Five Security - Proposed budget for South-Dade Venture CDD - 504 hrs per week

Post Type	Hourly Rate	Weekly Hours	Monthly Cost	Yearly Cost	Sales Tax 7%	Total Cost
3 Access Control Officers	\$22.00	504	\$48,048.00	\$576,576.00	\$0.00	\$576,576.00
Includes GPS tracking and reporting software			\$0.00	\$0.00	\$0.00	\$0.00
Supervision and Inspections			\$0.00	\$0.00	\$0.00	\$0.00
Monthly status reports			\$0.00	\$0.00	\$0.00	\$0.00
Assigned Account Manager			\$0.00	\$0.00	\$0.00	\$0.00
Estimated Cost of Holidays			\$462.00	\$5,544.00	\$0.00	\$5,544.00
Sub-Totals		504	\$48,510.00	\$582,120.00	\$0.00	\$582,120.00

Vehicle Type	Number of Units	Monthly Cost per Unit	Total Monthly Cost of Vehicles	Annual Cost of Vehicles	Veh Sales Tax of 7%	Total Cost of Vehicles
Fuel Golf Carts	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Patrol Vehicles	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Bicycles	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Client pays the actual cost of fuel + 5% fee or provides fueling options at client's expense. **Estimated yearly cost of fuel:** \$0.00

Proposed Annual Security Budget	582,120.00	0.00	582,120.00
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Number of units in complex	2269
Monthly cost per unit	\$21.38
Annual cost per unit	\$256.55

** This proposed budget is an estimate of costs. The actual cost could vary due to a client requesting an increase or decrease in the number of hours worked or the number of vehicles or holidays worked at the holiday rate specified in the contract.

Why choose Delta Five Security?

The vast experience of the principals, managers and associates of the company means that your business, your home and your family are in the very best hands when you enlist Delta Five Security to protect them. When you engage our services and become our client, you will notice a remarkable difference from many of the security companies you may have previously used.

Ten reasons why you should choose Delta Five Security:

1. Clarity and complete honesty on pricing issues.
2. Excellent support and personal customer service.
3. Best value for your security investment.
4. Exclusive training programs designed by leading experts.
5. Customized training to fit your needs.
6. Strict enforcement of grooming, uniform wear, and personal hygiene standards.
7. Customized reports for each post.
8. Partnership with clients and promotion of teamwork.
9. Friendly, courteous, and efficient service 24/7.
10. The most experienced security team in South Florida.

There are literally thousands of security companies out there and we must earn your business, your trust and your respect every day. We promise to work hard to become the premier source for all your security and investigations.



“Honesty, transparency and excellent customer service”

Delta Five Security - Proposed budget for South-Dade Venture CDD - 504 hrs per week

Post Type	Hourly Rate	Weekly Hours	Monthly Cost	Yearly Cost	Sales Tax 7%	Total Cost
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Supervision and Inspections			\$0.00	\$0.00	\$0.00	\$0.00
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Bicycles	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Client pays the actual cost of fuel + 5% fee or provides fueling options at client's expense. Estimated yearly cost of fuel:						\$0.00

Proposed Annual Security Budget	582,120.00	0.00	582,120.00
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PROPOSAL

**South Dade Venture CDD
Waterstone
Homestead, FL**

July 7, 2026



II. Introduction Letter

Ben Quesada, District Manager

South Dade Venture CDD

Waterstone

Homestead, FL

Request for Proposal: Security Services

Date: July 7, 2026

KS Services Response to South Dade Venture CDD Request for Proposal for Security Services

Dear Mr. Quesada and members of the evaluation committee for South Dade Venture CDD,

KS Services is honored to submit this proposal in response to South Dade Venture CDD's Request for Proposals for Security Services at the Waterstone Community. We appreciate the opportunity to support one of South Florida's premier residential communities and recognize the importance of maintaining a safe, secure, and professionally managed environment for residents, guests, vendors, staff, and community property.

We understand that Waterstone is more than a gated community. It is a vibrant residential neighborhood where security personnel play a critical role in maintaining access control, resident safety, visitor management, and overall community security. Providing security in this environment requires more than staffing gatehouses and patrols. It requires highly qualified personnel with sound judgment, strong communication skills, extensive security experience, and the ability to respond professionally and effectively in a variety of situations.

With more than forty-four years of experience providing professional security services throughout Florida, KS Services brings the operational discipline, management oversight, and personnel standards necessary to support the District's security objectives. Our officers are trained to provide professional access control, visitor screening, routine patrols, incident and emergency response, contractor and vendor management, and clear, detailed reporting while maintaining exceptional customer service for residents and guests.

KS Services is fully committed to meeting these requirements by assigning qualified, vetted, and properly licensed personnel who reflect the professionalism expected by South Dade Venture CDD. Our recruitment, screening, training, and supervisory processes are designed to ensure that every assigned officer is prepared to operate within a residential community environment while maintaining strict compliance with District policies, post orders, emergency procedures, and community standards.

We look forward to the opportunity to serve South Dade Venture CDD and provide security services that reflect the safety, professionalism, accountability, and operational excellence expected within the Waterstone Community.



We respectfully submit a proposal designed to support the South Dade Venture CDD's ongoing commitment to safety, and operational excellence.

For ease of review, our response is structured into the following sections:

I. Cover Page	1
II. Introduction Letter	2
III. Company Qualifications and Experience	5
Ownership / Operational Structure	8
Operational Footprint and Florida Operational Footprint	9
24/7 Command Center	10
Emergency Operations Center (EOC) Functionality	10
Emergency Management	10
Hurricane / Disaster Response and Preparedness	12
Electronic Reporting Platform & Officer Accountability	14
IV. Staffing and Recruitment Plan	16
KS Services Leadership Team	16
Resumes of Key KS Services Leadership	17
Proposed Staffing Plan & Covered Structure	23
Hiring Standards, Background Screening Procedures, and Proposed Security Officers	25
General Officer Qualifications and Certifications	26
Five Pillars of Operational Excellence	27
No Call No Show Policy & Procedures	29
KS Services Supervisory Structure	31
V. Training Protocols	32
KS Services Comprehensive Training Methodology	32
VI. Proof of Licensing and Insurance	41
KS Services Security License	41
KS Services State of Florida Woman Business Certification	42
KS Services Certificate of Insurance	43
VII. Cost and Compensation Structure	44
X. References	45



The following individuals are authorized to make representations on behalf of KS Services.

- Gil Neuman
Chief Executive Officer
gneuman@kssl.com
305-919-9400 ext 206
- Ron Neuman
President
ronneuman@kssl.com
305-919-9400 ext 268

KS Services welcomes the opportunity to discuss this proposal in greater detail. We are confident that our extensive experience, proven adaptability, and commitment to innovation uniquely positions us to support South Dade Venture CDD in maintaining a secure, professional, and resilient environment.

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III. Company Qualifications and Experience

With more than 44 years in business and dedicated service, KS Services has earned a respected reputation for delivering reliable, professional, and client-focused solutions tailored to the unique and distinct needs of government institutions, municipal partners, special taxing districts, private communities and commercial properties.

Founded in 1982 and headquartered at 14600 Biscayne Blvd., North Miami, FL 33181, KS Services has grown into one of Florida's most recognized and trusted full-service security providers. Our expertise spans a comprehensive range of services, including certified Armed and Unarmed Security Officers, Mobile Patrols, Access Control programs, Gatehouse Security, Event Security, and Specialized Protective Services. We proudly serve and support a diverse client base – delivering security operations that enhance public safety, strengthen organizational resilience, and promote exceptional client satisfaction.

Our workforce includes more than 2,000 highly trained professionals, each equipped with the advanced skills, tools, and rigorous training necessary to protect complex environments. Through our long-standing partnerships with Miami-Dade County, City of Miami, Florida Department of Management Services, Monterra Community Development District, KS Services has consistently demonstrated the capacity to manage large-scale, critical security operations with precision, professionalism, and unwavering reliability.

In addition to providing superior physical security services, KS Services integrates advanced technologies – including AI-driven monitoring platforms, GPS tracking, and real-time incident reporting systems – to ensure transparency, enhance officer performance, and support proactive security management. This strategic blend of proven methodologies and innovation tools allows us to meet the evolving security needs of our clients while ensuring the highest standards of accountability and operational excellence.

Contract Experience:

Below is a summary of current key clients where KS Services currently provides services, along with a description of the scope and impact of our work:

- 1. Monterra Community Development District (CDD) (2015 - Present)**

As the security provider for Monterra CDD, KS Services ensures the safety of residents and property (approximately 850 homes) through:

- Gatehouse security
- Controlled access at entry points.
- Regular roving patrols across community spaces and facilities.
- Engagement with residents to build trust and address security concerns proactively.
- On-site operations management

- 2. City of Miami (2009 - Present)**

KS Services provides comprehensive security services for municipal buildings, parks, and facilities. Our responsibilities include:

- 24/7 patrols to ensure safety in public spaces.
- Access control at key municipal locations.
- Emergency response and public safety coordination during special events.
- Implementation of AI-driven tools to monitor incident trends and enhance security measures.



3. **Miami-Dade County (2014 - Present)**

For over a decade, KS Services has delivered security services to Miami-Dade County's government facilities and public venues. Key services include:

- Armed and unarmed guard services.
- Comprehensive risk assessments for high-profile county sites.
- Crowd management and emergency planning during large-scale events.

4. **City of Coral Gables (2017 - Present)**

KS Services provides patrol and monitoring services for neighborhoods within the City of Coral Gables special taxing districts. These districts require tailored security plans to address community-specific concerns, including:

- Routine patrols to deter unauthorized activity.
- Close collaboration with local law enforcement to enhance crime prevention.
- Advanced perimeter monitoring technologies to improve incident response times.

5. **Florida Department of Transportation (FDOT) (2024-Present)**

For FDOT facilities, KS Services provides critical security services to ensure the safety of infrastructure and personnel. Key services include:

- Security patrols at transportation hubs and offices.
- Incident response and traffic management during emergencies.
- Monitoring critical access points to safeguard sensitive areas.

6. **Four Ambassadors Association (40+ years)**

KS Services delivery comprehensive unarmed guard services for the Four Ambassadors' Association. Key services include:

- Controlled access at primary entry points with credential verification
- Concierge style lobby security and visitor management
- Door, Stairway and common area oversight to enhance resident safety
- Structured patrols of towers, amenities, and perimeter areas
- Roving security presence to deter loitering, trespassing and policy violations

7. **Boca Bridges (4+ years)**

At Boca Bridges, a luxury master-planned gated community, KS Services provides structured residential security operations tailored to high-value estates. Our responsibilities include:

- 24/7 gatehouse operations with comprehensive access control and credential validation.
- Visitor and vendor management with documented entry protocols
- Roving patrols services across residential, clubhouse amenities, and recreational facilities
- Incident reporting and documentation with management notification procedures

8. **Imperial at Brickell (40+ years)**

At Imperial at Brickell, KS Services provide unarmed security services tailored to high rise residential environment. Our responsibilities include:

- Roving coverage of parking garages, amenity areas, and perimeter zones
- Regular interior and exterior patrols to maintain a visible security presence
- Detailed Incident reporting and communication
- Concierge level lobby security with controlled access procedures.
- Door monitoring with credential management for residents, guests, and vendors

9. **Wells Fargo Center (3+ years)**

KS Services provides unarmed security services for their premier class A commercial office tower located in Miami's financial district. Our responsibilities include

- Concierge style access control at main entry points to manage tenant and visitor flow
- Door monitoring and credential verification to ensure controlled building access
- Structured interior and exterior patrols to deter unauthorized activity
- Roving security coverage to monitor common areas, parking levels and service corridors
- Detailed incident reporting and real-time documentation



10. Florida Department of Management Services (DMS) (2020- Present)

KS Services has collaborated with DMS to safeguard state-managed facilities across Florida. Our responsibilities include:

- Access control for government offices and operational sites.
- Unarmed on-site security personnel.
- Emergency response planning and coordination with local law enforcement.
- Implementation of AI-driven tools to monitor performance and maintain compliance with state regulations.

11. Florida Department of Children and Families (DCF) (2020-Present)

At DCF facilities, KS Services supports staff and visitors by ensuring a safe and secure environment. Services include:

- Unarmed guard services for offices and service centers.
- Conflict resolution and de-escalation training for on-site officers to handle sensitive situations.
- Enhanced security measures to protect vulnerable populations served by DCF.

12. Jewish Federation of Broward County (2003 – Present)

KS Services provides comprehensive Armed Security coverage for the JFBC across multiple facilities within its campus. KS Services delivers 350 guard hours/week, ensuring the safety of staff, visitors, donors, community members, and more. Key services include:

- Armed security presence at multiple locations on campus
- Incident response and emergency management supported by KS Services' Special Operational Group
- Public safety response during special events
- Monitoring critical access points to safeguard sensitive areas.

13. Greater Miami Jewish Federation (2003 – Present)

KS Services provides comprehensive armed security services for the Greater Miami Jewish Federation across multiple facilities and community locations. Our team ensures the safety and protection of staff, visitors, community members and more. Key services include

- Armed security presence at multiple buildings and access points
- Rapid incident response and emergency management
- Security support for high-profile events, community gatherings, and special functions
- Monitoring and control of critical access points to protect sensitive and high risk areas
- Coordination with local law enforcement and emergency responders

Ownership / Operational Structure:

KS Services is a corporation in the state of Florida. Our company is proudly 51% woman owned, reflecting our commitment to diversity and inclusion within our leadership and workforce.





Operational Footprint

KS Services maintains a strong and scalable operational footprint designed to deliver both localized responsiveness and national-level support. Headquartered in South Florida, KS Services operates full-service offices strategically positioned to provide immediate field support, executive oversight and emergency response capabilities.

KS Services maintains active operations in:

- South Florida (Miami-Dade, Broward, Palm Beach Counties)
- Orlando
- Naples/Fort Myers
- New York City
- Washington D.C.
- Seattle

Florida Operational Footprint

Within Florida, KS Services operates more than 35,000 weekly hours across a broad range of clientele. KS Services maintains a robust presence throughout the state of Florida and across multiple counties supporting:

- Community centers and recreational facilities
- Education and youth-focused environments
- High-traffic public facing facilities
- Municipal, Special Taxing Districts, CDDs
- State Agencies
- Government facilities
- Residential and mixed-use properties

Our South Florida headquarters at 14600 Biscayne Blvd, North Miami, FL serves as the command center for regional leadership, training, dispatch coordination, and executive oversight. This local infrastructure allows us to respond quickly, maintain consistent supervision, and ensure accountability at every level of operation.

KS Services combines local responsiveness with national strength, ensuring that South Dade Venture CDD is supported not just by on-site officers – but by a fully structured, multi-layered operational organization designed for resilience, accountability and sustained excellence.



24/7 Command Center

A critical component of KS Service's emergency and continuity framework is our fully staffed 24/7/365 Command Center, which functions as the operational nerve center of our organization.

Operational Capabilities Include:

- Continuous real-time monitoring of officer activity through GPS-enabled systems
- Immediate access to patrol verification logs and incident documentation
- Direct communication channels with on-site officers, supervisors, and regional leadership
- After-hours command oversight and escalation management
- Coordination of replacement coverage for unscheduled absences
- Rapid mobilization of additional personnel during elevated threat conditions.

During routine operations the command Center enhances accountability and transparency. During critical incidents, it transitions into a structured coordination hub, facilitating communication between site leadership, executive management and local law enforcement when necessary.

Emergency Operations Center (EOC) Functionality

Our Command Center is engineered to function as a formal Emergency Operations Center (EOC) during major incidents or natural disasters.

The EOC is supported by:

- 50,000 watt generator with extended fuel capacity
- Satellite communication systems to ensure uninterrupted connectivity
- Access to workforce deployment data across all Florida offices
- Structured command protocols for rapid escalation and resource deployment

This infrastructure allows KS Services to maintain uninterrupted command and coordination capabilities even during power outages or large scale emergencies.

Emergency Management

KS Services' emergency management strategy focuses on readiness, rapid response, and post-incident evaluation:

1. Preparedness
 - Personnel participate in regular scenario-based drills simulating natural disasters, medical emergencies, and security threats. These drills enhance situational awareness and ensure readiness for real-world scenarios.
 - Officers are trained in evacuation procedures, crowd control, and first-responder coordination, allowing them to handle complex emergencies with confidence.
 - Specialized training in de-escalation techniques ensures officers can manage volatile situations effectively, minimizing risk to residents and visitors.

2. Incident Documentation

- Using tools like ProxiGuard Live and WinTeam, officers document incidents in real time, ensuring accurate and actionable records for property management and emergency services. These reports serve as the foundation for post-incident reviews and process improvements.



Client Events Report

Client

Sites

Type

Period

Total Events

Miami World Center

MWC Patrol

MME, INCIDENT

01/22/2018 00:00:00 - 02/01/2018 23:59:00

153

01/22/2018

Events: 4

Type	Site	Time	Worker	Incident	Check Point
MME	MWC Patrol	08:35:33	MWC Rover	Director Wright began shift relieving supervisor Jackson. Performed vehicle inspection.	12150 - Group Site Office
MME	MWC Patrol	09:03:23	MWC Rover	One car parked in Paramount sales office parking lot.	34346 - Sales Office
MME	MWC Patrol	09:06:27	MWC Rover	Demolition crane on site at Venture here. Back gate open.	36545 - Venture Site
MME	MWC Patrol	11:09:38	MWC Rover	The hanger nightclub on 11th Street active.	36147 - Rover 1404 Location
MME	MWC Patrol	15:48:30	MWC Rover	Exiting Miami World Center on route to PC background.	36147 - Rover 1404 Location

Incidents Report

Client

Sites

Workers

Period

Show All

Show All

Show All

02/01/2018 00:00:00 - 02/01/2018 23:59:00

Date: 02/01/2018 01:26:47

Client: Ford

Site: Chateau Ocean

Worker: 815000079

Description

Sfo Garcia noticed on 2/1/2018 at 12:30 am that one of the lamps at the lobby was out. Reported to front desk for work order.

Incidents

Incident / Misc.

Image

Signature

3. Collaboration with First Responders

- Strong relationships with local law enforcement and emergency personnel facilitate rapid escalation and seamless coordination during crises. Our team works closely with these agencies to ensure a unified response.

4. Post-Incident Reviews

- After every emergency, detailed reviews are conducted to evaluate the response and identify areas for improvement. These reviews involve collaboration with property management, ensuring transparency and accountability.

At KS Services, we are fully prepared to handle any emergency or unexpected situation with efficiency and professionalism. Our comprehensive Emergency Response Plan ensures that we can rapidly deploy personnel, equipment, and management to any client site, including Waterstone, should an unforeseen circumstance arise.

We leverage a network of nearly 2,000 trained personnel nationwide, along with a robust infrastructure that includes a 24/7 dispatch command center and GPS-enabled tracking systems for real-time coordination. Our KS Services Emergency Response Team (KERT) is prepared to deploy at a moment's notice to handle situations such as:

- Natural disasters like hurricanes or storms or civil unrest or labor disputes
- Acts of violence or terrorism or Major incidents requiring large-scale security presence.

In the event of a crisis, we will activate our Rapid Response Protocol, which includes mobilizing our personnel and resources to maintain security, restore order, and protect critical assets and personnel. We also utilize our Post Watch™ Quality Control System, which allows our dispatchers to monitor guard activity in real-time, ensuring that we are maintaining optimal coverage during emergencies.

Hurricane / Disaster Response and Preparedness

Hurricanes are a fact of life in Florida. Waterstone can rest assured that should one strike, KS Services has airtight systems in place to ensure ongoing security services for your community, even in the wake of a catastrophic storm. Our 24/7/365 Command Center also serves as the Emergency Operations Center (EOC) for KS Services. The EOC is backed by a 50,000- watt generator with a fuel supply capable of powering our



headquarters for one week. KS Services also has a contract with a fuel company to supply additional fuel if needed. The EOC communication system is supported by four satellite cell phones. The EOC has contact and information pertaining to the schedule of every employee assigned to our five South Florida offices, enabling KS Services to quickly transition to alpha/bravo staffing.



Should our Miami-based EOC fail for any reason, our Naples, Orlando, Seattle or New York City centers will quickly and seamlessly step in and fill the role. In the event of a hurricane or civil disorder, KS Services can mobilize assets, including Officers from offices around the country to the affected location. Today thousands of master and homeowners associations, commercial properties, condominium communities, schools, hospitals, entertainment venues, major corporations, and government facilities count on KS Services.

Our firm has a robust process for preparing for emergency events and special events to ensure continuity of operations and the safety of our personnel. The key steps in our preparation process are as follows:

1. Prior Management Meetings:

- Planning Sessions: Conduct comprehensive management meetings prior to any anticipated emergency or special event to strategize and coordinate response efforts.
- Role Assignments: Assign specific roles and responsibilities to team members to ensure clear communication and efficient execution of the emergency plan.

2. Employee Availability Verification:

- Recruitment Team Outreach: Our recruitment team reaches out to all employees to verify their availability and current locations, ensuring we have a ready and responsive workforce.
- Staffing Adjustments: Adjust staffing levels as needed based on employee availability and the specific requirements of the event.

3. Equipment and Communication Readiness:

- Generator Maintenance: Ensure all generators are in working order and have extra fuel on hand to maintain power during outages.
- Satellite Phone Testing: Regularly test satellite phones to guarantee reliable communication if traditional networks fail.

4. Shift Management:

- 12-Hour Shifts: Implement 12-hour shifts for essential personnel during emergencies or special events to maintain continuous coverage and prevent fatigue.

5. Coordination with Dispatch Centers:

- Plan Sharing: Share our detailed emergency plan and relevant information with our New York dispatch center to ensure seamless coordination.
- Backup Communication: Prepare our New York dispatch center to take over operations in case our Miami dispatch center goes offline, ensuring uninterrupted service.

By following these steps, we ensure that our firm is well-prepared for any emergency or special event, maintaining operational effectiveness and the safety of our personnel.



Electronic Reporting Platform & Officer Accountability

System Used: ProxiGuard Live

ProxiGuard Live serves as our primary platform for incident reporting, activity logging, and real-time operational visibility.

Officers document activity, ensuring that operations are consistently recorded and accessible.

System capabilities include:

- Real-time incident reporting from post
- Structured narrative fields for clear and consistent documentation
- Photo and attachment capability
- Categorized incident classification
- Officer report acknowledgment and submission
- Distribution of Daily Activity Reports
- Exportable reports for management review and auditing

This ensures that all activity, whether routine or incident-related, is documented accurately and communicated promptly to leadership.

ProxiGuard Live also serves as our primary platform for patrol verification.

Using NFC and/or QR-based checkpoint verification, officers physically scan designated locations during patrols. This ensures:

- Verified patrol completion rates
- Time-stamped documentation
- Location-based accountability
- Immediate supervisory visibility

PATROL CONFIRMATION TOOL AND INCIDENT REPORTING



ProxiLive has five Reporting features:

- ⊙ Basic Report
- ⊙ Missed Scan Alert
- ⊙ Daily Guard Duration Report
- ⊙ Client Event Report
- ⊙ Incident Report

Incident reports includes

- ⊙ GPS Location stamp
- ⊙ 1 Photo attachment
- ⊙ 256 Character description
- ⊙ Guard signature
- ⊙ Email to clients automatically

Fully Transparent Reporting:

Kent Services will prepare and provide you with regular reports in all service areas. This includes cleanliness inspections, cost analysis, security evaluations, quality assurance reports, personnel reviews and more.

Client Events Report						
Client	Miami World Center					
Sites	MWC Patrol					
Type	MME, INCIDENT					
Period	01/22/2018 00:00:00 - 02/01/2018 23:59:00					
Total Events	153					
01/22/2018						
Events:						
Type	Site	Time	Worker	Incident	Check Point	
(I) MME	MWC Patrol	08:25:52	MWC Patrol	Director Wright images staff reviewing supervisor Jackson. Performed vehicle inspection.	10136 - Entrance Site Office	
(I) MME	MWC Patrol	09:03:28	MWC Patrol	One car parked in Paramount suite office parking lot.	10140 - Suite Office	
(I) MME	MWC Patrol	09:06:27	MWC Patrol	Demolition crew set up at Venture front. Back gate open.	10145 - Venture Drive	
(I) MME	MWC Patrol	11:09:08	MWC Patrol	Two hanger vehicles on 1100 Street active.	10167 - Hanger 1400 Location	
(I) MME	MWC Patrol	13:46:30	MWC Patrol	Exiting Miami World Center on route to FC background.	10167 - Hanger 1400 Location	

Incidents Report

Client	Show All
Sites	Show All
Workers	Show All
Period	02/01/2018 00:00:00 - 02/01/2018 23:59:00

Date: 02/01/2018 01:29:47

Client: Proxi

Site: Chateau Ocean

Worker: 010000079

Incidents

Incident / MWC

Image

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IV. Staffing and Recruitment Plan

KS Services Leadership Team

KS Services leadership team comprises senior staff members with extensive knowledge in managing government facilities, special taxing districts, municipalities and large-scale community projects. Each member brings decades of experience and expertise in public safety, security operations, personnel management ensuring the Waterstone receives high-quality, consistent, and accountable services.

*****Staffing Plan follows Resume(s) of Key Personnel***

- **Gil Neuman, Chief Executive Officer** – Brings 40 years of security industry experience. Gil holds a bachelor's in electrical engineering from Florida Atlantic University (FAU) and his background includes service in the Israeli Defense Forces, which provides him with a deep understanding of strategic and tactical security operations. Under his leadership, KS Services has grown into an innovative security provider that leverages advanced technologies, such as AI surveillance and GPS-enabled patrol systems.
- **Ron Neuman, President** – Holds the title Esq., with a Bachelor of Science in Business Administration (BSBA) in Management from the University of Florida and an MBA from the University of Miami. Ron plays a critical role in managing government and private client relationships and ensuring that all contractual requirements are met. With a focus on public sector contracts, including his work with the Florida DMS, FDOT, and CDDs, Ron ensures that KS Services remains a trusted partner for government agencies throughout the state.
- **Nelson Barbosa, Head of Training** – A former FBI agent, Nelson is responsible for maintaining our high training standards. He oversees continuous training and quality assurance to ensure that our officers are equipped with the skills and professionalism needed to address diverse security scenarios.
- **Aixanne Jimenez, Contract/District Manager** – Brings 11 years of experience as a District Manager in the security services industry along with 6 years of prior leadership experience at FirstService Residential. Aixanne has extensive oversight experience managing security operations throughout Miami-Dade County and a strong background in condominium communities, commercial properties and large-scale security programs. Her comprehensive understanding of property management allows her to seamlessly align security operations with client expectations and community standards. Aixanne is an invaluable team member who plays a critical role in maintaining high performance standards in security and ensuring client satisfaction.
- **Leslie Pinedo, Human Resources Director** – Brings extensive experience in human resource management and organizational development. Leslie oversees all HR functions at KS Services, including recruitment, employee relations, and compliance with labor laws and regulations. She holds a degree in psychology and a master's in human resource management from Florida International University. With a strategic focus on talent acquisition and employee engagement, Leslie ensures that KS Services attracts, retains top talent.

Resumes of Key KS Services Leadership

Chief Executive Officer

Gil Neuman

KS Services' Chief Executive Officer, **Gil Neuman**, brings over 40 years of experience in the security industry, with more than 25 years serving as CEO. Under his leadership, KS has evolved into a trusted name in security services, managing nearly 2,000 officers and providing tailored solutions to municipalities, luxury residential communities, and state agencies.



Experience in Security Services

Mr. Neuman's extensive experience includes directing complex security operations for government entities and private organizations. His visionary leadership and operational expertise have ensured that KS consistently delivers exceptional service to its clients. Notable highlights include:

- **Municipal Expertise:** Leading security operations for municipalities such as the City of Miami (17 years) and Miami-Dade County (10+ years), focusing on public safety, access control, and event management.
- **Technology Integration:** Introducing AI-driven tools for real-time guard performance monitoring, compliance tracking, and emergency response readiness.
- **Strategic Leadership:** Expanding KS Services' offerings to include advanced surveillance technologies, robotics, and mobile patrol services, aligning with client needs and industry advancements.

Commitment to Excellence

Mr. Neuman is committed to ensuring KS Services meets and exceeds client expectations by prioritizing:

- **Client Engagement:** Collaborating with government officials, community leaders, and private stakeholders to address unique security challenges.
- **Personnel Development:** Advocating for ongoing training programs to enhance officer skills and ensure readiness for dynamic security demands.
- **Operational Transparency:** Building trust through consistent communication, clear reporting, and a proactive approach to problem-solving.

Educational Background

- **Bachelor of Science in Electrical Engineering**
Florida Atlantic University, Boca Raton, FL

Mr. Neuman's technical expertise complements his leadership in security operations, allowing him to drive innovation and efficiency within KS Services' offerings.

NELSON BARBOSA

Director of Quality Control, Training and Compliance

PROFESSIONAL SUMMARY

Retired from the FBI as a Special Agent after twenty-four years of service. I participated in the investigation of a wide range of national and international criminal activities and served six years as an overseas diplomat in Bogota, Colombia and Quito, Ecuador as an Assistant Legal Attaché (ALAT). I also served as the coordinator of the InfraGard South Florida Chapter, an organization of approximately 900 law enforcement and civilian members designed to help fight terrorism. Prior to the FBI, I served as a DEA Diversion Investigator (DI) for four years investigating illicit pharmaceutical, five years in the military reserves, and three years active in the US Marine Corps.



I served as a Global Security Associate Director for a multinational pharmaceutical company responsible for overseeing physical and product security and compliance of its multiple operations in the Latin America and the Caribbean (LAC) region. Currently, I work at KS Services as the Director of Quality, Training and Compliance.

STRENGTHS & EXPERTISE

- **Extensive Investigative experience**
- **International diplomatic relations**
- **Corporate Investigations**
- **Risk Assessment and Crisis Management**
- **Homeland Security**
- **English and Spanish language proficient**
- **Public Speaking**

PRIOR EXPERIENCE:

MIAMI DADE PUBLIC SCHOOLS

Barbara Goleman Sr. High School

Certified Criminal Justice Lead Teacher

9/2015 Current

Responsible for organizing, planning and teaching the Criminal Justice program.



NOVARTIS PHARMACEUTICAL

Global Security – Miami office

Associate Director

2/2014-7/2015

Responsible for overseeing the physical and product security strategic guidelines and company objectives throughout the LAC region. Responsible for investigating internal compliance, fraud, crisis management and code of conduct allegations. Assisted in the development and implementation of security procedures and standards, conducted liaison with local authorities and provided expertise and guidance to security and management personnel. Managed and trained multiple security personnel throughout LAC.

FEDERAL BUREAU OF INVESTIGATIONS (FBI)

Miami office

2/1990-1/2014

Diverse FBI career spanning 24 years investigating wide range of criminal activities such as counterfeiting, drugs/money laundering, bank and armored car robberies, domestic and international terrorism, kidnappings of US citizens abroad, extortions, bombings, crimes aboard aircrafts, and white collar/Medicare fraud. Lead high profile investigations in countries such as Panama, Colombia, Ecuador, Peru, Argentina and Iraq. Served as a diplomat Assistant Legal Attaché (ALAT) in Colombia and have been the recipient of many financial and commendation awards.

DRUG ENFORCEMENT ADMINISTRATION (DEA)

Office of Diversion Control

Diversion Investigator (DI)

1986 – 1990

Four years' experience in the investigation of illicit activities involving pharmaceutical drugs in South Florida. Audited, conducted full investigations, and performed follow-up activities regarding the use of controlled substances by physicians, laboratories and pharmacists. Coordinated with Federal, State and local law enforcement and federal and state regulators.

CHICAGO BOARD OF EDUCATION

School Teacher - Elementary and Intermediate levels

1983 - 1984

1985 - 1986

CHICAGO CITY-WIDE COLLEGES

Adult Education Teacher (Part time- night classes)

1983 - 1986

DEPARTMENT OF VOCATIONAL REHABILITATION SERVICES

UNITED STATES MILITARY

1978 - 1989



United States Marine Corps – Active Duty	1978 – 1980
United States Marine Corps – Reserves	1981 – 1982
Honorable Discharge	
United States Illinois Army National Guard - Reserves	1983 – 1985
Honorable Discharge	
United States Army Reserves	1987 – 1989
Honorable Discharge	

FBI AND CORPORATE EXPERIENCE DETAIL

Corporate Global Security	2014-2015
Counterterrorism Surveillance	2012-2014
Human Intelligence Program -InfraGard Program Coordinator	2008 – 2012
White Collar Crime (Medicare Fraud)	2006 – 2008
Assistant Legal Attaché	2002 – 2006
Criminal Matters	2001 – 2002
Extra-Territorial Matters	2000 – 2001
Assistant Legal Attaché	1999 – 2000
Extra-Territorial Matters	1996 – 1998
Money Laundering/Drugs	1991 – 1996
Bank Robberies/Fugitives	1990 – 1991

EDUCATION/TRAINING:

Certified Fraud Examiner (CFE), 2014

Special Agent - Federal Bureau of Investigation Academy, 1990

Diversion Investigator - Drug Enforcement Administration Academy, 1986

BA in Business Administration & Management – Northeastern Illinois University, 1983



AIXANNE I. JIMENEZ

DISTRICT MANAGER

(786) 239-1101

aixannejimenez@gmail.com

PROFESSIONAL OBJECTIVE

Accomplished District Manager with 10+ years' experience, including sales and client relations. Looking to play a direct role in a company's growth and development to achieve corporate goals.



EXPERIENCE

District Manager, KS Services, North Miami, FL

February 2014-Present

- Oversee 8,500 hours weekly of uniformed employees, supervise up to 7 operations managers.
- Manage up to 31 accounts/operations.
- Coordinate client relations, contract increases/negotiations, sales presentations/business development, set up of job fairs for South Beach-area accounts and property assessments.
- Aid in launch of property start-ups, including: recruitment, scheduling, budgeting, onsite property assessments, patrol and technology implementation, staff training, purchasing
- Attend board meetings.

Corporate Property Coordinator, FirstService Residential, Hollywood, FL February 2010 – 2014

- Oversaw the training, staffing and organization of 34 residential properties throughout South Beach, Brickell, Downtown and Coral Gables.
- Conducted sales presentations, contract renewals and new hire orientations, represented Department at Regional Director meetings and VP Meetings.
- Partnered with board, management and corporate to ensure property-specific site training.
- Assisted with newly acquired property start-ups, including: property-wide customer service/emergency procedure and standard operating procedure trainings.
- Assisted with developing brand identity for each association, attended board/management meetings, partnered with management team to resolve concerns.

The Ritz-Carlton Key Biscayne, Key Biscayne, FL

August 2008 - May 2010

Guest Relations Manager (August 2010-May 2011)

- Led development and integration of Guest Relations and Leisure Reservations departments, assisted in staff training on key software.
- Forged cross-departmental relationships to ensure the planning and delivery of all guest requests, and VIP, Government Official and celebrity guest requests.
- Created and delivered hotel-wide reports tracking guest arrivals, requests, and resolution and follow up on guest incidents, attended daily operations meetings to ensure incident closures.

**Spa Manager****August 2008-August 2010**

- Oversaw all Spa Front Desk Operations and ensured exceptional customer service.
- Served as manager on duty to oversee flawless delivery of service and accommodation.
- Managed staff training, scheduling and payroll.

Designer, Buckler Architects, Coral Gables, FL**October 2002-August 2010**

- Conducted client consultations to gain understanding of clients' needs/wants.
- Oversaw proper delivery of design alongside architect and engineers.
- Utilized AutoCAD Design software for product design.

EDUCATION**FLORIDA STATE UNIVERSITY**, Tallahassee, FL, 1999-2002

School of Interior Design, Bachelor of Science in Interior Design

MIAMI-DADE COLLEGE, Miami, FL, 1996-1999

Associate in Arts

SKILLS

- Fluent in Spanish
- Expertise in AutoCAD Design Suite
- Proficient in Microsoft Office Suite



Proposed Staffing Plan & Covered Structure:

Our proposed security program for South Dade Venture CDD (Waterstone) is designed to provide highly visible, professional, and responsive security coverage throughout the community, including gatehouse operations and access points. The program is structured to support the District's operational priorities and security concerns within a gated environment.

Security Officers – Gatehouse Operations

All security officers will be licensed in accordance with Florida's Class D security licensing requirements for unarmed security officers. Officers will maintain a professional and visible presence while conducting gatehouse operations, visitor verification, access control, and community patrols in accordance with the District's post orders.

Officer Responsibilities:

- Maintain a professional and highly visible presence while on duty.
- Verify and process resident, visitor, vendor, and contractor access.
- Monitor all community entrance and exit gates.
- Observe and report suspicious activity, safety hazards, and rule violations.
- Respond to resident concerns and security-related incidents.
- Complete daily activity logs and detailed incident reports.
- Coordinate with District management and local law enforcement during emergencies.

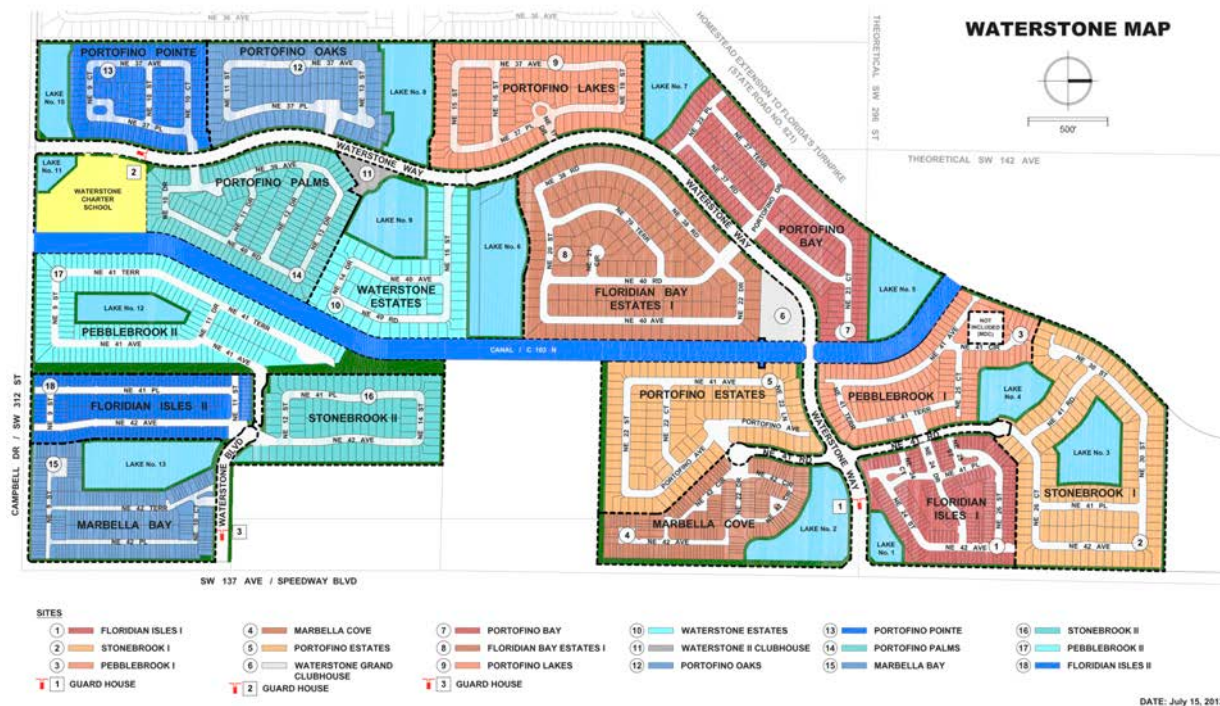
Coverage Hours:

Guardhouse 1: 24 hours per day, 7 days a week, 365 days a year

Guardhouse 2: 24 hours per day, 7 days a week, 365 days a year

Guardhouse 3: 24 hours per day, 7 days a week, 365 days a year

Coverage schedules will be provided in accordance with the District's operational requirements and approved staffing plan.



Change in Coverage:

KS Services understands that South Dade Venture CDD is currently implementing gate automation technology at Guardhouses 1 and 3. As these enhancements are completed, the District may elect to modify staffing levels at these locations to reflect increased operational efficiencies.

Our management team is fully prepared to work collaboratively with the District to adjust staffing as operational needs evolve. Should the District transition a portion of the guardhouse coverage to a roving or hybrid security model, KS Services can seamlessly implement this change by deploying officers who are trained to provide mobile patrols while responding promptly to gate-related incidents, resident assistance requests, access control issues, and other security concerns requiring an on-site presence.



Hiring Standards, Background Screening Procedures, and Proposed Security Officers

South Dade Venture CDD serves residents, guests, vendors, contractors, and community management on a daily basis. In this environment, security personnel must demonstrate not only vigilance and operational competency, but also professionalism, sound judgment, exceptional customer service skills, and the ability to interact respectfully with residents and visitors. KS Services understands that every officer assigned to Waterstone serves as a visible representative of safety, professionalism, and customer service while upholding the District's high standards for security and community relations.

Our officers are carefully selected for their professionalism, situational awareness, communication skills, and ability to perform effectively in environments where public interaction, access control, and asset protection are critical components of daily operations. At South Dade Venture CDD, security personnel must maintain a highly visible and proactive presence while conducting gatehouse operations, verifying resident and visitor access, monitoring community entrances, conducting routine patrols, responding to incidents, and coordinating with District management and local law enforcement when necessary. Officers are trained to perform these responsibilities with professionalism, discretion, and attentiveness while contributing to a safe, secure, and welcoming environment for all residents and visitors.

The foundation of exceptional service begins with exceptional personnel. KS Services employs a rigorous multi-level recruitment process to identify individuals who embody the professionalism, skill, and temperament necessary to serve the District and meet its highest standards of integrity, reliability and performance.

This screening process includes:

- **Comprehensive Background Screening:**
 - Identity Verification: Social Security Trace Report
 - Extensive Criminal History check (7-10 years)
 - Driver's License (DMV) check
 - I-9 Verification
 - Employment Verification
 - Drug Screen
- **Licensing and Compliance Verification:** All officers will meet Florida's licensing requirements and maintain all necessary certifications.
- **Behavioral and Skill Assessments:** Candidates are evaluated on critical thinking, situational awareness, and their ability to handle high-pressure scenarios.
- **Preference for Experienced Candidates:** Priority is given to those with law enforcement, military, or private security experience, particularly in roles requiring advanced incident management.

If awarded this contract, KS Services will coordinate directly with South Dade Venture CDD leadership to finalize officer assignments and ensure alignment with the specific operational needs of the community. We will provide detailed resumes outlining each assigned officer's qualifications, work history, licenses to ensure full transparency and confidence in our staffing approach.



General Officer Qualifications and Certifications

Each officer deployed to Waterstone will be licensed in accordance with Florida's Class D licensing requirements for unarmed security personnel. Our officers are certified in key areas essential to safety, including:

- **CPR, First Aid, and AED Training:** All officers are trained in life-saving skills to respond effectively to medical emergencies.
- **Conflict De-escalation and Customer Service:** Officers receive specialized training in de-escalation techniques, promoting a secure yet approachable environment.
- **Site-Specific Security Training:** Officers undergo site-specific training, which will be tailored to Waterstone's unique layout, access control procedures, emergency protocols, and community needs.

Staffing Retention and Workforce Stability:

KS Services recognizes that staffing stability directly impacts performance, incident reporting quality, patrol completion rates, and tenant satisfaction metrics. Our turnover rate is lower than the industry average. Our ability to retain personnel is driven by a comprehensive and structured retention strategy.

Our retention strategy includes:

- **Competitive Compensation and Benefits:**
 - **Health Insurance:** Fully compliant with ACA, KS Services pays 60% of eligible employee's Health Insurance monthly premium providing full coverage for each employee. Major medical health insurance is offered, which includes prescription drugs, hospitalization and alcohol and mental riders.
 - **Supplemental Insurance Plan:** includes benefits such as Hospital Indemnity policy, Critical Illness policy, and Accident Policy.
 - **Customizable Dental Insurance Plans**
 - **Vacation:** After 1 year, employees earn one (1) week paid vacation. After 4 years, employees earn two (2) weeks paid vacation. After 8 years, employees earn three (3) weeks paid vacation.
 - **Paid Holidays:** All employees are eligible to be paid for six (6) national holidays. Guards scheduled to work on these national holidays will be paid time and a half. Holidays include Labor Day, Memorial Day, New Year's Day, Thanksgiving Day, 4th of July, and Christmas Day.
 - **Retirement Plan:** 401(k) with up to 4% employee match.
 - These comprehensive benefits packages and benefits help improve job satisfaction and reduce the likelihood of voluntary turnover.

- **Ongoing Training and Advancement:** Continuous training opportunities, supervisory development programs, and internal advancement pathways to encourage long-term career growth.
- **Post-Specific Reinforcement Training:** Ongoing reinforcement of lobby service standards, dock procedures, patrol verification compliance, and emergency response protocols.
- **Employee Engagement and Recognition Programs:** To build loyalty and reduce turnover, KS Services fosters a positive work environment through employee recognition programs and engagement initiatives. Recognition of high-performing officers increases job satisfaction and encourages long-term retention.
- **Strong Supervisory Oversight:** Dedicated account management, field supervision inspections, and consistent performance feedback to support officer success and accountability.

By combining disciplined recruitment, structured onboarding, proactive retention practices, and technology-supported accountability, KS Services will provide Waterstone with a stable, professional, and performance-driven security team.

Five Pillars of Operational Excellence

Our operational strategy for Waterstone is built upon the foundation of our proven Five-Pillar Methodology: **Recruitment, Placement, Training, Adaptability, and Supervision.**



The Five Pillars of Operational Excellence

1. Recruitment

- **Background Screening:** Comprehensive reviews of criminal history, references, and prior employment ensure that only individuals with impeccable integrity and reliability are considered. This step reduces the risk of hiring personnel who may not meet our clients high standards.
- **Skill Assessment:** Candidates are evaluated for their critical thinking, problem-solving, and situational awareness, ensuring they are capable of managing the unique demands of their prospective posts.
- **Preference for Experience:** Priority is given to candidates with law enforcement, military, or advanced security backgrounds. Their prior expertise ensures they can handle high-pressure scenarios effectively and professionally.



These processes ensure that KS Services hires only the most qualified personnel who can maintain the safety and security of Waterstone.

2. Placement

- **Role-Specific Assignments:** Officers are carefully matched to positions based on their skills, temperament, and experience, ensuring that the right personnel are deployed for client-facing roles or high-pressure tactical situations.
- **Cultural Alignment:** Personnel assigned to any post are trained to understand the community's values, ensuring their approach aligns with the expectations of residents and stakeholders.
- **Emergency-Ready Personnel:** Supervisory roles and positions requiring quick decision-making are filled by individuals with proven leadership and tactical experience.

Proper placement maximizes the effectiveness of security personnel, ensuring that every officer is positioned to succeed and deliver excellent service.

3. Training

- **Incident Reporting Excellence:** Officers undergo extensive training on documenting and escalating incidents using tools like ProxiGuard Live to maintain a comprehensive and real-time record of all activities.
- **Emergency Protocols:** Scenario-based drills simulate various emergencies, from natural disasters to active threats, preparing officers to respond swiftly and effectively.
- **Customer Service and Bias Awareness:** Training emphasizes respectful and inclusive interactions, ensuring that every resident and visitor feels valued and safe.

KS Services' rigorous training programs ensure that personnel are well-prepared to handle complex situations, uphold professionalism, and maintain operational efficiency.

4. Adaptability

- **Dynamic Problem-Solving:** Personnel are trained to adapt to evolving challenges, such as unexpected security risks or community-specific concerns, ensuring a proactive response.
- **Rapid Deployment:** Our adaptable resources allow for immediate adjustments to security operations during emergencies or high-profile events.
- **Continuous Learning:** Officers receive ongoing training updates to stay current with emerging security trends and tools.

This adaptability ensures that KS Services' team remains flexible, effective, and responsive to the changing needs of our clients.

5. Supervision

- **Leadership:** Supervisors are present to oversee daily operations, ensuring adherence to schedules and standards. Their leadership supports officers and fosters accountability.
- **Real-Time Monitoring:** Supervisors leverage ProxiGuard Live and eHub to track activities, monitor guard performance, and address deviations promptly.
- **Regular Feedback Loops:** Weekly reviews and performance assessments help maintain high standards and encourage continuous improvement.

Effective supervision guarantees that all security personnel remain aligned with operational goals and client expectations.



No Call No Show Policy & Procedures

At KS Services, maintaining a fully staffed, reliable, and professional security team is essential to meeting the operational and performance standards required at Waterstone. Our No Call / No Show Policy is designed not only to enforce accountability, but to protect post coverage integrity, maintain the required staffing, and ensure that no critical security post is left unattended.

Definition of No Call, No Show

A No Call, No Show occurs when an employee fails to report to their scheduled shift and does not notify their supervisor, account manager, dispatch or any member of management prior to the start of their shift. This absence is both unreported and unexcused, and it violates the company's expectations regarding communication and professionalism.

KS Services views unreported absences of three (3) consecutive workdays as a voluntary resignation from employment, barring any unforeseen circumstances such as medical emergencies, for which official documentation (e.g., medical certification) must be provided to excuse the absence.

Procedures for Addressing No Call, No Show Incidents

In the event of a No Call, No Show, KS Services follows a structured approach to handle the situation and minimize operational disruption:

1. **Immediate Action:** Upon an employee's failure to report for duty without notice, their direct supervisor will make every reasonable effort to contact the individual to determine the cause of the absence.
2. **Post Coverage:** To ensure that client services are not disrupted, KS Services will immediately contact other qualified personnel to cover the shift and fill the post. KS Services maintains dedicated road supervisors who are available to respond and cover a post if needed until a permanent replacement officer arrives. Our priority is to ensure that no security post is left unattended, thus guaranteeing the safety and security of the client's site at all times.
3. **Documentation:** If the employee is unreachable, the incident will be recorded, and an official note will be made in the employee's personnel file. This ensures that any patterns of absenteeism are documented and addressed promptly.
4. **Review and Evaluation:** The employee's history of attendance and prior conduct will be reviewed to determine appropriate next steps. If this is a repeated offense or if the employee fails to provide a reasonable explanation, the company may proceed with disciplinary action, up to and including termination.
5. **Voluntary Resignation:** If the employee remains absent without notification for three (3) consecutive workdays, KS Services will assume the individual has voluntarily resigned from their position. In such cases, formal separation procedures will be initiated.



6. Exceptions: If the employee can provide valid medical documentation or other acceptable evidence of an emergency situation that justifies their absence, disciplinary actions may be adjusted or rescinded at the discretion of management.

Disciplinary Action

KS Services takes violations of the No Call, No Show policy seriously, as such incidents compromise the team's ability to deliver the quality service expected by our clients. The following actions may be taken based on the severity of the violation:

- First Offense: Written warning and documentation in the employee's personnel file.
- Second Offense: Suspension or further disciplinary action, depending on the employee's attendance history.
- Third Offense or Multiple Violations: Termination of employment.

Employees who fail to comply with this policy will be held accountable in accordance with KS Services' standards of performance and conduct.

Communication and Reporting Requirements

KS Services is committed to clear and transparent communication. To minimize the risk of No Call, No Show incidents, all employees are required to follow established reporting procedures for absences, which include:

1. Advance Notice: Employees are required to notify their supervisor at least two hours before the start of their shift if they are unable to report to work. Failure to do so will result in the absence being classified as unexcused.
2. Direct Communication: Absences must be reported directly to the employee's supervisor or the designated manager. Sending a message through a third party is not acceptable unless an extreme emergency prevents direct communication.
3. Medical Documentation: In the case of illness, a valid medical certificate must be submitted to the supervisor upon the employee's return to work. This documentation is necessary for the absence to be considered excused.

Policy Enforcement and Commitment

KS Services holds its employees to the highest standards of professionalism and reliability. By enforcing the No Call, No Show policy, we ensure the continuity of service and protect our operational integrity. This policy is a key element in maintaining trust with our clients and ensuring that our workforce remains dependable, accountable, and aligned with the company's values.

In situations where a No Call, No Show occurs, our priority is to immediately ensure post coverage to prevent any interruption in client service. By maintaining a flexible and responsive workforce, we are committed to ensuring that all posts remain attended and secure, preserving the quality of our operations and safeguarding the trust our clients place in us.



KS Services Supervisory Structure:

1. District Manager (DM)

- Manages the Operations Manager and Road Supervisor
- Overall responsible for creating scope of work and security programs
- Responsibility for interacting with clients on a regular basis
- Conducting well visits with clients to ensure transparent communication

2. Operations Manager (OM)

- Reports directly to District Manager
- Responsible for establishing and maintaining security programs
- Manages quality assurance of officer performance
- Manages site supervisors
- Maintain payroll and scheduling

3. Road Supervisor

- Tasked to assist OM and DM with quality assurance
- Conduct unannounced inspections and site visits
- On call to fill unexpected shift needs

4. Site Supervisor

- Day to day representative to the client
- Assists OM in creating and managing schedules
- Reports director to OM
- Primary on responsibility for officer retention, onsite training, and evaluations

5. 24/7 Dispatch

- Day to day representative to the client
- Monitors sites that have KS Services cameras
- Conduct remote “tours” via camera to assist in quality assurance
- Coordinates with Operations team and Road supervisors to cover all unscheduled shift vacancies.

V. Training Protocols

KS Services Comprehensive Training Methodology

At KS Services, we firmly believe that providing security is more than just meeting the minimum requirements—it's about exceeding expectations and ensuring that every officer is thoroughly trained for their specific post and environment. We offer customized training programs that focus on real-world skills and the use of advanced technologies, with the goal of preparing our officers to excel in any situation they may encounter. This training is designed to ensure that personnel deployed to Waterstone uphold the highest standards of professionalism, vigilance, and community awareness – supporting an environment that is both secure and welcoming.

A. Comprehensive and Tailored Training Programs

1. Post-Specific Training

- o KS Services provides customized, post-specific training for each officer based on their assigned locations. This training, overseen by our Operations Manager or Head Trainer, **Nelson Barbosa** (a former FBI agent), ensures that officers are well-versed in the unique protocols, challenges, and technology of their designated posts. By tailoring training to each site, we deliver a level of service that aligns precisely with the needs of our clients.

2. Pre-Assignment and Initial Training (40 Hours Minimum)

Each officer must complete a minimum of 40 hours of pre-assignment training, covering essential areas:

a) Advanced Tactical Security Training

- o Threat Identification and Response: Officers are trained to identify risks proactively and act swiftly to mitigate them. Scenario based training drills.
- o Emergency Preparedness: Scenarios include evacuations, medical emergencies, and natural disasters, with an emphasis on coordination with local authorities.
- o Incident Reporting Emphasis: Officers are extensively trained in the use of WinTeam, ProxiGuard Live, and eHub to ensure that all incidents, no matter how minor, are accurately documented and promptly communicated to stakeholders.

b) De-escalation, Bias Awareness

- o Conflict Resolution: Officers are taught to use non-confrontational methods to resolve disputes effectively.
- o Implicit Bias Training: Comprehensive sessions to ensure equitable and respectful treatment of all individuals.
- o Cultural Sensitivity: Tailored to Waterstone's diverse community, officers learn how to engage with empathy and understanding.

c) Customer Service Excellence

- o Professional Communication: Emphasis on active listening, clear articulation, and maintaining a courteous demeanor.
- o Resident Engagement: Officers are trained to interact positively with residents and visitors, fostering trust and a sense of safety.

d) Technical Proficiency and Incident Management Tools

- o Surveillance and Monitoring: Training includes the use of advanced CCTV systems, intrusion detection, and access control platforms.
- o AI-Driven Tools: Proficiency in systems such as ProxiGuard, WinTeam, and eHub ensures that officers can report, track, and respond to incidents with precision.
- o Incident Reporting as a Core Competency: Officers are instructed to treat reporting as an integral part of their role, ensuring transparency and facilitating continuous improvement in service delivery.

3. On-the-Job and Ongoing Training (OJT)

Upon assignment, officers receive ongoing, hands-on training to reinforce pre-assignment learning. This includes:

- o Real-Time Technology Usage: Officers operate advanced surveillance systems, AI analytics, and mobile patrol technologies to monitor areas effectively and detect security risks.
- o Patrol Training: For roving patrol duties, officers are trained in safe driving and GPS-enabled patrol systems to ensure thorough site coverage and effective monitoring.
- o Refresher Training: structured quarterly refresher training sessions to reinforce core competencies, review operational procedures, and address evolving security challenges.
- o Sample On-site Emergency Response Training:
 1. Tactical Operations Strategy and Emergencies
 2. Radio Comms, Access Control and Incident Information Capture/Reporting
 3. De-Escalation Training and Tactics
 4. First Aid and Coordinating Public Resources (911)
 5. Firearm and Taser Dryfire Handling and Review
 6. Live Fire Review and Active Violence Response Strategies

4. Annual Refresher Training

To maintain high standards, officers complete annual refresher training on:

- o Updated Emergency Protocols: Review of the latest protocols in emergency response, crisis management, CPR.
- o Technology Updates: Officers are trained on new technology enhancements, ensuring proficiency with the latest tools.
- o Performance Evaluations: Officers undergo performance reviews and skill assessments, ensuring continuous improvement and addressing areas for additional training.
- o Annual Firearms Qualification: Armed officers complete annual firearms qualification and weapons handling refresher training in accordance with Florida Class G licensing requirements. This training reinforces safe firearm handling, judgement in the use of force,



accuracy standards, and situational decision making to ensure officers remain prepared to respond responsibly and effectively when armed duties are required.

B. Customized Training for Client Requirements

KS Services is known for its flexibility and adaptability to specific client needs. If Waterstone requires additional or specialized training, we can implement programs to include:

- **Advanced First Aid:** Tailored for emergency response in high-traffic or high-risk settings.
- **Site-Specific Drills:** Customized emergency response drills based on the layout and risk profile of Waterstone.
- **Specialized Certifications:** Additional certifications beyond standard practices, ensuring compliance with specific client standards and expectations.

C. Advanced Technology and Equipment Proficiency

A hallmark of KS Services training is our focus on advanced technology. Our officers receive thorough instruction on:

- **AI-Powered Surveillance:** Officers are trained to use surveillance systems with real-time analytics, monitoring for anomalies and potential security threats.
- **Robotics Integration:** For sites with robotic patrols, officers are trained to work seamlessly with these technologies, ensuring efficient monitoring and response.
- **Computer-Based Monitoring and Mobile Patrol Apps:** Officers utilize mobile applications for incident reporting, check-ins, and command center updates, proficiently managing GPS and other digital tools for effective site security.

D. Qualifications and Experience Beyond the Minimum

KS Services officers meet and exceed state licensing standards, ensuring that personnel are highly qualified and ready for the demands of complex security environments:

- **Educational Background:** All officers hold a high school diploma or higher, with many having degrees in criminal justice, law enforcement, or similar fields.
- **Certifications in CPR, First Aid, and AED Use:** All officers are trained in essential life-saving skills, ensuring readiness to respond to medical emergencies.
- **Background Checks and Drug Testing:** Comprehensive background checks (federal, state, and local) and pre-employment drug testing are required for all officers.
- **Ongoing Evaluations:** Officers complete regular evaluations, including written and practical testing, to maintain and elevate performance standards.



E. Career Advancement and Continuous Professional Development

KS Services fosters a culture of professional growth. Our commitment to career advancement includes:

- **Leadership Development Programs:** Officers with leadership potential are enrolled in development programs to prepare them for management roles.
- **Specialized Certifications:** Officers are encouraged to pursue advanced certifications in areas such as emergency management and crisis intervention.
- **Mentorship Programs:** Junior officers are paired with seasoned personnel for guidance and support, promoting growth and development within the organization.

KS Services' training methodology is structured to ensure that all assigned security personnel are fully prepared to manage the diverse operational demands of a environment such as Waterstone. Our training foundation emphasizes professionalism, efficiency, situational awareness, access control integrity, de-escalation, and emergency preparedness —qualities essential to supporting Waterstone standards and the expectations of members, guests, and staff.

Under the leadership of Nelson Barbosa and supported by advanced management platforms such as WinTeam, ProxiGuard Live, and eHub, KS Services delivers a proactive and performance-driven security program. This integrated approach ensures clear communication with Waterstone leadership, and a disciplined response framework—providing Waterstone with a reliable, accountable, and professionally managed security operation.

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Sample Training Checklist:



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TRAINING CHECKLIST

All officers must be trained on all items before working alone. Pay particular attention to emergency and notification procedures. By initialing, the Trainer certifies that they have fully trained the new hire and the Trainee certifies that they have received the training.

(If not applicable to the position or post, write N/A under Trainee and initial under trainer.)

Trainee Name: _____ Employee #: _____

Property Name/Position: _____

Training Day # (1,2,or3) _____ Date _____ Time started _____ Time Ended _____

Trainer(s) Name(s): _____

General	Trainer Initials	Trainee Initials	Date Completed	Comments
Building / Property Hours				
Officer Parking				
Sign in and out Procedures				
Pass down of Information between shifts				
Clocking In and Out with Ehub				
Uniform Standards				
Grooming Standards				
Chain of Command (Supervisor, Post Capt./Director, OM, DM)				
Phone Etiquette and protocol				
Pledge Card				
Principles of Outstanding Service				
Building Personnel – Know who they are	Trainer Initials	Trainee Initials	Date Completed	Comments
Property Manager and Staff				
Property Maintenance Staff				
Cleaning Service				
Contractors / Construction Crew				
Realtors				

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Page 1 of 5



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TRAINING CHECKLIST

Residents				
Board Members and Security Committee				
Parking Valets				
Phone Lists - When and who to call	Trainer Initials	Trainee Initials	Date Completed	Comments
Kent Dispatch				
Kent Operations Manager				
Kent District Manager				
Kent Road Supervisor				
Property Manager				
Board Members / Security Committee				
Maintenance Staff				
Facility Emergency Call List	Trainer Initials	Trainee Initials	Date Completed	Comments
When to Use - Protocol				
Who to Call				
Other (Note in Comments)				
Building Information	Trainer Initials	Trainee Initials	Date Completed	Comments
Restrooms				
Courier Pick-Up, package deliveries, etc...				
Property Layout – Proxy Points, etc...				
Management Office				
Parking Garage / Lot Requirements				
Towing Procedures				
Locksmiths				
All Recreation Rooms (Gym, Card Room, Sauna, etc.)				
Mail Room / Mailboxes				
Generators				
Pools and/or Beach Area				
Safety Procedures	Trainer Initials	Trainee Initials	Date Completed	Comments
Fire Procedures (Fire Panel, Shut-off alarms)				

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Page 2 of 5



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TRAINING CHECKLIST

Natural Disaster Preparedness <i>(Floods, Hurricanes, Tropical Storms, etc.)</i>				
Elevator Procedures				
Moving and Deliveries				
Bomb Threats				
Medical Situations				
Amber Alert / Silver Alert				
Vehicle Accidents				
Slip, Trip, and Fall Safety				
Gatehouse/Concierge/Garage <i>(If Applicable)</i>	Trainer Initials	Trainee Initials	Date Completed	Comments
S/O Responsibilities				
Gate/Gate Arm Operation and repair protocol				
Access Control Systems				
Resident Entry Procedures				
Guest Entry Procedures				
Contractor processing				
Process Servers				
Processing Realtors				
Read and understand all Post Orders				
Deliveries / Contractors				
Utilities <i>(Cable, Power, Gas, Telephone)</i>				
ROVER	Trainer Initials	Trainee Initials	Date Completed	Comments
Proxy Guard Use and Maintenance				
Location of Proxy Points				
Rover procedures and best practices				
Parking violations				
Lock up and Opening procedures				
Hourly Check-In with Dispatch				
Safety Equipment <i>(Vest, Flashlights, hard hats, Cones, etc.)</i>				

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Page 3 of 5



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TRAINING CHECKLIST

Reporting and Communication				
FORMS	Trainer Initials	Trainee Initials	Date Completed	Comments
DAR (Daily Activity Report)				
IR (Incident Reports)				
Vehicle/Package/Camera/Guest Logs				
Pass Down Log Book				
Time off Request				
Shift Swap				
Vehicle Inspection(s)				
Other Forms <i>(Please note in comments)</i>				
OTHER	Trainer Initials	Trainee Initials	Date Completed	Comments
Keys and Radio protocol				
Noise Complaints, Trespassers				
Car Wash rules and regulations (If Applicable)				
Pet protocol				
VEHICLES (if applicable)				
Vehicle Log				
Vehicle Inspection				
Fuel Card/ PIN				
Distracted Driving Policy & Vehicle rules				
ROAD SUPV. / POST CAPTAIN				
Workers' Compensation procedures <i>(Incident reporting and drug testing)</i>				
Disciplinary Counseling Reports				
Recognition/Commendation Program				
Issue and Review Road Supervisor Manual				



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TRAINING CHECKLIST

Trainer(s) Signature(s):

Date:

Comments:

Trainee Signature:

(Once Training is Completed)

--

Date:

--

VI. Proof of Licensing and Insurance

KS Services Security License

FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES		
WILTON SIMPSON COMMISSIONER		
DIVISION OF LICENSING		
09/18/25 DATE ISSUED	11/16/28 DATE OF EXPIRATION	B 0001317 LICENSE NUMBER
KENT SECURITY SERVICES, INC DBA KENT SECURITY 14600 BISCAYNE BLVD. NORTH MIAMI, FL 33181		
ALEXANDER, SHLOMO C., PRESIDENT ALEXANDER, ORLY, VICE PRESIDENT NEUMAN, GIL, OTHER		
THE <i>SECURITY AGENCY</i> NAMED ABOVE IS LICENSED AND REGULATED UNDER THE PROVISIONS OF CHAPTER 493, FLORIDA STATUTES.		
	 WILTON SIMPSON COMMISSIONER	

KS Services State of Florida Woman Business Certification:





KS Services Certificate of Insurance



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
02/23/2026

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER RSC Insurance Brokerage, Inc. 13450 W. Sunrise Blvd Suite 370 Sunrise FL 33323	CONTACT NAME: Celia Crocker PHONE (A/C, No, Ext): FAX (A/C, No): E-MAIL ADDRESS: crocker@risk-strategies.com														
INSURED Kent Security Services, Inc. 14600 Biscayne Blvd. North Miami FL 33181-1212	<table><tr><th>INSURER(S) AFFORDING COVERAGE</th><th>NAIC #</th></tr><tr><td>INSURER A: Evanston Insurance Company</td><td>35378</td></tr><tr><td>INSURER B: Markel Insurance Company</td><td>38970</td></tr><tr><td>INSURER C: QBE Insurance Corporation</td><td>39217</td></tr><tr><td>INSURER D: Republic Vanguard Insurance Company</td><td>40479</td></tr><tr><td>INSURER E:</td><td></td></tr><tr><td>INSURER F:</td><td></td></tr></table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: Evanston Insurance Company	35378	INSURER B: Markel Insurance Company	38970	INSURER C: QBE Insurance Corporation	39217	INSURER D: Republic Vanguard Insurance Company	40479	INSURER E:		INSURER F:	
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COVERAGES		CERTIFICATE NUMBER: 2026 KSS Inc.		REVISION NUMBER:			
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.							
INSR LTR	TYPE OF INSURANCE	ADDL INSD	INSUR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR ☒ Errors & Omissions GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☒ PRO-JECT ☐ LOC ☐ OTHER: ☐ AUTOMOBILE LIABILITY ☐ ANY AUTO ☒ OWNED AUTOS ONLY ☐ HIRED AUTOS ONLY ☐ SCHEDULED AUTOS ☐ NON-OWNED AUTOS ONLY			BMGG10003502	11/12/2025	11/12/2026	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 5,000,000 PRODUCTS - COMP/OP AGG \$ 5,000,000 Errors & Omissions \$ 1,000,000 COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
A	☒ UMBRELLA LIAB ☒ EXCESS LIAB ☐ DED ☐ RETENTION \$ ☒ CLAIMS-MADE			BMGE10003402	11/12/2025	11/12/2026	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000
C	☒ WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	N/A	P0014CE261917509C	01/26/2026	01/26/2027	☒ PER STATUTE ☐ OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
D	Hired and Non-Owned Autos Only Symbol 8 & 9			CNO629051504	02/16/2026	02/16/2027	Combined Single Limit \$1,000,000
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) Crime Coverage: Policy Number: HFP-HN-PTP-13749 Policy Period: 12/12/2025 to 12/12/2026 Limit: \$1,000,000 Carrier: Hudson Insurance Company							

CERTIFICATE HOLDER PROOF OF INSURANCE XXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXX XX	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
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VII. Costs

KS Services is pleased to submit the following pricing proposal for the South Dade Venture CDD Security Services solicitation. Our pricing reflects a comprehensive security program designed to provide professional personnel, responsive management, ongoing supervision, and the operational flexibility necessary to meet the District's current security requirements. The proposed rates are outlined below:

Position	Weekly Hours Est.	Hourly Bill Rate (Standard)	Hourly Bill Rate (Overtime/Holiday)	Estimated Annual Total
Unarmed Security Guard	464.00	\$23.90	\$35.85	\$582,204.00
Unarmed Security Supervisor	40.00	\$27.00	\$40.50	\$56,700.00
Total	504.00			\$638,904.00

Pricing above accounts for 7 Holidays: New Years Day, Memorial Day, President's Day, Labor Day, July 4th, Thanksgiving Day, Christmas Day.

VIII. References

1.



Monterra Community Development District

2015-Present

Scope of Work with Monterra CDD: KS Services provides security guard services (gatehouse and roving patrol) to the Monterra CDD

Contact Information: Lynne Ladner

Monterra Community Development District

lladner@inframark.com

561-446-4821

2.



City of Miami

2009-Present

Scope of Work with the City of Miami: KS Service provides security guard services to multiple City of Miami buildings, including to but not limited to, the police state.

Contact Information: Alberto Garcia and Juan Oves

444 SW 2nd Ave Miami, FL, 33130

albertogarcia@miamigov.com

joves@miamigov.com

305-216-3565 (Mr. Garcia)

305-416-1028 (Mr.Oves)

3.



Miami-Dade County

2014-Present

Scope of Work with Miami-Dade County: KS Service provides security guard services to Miami-Dade County in various County buildings.

Contact Information: Ileana Arbos

1st St -15th FL Miami, FL, 33128

Iarbos@miamidade.gov

305-375-2732

4.



Florida Department of Management Services

2020-Present

Scope of Work with DMS: KS Services provides security guard services to the Florida Department of Management Services in various buildings and environments across the state of Florida

Contact Information: Doug May

4050 Esplanade Way, Tallahassee, FL 32399

doug.may@dms.fl.gov

850-879-0316



Your business is essential to us and you will never be treated as just a number; when you allow KS Services to personally care for your business, we take pride and put a personal touch on all that we do.

Should you require additional information or a more detailed explanation of any of our service areas, please do not hesitate to contact us. Our senior management is always available to speak with you at your convenience.

Once again, thank you for the opportunity to earn your trust.

Ron Neuman
President
KS Services

1800-273-5368
14600 Biscayne Blvd.
North Miami Beach, FL 33181
www.kss1.com



US Security – Comprehensive Proposal Response

Prepared for: **South-Dade Venture CDD**

Waterstone

Prepared by: Reza Pour

Prepared on: 6/3/2026



Mr. Ben Quesada
Licensed Community Manager
District Manager
Government Management Services
Waterstone Way
Waterstone Boulevard

Dear Mr. Quesada,

It has been a pleasure communicating with you and US Security are delighted to respond to your request for proposal and to provide you with our updated full response plan for the three locations you mentioned in your email. As contained within the body of our Response, we hope to convey that our **Stability, Competency, Operational Effectiveness, and Responsiveness and Reliability** will more than satisfy your expectations! We strive to be consistent in the delivery of “exemplary service.”

U.S. Security is pleased to provide our response to your Request for Security services. Our business model is predicated on being “customer-centric” with you, the Client, as our focal point!

The U.S. Security “Ops Toolbox” has all the tools of success for effective delivery of exemplary service to you!

- A **Training Program** that trains and educates our security force with today’s relevant security industry subject matter expertise along with interpersonal skills and Customer Service management.
- A **Mobile Supervisory Force, 24x7** that works as an extension of the Branch Management. Our Supervisory vehicles are outfitted with laptops complete with wireless broadband air cards and the “real time” software applications inclusive of the pertinent client-specific information that allows for the Supervisory Officer to review various post information, immediate download of the Viper Monitoring system, and manpower schedules of the post. Our Supervisory Patrol will visit your property daily.
- The **Stability** of a proven organization, the **collective Competencies** of our people, the **Operational Effectiveness** of our systems and processes, and the commitment and dedication to **Responsiveness** so that we can be relied on as your security vendor.

Contained within the body of this Response are several “values add” such as state-of-the-art Equipment including the Viper Accountability system and NO CHARGE for the Site Assessment.

Sincerely,
Reza S. Pour
Business Manager



TABLE OF CONTENTS

Company Background & Expertise	Page 4-5
Relevant Experience	Page 6
Technology Platform	Page 7-8
Management Team	Page 9-10
Cost Proposal	Page 11-12
Scope of Work	Page 12-13
Staffing Plan	Page 14-16
Training & Certifications	Page 17-18
Emergency Management	Page 19-22
Support & Equipment	Page 23-27



Company Background & Expertise

US Security, a subsidiary of US Alliance Management Corporation (est. 1979), provides comprehensive security solutions across Florida and Puerto Rico. Our services include security staffing, patrol operations, access control management, emergency preparedness, risk analysis, concierge-style services, and integrated technology solutions.

We operate from our Miami headquarters with branch offices in Broward, Orlando, Tampa, and Puerto Rico. Our team includes more than 750 employees supported by professional management, certified trainers, and a 24/7 supervisory force.

Dun & Bradstreet rates US Security as financially stable with a low-risk profile. We maintain clear historical status, strong financial condition, and an excellent credit appraisal rating (3A1).

We provide **quality armed and unarmed security officers** supported by a responsive, dedicated, professional management team. Our complete service offering includes solutions tailored specifically to meet the inherent demands essential to safeguarding people, property, and our clients' assets of value.

The following is a representative selection of our services:

- Security Staffing & Program Management
- Patrol Service & 24-Hour Mobile Supervisory Force
- Access Control Systems
- Heightened Security and Terrorism Awareness
- Gatehouse /Lobby Software Application
- Physical Security and Risk Analysis Survey
- Workplace Violence Guidelines and Education
- Disaster Preparedness & Business Continuity
- Crime Prevention and Security Awareness Classes
- Hazardous Materials Spill Plans



US Security is a subsidiary of US Alliance Management Corporation
3555 NW 77th Avenue, Suite 106, Doral, FL 33122 (Corporate Headquarters)
305.592.7220 fax: 786.544.2659

Dun & Bradstreet rate US Security as follows:

Trade Payments-Timeliness of Historical Payments	80	Prompt
Predictive Indicators-Risk of Financial Stress	1	Low
Annual Sales	\$12,742,334	
Credit Capacity for Headquarters	3A1	
3A indicates Financial Strength	\$1,000,000 to \$9,999,999	
Commercial Credit Appraisal:	1 is high	
History & Operations	Clear History Status	STRONG Financial Condition

Management personnel include officers of the company, branch management inclusive of operations, business development and account management, client services manager, training and education personnel, human resource coordinator, specific accounting and or financial support personnel, and our 24 x 7 365-day mobile supervisory force.

The five-year period inclusive of 2019-2024 US Security hired over 1500 security officers excluding of the Puerto Rico operations. This figure included temporary service assignments in addition to our normal service. Currently we have 34% of our security officers having 3 or more years of tenure with US Security.

US Security reports all terminations to the State of Florida Department of Agriculture, Division of Licensing (the governing body of licensed security officers in the state of Florida) to ensure the integrity of our hiring and termination processes and as a support for compliance with the oversight of the licensing requirements for being a State of Florida licensed & certified security agency and training academy.



Relevant Experience

US Security provides services for residential communities, municipalities, universities, and corporate clients. Representative clients include Mosaic Miami Beach, City of North Lauderdale, Florida Memorial University, Brickell Bay Tower, Belmont Village, and multiple residential associations.

Our long-term client relationships reflect our reliability, service consistency, and ability to meet complex operational demands.

Mosaic on Miami Beach Condo Association

Mrs. Susy Pazos CAM
3801 Collins Avenue
Miami Beach, Florida 33140
305.674.8889
Manager@mosaiccondo.com

City of North Lauderdale

Ms. Romana Woods HR Director
701 SW 71 Avenue N Lauderdale, Fl 33068
954.957.4712
rwoods@nlauderdale.org

Belmont Village CG

Mr. Jorge Noriega Director
4111 Salzedo Street CG, FL 33146
305.446.4141
jnoriega@belmontvillage.com

Eagles Landings / Crossings University /Golden Lakes / Hidden Cove Apts

Ms. Maria Garay Regional PM
18800 NW 27th Avenue Miami Gardens, Florida
305.932.4435/305.626.0001

Florida Memorial University

Chief Robert Richardson
15800 N.W. 42nd Avenue
Miami Gardens, FL 33054
305.626.3771
v-Robert.Richardson@fmu.edu

Brickell Bay Tower

Lynda Maldonado LCAM
1408 Brickell Bay Drive
Miami, Florida 33131
305.336.3242
lynda.maldonado@realmanage.com



Hollywood Venture Corporate Center

Mrs. Milly Pinero GM
954-322-7950
200 South Park Road
Hollywood, Florida 33021
Milly.pinero@cushwake.com

Sailboat Cay Condominium

Mr. Ezekel Sarshalom
Property Manager
13499 Biscayne Blvd
North Miami, FL 33181
305-944-4929

Ressidents of the Falls

13841 SW 90th Avenue
Miami, Florida 33176
Mr. Jason Castillo PM
305-232-3919

Mandarin Lakes Master

Harbor Management Services
27450 SW 142nd Avenue
Homestead, Florida 33030
Ms. Arlett Domenech
Property Manager

Artesa Community Association

11590 SW 248 Lane
Homestead, Florida 33030
Ms. Nerie Pagan CAM
786-870-4079
Manager@myArtesa.com

Motel 6 Cutler Bay

10775 Caribbean Blvd
Cutler Bay, Florida 33189
305-253-9960
Mr. Gary Smith
General Manager



Technology Platform

US Security integrates advanced technology throughout all operations, including:

- ISMS database for HR, payroll, billing, scheduling, reporting, and quality control.

ISMS is our proprietary database management system that seamlessly integrates security management and financial applications in “real time,” while providing for a comprehensive report management program. Web-based Client Access to certain ISMS functionality is a readily available benefit to every client. Specific components of ISMS are:

Human Resource

Personnel Attendance
Performance Evaluation
Employee Development

Financial

Payroll
Billing & Invoicing

Operational

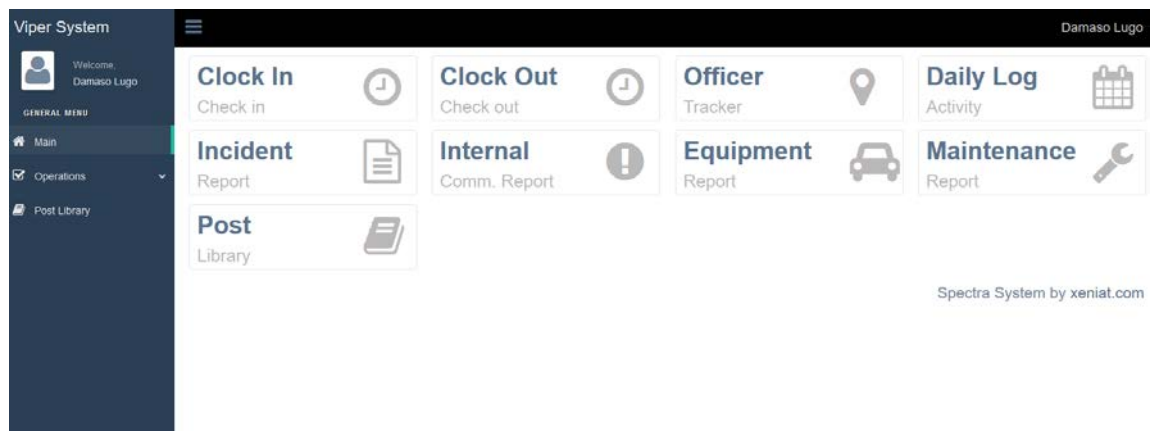
Scheduling
Training
Client Information
Quality Control

- VIPER Guard Tour and Accountability System with real-time alerts.

The US Security Proprietary VIPER System (Virtual Interactive Portal Electronic Reporter)

The VIPER system can help managers and administrators respond to, report on, and analyze security guard activities. Administrators can also manage emergency dispatches, field incidents and investigations from start to finish. With easy-to-use features such as;

- Instantaneous communications to all officers and shifts which must be acknowledged by each officer individually.
- Task specific routes which can be instantly uploaded.
- Immediate alerts to all management personnel if assigned tasks are not completed.
- Accessible from anywhere in the world with PC, Android or IOS!





- Easily captures time and attendance data for accurate payroll processing, labor law compliance, and insight into workforce productivity.
- Tracks officer arrival and departure times to make sure officers are complying with schedules.
- Increase accuracy and improve compliance.
- Real-time alerts enable immediate supervisory response to coverage issues.

For specific scenarios, custom features can be built for existing products based on a scope of work and the applicability of the enhancement for all VIPER customers.

- GPS-enabled mobile supervision and digital reporting.
- Time Clock Wizard for biometric attendance tracking. It has built the most sophisticated software that makes time-tracking easy for our managers and clients to review and approve employees' hours and how they spend their time.
- Wi-Fi digital surveillance integrations and remote monitoring capability.
- Real-time incident management, tracking, and reporting features.

These tools allow for immediate visibility into officer performance, faster response times, and increased accountability.

Management Team

Our leadership team brings decades of law enforcement and security management experience:

Jose Alfonso – Director of Operations; retired City of Miami Police Department Commander

Jose started his law enforcement career as a patrol officer from 1988-1994. He was promoted to sergeant and worked as a supervisor of investigators in the Special Investigations Section (SIS) (1994-2000). Upon promotion again to lieutenant he was assigned to the Internal Affairs Bureau (2000-2015). He then was promoted to commander and was assigned to head up two Neighborhood Enhancement Team (NET) offices from 2015-2017 whose purpose is the focus on local community policing, maintaining public safety, and serving as a resource for residents. He is also a liaison with property management, residential community boards, and the law enforcement community.



Ernest Giddens – Regional Operations Manager; former NYPD Detective

Ernest was a career professional in law enforcement and the security/investigations management industries. Served as a Detective with a cross designation as a Federal Special Agent in the New York City Police Department for 10 1/2 years. Prior to joining US Security in 2006, Mr. Giddens 20 plus years of protective services expertise includes corporate investigator, loss prevention, executive and VIP protection, and is a licensed private investigator. He is a certified instructor for CPI and non-violent crisis intervention. Mr. Giddens manages all relevant operations, programs, daily manpower requirements, post-specific hiring and scheduling commitments, organizes and conducts U.S. Security orientation and training, the leadership advancement, Special Protection Officer (SPO) programs, is the company's Terrorism Liaison Officer (TLO) with the Florida Fusion Center. He is also a primary liaison with property management, residential community boards, and the law enforcement community.

Oral Brown – Operations & Training Manager; HR and QA expertise

Oral is a professional in human resources; he has degrees in Business Management and Accounting. Mr. Brown has been an employee of US Security since 2011. He started as a security officer then became the head of Human Resources as well as a Quality Assurance Control manager before taking over as the Operations Manager for Broward and Palm Beach areas of our operation. As the Operations Manager in Broward/Palm Beach, Mr. Brown manages all relevant operations programs including the daily manpower requirements, post-specific hiring and scheduling commitments, organizes and conducts U.S. Security orientation and training, the leadership advancement and Special Protection Officer (SPO) programs, oversight of our 24 x 7 supervisory patrol division, and all activities necessary in support of directives from the Regional Manager. He is also a licensed instructor for security officers in the State of Florida.

Eric Corredera – Operations Manager; former DHS Federal Officer and U.S. Army Paratrooper

A career professional in the security analysis and management industry, Eric also has a 15-year experience as a Federal Officer for the Department of Homeland Security and previously served in the United States ARMY doing reconnaissance missions for a Military Intelligence Unit and Squad Team Leader while serving as a Paratrooper. Prior to joining U.S. Security in 2024, Eric's tenure in the security management and protective services industry has 8 years of corporate investigations, regional level operations management, and security consulting. He is certified in CPR and First Aid for the American Heart Association, and A.E.D. Eric is the Operations Manager for U.S. Security Dade County, he manages all relevant operations programs including the daily manpower requirements, post-specific hiring and scheduling commitments, organizes and conducts orientation & training, the leadership advancement and Special Protection Officer (SPO) programs, oversight of our 24x7 supervisory patrol division, and all activities supporting directives from the Regional Manager and serves as a primary liaison to residential community boards, property management groups, and the law enforcement community.



Cost Proposal

Total Weekly Hours: 504

Annual Estimated Labor Cost: \$778,377

Post Captain, Standard Officers, and New Officers are billed at market competitive rates inclusive of training, daily supervision, Monitoring access, body worn cameras, tablet, reporting tools, and patrol coverage.

Body Cam: Free of Charge

Golf Cart (optional):

Monitoring System:

Tablet/Phone Device:

Position		Hourly Bill Rate	Hours	Estimated Weekly Cost	Estimated Annual Cost
Gatehouse Attendant Officer		\$23.95	384	\$9,196	\$478,233
3 Gates 24/7 coverage					
Supervisor for each Gate		\$25.35	120	\$3,042	\$158,184
					\$636,417.00
Total Anticipated Annual Cost					

US Security company holidays are paid to Employees who work any of the following 9 holidays: New Year's Day Dr, Martin Luther King Jr. President's Day Memorial Day Independence Day Labor Day Veteran's Day Thanksgiving Day Xmas Day



16 hours of Public Relations and Customer Service training at the office during orientation

All officers will be trained and certified with Basic First Aid, CPR and AED.

Property will be inspected by our road supervisors each day

Site Assessment and Post Orders will be provided or updated at no cost.

Monthly In-Service for all the staff including the Client

The tablet can be used to monitor the cameras and to utilize the VIPER app

Provide real-time protection for residents and their guests through our mobile app

Scope of Work

Security coverage includes 24/7 gatehouse operations, perimeter patrol, visitor management, parking enforcement, incident reporting, emergency response support, and enforcement of community policies.

Key responsibilities include:

- Daily perimeter patrols and garage checks
- Gatehouse access control and visitor validation
- Real-time incident reporting and documentation
- Camera monitoring and equipment inspections
- Emergency support (fire, medical, severe weather)
- Customer service and community assistance
- Enforcement of HOA rules and standards
- Participation in crisis-response planning

US Security will develop comprehensive, site-specific Post Orders within 30 days of service commencement.



It is US Security's intent to deliver exemplary service day in and day out on a consistent basis to YOUR PROPERTY! We recognize Your property is a prestigious and "best- in-class" facility and that its constituent's geography is international in scope and comprised of governmental officials, legal professionals, financial executives and business entrepreneurs whose life standards are a cut above the norm.

US Security understands our primary purpose and role is the safeguarding of the Clients property through effective security management.

This initial scope of work is only part of a complete and more inclusive comprehensive plan. Yet, each individual piece of the security plan must be valued on its own, while contributing to the whole. Thus, we expect that the scope of services will broaden, as US Security gains insight and new perspective upon our tenure after the initial start-up.

US Security understands the scope of work for the client to have "round the clock" coverage 24 hours daily, 365 days a year inclusive of service inside the building in the form of a Concierge style Lobby Attendant or Gatehouse attendant supporting and in conjunction with a Patrol Rover who will actively patrol the outside parking area and secure the perimeter of building and grounds, at the minimum in accordance with the Operating Manual Procedures which will be provided by our management team.

US Security will empower the site supervisor with supervisory responsibilities over the site staff within the normal scope of the post orders. Yet, all relevant operational issues and concerns will be discussed with the Branch Management including the account liaison, Oral Brown or Eric Corredera and Regional Ops Manager Ernest Giddens will visit the site on a frequent basis to engage in conversation and discussion on security matters of every nature with the site supervisor, shift supervisor and other officers. The USS supervisory force will conduct site visits daily at unscheduled times to ensure the integrity of the site security. The supervisory site inspections will address the daily operations of individual officers and the collective effectiveness of the site team, with respect to knowledge and conduct related to the post orders, uniforms and appearance, camera monitoring, logbook entries and daily reports, ProxiGuard tour downloads, and other items as part of our quality assurance process and site inspection process. It is our process to convey pertinent and relevant matters to the property management team as we meet with them on a regular and frequent basis. Urgent matters will be addressed with property management, as immediate as possible.



Staffing Plan

We prioritize security officer quality, retention, and training. Our transition plan includes a 45-day assessment to evaluate current officers, followed by recommendations for retention or replacement.

Hiring standards include:

- Multi-stage interviews
- Security officer profile behavioral assessment
- National background screening
- 10-panel drug testing
- License verification (D/G)
- Client-approval of final selections

All officers complete orientation, site-specific training, and ongoing in-service instruction.



Our goal in any transition of service to US Security is to provide the BEST security force to our client, while promoting the retention of the Client Management desired Officers.

Upon award of the Contract to US Security, we will meet with the Client to assess the current staff.

With Property Management's permission we expect to select the best officers for the property, which will improve service and result in an upgrade of the security staff on your property.

First: Retain the complete staff and evaluate within the first 45 days of service. Upon doing so, meet with Management and make our recommendations as to the performance of each officer and where to upgrade with a replacement Officer.

Secondly: Retain only Officers that Management deems highly desirable for retention and continuance of service at the property. More or less a replacement strategy of the "weakest link(s)."

Thirdly: Replace the entire staff. All newly hired Security Officers are in every position for every shift. This requires an intense "hands on" orientation and pre-site training so that service is not compromised.



Regardless of the option selected, US Security has a highly competent operation coordinators and HR staff that understand the “officer Profile.” This serves to expedite our hiring process and assist with hiring the “right officer for the job.”

All new hires and replacement officers will be introduced to client management for approval for hiring the property.

Additionally, ALL officers, including retained officers, will participate in US Security orientation and be trained and retrained for familiarity with post orders and service protocols for the property.

We consider the recruiting of our security officers an essential component of our service that eventually leads to a satisfied customer. Our officers are the “frontline” of our exemplary service. Therefore, our selection process, training programs, and retention practices are all designed to ensure that we attract, select, and retain the best officers in the industry. The summary below describes the selection and hiring process we employ to recruit competent security officers as part of our “**Florida Drug-Free Workplace**”

- ✓ **In-depth written assessment of the candidate’s initial application**
- ✓ **3-part personal interview**
- ✓ **A security officer profile**
- ✓ **Criminal records, sex offender, Patriot Act and DMV check**
- ✓ **IRB (Lexus/Nexus) national background check**
- ✓ **Drug screening: 10 panels**
- ✓ **Pre-employment verifications**
- ✓ **Client management acceptance**

Step 1 – The Application and In-depth assessment- U.S. Security evaluates the application for a snapshot of English literacy and legible report writing capability. This is after we reviewed a screening form indicating the applicant meets our basic hiring requirements.

Step 2 – The 3 Part Interview - U.S. Security has a well-trained staff to perform in-depth interviews. We carefully review each applicant's information and subsequent background investigation. A client-specific Job Profile will be created for each client. The objective is to develop a list of post characteristics and skills to match a person with that post description, while also providing the security officer with a responsible position matching his/her skills and experience.

Step 3 – Security Officer Profile U.S. Security will utilize The security officer profile (SOP) as the testing tool for new employees. The SOP was created in 1997 by Behavior Analysts & Consultants. The use of the SOP helps in the hiring of officers who are more likely to be effective in all aspects of security work and retain a position for a longer period. Additionally, research indicates that security officers hired based on SOP results are less likely to behave inappropriately at work, including acts of violence and employee theft.

Step 4 – Criminal Record Check - Criminal background investigations are conducted through the IRB Search, an agency that performs a **national background investigation** inclusive of all 50 states in the United States. Our standard background screen includes a **criminal and sex offender check** and a **DMV**



or Department of Motor Vehicle check. Upon specific client request, US Security can enhance our background investigations to include a Drug Enforcement Agency (DEA) check, credit check, business licenses and other associated investigations.

Step 5 – Background Check - Background checks include military service, social security number trace, education, DMV driver's license search, and credit check, as required.

Step 6 – Drug –Free Workplace Program - U.S. Security has an established a pre-employment drug-screening program that mandates an immediate onsite drug screen at the time of application completion and contingency offer of employment by US Security. We augment the hiring drug screening program with a random testing program. Additionally, we use:

Testing for Cause: To reaffirm the U.S. Security drug-free policy, any employee who causes or contributes to an on-the-job accident or "near miss" in which injuries or serious property damage results, or the potential for such existed, will be tested for cause. Testing for cause includes reasonable suspicion that an employee is under the influence of alcohol or drugs.

Our 10 panel drug screen tests for opiates, amphetamines, methamphetamines, cocaine and Marijuana (THC) among others.

The drug screen also provides a composition rating for oxygen, nitrogen, glucose and blood sugar level, creatine, and a Ph Balance.

A successful applicant is then offered employment with US Security, at which time we conduct an immediate check of their "D" and or "G" Security Officer License through the State of Florida, Department of Agriculture and Consumer Services, Division of Licensing and the FDLE, Florida Department of Law Enforcement.

- The employee benefits program offered by **U.S. Security** is one of the most comprehensive in the guard services and security management industry. After 90 days of continuous service our Security officers are offered their choice of several health insurance benefit programs, through our leasing company, and additional plans that offer financial and health support to the individual and family.
- Currently US Security contributes \$200 monthly to any officer's selection of a benefits program regardless of cost. We strongly encourage our clients to support the retention of their officers with a joint monetary contribution towards the officers' benefits program.



Training & Certifications

Our Goal is to ensure YOUR PROPERTY receives the “**best value**” for their investment in security and protective services, while delivering exemplary service to the property at the highest level possible. Therefore, as is customary with our “key clients,” US Security will conduct monthly training

U.S. Security firmly believes that it is our responsibility to provide the “tools of success” for each security officer and to promote their personal and professional growth. Therefore, our Training program is comprehensive in scope and includes security techniques, customer relationship management, and enhancing personal growth and interpersonal skill development, which we believe contributes significantly to the collective success of our security force and increased value at the client site.

We understand and recognize that the best security program is more than just security but incorporates a heightened attention to customer service. Thus, we choose to conduct “**hands-on**” **classroom instruction** rather than web-based training, thereby adding role-play and personally engaging exercises for our Security Officers, which ultimately result in better performance and a more confident and competent Officer.

U.S. Security is a state licensed training academy (Florida Security Officer School/Training Facility license #DS 3100002) to train and educate security officer candidates and to conduct on-going and refresher training. Thus, training is a critical component of a formalized quality assurance program. We conduct client-specific and customized training that assists us with the provision of a well-qualified security force that is highly responsive to the client in security matters and customer service.

Officers receive instruction in:

- CPR, AED, and First Aid (AHA-certified).
- Emergency response and evacuation.
- Non-Violent Crisis Intervention.
- Customer service and de-escalation.
- Legal authority, use of force, and liability.
- Hazardous materials awareness.
- Report writing and documentation.
- Property-specific standard operating procedures (SOPs) and post orders.

Additional training levels I–V cover advanced security, supervisory skills, and crisis leadership.

The Service Quality Assessment (SQA) is our means of measuring the performance of our service delivery and client satisfaction. The SQA integrates the sales and delivery (operations) processes and evaluates them relative to the service agreement, post orders, training program, and various client-specific objectives. The SQA scorecard rates our service in 5 main categories: **timeliness, communication, standard expectations, leadership, and management effectiveness** and then computing an overall score



for client satisfaction. Each of the 5 main categories has critical factors and or highly pertinent areas of discipline that are evaluated independently and then assessed cumulatively within that category's overall rating.

The tactical implementation of this methodology, as we practice it on our key client sites, consists of a "highly interactive" management team that works in concert with the client to satisfy their best security management interests and objectives. Accordingly, we empower our USS onsite site supervisor under our tutelage, guidance, and operations framework, to hire, educate, train, and support each individual security officer so that their individual contributions will contribute to the team success, while satisfying the client's objectives.

Eric Corredera (Operations Manager, Dade County) and Oral Brown (Operations Manager Broward/Palm Beach) will support and work with the onsite site supervision daily to ensure that the property receives quality security management. Jose Alfonso (Director of Operations), and Ernest Giddens (Regional Ops Manger) oversee their operational effectiveness and compliance with service expectations of the client. This team works together supported by our supervisory force, who visits the client site daily, as a check and balance of our quality assurance program.

The US Security Mobile Supervisory Force is deployed 24 x 7, "round the clock" to conduct daily site visits to our client sites. Class A and key clients receive visits every shift. Each mobile supervisor utilizes wireless laptop communications for "real time" access to specific client information including post orders, staff and human resource information for each officer, and other information as contained within our ISMS proprietary database. A site inspection worksheet is utilized upon visiting the client site to ensure compliance with a variety of operational efficiencies. The mobile supervisor downloads the wand from the tour management system directly into his or her laptop for transferring of information or reading of the VIPER information. This provides for an immediate assessment of that officer's tour and an opportunity to coach and counsel, if need be.



Emergency Management

U.S. Security maintains an Emergency Management Plan as part of our on-going service to its clients. With such major activations as Hurricane Andrew and the mid-west floods of 1993, U.S. Security management has had the opportunity to test the effectiveness of the plan and to learn, through necessity, the areas where the plan needed refinement. Over the past two decades we have successfully engineered and executed contingency plans for dozens of clients facing the reality of labor unrest and work stoppage.

As the company expanded geographically, U.S. Security management developed a more comprehensive plan, which encompasses hurricanes, tornadoes, floods, earthquakes and other major disasters. The plan presented here is yet another refinement of the initial plan. Every facility has unique requirements that can only be addressed effectively with that client's specific plan. The plan will be customized to allow for deployment and assistance. This presentation is intended as an overview.

U.S. Security will conduct a vulnerability analysis. Most every facility, office, property, or plant is vulnerable to some extent. Analysis of vulnerability to hazards can provide the basis for developing a practical, workable emergency operations plan or checklist with appropriate standard operating procedures (SOP).

A local vulnerability analysis (hazard identification) should be a matter of record at the city or county level, emergency management organization. There has been considerable effort at the federal and state levels to identify hazards such as earthquakes, hurricanes, and dam failures.

By obtaining a copy of the government perceived threat in each locale, you gain help in conducting on-site vulnerability analysis. To analyze and assess the vulnerability of individual facilities, you must consider environmental, indigenous, and economic factors, which are all relevant and base for:

- Estimating the likelihood of damage, either by direct or by indirect effects resulting from dependency on a facility damaged elsewhere
- Making plans for protective measures within individual facilities or complexes of facilities to minimize damage and casualties.
- Review insurance policies and contract specifications for liability and coverage.

For planning purposes, it must be assumed that most disasters will likely arrive with very little warning, have a rapid development, and have potential for substantial destruction. The likelihood that such a disaster will strike your property or facility may be very small; but you should have the capability to react, cope with, and recover from any emergency situations that occur. Following award of the contract, U.S. Security, will present this contingency plan in detail to your facility for review and input.



ORGANIZATION

The U.S. Security Emergency Management Response Team is organized to maximize support of corporate and local offices throughout our service area. The lines of authority are clean and simple. Authority is delegated to the operational level, so District Managers can commit the necessary levels of decision-making to support your facility/property. There are no redundant levels of decision-making to slow response. Key decisions regarding positioning of resources and management responsibility have already been made. Each individual manager knows his/her role and only needs the Emergency Management Plan to be activated in order to respond.

ONSITE COMMAND AND CONTROL POST

Management from neighboring district offices assists in staffing the On-Site Command and Control Post. The resident district manager of the affected area is designated as the manager of this post. He is responsible for the constant evaluation and prioritization of critical factors involving the response by U.S. Security. He identifies necessary resources and allocates them and the manpower from the Emergency Management Team as needed. Our corporate personnel in this operation support him. This Command Post coordinates the incident command functions.

U.S. Security has a core of professionals to handle the different critical responsibilities for the affected area.

- o Field Operations Support Manager works directly with facilities and allocates manpower, identifies needs coordinates supervision, post assignments and scheduling. This position is a member of the management team that supports the Command Post.
- o Communications Support Manager is responsible for the supply and maintenance of communications equipment necessary to support the critical needs of the disaster. This position maintains rental agreements, communication inventories, and coordinates shipment of equipment to the affected area.
- o Logistical Support and Vehicle Manager Functions within the Emergency Management Plan analogously to the Communications Support Manager This position is responsible for the coordination of existing company vehicles with vehicle rental support. It is also the coordinator of the delivery of portable power and generator resources, portable cooking and shelter equipment and bulk fuel supplies.

This organization is practical and efficient. We understand for the Emergency Management Response Team to be effective requires the delegation of responsibility, the authority to draw resources and the manpower to meet the need of our customers in the affected area.

U.S. Security management experience with these situations has provided the necessary preparation that will provide the service your facility/property needs. Many of our field supervision teams have been recently utilized in disaster projects. Thus, we have performed “live” and in “real-time” the essential practices and responsibilities delivered under the stress of actual operations.

For the Emergency Management Plan to be effective requires our resources to be dispersed throughout the U.S. Security system. These resources have already been identified and can be activated with very short notice. Our experiences have taught us not to rely on any one city for response. For instance, it was almost impossible to utilize Security officers from the Miami office following Hurricane Andrew. Many officers could not be located immediately following the storm, while many others had lost everything in the storm. We had to move manpower and equipment from other areas for support. Atlanta, Orlando, and West Palm Beach were the first to respond. Providing communication and vehicle support, these officers



sustained our operation for ten hours until officers from other areas began to respond and our Miami officers began to

come back on line. This type of response and flexibility is only possible with the type of Emergency Management Plan practiced by U.S. Security.

Each U.S. Security District Office maintains a District Emergency Management Response Team capable of responding to any of our customers' unforeseen requirements. Managers, supervisors and Security officers have already been identified in each location to support your needs. Support for the effort is certainly greater in the offices that are geographically close to the service area, but in the event of a major disaster, support is necessary throughout the company.

As situations develop, we will analyze the anticipated location of need, coordinate closely with your facility/ property to determine U.S. Security requirements, and allocate resources carefully. Our plan allows us the flexibility to disperse our resources from an unaffected area to one that needs additional resources. Constant communications keeps officers, supervisors and managers advised of developments.

EARLY WARNING REACTION PHASE CODES

When warning situations arise, U.S. Security utilizes the following timetable and Reaction Phase Codes:

- o Reaction Phase I: 72 hours prior to possible reaction force response U.S. Security Command and Control Center is activated. All logistical needs are identified, and communication is coordinated.
- o Reaction Phase II: 48 hours prior to possible reaction force response coordination begins with your facility/property. All team members are contacted and placed on standby. Equipment is located, inventoried and replaced with rental equipment, if necessary.
- o Reaction Phase III: 24 hours prior to possible reaction force response, communications (telephone) and Command and Control Post relocation are determined. On-Site Command Post is identified and activated. Resources and manpower allocation continue to be readied for response.

Upon notification that the response element should be activated and with the authorization and approval of your facility/property, the On-Site Command Post will then activate the response. U.S. Security utilizes a Manpower Multiplier Plan to maximize our manpower resources. The Manpower Multiplier Plan calls for all officers in the area of the incident to be placed on 12-hour shifts during Reaction Phase III. This increases the available man-hours by one third. As the situation intensifies, off duty officers will be called in and other officers held over which temporarily provides an additional 50% increase in the manpower hours available. These officers would then be able to hold their positions until reaction force officers arrive generally within 24-36 hours. As the number of reaction force officer's increases, officers are afforded rest and are ready to respond to additional locations if necessary.

EMERGENCY MANAGEMENT PLAN

Not every situation is one that allows for advance tracking. Most situations are those that occur quickly and need immediate response. The Emergency Management Plan can also be utilized for everyday situations requiring support for your facility/property. From our local offices U.S. Security can activate the plan and call upon the resources and manpower needed for support. Our activation of these resources is conducted at four key levels. These levels correspond to the seriousness of the event, and may be acted upon by the local District Manager through Level B. When Level B activity is reached then the full Emergency Management Response Team is activated.



- o Level D-Localized need for support. Unarmed and armed officers may be drawn from local resources and utilized. Equipment requirements are limited to transportation and Security officer equipment.
- o Level C-Localized need for support involving multiple offices to supply Security officers, both unarmed and armed, and vehicle support. Communication support may be required
- o Level B-Major utilization of unarmed and armed personnel involving multiple client facilities/properties. Communication equipment and vehicle support required.
- o Level A- Disaster reaction status for all your facilities/properties. Full initialization of the U.S. Security Command and Control Center. Vehicles, communication and other specialized equipment are dispatched.



SUPPORT & EQUIPMENT

US Security maintains a wide variety of support equipment to facilitate all contract requirements. These include the ability to provide cars, trucks, golf carts, bicycles, radio equipment, body cameras, video equipment, AI software.

US Security's highly visible patrol vehicle, manned by professional officers will guard and provide an extra level of protection. The presence of widely recognized patrol vehicles constantly in contact with each other together with our computerized communications center is a major factor in preventing criminal activity at all your facilities.

- Equipped with yellow strobe light bar.
- Decals security patrol reflective material.
- The patrol vehicle will also be equipped with:
- Spotlight, Fire Extinguishers, First Aid Kit, Traffic Cones, Traffic Safety Vest, Rain Gear.

Vehicle maintenance and a general inspection will be conducted every 3000 miles.

OTHER AVAILABLE SUPPORT EQUIPMENT:

Lifepak 500 AED, which is very light weight and can be taken anywhere. It has clear message screen, voice prompts and lighted buttons to guide the responders through operations. Its high-capacity lithium batteries never require maintenance or recharging. Each comes standard with, soft sided carrying case, Automatic Daily QA testing, 5-year maintenance free lithium battery.



Body worn cameras include cutting edge surveillance technology and real-time data management software applications.



Security Vest and Jackets for parking enforcement:

From maximizing your profits, to protecting your parking spaces and ensuring secure and safe parking, US Security has the necessary experience and resources to provide car park security and parking protection systems.





Hand-stitched Fine Italian Suits

Your Security Officers will have the look your property deserves. The premium collection suits are made from superfine materials, ensuring the best look, fit and feel.

Superior details include four button cuffs and a smart notch lapel. The suit can be designed to your preferred look.





SECURITY OFFICER TRAININGS LEVEL 1-5

Level I Security Officers

- (1)** Role of the security guard – (1) hour
- (2)** Basic first aid and CPR training – (48) hours
- (3)** Investigations – (3) hours
- (4)** Interview skills – (2) hours
- (5)** Preservation of evidence – (2) hours
- (6)** Asset protection – (1) hour
- (7)** Chain of command – (1) hour
- (48)** report writing – (2) hours
- (72)** Testifying in court – (1) hour
- (10)** Ethics and professionalism – (3) hours

Level II Security Officers: In addition to level one requirement, 24 additional hours of training:

- (1)** Use of force and Arrest Authority
- (2)** Building Evacuations Tainting
- (3)** Public Perception and Public relations
- (4)** Response to Emergency Situations
- (5)** Awareness Skills Training

Level III Security Officers: In addition to levels 1 and 2 requirements, 24 additional hours of training in the following must be completed:

- (1)** Public Perception and Public relations
- (2)** Threat assessment (Crisis Prevention Intervention)
- (3)** Safety awareness
- (4)** Environment/hazardous materials Detection / Fire Prevention and Detection
- (5)** Active Shooter assessment training
- (6)** Customer Service (Diffusing Conflict and Crisis Training)
- (7)** Basic First Aid, CPR certifications and AED training



Level III Security Officers

Level III Security Officers possess previous Military experience or a minimum of 4-6 years of high-level security background. Level III Officers have a high level of security training. Their extensive security backgrounds serve as the basis for their management/supervisory positions with US Security. These individuals must pass various physical and intellectual training courses, as they are well trained and well educated. Our Level III officers are committed to ensuring safe and sound surroundings for all our clients, guests and staff.

Level IV-Security Supervisors

Security supervisors oversee the supervision and inspection of all security officers, and they must ensure that all those officers are completing their responsibilities and those everyday tasks are being performed to their highest level of quality. These supervisors are also in charge of reviewing all security reports on regular basis and assessing security conditions as well as issuing and revising security policies and procedures. This position is normally performed by officers with several years of security managerial experience.

Level V – Account Manager / Account Supervisor

They are tasked to manage the continuing security endeavors of their related assigned client locations. In their capacity the Account Supervisor manages a team of dedicated US Security staff that serves a specific Client. These individuals must possess remarkable management and administrative skills to effectively perform such key roles.

The objective of every Account Supervisor/Manager is to ensure 100% Client satisfaction for the entire term of the contract. Account Supervisors/Managers perform the following tasks:

- Liaison contact between client and employees
- Enforcing all US Security rules and regulations as well as policies and procedures and making certain they are all followed
- Establish all resources needed for each assigned site
- Managing and support all security officers, site and shift supervisors
- Develop healthy onsite work atmosphere for all US Security personnel
- Reassure that all clients' policies and expectations are followed and met with daily.



JULY 2026

A Safer, Smarter South-Dade Venture

South-Dade Venture Community Development District (Waterstone)

Closing Statement — Veridian Group

Veridian appreciates the opportunity to present its security services proposal to the South-Dade Venture Community Development District and the Board of Supervisors. We recognize that the Board is not simply selecting a security vendor. It is selecting an operating partner that will be entrusted with the daily protection, visibility, and professional presentation of the District and community.

Our proposal was developed specifically around South-Dade Venture's operating environment: three continuously staffed guardhouses, public-access roadways, the need for consistent visitor screening and documentation, the retention of qualified officers who already understand the community, and the planned guardhouse automation. Rather than applying a generic security model, Veridian has designed a program that reflects the District's current requirements while remaining flexible enough to support its long-term operational strategy.

Veridian's value proposition is built around accountability, continuity, technology, and cost discipline. South-Dade Venture CDD would receive a locally managed security operation with direct access to the individuals responsible for performance. Our leadership is based in Miami, our organizational structure is intentionally streamlined, and operational decisions can be made quickly without passing through multiple layers of regional or national management. When an issue arises, the District will not be routed through an unfamiliar call center. It will have access to a team that knows your community, knows the assigned officers, and owns the outcome.

We also understand that security effectiveness depends heavily on continuity. Qualified incumbent officers who know your residents, traffic patterns, vendors, and daily operating rhythm represent an institutional advantage to the District. Veridian is prepared to prioritize the retention of those officers, subject to our licensing, screening, and employment standards, and to provide eligible personnel with access to meaningful benefits. This approach protects the operational knowledge already present within the community while strengthening supervision, training, documentation, and accountability.

Our proposed program is further supported by real-time reporting, GPS-enabled operational oversight, body-worn cameras, documented shift handoffs, daily activity reports, incident reporting standards, and 24/7 dispatch support. These tools provide the Board and District management with greater visibility into what is occurring at each post—not merely after an issue develops, but as part of the District's ongoing oversight and performance-management process. Security activity becomes measurable, reviewable, and actionable rather than dependent on anecdotal reporting.

The long-term financial benefit to the District is equally important. Veridian has proposed a lean and sustainable operating model designed to deliver the required staffing, technology, supervision, equipment, and reporting.

The current provider requested a 10% increase last year and is now requesting an additional 8% increase this year. Across two renewal cycles, those increases represent compounded growth of approximately 17.7%. Recurring increases of that magnitude place continued pressure on the District's operating budget and make long-term planning increasingly difficult.

Veridian is proposing a materially different approach. Our first-year cost is capped at \$400,000, representing an immediate reduction of approximately 20% compared with the current provider's proposed renewal cost. That reduction is not based on eliminating essential services or reducing

accountability. More importantly, Veridian is prepared to provide the District with four years of pricing visibility by committing to a fixed 6% annual escalator for the following three years:

Contract Year	Annual Cost
Year 1	\$400,000
Year 2	\$424,000
Year 3	\$449,440
Year 4	\$476,406
Four-Year Total	\$1,749,846

That combination—competitive pricing today, operational flexibility tomorrow, and direct local accountability throughout the relationship—is where Veridian believes the District will realize its greatest long-term value. Our objective is not to secure a one-year contract and revisit the relationship at renewal. Our objective is to build a durable partnership in which service improves over time, operational efficiencies are identified and implemented, and the District can rely on a consistent team that understands South-Dade Venture's priorities.

South-Dade Venture is a strategic expansion for Veridian. We are prepared to invest the leadership attention, operational resources, technology, training, and transition support necessary to deliver a successful implementation from the first day of service. Our onboarding plan includes leadership coordination, property walkthroughs, post-order review, officer screening and orientation, system configuration, rigorous on-site support, regular alignment meetings, and documented performance reviews.

We are confident that Veridian offers the District more than a lower-cost alternative. We offer a responsive, technology-enabled, locally accountable security operation that can strengthen current service while supporting the District's long-term financial and operational objectives.

We are ready to become a committed partner to South-Dade Venture and to earn the Board's confidence through measurable performance, transparent communication, and consistent execution.

Respectfully submitted,

Sebastian Martinez, on behalf of Veridian Group, Inc.

SECURITY SERVICES PROPOSAL

Prepared for:
South-Dade Venture Community Development District (Waterstone)



Prepared by:
Veridian Group Inc.

Date: May 15, 2026

Point of Contact: Sebastian Martinez
Email: sebastian@veridianhq.com

Phone: (305) 315-8119

INTRODUCTION

Veridian Group Inc. is pleased to submit this proposal in response to South-Dade Venture CDD's request for security services at the Waterstone community. We understand this engagement involves three staffed guardhouses operating 24/7 at approximately 504 contracted hours per week, situated along public-access roads where entry cannot be restricted, but where screening, documentation, and a visible, professional security presence are essential to the community's standard of living and safety.

Veridian is a Miami-based, vertically integrated property firm, also providing security and landscaping services. We are not a national conglomerate — our leadership is local, our response times are fast, and our officers are personally accountable to the communities they serve.

We have reviewed the existing post orders, the Board's operational priorities, and the CDD's near-term technology transition plans at Guardhouses 1 and 3. This proposal is structured to honor those priorities from day one.

SECTION 1 — UNDERSTANDING OF SCOPE

South-Dade Venture CDD requires the following at minimum:

Three staffed guardhouses operating continuously, seven days per week, covering an estimated 504 officer-hours per week. All three guardhouses are positioned along CDD-owned public-access roads (Waterstone Way and Waterstone Boulevard), meaning no vehicle may be denied entry. The security function at these locations is visitor screening, identification verification, documentation, and a deterrent presence rather than gate-controlled access restriction.

Guardhouses 1 and 3 are currently undergoing automation upgrades. Upon project completion, the District anticipates reducing staffed hours at those locations, with a likely transition toward a roving or hybrid patrol role for one or more of those officers.

The Board has expressed a preference to retain a number of current officers in place and to provide those individuals with employment benefits. Uniforms should display a South-Dade Venture CDD / Waterstone patch.

ID scanners may or may not be provided by the District. LPR cameras are already installed at all entrance and exit lanes and collect data independently of the security staff.

SECTION 2 — PROPOSED STAFFING PLAN

Veridian proposes the following baseline staffing structure to meet the 504-hour weekly requirement:

Guardhouse 1: One officer per shift, two shifts per day (alpha-bravo), seven days per week (168 officer-hours per week). Following completion of automation at this location, Veridian and the District will jointly review staffing levels and transition one officer to a hybrid roving role as directed by the Board.

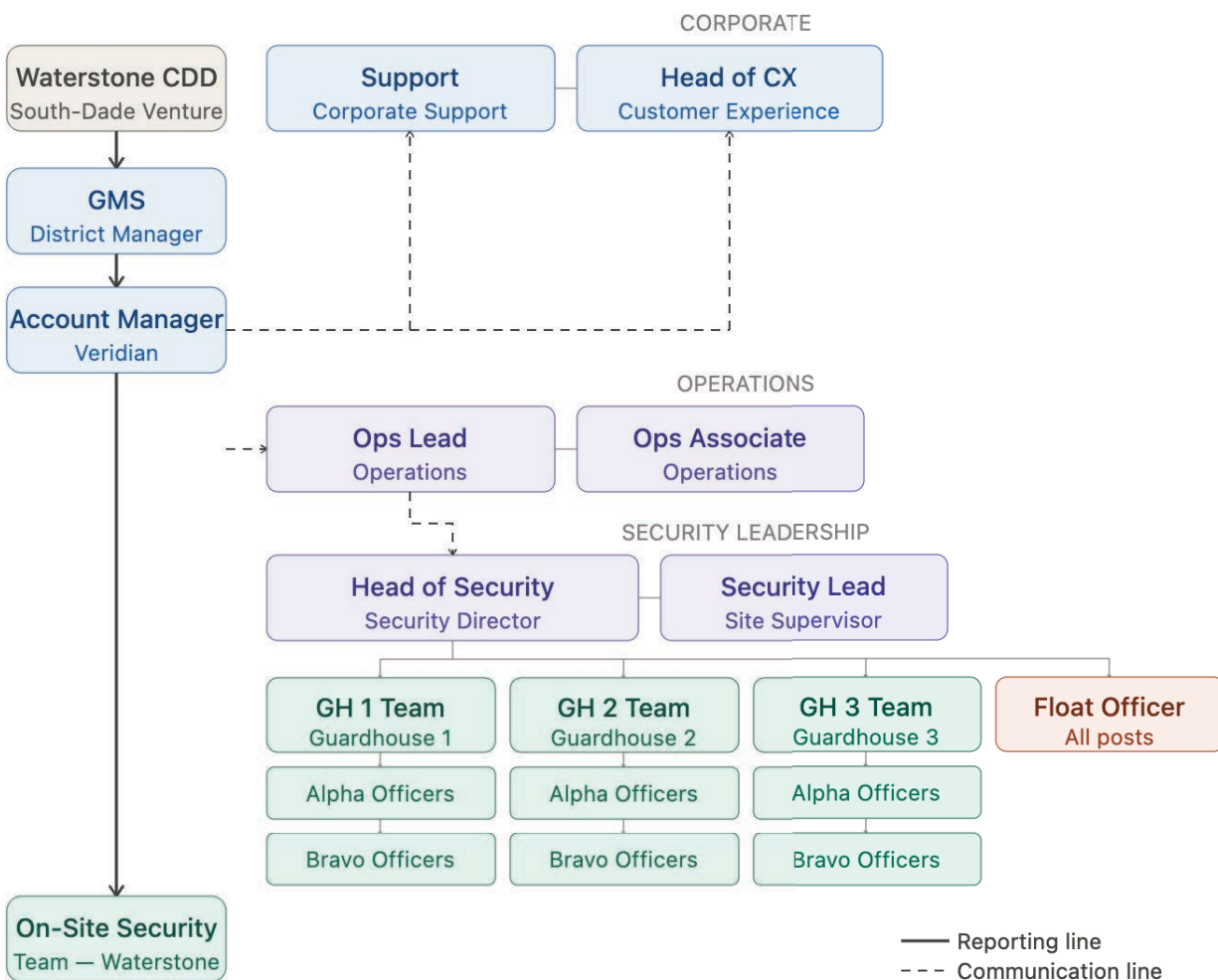
Guardhouse 2: One officer per shift, two shifts per day (alpha-bravo), seven days per week (168 officer-hours per week). No automation transition is anticipated at this location; staffing levels remain consistent throughout the contract term.

Guardhouse 3: One officer per shift, two shifts per day (alpha-bravo), seven days per week (168 officer-hours per week). As with Guardhouse 1, post-automation staffing adjustments and roving coverage will be coordinated at the Board's direction.

Additional coverage to reach 504 hours per week is accounted for through supervisory coverage, overlap shifts at shift change, and scheduled floating coverage, broken down as follows: approximately 165 hours of overlap, supervisory, and event-based coverage distributed across the three locations per week.

All officers assigned to Waterstone will be unarmed unless the Board specifically requests armed personnel, in which case we will provide Class "G" licensed officers at a separately negotiated rate.





SECTION 3 — OFFICER RETENTION AND BENEFITS

Veridian acknowledges and respects the Board's directive to retain a cohort of current officers already familiar with the community, its residents, and its operational rhythm. We are committed to hiring qualified incumbent officers as part of our onboarding process, subject to successful completion of our standard background check, drug screening, and licensing verification.

Retained officers who meet our hiring criteria will be offered employment with Veridian under a benefits package that includes health insurance options (medical, dental, and vision) consistent with ACA requirements, paid time off accrual, and access to our employee assistance program. We will work directly with Ben Quesada and the Board to identify which officers the District wishes to retain and will prioritize those individuals in our scheduling and hiring process.

Veridian does not regard officer retention as a burden — it is a meaningful advantage for the community. Officers who know the residents, the traffic patterns, the recurring vendors, and the community's culture provide a level of service continuity that cannot be replicated by rotating new hires.

SECTION 4 — GATE AND ACCESS CONTROL PROCEDURES

Because Waterstone Way and Waterstone Boulevard are CDD-owned public roads, officers at all three guardhouses will operate under a screening and documentation model rather than a gatekeeping model. No vehicle will be denied entry. However, every vehicle passing through will be greeted, and every visitor will be asked to present a valid government-issued photo ID. Officers will go outside the guardhouse to greet every vehicle — not wave from inside. This is a non-negotiable standard of professionalism.

Officers will log all visitor entries including name, driver's license number, vehicle make, model, color, and license plate. For vehicles whose drivers refuse to present ID, the license plate and vehicle description will be documented. Where ID scanners are provided by the District, officers will be trained on their operation and will utilize them as the primary documentation tool. Where scanners are not provided, Veridian will supply a digital logging solution compatible with our Guard Tour platform.

Residents with barcode or transponder access will continue to use designated resident lanes. Visitors, contractors, and service providers will use visitor lanes and be processed in accordance with the post orders as they are finalized by the Board.

The following categories will be processed per updated post orders but consistent with Veridian's standard protocols: emergency vehicles (unrestricted entry at all times), law enforcement (unrestricted, logged), construction contractors and vendors (permitted Monday through Saturday 7 AM to 5 PM absent emergency or PM-approved exception), delivery services (UPS, FedEx, USPS, DHL — logged entry at visitor lane), moving trucks (7 AM to 7:30 PM, resident lane only), realtors and prospective buyers (ID and real estate license required), process servers (court-sealed documents required, no resident notification), solicitors (not permitted), news media (not permitted without Board approval).

Officers will be trained on and will enforce the community's barcode/transponder policies, and will document all violations via incident report.

SECTION 5 — REPORTING AND TECHNOLOGY

Veridian operates a real-time digital Guard Tour platform designed to provide continuous visibility, documentation, and accountability across all security posts and patrol assignments. Every officer assigned to the District will use the system to document patrol logs, visitor entries, incident reports, shift activity, and shift handoff records. The District will receive secure portal access to authorized reporting data in real time, 24 hours a day.

Daily activity reports will be submitted by 11:00 AM each morning and will summarize all activity from the prior 24-hour period. Incident reports involving criminal activity, property damage, rule violations, medical events, resident concerns, access-control issues, safety hazards, or other noteworthy occurrences will be completed within 24 hours of the event. Each incident report will include the relevant who, what, when, where, and how of the situation, along with supporting documentation where available.

Veridian's security program is further supported by body-worn camera technology. Guards are trained to activate body-worn cameras during security-related interactions, incident responses, escalated resident or visitor encounters, and other reportable events. Veridian's body-worn cameras include pre-event recording capability, beginning approximately 30 seconds prior to activation, and continue recording for approximately one minute after deactivation. Recordings are stored through encrypted cloud-based systems designed to support secure retention, controlled access, and retrieval when requested by authorized parties.

Veridian uses professional-grade equipment with encrypted cloud backup for body-worn camera footage and security-related records. Our reporting and record-retention systems are structured to support organized retrieval in connection with applicable public-records, District, and Florida Sunshine Law requirements, including Chapter 286, Florida Statutes, where applicable.

Each assigned officer will be equipped with appropriate communication and reporting tools, which may include an iPhone, iPad, MacBook, encrypted two-way radio, and body-worn camera, depending on the assigned post, shift requirements, and operational role.

Where roving patrol services are included, assigned patrol vehicles will be GPS-monitored and maintained to a professional operating standard. Vehicles assigned to hybrid roving roles will be no older than five model years and will be equipped with emergency lighting, first-aid supplies, a fire extinguisher, mobile workstation capabilities, and internet connectivity to support uninterrupted field communications and reporting.

Veridian also maintains a 24/7 in-house monitored dispatch function led by the Veridian (CX) Customer Experience team. The District, property management, authorized vendors, and approved alarm monitoring companies may contact dispatch directly for urgent matters at any hour. Veridian's CX team supports after-hours escalation, communication routing, incident coordination, and urgent field response. Current internal service metrics include an average response time of approximately 47 seconds, a 88.7% one-touch response rate, and a 80.9% customer satisfaction (CSAT) score.

Shift-change briefings will be conducted at the beginning and end of each shift. Officers will review pending incidents, open work items, access-control concerns, equipment status, special instructions, and any District-specific directives. Before departing, the outgoing officer will complete a shift handoff

log in the Guard Tour platform to ensure continuity, accountability, and proper documentation between shifts.

SECTION 6 — UNIFORM AND APPEARANCE STANDARDS

All Veridian officers assigned to Waterstone will wear uniforms consistent with the District's specifications and approved post standards. Veridian will produce and supply uniforms displaying a South-Dade Venture CDD / Waterstone patch on each officer's shoulder or chest, in a position, size, and format approved by the Board prior to manufacture.

Uniforms will include black 5.11 TacLite Pro pants and solid black professional footwear or sneakers suitable for extended post coverage and patrol activity. During cold or inclement weather, officers will be provided with appropriate branded outerwear to maintain a consistent professional appearance while supporting officer safety and comfort.

In addition to the required uniform, each officer will wear or carry their Veridian identification badge, encrypted two-way radio, and body-worn camera at all times while on duty. Officers are expected to maintain a clean, professional, and uniform appearance throughout each shift, reflecting the District's standards and Veridian's commitment to professionalism, visibility, and accountability.

SECTION 7 — PERSONNEL STANDARDS

All officers will hold a valid Florida Class "D" Security Officer license under Chapter 493, Florida Statutes, and will maintain current CPR/AED and First Aid certification. Each officer will have a minimum of two years of prior security or law enforcement experience and will pass a thorough pre-employment background check including national criminal database search (no convictions for violence, theft, or fraud in the past seven years, no pending felony charges), Florida Level 2 Background Screening with FBI fingerprint check, pre-employment 10-panel drug screen, employment and education verification, and two supervisory references from the past five years.

Veridian will maintain a random drug and alcohol testing program for all officers at the DOT-standard minimum of 10% annually.

Training will include an initial site-specific orientation to Waterstone's procedures, community layout, and post orders; monthly in-service modules covering conflict resolution, customer service, emergency procedures, and relevant compliance topics; and annual refresher courses. For any armed officers (if directed by the Board), annual firearms qualification will be required.

SECTION 8 — AUTOMATION TRANSITION COORDINATION

Veridian understands that the District's pending technology upgrades at Guardhouses 1 and 3 will materially change the staffing model at those locations. We are prepared to adapt our scheduling and deployment in real time as that project progresses. We ask only for reasonable advance notice — a minimum of thirty days — prior to any planned reduction in posted hours so that we can redeploy personnel to the roving function without gaps or overstaffing. We will not penalize the District for scope reductions resulting from the automation rollout, provided they are documented in a written change order.

SECTION 9 — COST

Veridian proposes the following rate schedule for the initial contract term:

Regular unarmed guard service (guardhouse, equipment, body cam, walkie-talkie radio, patch phone, and Guard Tour system): \$15.36 per officer-hour. Minimum weekly guarantee of 504 officer-hours per week.

Overtime rate (beyond 40 hours per officer per week, or 504 collectively): \$23.04 per officer-hour.

The annual contract value shall not exceed \$400,000.00 based on the proposed staffing scope. Final pricing will be confirmed upon receipt of finalized post orders from the Board.

Payment terms: net 15 business days from invoice receipt. Invoices submitted by the 5th business day of each month. Late payments accrue interest at 1.5% per month.



South-Dade Venture CDD — Waterstone

Proposed Annual Security Budget · Veridian Group Inc. · Unarmed Guardhouse Services

Post	Shift	Shift Hours	Hrs / Week	Annual Hrs	Monthly Cost	Annual Cost	
GUARDHOUSE 1 — 168 HRS / WEEK							
GH 1	Alpha	7:00 AM – 7:00 PM	12	84	4,368	\$5,556	\$66,667
GH 1	Bravo	7:00 PM – 7:00 AM	12	84	4,368	\$5,556	\$66,667
GUARDHOUSE 2 — 168 HRS / WEEK							
GH 2	Alpha	7:00 AM – 7:00 PM	12	84	4,368	\$5,556	\$66,667
GH 2	Bravo	7:00 PM – 7:00 AM	12	84	4,368	\$5,556	\$66,667
GUARDHOUSE 3 — 168 HRS / WEEK							
GH 3	Alpha	7:00 AM – 7:00 PM	12	84	4,368	\$5,556	\$66,667
GH 3	Bravo	7:00 PM – 7:00 AM	12	84	4,368	\$5,556	\$66,667
Totals			504	26,208	\$33,333	\$400,000	

Annual flat fee
\$400,000
all-inclusive

Monthly installment
\$33,333
due net 15 days

Blended hourly rate
\$15.27
\$400k ÷ 26,208 hrs

Officers on site
3
at all times / 13 roster

SECTION 10 — INSURANCE

Veridian carries and will maintain the following coverage throughout the contract term, with the District named as Additional Insured on all primary policies except Workers' Compensation & Cyber Liability.

Commercial General Liability: \$1,000,000 per occurrence / \$2,000,000 aggregate. Automobile Liability: \$1,000,000 combined single limit. Workers' Compensation and Employers' Liability: statutory limits with \$500,000 per accident. Cyber Liability: \$1,000,000 per claim. Umbrella/Excess Liability: \$4,000,000 per occurrence / \$4,000,000 aggregate. All carriers rated A-/VII or better by A.M. Best. Certificates of insurance will be delivered prior to commencement and at each renewal.

SECTION 11 — CONTRACT TERMS

Veridian proposes an initial one-year term commencing on the Effective Date, with automatic renewal for successive one-year periods unless either party provides 60 days' written notice of non-renewal. Either party may terminate for convenience upon 60 days' written notice. Termination for cause may occur upon 30 days' written notice with opportunity to cure. Governing law is the State of Florida; venue is Miami-Dade County.

Upon transition-out, Veridian will provide up to 30 days of overlapping coverage with any successor provider, full handover of all equipment, access credentials, and records, and a complete incident history report.

SECTION 12 — TRANSITION PLAN AND ONBOARDING

Veridian's transition into any new community follows a structured onboarding protocol designed to ensure zero coverage gaps, immediate operational alignment, and a clear communication framework with the District and property management team from the first day of service.

30 Days Prior to Service

Introduce Veridian's security leadership team to the District Manager, Board designees, and GMS staff, and provide direct contact information for all points of escalation. Conduct a joint property walkthrough with all relevant stakeholders to inventory each guardhouse, identify access points, review existing equipment, and document any areas of immediate concern. Meet with management to review existing post orders and discuss any operational priorities, known issues, or Board directives that should be incorporated before go-live. Confirm uniform specifications, patch design, and branding requirements with the Board for production prior to service commencement. Install Guard Tour system checkpoints, configure the client portal, and test all reporting and dispatch communications. Establish shift schedule, roster assignments, and officer orientation dates. Identify and begin onboarding process for any incumbent officers the Board wishes to retain, including background screening and licensing verification. Test alarm response protocol, radio communications, and body-worn camera systems. Confirm emergency contact list and after-hours escalation tree with District Manager.

First 30 Days of Service

Begin full 24/7 Alpha/Bravo guardhouse coverage across all three posts from the Effective Date. Conduct site-specific orientation training for all assigned officers covering Waterstone post orders, access control procedures, resident interaction standards, LPR and ID scanner operation, incident reporting protocols, and Guard Tour platform use. Account Manager and Security Director to be on-site during the first week to support officers, observe operations, and address any immediate adjustments. Submit daily activity reports and review Guard Tour compliance data in real time. Conduct Week 1 and

Week 2 alignment checks with District Manager to address any early observations, post-order refinements, or resident feedback. Begin weekly status calls with GMS team for the first 30 days of service. Adjust officer scheduling, post assignments, and communication protocols based on initial operational data.

Next 30 to 60 Days of Service

Meet with District Manager and Board designee to review first 30 days of performance, discuss wins, and identify any areas for adjustment. Complete 30-day alignment review and deliver first written performance summary. Continue monitoring Guard Tour compliance, incident report submission timelines, and uniform and equipment standards. Conduct 90-day alignment check and quarterly operations review. Deliver first quarterly written summary to District management covering access control activity, incident trends, patrol compliance rates, and any recommended post-order updates.



Transition Plan and Execution — South-Dade Venture CDD / Waterstone

Veridian Group Inc. · Security Services Onboarding Calendar

Milestone	PRE	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12
PRE-SERVICE SETUP (30 DAYS PRIOR)													
Leadership introductions & contacts	●												
Joint property walkthrough	●												
Guard Tour system installation	●												
Uniform & patch production	●												
Incumbent officer screening & onboarding	●	●											
FIRST 30 DAYS OF SERVICE													
Go-live — full 24/7 coverage		●											
Site-specific officer orientation		●											
Week 1 alignment check		●											
Week 2 alignment check		●											
Weekly status calls with GMS		●	●										
ONGOING OPERATIONS & REVIEWS													
30-day alignment check			●										
Monthly Guard Tour compliance review			●	●	●	●	●	●	●	●	●	●	●
Monthly ops call with District / GMS			●	●	●	●	●	●	●	●	●	●	●
90-day alignment check				●									
Quarter 1 performance review				●									
Quarter 2 performance review						●							
Quarter 3 performance review									●				
Quarter 4 / renewal review													●

● Pre-service setup ● Go-live / first 30 days ● Ongoing monthly ● Alignment & performance reviews

SECTION 13 — WHY VERIDIAN

We are not the largest company bidding on this contract. We are the most accountable one. Our principals are based here in Miami. When something goes wrong at 2 AM on a Sunday at Guardhouse 2, you will not be routed through a national call center — you will reach someone who knows your property, knows your officers by name, and can make a decision.

Veridian's security operations are led by Jorge Felix, an honorably discharged United States Army veteran who served as a Corporal and brings a disciplined, mission-oriented approach to community safety, access control, incident response, and field team supervision.

His military background included service in artillery-related operations, where precision, chain-of-command discipline, situational awareness, safety protocols, and coordinated team execution were essential. That experience directly supports Veridian's security model, which emphasizes clear reporting, proactive site awareness, professional resident interaction, and rapid escalation when appropriate.

As Head of Security, he oversees daily security operations, personnel readiness, post orders, patrol expectations, incident documentation, access-control procedures, and coordination with management leadership. His role ensures that Veridian's security personnel operate with consistency, professionalism, and accountability across each assigned community.

Veridian's corporate leadership team combines executive strategy, licensed association management experience, customer experience oversight, field operations, and systems-driven execution. The company's leadership structure is designed to ensure that each client community receives both high-level strategic oversight and practical day-to-day implementation support.

Yani Lopez Castillo, SPHR, MBA, oversees Veridian's overall strategy, growth, governance, client relationships, and enterprise execution. His background includes operations, organizational design, client service, and business transformation experience across high-growth, consulting, and digital-services environments, including the Boston Consulting Group, Candid, DEPT and NowThis/Vox Media. At Veridian, Yani is responsible for the company's strategic direction, governance posture, growth initiatives, client alignment, and continued development of Veridian's vertically integrated management model.

Sebastian Martinez, CAM, CMCA, leads Veridian's management, finance and customer experience functions. Prior to co-founding Veridian, Sebastian spent more than seven years with Vesta Property Services, where he gained direct experience in association management, board support, resident service, and community operations. At Veridian, Sebastian oversees the management layer, ensuring

boards receive responsive support, residents receive clear communication, and each community's operating plan is executed with consistency, professionalism, and accountability.

Javier Lopez Castillo, MSc, oversees Veridian's operations function, bringing a systems-driven background in operational data, infrastructure, and performance management. His experience includes work with global, multi-unit organizations such as Lyft and Restaurant Brands International, where he supported scalable operational reporting, performance metrics, and data infrastructure. At Veridian, Javier applies that background to field execution, staffing coordination, service delivery, quality control, and operational readiness across Veridian's managed communities.

We look forward to meeting with Ben Quesada, the Board of Supervisors, and the GMS team to discuss this proposal, walk the property, and finalize a scope and post order set that reflects exactly what this community needs.

Respectfully submitted,

Sebastian Martinez, CAM, CMCA
Co-founder & Managing Director/Partner

VHQ

- Daily Security Report (2026 - 05-12)

1 message

'Mario Vergara' via Corsica Board of Directors >

Wed, May 13, 2026 at 10:06 AM

Reply-To: Mario Vergara <mario@veridianhq.com>

To:

Cc: Sebastian Martinez <sebastian@veridianhq.com>, Javi Lopez Castillo <javi@veridianhq.com>, Board of Directors

Good Morning,

Yesterday's GuardsPro report for Tuesday, May 12th, 2026, is attached below:

- * Total Reports: 15
- * Urgent Items: 0
- * Follow-Ups Opened: 0
- * Items Pending Details: 0
- * Total Parking Reports: 10

**Operations_**
Daily_Security_Report_Review.xlsx

Best,

**Mario Vergara**

Operations Specialist, Veridian

veridianhq.com (305) 315-8119

7190 SW 87th Ave, Suite 401, Miami, FL 33173

2 attachments2026_05_12_OPS Operations_Daily_Parking_Report.pdf
92K2026_05_12_OPS Operations_Daily_Security_Report.pdf
694K



Veridian Group, Inc
382 NE 191st St, Miami, FL 33179, USA

support@veridianhq.com
+13053158119
www.veridianhq.com

Standard Report

Start Date : 2026-04-11 0:00:00

End Date : 2026-04-17 23:59:59

1. Hourly Report - [REDACTED] 4304

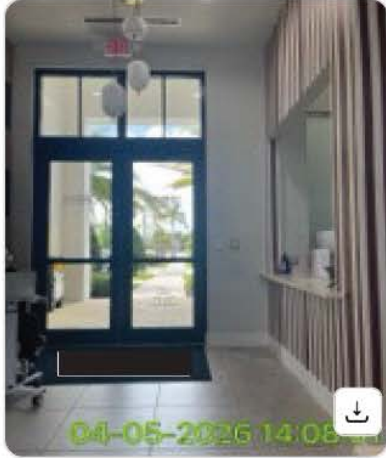
Approved

Guard	[REDACTED] Delgado	Date/Time	04/05/2026 02:09 PM
Client	[REDACTED] [REDACTED]	Post Site	[REDACTED] [REDACTED]
Date			
2026-04-05			
Time			
14:07			
Hourly Summary			
At approximately 2:10 PM, during routine community patrol, a resident identified as [REDACTED] approached me in an aggressive manner regarding a final warning he received through the Community Parking Boss system. Mr. [REDACTED] resides at [REDACTED] and operates a [REDACTED] (Florida tag: [REDACTED]). Mr. [REDACTED] expressed confusion about the warning, stating that he was under the impression—based on information from a roommate—that a registered resident vehicle is permitted to park in guest parking without activating the allotted time. I clarified that this exception applies only to vehicles with an active monthly guest parking pass. Despite this explanation, he remained unconvinced. In an effort to de-escalate the situation and provide further clarification, I escorted Mr. [REDACTED] to the clubhouse to speak with Customer Experience Associates [REDACTED] and [REDACTED]. Both associates effectively de-escalated the interaction and clearly explained the parking regulations, along with potential solutions. During this discussion, two additional roommates joined and were provided with the same explanation and guidance.			

As a resolution, Mr. [REDACTED] agreed that his roommate, [REDACTED] [REDACTED] will visit the clubhouse on Wednesday, April 8th, to speak with [REDACTED] as Mr. [REDACTED] is unavailable during standard business hours.

Body Cam Footage Captured: HS-93034382 Approx: 28mins

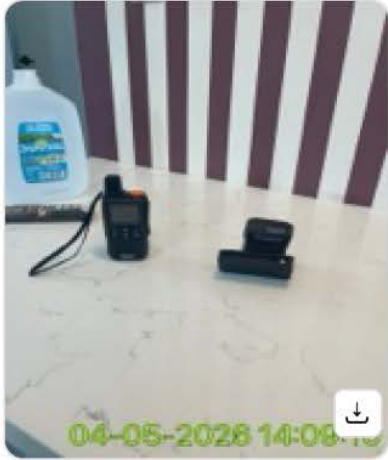
Image



Signature



Attachments - Images



Attachments - Audio/Video

Search Videos

Asset #5329329

Home > Videos > Asset #5329329

Asset #5329329

Media Details

Details	GPS
File Name	HS-99034382_20200405-132209_1025N65.mpg4
Added by	[REDACTED]
Last modified by	Yani Lopez Castillo (04/17/2026 9:23 am)
Original file size	288.5 MB
Duration	28.03
Site	HALO-93034382
Camera	93034382
Captured date	04/05/2026 1:22 pm
Asset file checksums	Show Checksums

Search Videos

Asset #5329329

Home > Videos > Asset #5329329

Asset #5329329

Media Details

Details	GPS
Map	Satellite

Metadata

Edit



Parking Enforcement: Violations

7	VEHICLE	UNIT	WARNING	RECORDED	USER	NOTES
1	L8[REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED]	2345 978	May 12 2026 3:29 AM	[REDACTED]	Parked without valid permit: 6th violation, vehicle is parked within the guest parking
				May 12 2026 11:57 AM	[REDACTED]	Parked without valid permit: not registered and no active time.
				May 12 2026 12:04 PM	[REDACTED]	Parked without valid permit: not registered and no active time.
				May 12 2026 12:05 PM	[REDACTED]	Parked without valid permit: not registered and no active time.
				May 12 2026 3:48 PM	[REDACTED]	Parked without valid permit: parked on the road no active time or registered.
				May 12 2026 4:46 PM	[REDACTED]	Parked without valid permit: vehicle not registered
				May 12 2026 7:32 PM	[REDACTED]	Parked without valid permit: Vehicle is parked in guest parking without being regist

7 rows, Generated Wed May 13 8:59 AM (EDT) , results for Tue, May 12, 2026 1:00 AM EDT - Wed, May 13, 2026 12:59 AM EDT (1 day)

Search

Trips

Complete

Active

Most Recent

May 14, 2026

14 Complete | 14 Active

4.89 mi

Back to Top

01:12:41

gmc-████████ SGQF01

33031:33032, Florida

5:23 AM

Princeton, 33031:33032, Florida

6:20 AM

5.28 mi

57:21

gmc-████████ XAH603

33167, Florida

5:22 AM

33167, Florida

6:50 AM

9.50 mi

01:27:59

gmc-████████ 94GBPF

33167, Florida

5:05 AM

33167, Florida

6:03 AM

4.01 mi

58:31

gmc-████████ 29DQCN

Princeton, 33031:33032, Florida

4:26 AM

Princeton, 33031:33032, Florida

5:23 AM

4.02 mi

57:33

gmc-████████ SGQF01

33031:33032, Florida

4:08 AM

Princeton, 33031:33032, Florida

5:07 AM

5.24 mi

58:23

gmc-████████ XAH603

33167, Florida

4:04 AM

33167, Florida

5:04 AM

4.52 mi

01:00:34

gmc-████████ 94GBPF

Trip Details

Alerts

No alerts for this trip

Collapse

Enforcement

Open Field Agent App
Run checks, record violations, and more

- Vehicle plate/tag scanning

Active & enabled
- Smart Decal scanning

Smart Decals aren't enabled
- Checks

Target 50 per week

Change
- Auto notify on violation

Email, 15 minute delay
- Link unit to violation

Automatically when vehicle history is for only one unit and:

- has an active permit for unit
- has an assigned permit for unit in the past 180 days
- has any 2+ permits for unit in the past 180 days
- Violation escalation
- 2nd Warning Fine On Next Violation (2 or more in any 365 days)
- Fine (3 or more in any 365 days, \$50.00 fine)
- Fine Assess For Tow Boot (4 or more in any 365 days, \$100.00 fine)

- Unpaid fines
- Nothing configured

- Violation reasons
- Parked without valid permit
- Parked in prohibited space
- No parking zone
- Parked longer than allowed
- Banned vehicle
- Abandoned vehicle
- Resident parked in event street parking
- Resident parked in special permit

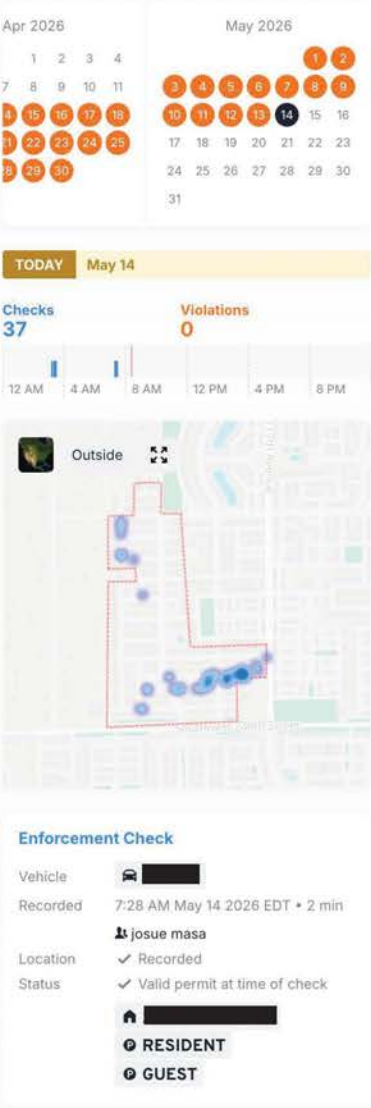
Synced

8:23 AM May 14 2026 EDT

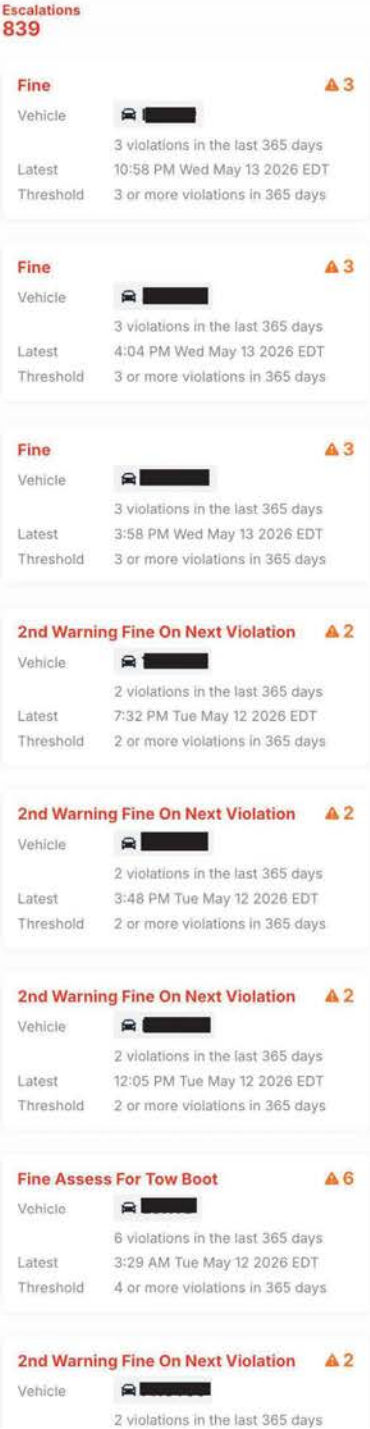
Activity Overview



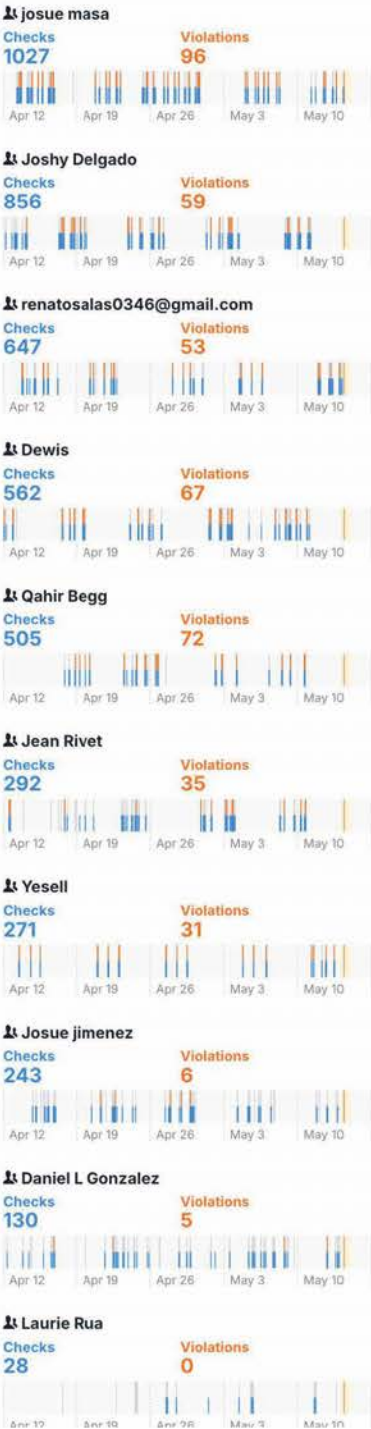
Activity By Day



Violations Monitoring



Activity By User



Enforcement

Open Field Agent App
Run checks, record violations, and more

Vehicle plate/tag scanning

Active & enabled

Smart Decal scanning

Smart Decals aren't enabled

Checks

Target 50 per week

[Change](#)

Auto notify on violation

Email, 30 minute delay

Link unit to violation

Automatically when vehicle history is for only one unit and:

has an active permit for unit
has an assigned permit for unit in the past 180 days
has any 2+ permits for unit in the past 180 days

Violation escalation

50 Fine (3 or more in any 365 days, \$50.00 fine)
100 Fine Subject To Tow (4 or more in any 365 days, \$100.00 fine)

Unpaid fines

Nothing configured

Violation reasons

Parked without valid permit
Parked in prohibited space
No parking zone
Parked longer than allowed
Banned vehicle
Abandoned vehicle

Synced

8:24 AM May 14 2026 EDT

Activity Overview



Checks
4679

Average 936 per week



Violations
666

Average 133 per week



Fines Assessed
\$3,900.00

Average \$780.00 per week



Fines Collected
\$400.00

Average \$80.00 per week



Activity By Day

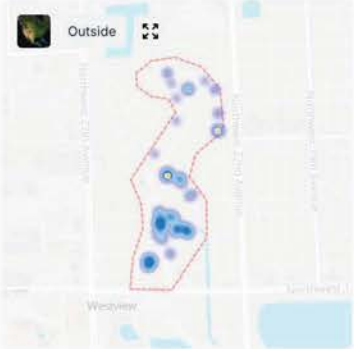


TODAY

May 14

Checks
69

Violations
3



Enforcement Check

Vehicle

Recorded 8:02 AM May 14 2026 EDT • 7 min

Veronica Hernandez

Location ✓ Recorded

Status ✓ Valid permit at time of check

GUEST

Enforcement Check

Vehicle

Recorded 8:01 AM May 14 2026 EDT • 1 min

Veronica Hernandez

Location ✓ Recorded

Status ✓ Valid permit at time of check

GUEST

Enforcement Check

Vehicle

Recorded 8:01 AM May 14 2026 EDT • 1 min

Veronica Hernandez

Location ✓ Recorded

Status ✗ No valid permit at time of check

Violations Monitoring

Escalations
65

50 Fine

▲ 3

Vehicle

3 violations in the last 365 days

Latest 4:34 AM Thu May 14 2026 EDT

Threshold 3 or more violations in 365 days

50 Fine

▲ 3

Vehicle

3 violations in the last 365 days

Latest 10:31 PM Wed May 13 2026 EDT

Threshold 3 or more violations in 365 days

50 Fine

▲ 3

Vehicle

3 violations in the last 365 days

Latest 9:58 PM Wed May 13 2026 EDT

Threshold 3 or more violations in 365 days

100 Fine Subject To Tow

▲ 4

Vehicle

4 violations in the last 365 days

Latest 9:48 PM Wed May 13 2026 EDT

Threshold 4 or more violations in 365 days

100 Fine Subject To Tow

▲ 4

Vehicle

4 violations in the last 365 days

Latest 3:31 PM Wed May 13 2026 EDT

Threshold 4 or more violations in 365 days

50 Fine

▲ 3

Vehicle

3 violations in the last 365 days

Latest 10:08 PM Tue May 12 2026 EDT

Threshold 3 or more violations in 365 days

50 Fine

▲ 3

Vehicle

3 violations in the last 365 days

Latest 7:24 PM Tue May 12 2026 EDT

Threshold 3 or more violations in 365 days

50 Fine

▲ 3

Vehicle

3 violations in the last 365 days

Latest 8:00 AM Tue May 12 2026 EDT

Threshold 3 or more violations in 365 days

100 Fine Subject To Tow

▲ 5

Vehicle

Activity By User

Marco Ignorato

Checks
550

Violations
68



Veronica Hernandez

Checks
515

Violations
60



Pedro Garces

Checks
502

Violations
95



Raul

Checks
439

Violations
59



Nicholas Castro

Checks
403

Violations
75



Kasey

Checks
370

Violations
81



Kenneth Ramirez

Checks
342

Violations
49



Rudens Hurtado

Checks
277

Violations
23



Nicholai Hurtado

Checks
273

Violations
39



Tomas Koenig

Checks
247

Violations
32



Leonard

Checks
237

Violations
34



Delaware

The First State

Page 1

I, CHARUNI PATIBANDA-SANCHEZ, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THAT "VERIDIAN GROUP INC." IS DULY INCORPORATED UNDER THE LAWS OF THE STATE OF DELAWARE AND IS IN GOOD STANDING AND HAS A LEGAL CORPORATE EXISTENCE NOT HAVING BEEN CANCELLED OR DISSOLVED SO FAR AS THE RECORDS OF THIS OFFICE SHOW AND IS DULY AUTHORIZED TO TRANSACT BUSINESS.

THE FOLLOWING DOCUMENTS HAVE BEEN FILED:

CERTIFICATE OF INCORPORATION, FILED THE TWENTY-SIXTH DAY OF DECEMBER, A.D. 2024, AT 9:54 O`CLOCK A.M.

AND I DO HEREBY FURTHER CERTIFY THAT THE AFORESAID CERTIFICATE IS THE ONLY PAPER OF RECORD, THE CORPORATION IN QUESTION NOT HAVING FILED AN AMENDMENT NOR HAVING MADE ANY CHANGE WHATSOEVER IN THE ORIGINAL CERTIFICATE AS FILED.

AND I DO HEREBY FURTHER CERTIFY THAT THE ANNUAL REPORTS HAVE BEEN FILED TO DATE.

AND I DO HEREBY FURTHER CERTIFY THAT THE SAID "VERIDIAN GROUP INC." WAS INCORPORATED ON THE TWENTY-SIXTH DAY OF DECEMBER, A.D. 2024.



10048968 8315

SR# 20252970326

You may verify this certificate online at corp.delaware.gov/authver.shtml

A handwritten signature in cursive script, reading "C. P. Sanchez", is written over a horizontal line.

Charuni Patibanda-Sanchez, Secretary of State

Authentication: 203867927

Date: 06-05-25

Delaware

The First State

Page 2

*AND I DO HEREBY FURTHER CERTIFY THAT THE FRANCHISE TAXES
HAVE BEEN PAID TO DATE.*



10048968 8315

SR# 20252970326

You may verify this certificate online at corp.delaware.gov/authver.shtml

A handwritten signature in cursive script, reading "C. B. Sanchez".

Charuni Patibanda-Sanchez, Secretary of State

Authentication: 203867927

Date: 06-05-25



Public Access System

VPS SECURITY, LLC.

License Number	Expires	Status
B 3100355	11/29/2027	LICENSE ISSUED

Physical Address

5001 CELEBRATION POINT AVE
SUITE 180
GAINESVILLE FL 32608
(352) 333-9333

Mailing Address

5001 CELEBRATION POINT AVE
SUITE 180
GAINESVILLE FL 32608

Principals

DYRKOLBOTN, SVEIN H
OTHER

Companion License

None

[New Search](#)



Public Access System

VG SAFETY

License Number	Expires	Status
B 3600143	11/29/2027	LICENSE ISSUED
Physical Address		
7190 SW 87 AVE, STE 401 MIAMI FL 33173-2512 (305) 315-8119		
Mailing Address		
7190 SW 87 AVE, STE 401 MIAMI FL 33173-2512		
Principals		
LOPEZ CASTILLO, JAVIER OTHER TODD, GREGORY OTHER		
Companion License		
None		

[New Search](#)

This Employer Participates in E-Verify



This employer will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each new employee's Form I-9 to confirm work authorization.

IMPORTANT: If the Government cannot confirm that you are authorized to work, this employer is required to provide you written instructions and an opportunity to contact SSA and/or DHS before taking adverse action against you, including terminating your employment.

N O T I C E:

Federal law requires all employers to verify the identity and employment eligibility of all persons hired to work in the United States.

Employers may not use E-Verify to pre-screen job applicants or to re-verify current employees and may not limit or influence the choice of documents presented for use on the Form I-9.

If you believe that your employer has violated its responsibilities under this program or has discriminated against you during the verification process based upon your national

origin or citizenship status, please call the Office of Special Counsel for Immigration Related Unfair Employment Practices at 1-800-255-7688 (TDD: 1-800-237-2515).

Employment Verification.  **Done.**

For more information on E-Verify, please contact DHS at:

1-888-464-4218



E-VERIFY IS A SERVICE OF DHS AND SSA



[Department of State](#) / [Division of Corporations](#) / [Search Records](#) / [Search by Entity Name](#) /

Detail by Entity Name

Foreign Profit Corporation
VERIDIAN GROUP OF FLORIDA, INC

Cross Reference Name

VERIDIAN GROUP, INC.

Filing Information

Document Number	F25000006280
FEI/EIN Number	33-2687993
Date Filed	11/06/2025
State	DE
Status	ACTIVE

Principal Address

382 NE 191 ST., #82781
MIAMI, FL 33179

Mailing Address

382 NE 191 ST., #82781
MIAMI, FL 33179

Registered Agent Name & Address

UNITED STATES CORPORATION AGENTS, INC.
476 RIVERSIDE AVE.
JACKSONVILLE, FL 32202

Officer/Director Detail

Name & Address

Title PT

LOPEZ CASTILLO, YANI
382 NE 191 ST., #82781
MIAMI, FL 33179

Title Director

Martinez, Sebastian
382 NE 191 ST., #82781
MIAMI, FL 33179

Title Director

Lopez Castillo, Javier
382 NE 191 ST., #82781
MIAMI, FL 33179

Annual Reports

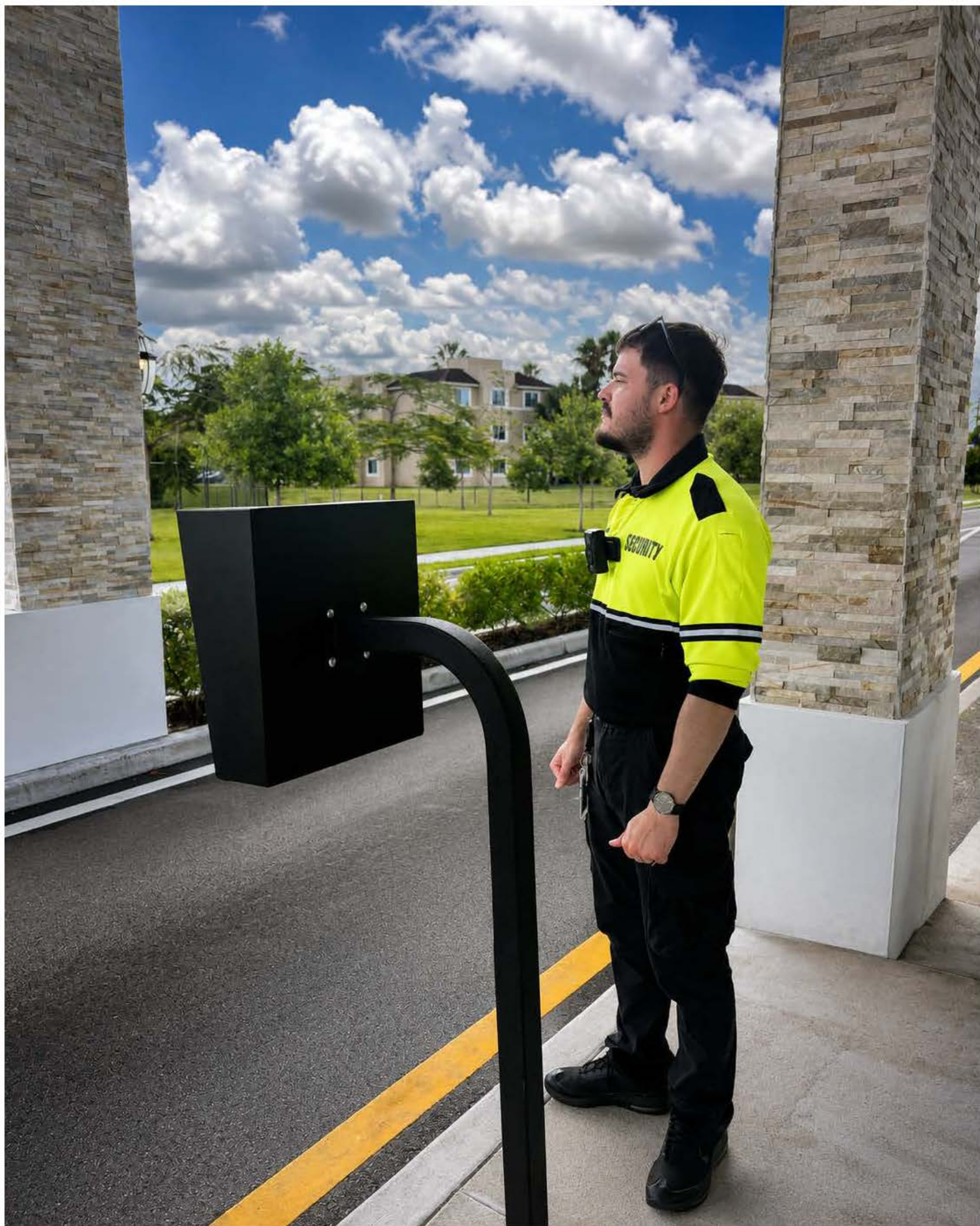
Report Year	Filed Date
2026	03/18/2026

Document Images

03/18/2026 -- ANNUAL REPORT	View image in PDF format
11/06/2025 -- Foreign Profit	View image in PDF format













VESTED SECURITY

Residential • Commercial • Retail

South Dade Ventures
CDD Waterstone in Homestead
Ben Quesada
LCAM
1355 Waterstone Way
Homestead, Florida 33033

July 20, 2026

RE: SECURITY PROPOSAL FOR WATERSTONE IN HOMESTEAD

Mr. Quesada

We are pleased to submit herewith our proposal for Security Services to Waterstone in Homestead. While we are certain you will analyze it thoroughly, we would like to take this opportunity to emphasize certain matters.

In preparing, the proposal we have recognized that there are salient features relating to the quality of service to be provided that is of importance to the CDD and Waterstone of Homestead. May we assure you that our Corporate Philosophy is one of providing the most efficient, effective and competent Security Service available at a cost commensurate with service to be undertaken and in keeping with our policy.

The financial breakdowns contained in the proposal represent our best professional judgement as to what will be required for the optimum service available, and for the employment of conscientious, reliable and courteous Security Personnel for this undertaking. This proposal also represents our understanding of your Security Service objectives. Please be aware that changes can be made at any time during the service to more accurately align our services to meet your requirements, as flexibility is a key element of our service concept.

We trust that the enclosed proposal meets with your requirements and should you have any questions or require any further information, please do not hesitate to contact us.

We thank you for the consideration and we are looking forward for a favorable response.

Kind Regards,

Chuck Pena
Operations Director

PROPOSED FINANCIAL CONSIDERATIONS

These billing rates are inclusive of all basic wages, statutory expenses, and general liability insurance. Including training, screening, supervision, uniforms, and benefits for employees also includes operational, general, and administrative expenses. In addition, where applicable, the provision, maintenance, and insurance on communication equipment, vehicles, computers or any other special equipment required by you, and/or deemed necessary by us for the operational integrity specifically for carrying out the Security Services you require at your location in a competent and professional manner.

3 Guards, 7 days a week, 24 hours a day

504 hours of Quality Security Service per week

● **The Gatehouse Security Officers** will be recruited for their experiences in hospitality and gated communities. The Security Officers and their Supervisors will be trained and well versed on Policies and Procedures.

HOURLY RATE: \$24.72*

HOLIDAY RATE: \$37.08

***Vision Insites Reporting System and equipment (three smart phones) Included**

STATUTORY HOLIDAYS

In keeping with Federal Wage and Hour Rates recommendations, Vested Security will bill for the Eight (8) Statutory Recognized Holidays shown below at the rate of one and a half (1.5) times the normal billing rate.

New Year's Day
Labor Day

Presidents' Day
Veteran's day

Memorial Day
Thanksgiving Day

Independence Day
Christmas Day

INVOICING PROCEDURES

Because we are a labor-intensive industry and the majority of our expense factor is taken up by payroll requirements, we invoice on a seven (7) day, weekly basis. The weekly-generated invoices are billed out each Monday covering the service of the previous week.

Proposed Financial Considerations

The cost breakdown for the guards, equipment and the Vision Insites reporting system is as follows:

Per hour = \$24.72

Per day = \$1,779.84 (72 hours x \$24.72 per hr.)

\$1,779.84 x 369 days* = \$656,760.96 (per year**)

**(369 Days - Holidays included)*

*** (Vision Insites and three smart phones included)*

Total Security cost including Vision Insites System =

\$656,760.96 per year

Residential References

Tuscany Village (since 2009)

Sergio Valdez
President
786-436-1293

Oak Ridge Estates (since 2002)

Kelly Scott - Foster Company
Property Manager
786-255-2091

Venezia Lakes Homeowners Association (since 2003)

Julio Forte
President
305-753-0540

Leidy Baro, Allied Property Group
Property Manager
786-340-1276

Three Lakes Homeowners Association (since 2013)

Lisa Alderman
President
305-801-8013

Abel Hernandez
Former President
305-804-2235

Carlos Lopez
Former President
1-786-626-1057

Kendall Square Homeowners Association (since 2016)

Luis Hernandez
Property Manager CDD
954-465-7608

More references available upon request



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

12/26/2025

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Acentria Insurance- Coral Springs 1607 NW 136th Ave, Suite B -200 Sunrise FL 33323	CONTACT NAME: Certificate Department PHONE (A/C, No, Ext): 954-731-5566 E-MAIL ADDRESS: wfr.certificates@acentria.com FAX (A/C, No): 954-731-8438
INSURED Fortress Protective Agency, Inc. dba Vested Security 13205 SW 137 Avenue Suite 230 Miami FL 33186	INSURER(S) AFFORDING COVERAGE INSURER A: Progressive Express Insurance Company INSURER B: Bridgefield Employers Insurance Company INSURER C: Summit Specialty Insurance Company INSURER D: INSURER E: INSURER F:

COVERAGES **CERTIFICATE NUMBER:** 1685335384 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
C	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☒ PRO-JECT ☐ LOC OTHER:			SCGL005000092803	12/21/2025	12/21/2026	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
A	AUTOMOBILE LIABILITY ☐ ANY AUTO ☐ OWNED AUTOS ONLY ☒ SCHEDULED AUTOS ☒ HIRED AUTOS ONLY ☒ NON-OWNED AUTOS ONLY			02993242	12/19/2025	12/19/2026	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
C	☒ UMBRELLA LIAB ☒ OCCUR ☐ EXCESS LIAB ☐ CLAIMS-MADE ☐ DED ☐ RETENTION \$			SXCS005000027603	12/21/2025	12/21/2026	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N ☐ N/A		830-54157	12/21/2025	12/21/2026	☒ PER STATUTE ☐ OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

CERTIFICATE HOLDER**CANCELLATION**

	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE <i>Chad H. Lydd</i>

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FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES

**WILTON SIMPSON
COMMISSIONER**

DIVISION OF LICENSING

03/10/26
DATE ISSUED

03/10/29
DATE OF EXPIRATION

B 2700221
LICENSE NUMBER

VESTED SECURITY

13205 S.W. 137TH AVENUE
SUITE 230
MIAMI, FL 33186

CANCIO-PENA, CHARLES H., PRESIDENT

THE *SECURITY AGENCY* NAMED ABOVE IS LICENSED AND REGULATED UNDER THE PROVISIONS OF
CHAPTER 493, FLORIDA STATUTES.



**WILTON SIMPSON
COMMISSIONER**

Seal Beach - City Hall

DATE RANGE: 2025-08-01 to 2025-08-31

Address: City Of Seal Beach Administration Building, Pasadena , CA, 90740

Purpose:

The monthly insights report provides a clear and actionable overview of all operational activity recorded from 2025-08-01 through 2025-08-31. Operational trends and peak activity periods were identified by collecting and processing over 8957 time-stamped submissions by guards as the primary source of data. The goal is to provide actionable insight to enable effective patrol coverage, support ongoing risk mitigation, and facilitate operational planning.

Terminology:

Observation: A report submitted by a guard containing notes and media in response to a task or to an unusual occurrence on the property.

Priority Level: The priority level indicates the degree of importance for each submitted observation, ranging from 1 = high priority to 3 = low priority.

Reactive Activity: Observations submitted in response to an event

Proactive Activity: Routine tasks completed on a predetermined basis

Proactivity Ratio: The ratio of (total proactive observations / total reactive observations) : a score that is superior to 1 indicates the security work is more proactive than reactive suggesting an effective security operation.

EXECUTIVE SUMMARY

Key Activity Metrics

Total Observations	8957
Total Priority 1 Observations	1
Average Daily Observations	299
Average Priority Level	2.992
Peak Hour of the Day	3 PM
Peak Day of the Week	Tuesday with 1449 observations
Peak Date(s)	2025-08-09 with 423 observations

Key Activity Insights

Key Contributions from Guards

The guards demonstrated exceptional diligence and commitment throughout the month. Notable contributions include John Connor's consistent and thorough patrols across various locations, Kate Ford's proactive monitoring of critical areas, and Robert Brown's detailed observations during routine checks. Their efforts ensured the safety and security of Seal Beach City Hall.

Overall Trends in Activity During the Month

- The majority of activities were proactive, focusing on routine patrols and area checks.
- Reactive observations were minimal, indicating effective preventive measures.
- High-priority areas such as staircases, elevators, and public spaces like the Rotunda were frequently monitored.
- Observations were evenly distributed across weekdays and weekends, ensuring consistent coverage.

Locations and Key Areas Patrolled

- **Proactive Observations:**
 - Staircases (Stair 1, Stair 2, Stair 3, Stair 4) across multiple floors were regularly inspected.
 - Public areas such as the Rotunda, Rotunda Elevator Lobby, and Council Chambers were key focus points.
 - Outdoor locations like Garfield Ave & Thurgood Marshall, Union & Garfield Ave, and the Courtyard/Fountain were patrolled.
 - Critical infrastructure areas, including the Basement, Boiler Room, and Print Shop/Mailroom, were monitored.
- **Reactive Observations:**
 - Specific incidents included unauthorized flyer postings, burnt-out light fixtures, and unauthorized commercial activity.

- These were promptly addressed, showcasing the guards' responsiveness to emerging issues.

The guards' proactive and reactive efforts ensured comprehensive security coverage and swift resolution of issues, maintaining a safe environment at Seal Beach City Hall.

The enclosed charts and summaries included in this report are designed to provide both a snapshot of patrol effectiveness and a tool for continuous improvement. Our goal is to deliver transparent, high-quality reporting that supports your efforts to maintain a secure and well-managed property.

Should you have any questions or require further details, we're happy to assist.

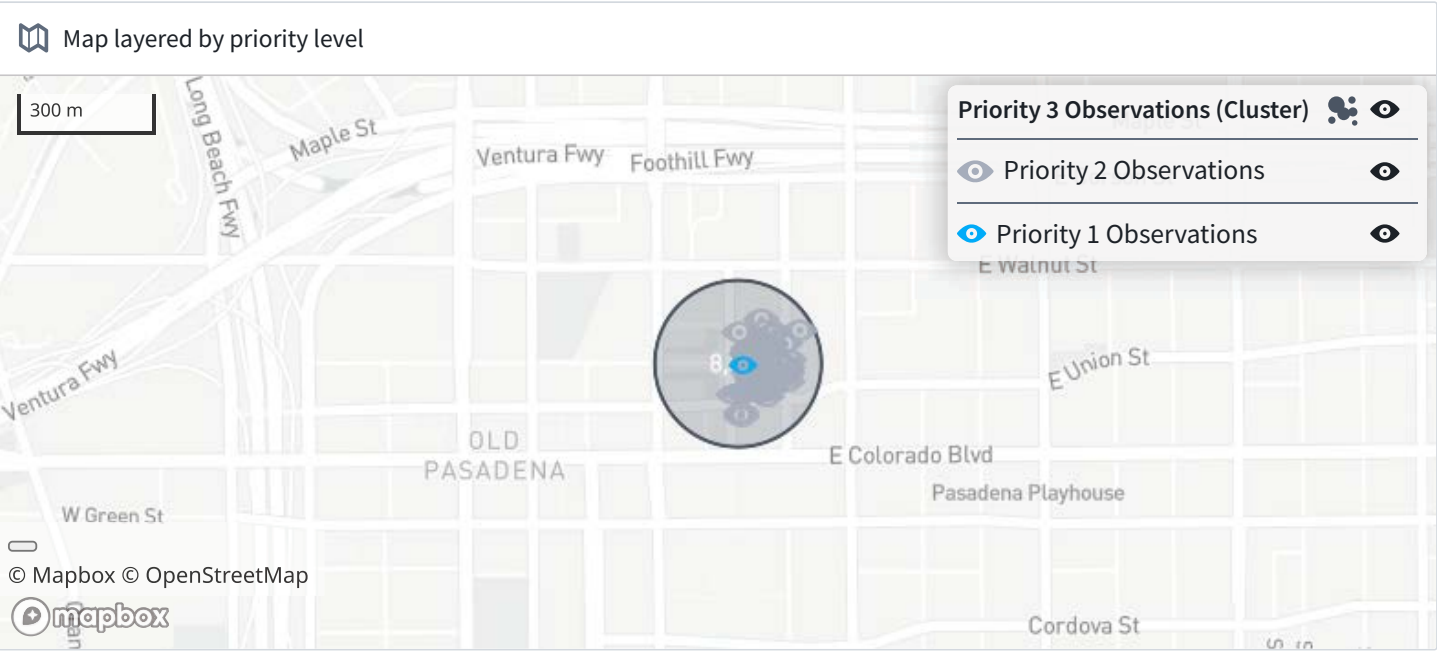
Sincerely,

The Vision Security, Inc. Management Team,

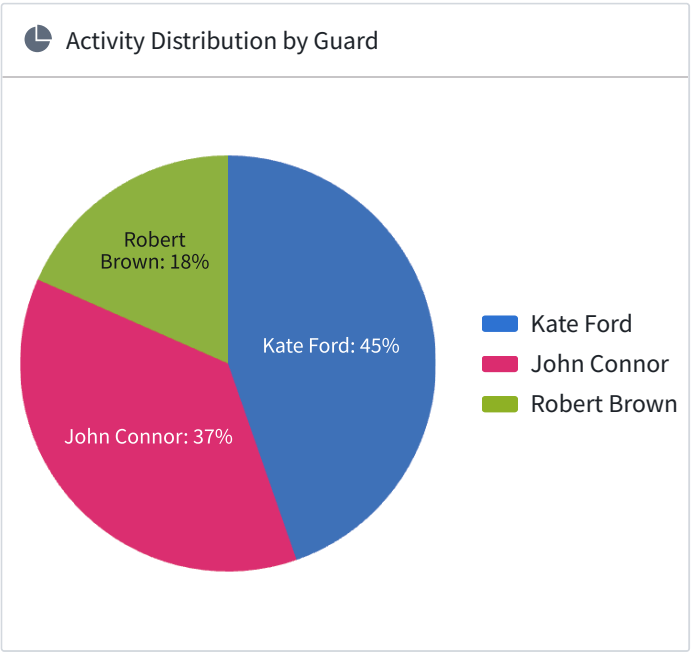
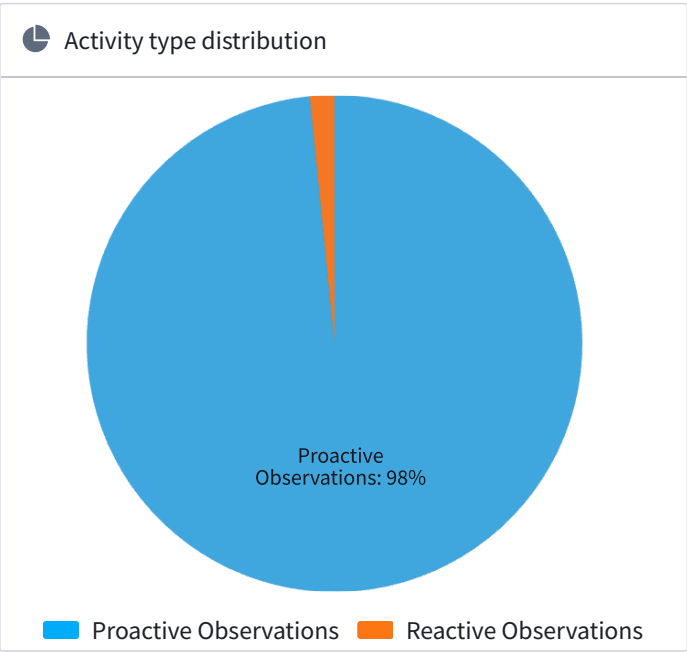
RESULTS

Geospatial Analysis

The following map displays the location of observations submitted by guards during the period of time covered in the analysis. Level 3 priority observations appear in a dark grey cluster, level 2 priority observations are represented by a grey eye icon and any level 1 priority observations appear as a blue eye icon on the map.

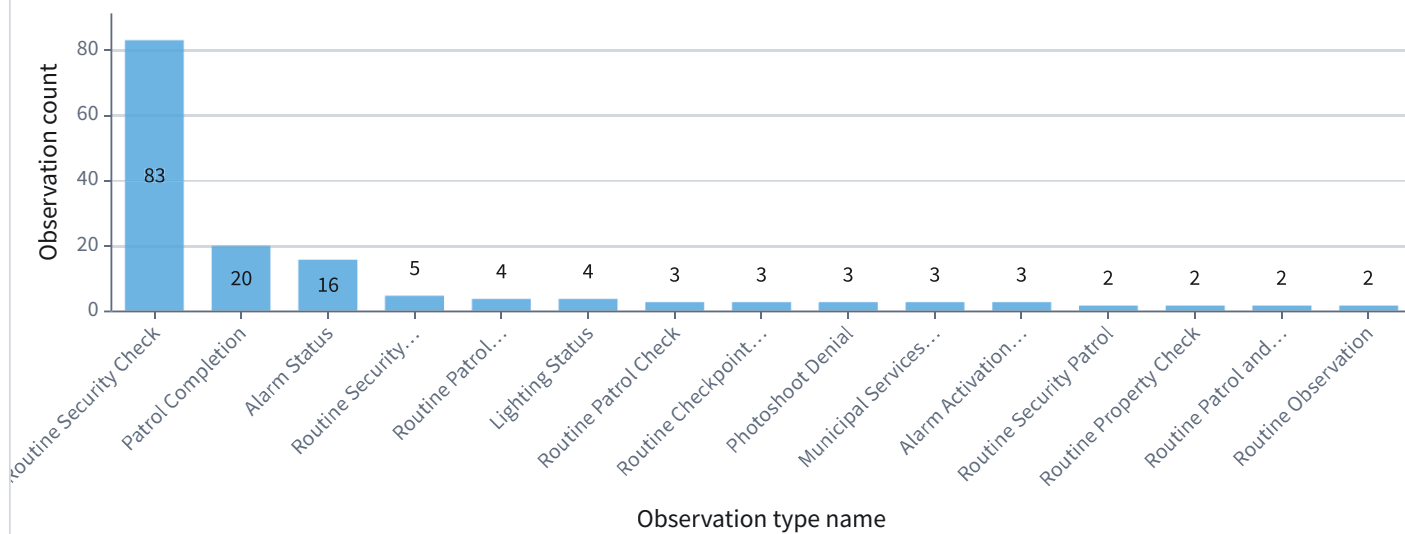


Activity Distribution

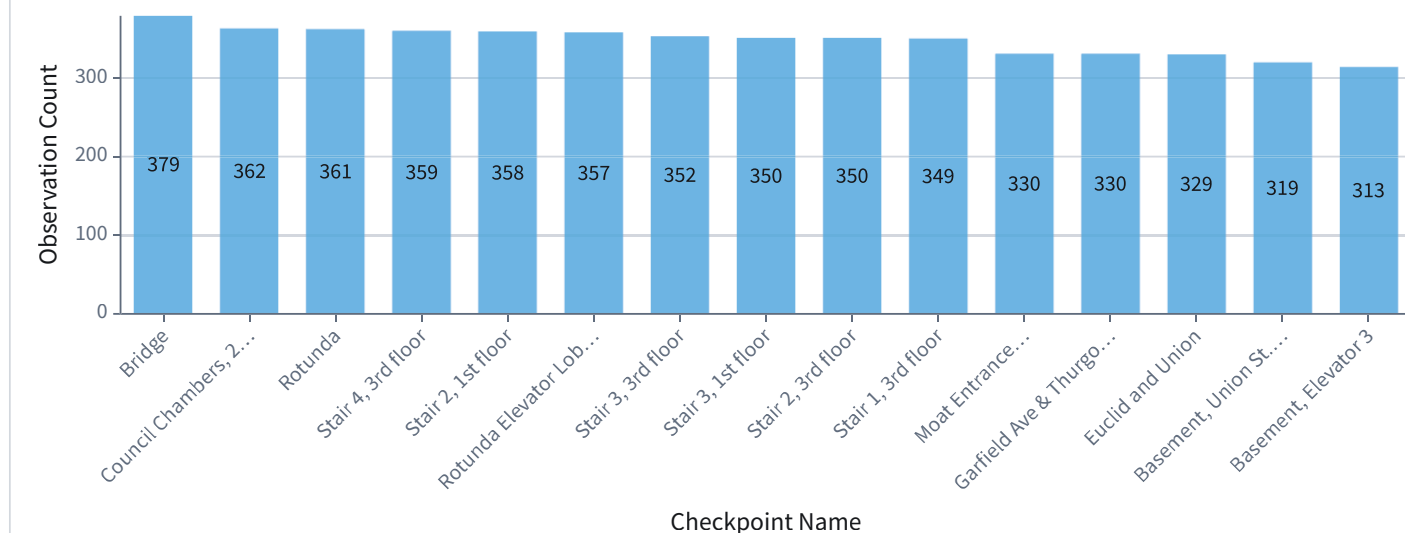




Top 15 Observation Types (by Volume)

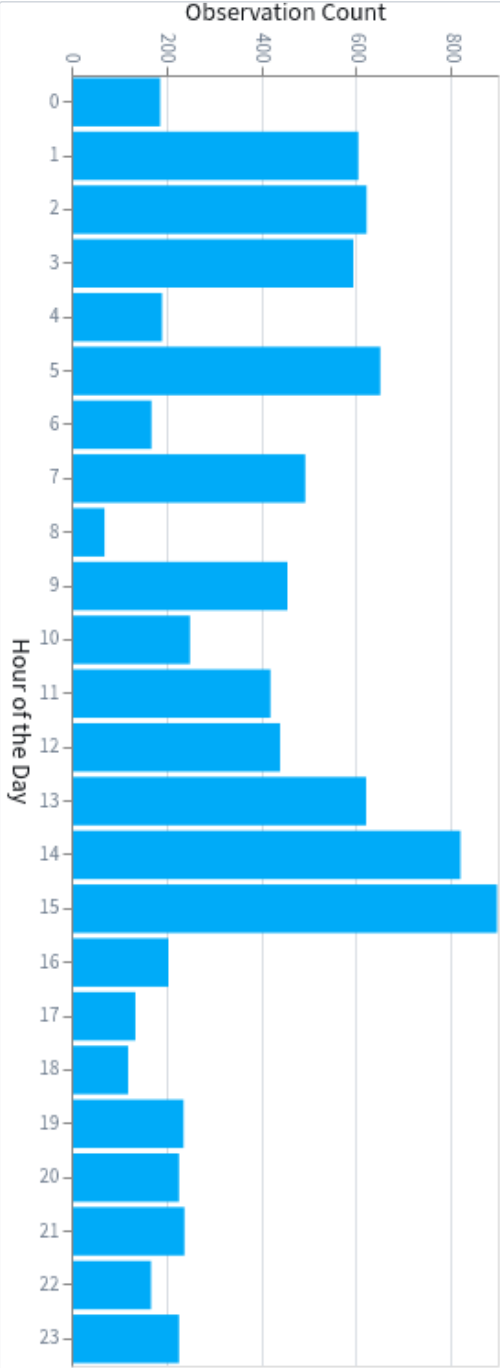


Top 15 Patrolled Checkpoints

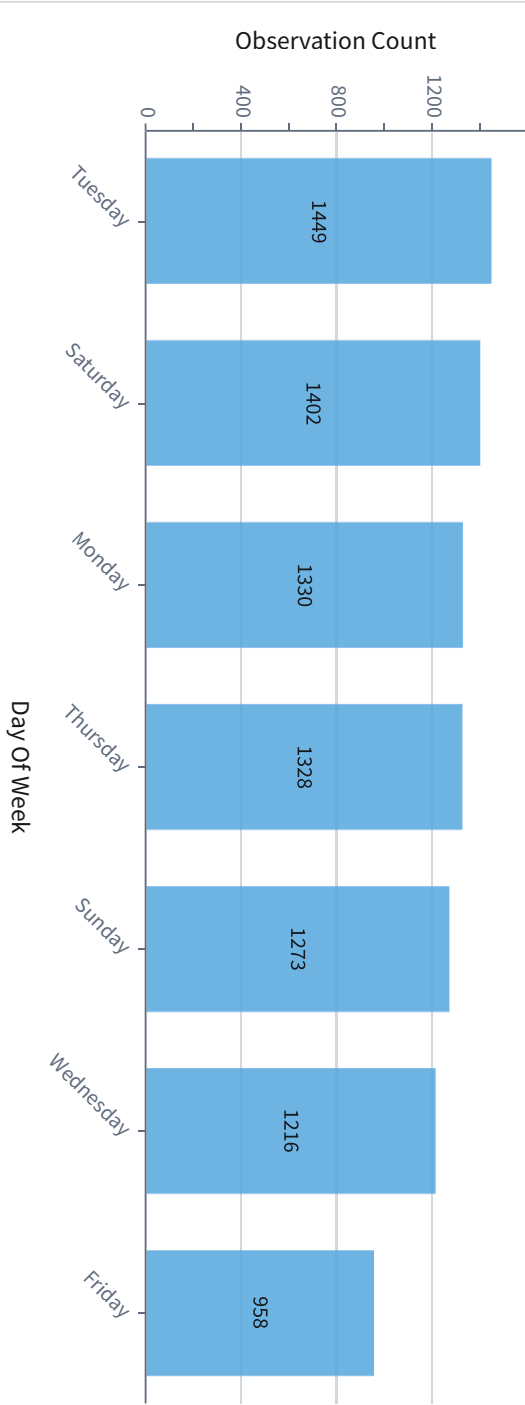


Time Analysis

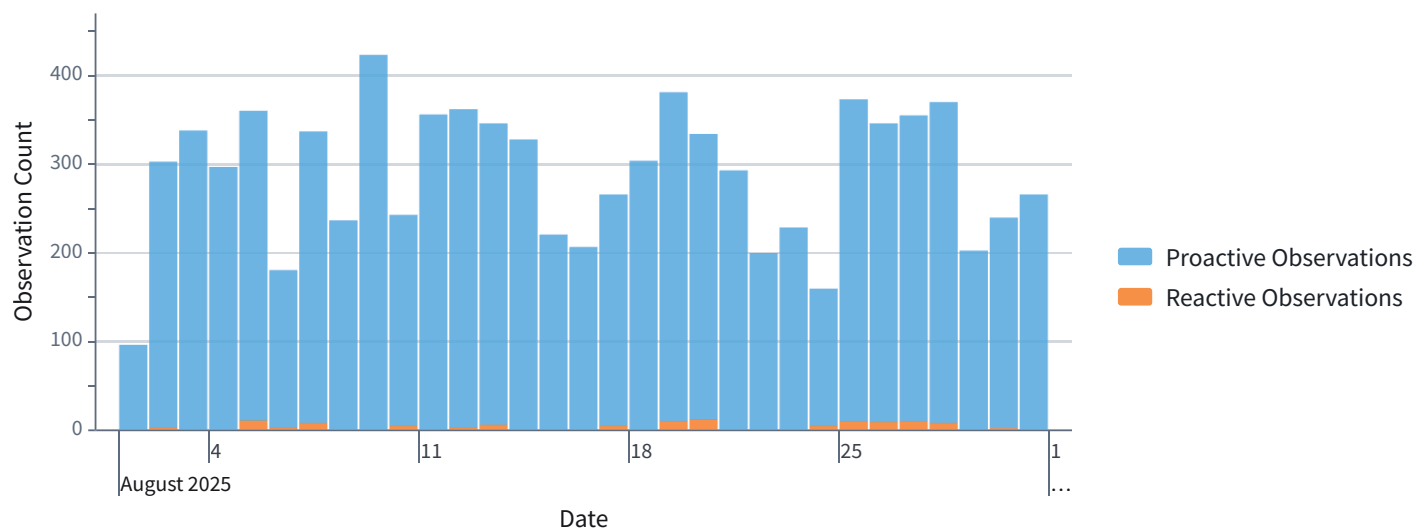
Activity by Hour of Day



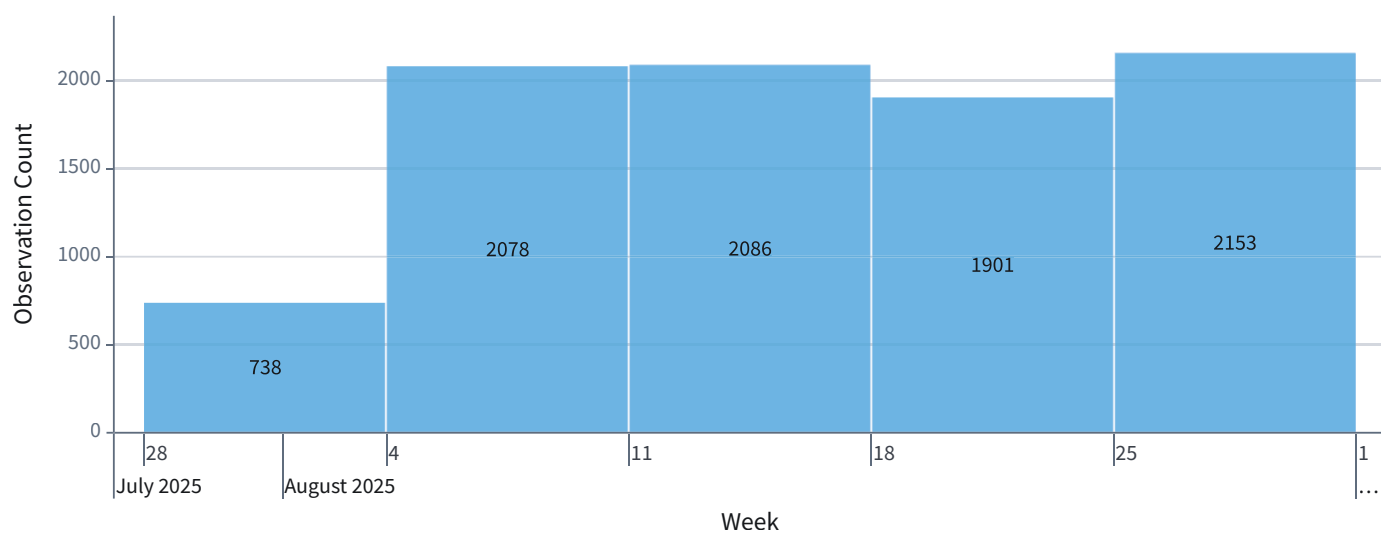
Activity by Day of Week



Activity by Date



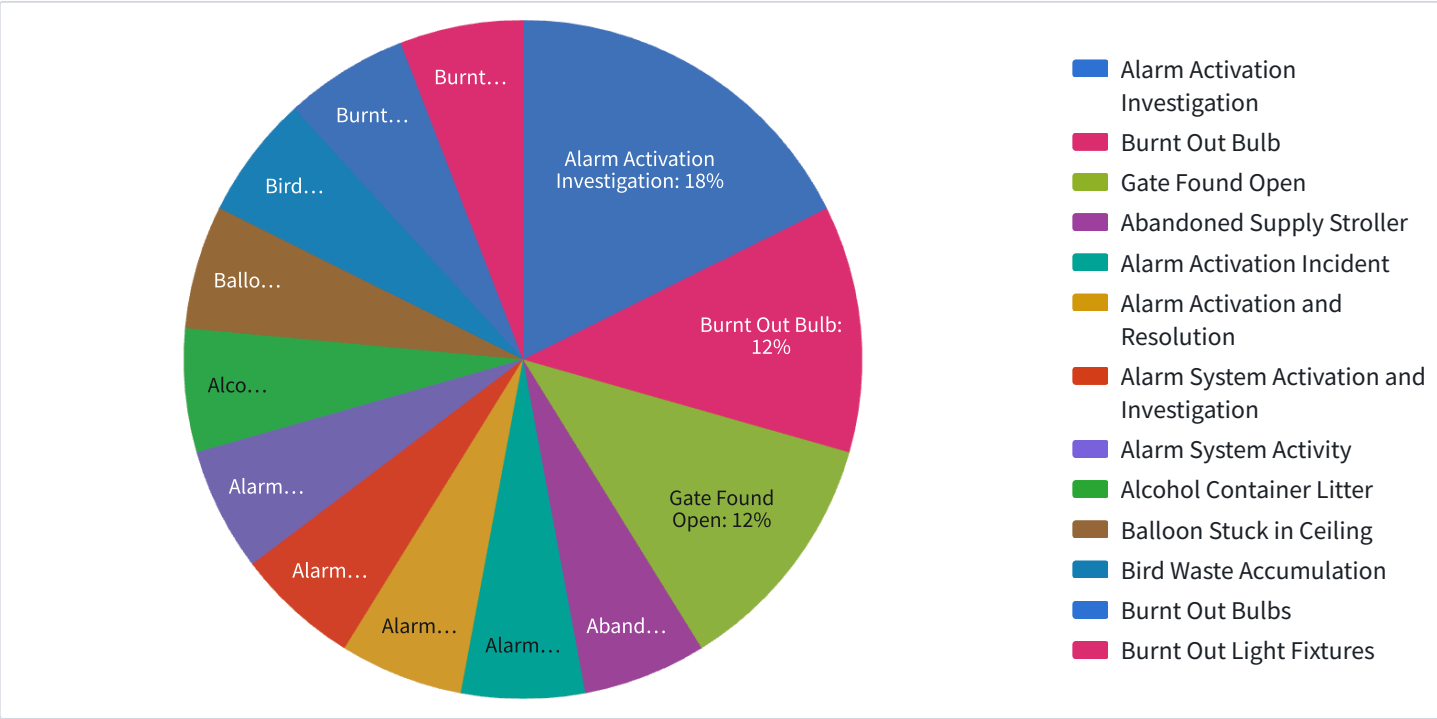
Activity by Week



High Priority Observations

Summary of Observation Types

This section presents the distribution of level 1 and 2 priority observations during the period of the analysis, the pie chart illustrates the distribution of all recorded observation types.



The following list summarizes the priority level 1 and 2 observation types by category and provides the total count observations relating to the category. The summary column provides context about the details of the related observations. Finally, the observation type column lists all of the observations contributing to the category.

Category	Summary	Observation Types
Unauthorized Activities: 9	Instances of unauthorized activities include commercial activity, flyer posting, parking in restricted zones, unauthorized photo shoots, and unauthorized entry or disturbances within Seal Beach City Hall.	[Unauthorized Commercial Activity, Unauthorized Flyer Posting, Unauthorized Parking Observation, Unauthorized Photo Shooting, Unauthorized Parking, Unauthorized Photography Concern, Unauthorized Photo Shoot, Photoshoot Denial, Unauthorized Entry and Disturbance]
Lighting Issues: 5	Lighting issues reported include burnt-out bulbs and fixtures, as well as general lighting outages in various areas of Seal Beach City Hall.	[Burnt Out Light Fixtures, Light Outage, Lighting Issue, Burnt Out Bulb, Burnt Out Bulbs]

Alarm System Activity: 6	Alarm system-related incidents include activations, investigations, and resolutions, often involving coordination with the police department and checks for unusual activity.	[Alarm System Activity, Alarm System Activation and Investigation, Alarm Activation Investigation, Alarm Activation Incident, Panic Alarm Activation, Alarm Activation and Resolution]
Structural and Surface Issues: 5	Structural and surface issues include damage to tarps, cracks in surfaces, and deterioration of paint and cement at Seal Beach City Hall.	[Roof Tarp Damage, Surface Deterioration, Structural Crack, Surface Damage, Structural Damage]
Unsecured Access Points: 7	Reports of unsecured access points include doors and gates left open or ajar, posing potential security risks at Seal Beach City Hall.	[Unsecured Door and Lights On, Door Ajar, Unsecured Basement Door, Open Gate and Door, Open Door, Gate Found Open, Unsecured Door]
Sanitation and Cleanliness: 5	Sanitation and cleanliness issues include littering, sticky stains, bird waste accumulation, and other cleanliness concerns at Seal Beach City Hall.	[Alcohol Container Litter, Sticky Floor Stains, Sanitation Issue, Bird Waste Accumulation, Glass Bottle Debris]
Suspicious and Disruptive Behavior: 3	Reports of suspicious and disruptive behavior include juveniles performing tricks, individuals acting suspiciously, and confrontational behavior by visitors.	[Suspicious Behavior by Juveniles, Suspicious Behavior, Disruptive Behavior]
Lost or Left Items: 5	Lost or left items include clothing, strollers, flags, and other objects left behind or abandoned at Seal Beach City Hall.	[Left Item, Discarded Clothing, Left Behind Clothing, Abandoned Supply Stroller, Missing Flags]
Keycard and System Issues: 4	Keycard and system issues include malfunctions, login failures, and configuration problems affecting access and security systems.	[Keycard Reader Alert, Keycard Reader Malfunction, System Login Failure, Door Lock Configuration Issue]
Maintenance and Equipment Issues: 4	Maintenance and equipment issues include damaged equipment, ongoing maintenance work, leaking pipes, and elevator malfunctions.	[Equipment Damage, Maintenance Work, Leaking Pipe at Moat Entrance, Elevator Malfunction]
Miscellaneous Observations: 6	Miscellaneous observations include unidentified objects, balloon-related incidents, newspaper accumulation, vandalism, and missed delivery notifications.	[Unidentified Object in Courtyard, Unknown Metal Object Disposal, Balloon Stuck in Ceiling, Newspaper Accumulation, Vandalism - Abandoned Balloons, Missed Delivery Notification]

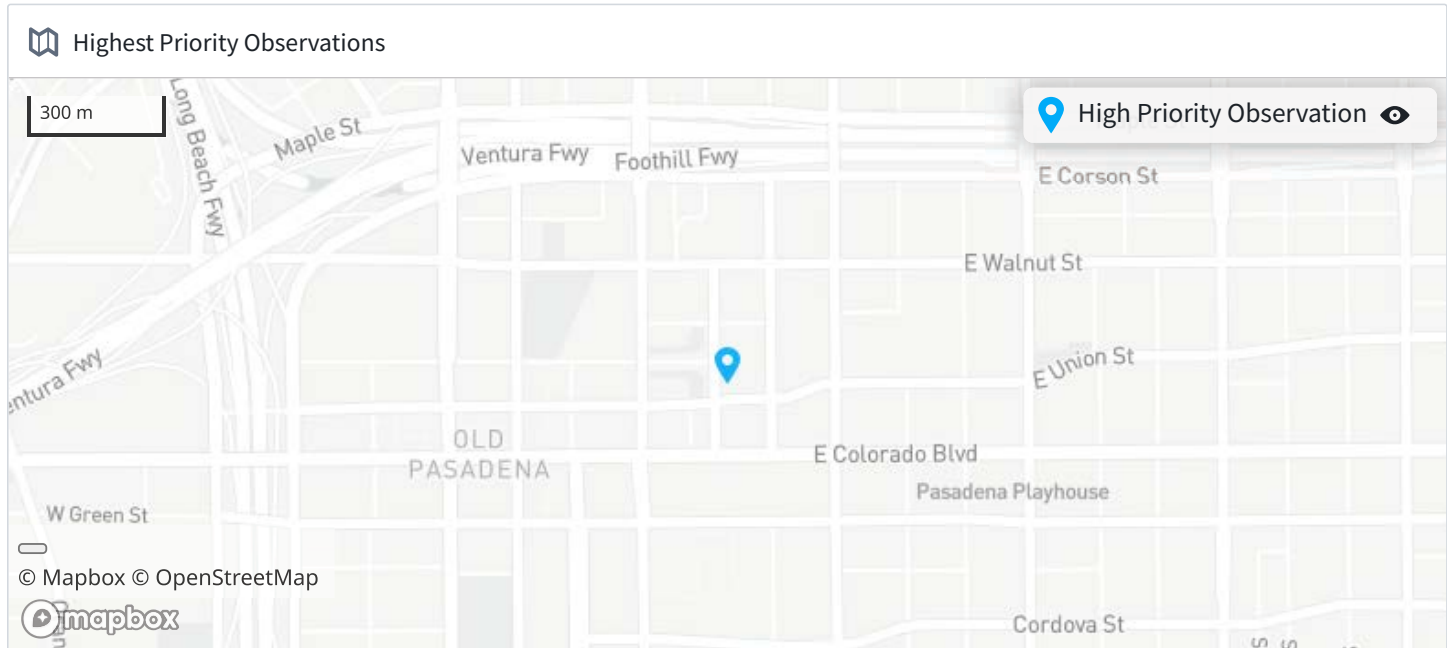
Details of Highest Priority Incidents

The following table lists all of the highest priority observations for the period of analysis.

Date/Time	Reporting Guard	Observation Name	Enriched Note
Aug 21, 2025, 1:39 PM	Kate Ford	Unauthorized Person in Restroom	A homeless individual is present in the restroom on the first floor and is refusing to leave. The police department has been contacted and is on the way.

Location of Highest Priority Incidents

The following map displays the location of the highest priority observations submitted by guards during the period covered in this analysis. The marker icon depicts the locations of the highest priority incidents listed in the previous table.



Conclusion

During the period of this analysis, the security team at Seal Beach City Hall demonstrated consistent patrol activity and thorough site coverage. The following main insights were uncovered:

The monthly security analytics report for Seal Beach City Hall highlights several recurring trends and incidents that were effectively managed through proactive monitoring by Vision Security, Inc. Key trends include unauthorized activities such as commercial operations, flyer postings, and photography, as well as maintenance issues like burnt-out light fixtures and structural damage. Additionally, sanitation concerns and suspicious behaviors were promptly addressed, ensuring the safety and functionality of the premises. The guards' vigilance in identifying and mitigating these issues has contributed significantly to maintaining a secure and orderly environment.

To further enhance security and operational efficiency, the following items require immediate action from the City of Seal Beach:

- **Unauthorized Commercial Activity:** Investigate and address the individual charging for photos with a truck without a valid permit.
- **Burnt-Out Light Fixtures:** Replace bulbs in the 5th fixture on the east wall and the 7th fixture on the west wall.
- **Left Item:** Remove the whiteboard left at the Union west driveway near the Trash Enclosure double doors.
- **Unauthorized Flyer Posting:** Remove the flyer titled "Dinner with The Bishop" from the Rotunda Marquee and ensure future postings are approved.
- **Alcohol Container Litter:** Clean up the three empty alcohol containers observed on the lawn at Union and Garfield.
- **Unauthorized Parking:** Address the photoshoot in the no-parking zone and ensure compliance with parking regulations.
- **Roof Tarp Damage:** Replace the disintegrated tarp on the south rooftop to prevent further water damage.
- **Elevator Malfunction:** Repair Elevator 2 to ensure safe and reliable operation.
- **Sanitation Issue:** Address the urine accumulation in the non-functional drinking fountain on the 2nd floor hallway at Stair 1.

These actions will help maintain the integrity and safety of Seal Beach City Hall while supporting the proactive efforts of the security team.

Overall, the data reflects a proactive and well-distributed patrol strategy, contributing to resident safety and property oversight throughout the building.