CAMBRIDGE SECURITY

July 12, 2018

John Sims, Property Manager
Towers at Ocean View East Condominium
400 Leslie Drive
Hallandale, Florida 33009

Dear Mr. Sims,

Thank you for the opportunity to participate in the proposal process for Towers at Ocean View East Condominium. We understand the integral role that high quality security officer services play in serving your residents, visitors, and achieving your community goals… it is a job we take very seriously.

Cambridge Security Services brings tremendous experience and unparalleled results that will help you achieve the security/access control and customer care results you desire. We recognize that senior management, supervision, on-site management and the quality of security officer training greatly contribute to the success of your security program. We have the programs and procedures in place that allow us to deliver the highest-quality security experience to you every day. Our approach is based on the following tenets:

- Dedicated on-site leader is responsible for security results at Towers at Ocean View East Condominium.
- Employees are treated with great respect and dignity, and regarded as internal customers.
- Keeping turnover low as a result of excellent wages, superb health benefits, weekly paychecks, Tickets at Work deep discount program, FREE uniforms, and a pleasant work environment.
- Selection of top candidates, with warm and gracious personalities, by using an extensive screening and interviewing process, background checks, and drug testing.
- Highly motivated security staff as a result of our winning corporate culture and recognition benefits.
- Regarding your satisfaction, and exceeding your expectations, as our top priority and ensuring excellent communication through our local management team.
- World Class Customer Service training for all uniformed staff, every year of their employment

This proposal represents Cambridge's commitment to serve you, your residents and guests of Towers at Ocean View East Condominium with distinction and bring to each of you the peace of mind that a great security program will. We look forward to becoming your security partner and delivering a very competent, and thoroughly satisfying experience that you will be eager to tell others about.

If you have any questions, please feel free to contact me at W: 954.320.4407, C: 239.537.1711, or email phurley@cambridgesecurityservices.com. I look very forward to hearing from you soon.

Sincerely,

Patrick J. Hurley
Director of Business Development

A World Class Security Program

Presented to:

Towers at Ocean View East Condominium

Executive Summary

Cambridge was created in 1984, and our corporate headquarters is located in Fort Lauderdale, with branch offices in Naples, Miami, North Palm Beach, and Orlando. We also enjoy robust operations in the Northeast (New York, New Jersey, Pennsylvania, Delaware, et al) and also the desert southwest (Nevada and Arizona).

Our office locations provide us the opportunity to be readily available and to afford Towers at Ocean View East Condominium and our customers the level of attention that is expected of a security services partnership.

With Towers at Ocean View East Condominium, we would expect to institute regular meetings with community property management and leadership from the very beginning. We believe deeply in the importance of timely communications and open dialogue. Management attending these meetings would include our Vice President of Operations, Director of Operations, and on-site Director.

The most valuable benefit to the partnership is looking forward to events that are upcoming so that the proper amount of management attention can be applied. All matters that are measureable will be documented and tracked for the success of the partnership i.e.: security and safety in the community, turnover, recruiting, billing, staffing and other community matters.

Cambridge Security Services would like to consider (if contractually allowable, helpful, and desirable) allowing any favored staff from your current provider to continue serving Towers at Ocean View East Condominium by serving through Cambridge. In such a circumstance we would request a full application and background check of any incumbent to include the current Director. If the incumbent Director chooses not to join Cambridge Security Services (or if this is not a viable option), we will select a Director – with your direct input and approval - from the ranks of our existing team.

Our success is based on our selection process and the extra effort we extend in the hiring process. We are always recruiting to provide our various clients with the best security officers in the security business. It is important that we select security officers that want to be security officers and to take care of our clients' interest.

Our retention rate among customers is 98% year over year. This is the result of our attention to detail, our hiring and retention standards, a dedication to frequent dialogue with our clients, an intense quality control regimen, and our commitment to do always do the right thing. We stand by our commitments and treat our security officers fairly and honestly so that they will in turn treat your homeowners and guests with grace, warmth, and great care.

We typically use a 30 day transition. We initiate the transition by dedicating a transition team from our local management which is led by our Vice President of Operations. Team members are assigned specific tasks and timeframes to complete each task. We meet weekly as a group and more often if needed to ensure we are on track and that tasks are being completed in a timely manner. We have transitioned many accounts over the years and realize that the recruiting and selection process must be given priority. We are committed to do whatever it takes to make this transition as transparent as possible.

Our Mission Statement

Meticulous Security through Communication and Accountability. Our mission at Cambridge Security Services is to provide security services of the highest quality, exceeding the expectations of our clients at affordable pricing.

We achieve this goal by partnering with our clients to identify their needs; providing our officers with extensive training, supervision and support; and by ensuring open and honest communications among everyone involved; clients, security officers, support staff and management.

Cambridge at a Glance

Since 1984, Cambridge has recruited and selected security professionals from the ranks of current and former law enforcement, military and other first responders. We draw professionals from the local community, as they bring specialized knowledge, greater potential for continuity, and stronger sense of personal investment to the challenge. We have been the premier provider of highly trained security personnel to residential communities, commercial real estate, shopping malls, higher education, healthcare, financial, manufacturing and distribution, government sites and other facilities. Our focus is on quality. We provide reliable and affordable protection, customized programs and unparalleled customer service. Cambridge is American-owned and managed with its national HQ located in Fort Lauderdale, significant operations in New York, New Jersey, Pennsylvania and Nevada, and with Florida-based branch offices in Broward, Miami-Dade, Palm Beach, and Collier Counties.

Fast Facts

- **American Owned –** American owned and operated.

- **Locally Managed –** Local leadership and management team with many decades of combined experience serving Florida's most discerning clientele.

- **Professional Personnel** – Certified and licensed by the State of Florida (FSS 493)

- **Technology** – Utilizes a Wide Area Network that supports company-wide network providing real-time access to fully integrated business systems.

- **National Network Plus** – Consists of over 3,500 law enforcement officers and 600 security affiliates trained to provide quality service that Cambridge demands.

- **Services** – A wealth of experience in several key industries with specialized services designed for the unique demands of each market, including:

  * Exclusive Residential Communities
  * Commercial Real Estate
  * Colleges and Universities
  * Financial Institutions
  * Manufacturing and Industrial
  * Special Events
  * Shopping Malls
  * Private Schools/Temples/Churches

Florida and National Headquarters
5100 North Federal Highway | Suite 405
Fort Lauderdale | Florida | 33308

Fort Lauderdale | Miami | North Palm Beach | Naples | Orlando

Spotlight on Key Leadership

Jim D'Arcy
Chief Operating Officer

D'Arcy joined Cambridge Security in March 2016 as Vice President of Retail Services, bringing with him years of industry experience and an in-depth understanding of retail security and loss prevention.

Before joining Cambridge Security, Mr. D'Arcy spent 7 years with The Great Atlantic & Pacific Tea Company, parent to the A&P, Pathmark, Food Basics, Food Emporium, Superfresh, and Walbaum's grocery store chains, where he managed center store and perishable shrink, corporate security, quality assurance, food safety, store audit and store safety as well as crisis management, operations data analysis and store operating expenses.

During Jim's tenure with A&P, the company realized tens of millions of dollars of profit improvement through its loss prevention lead programs.

Jim was also an integral part of the loss prevention leadership team of the New Jersey Food Council where he served as Chair of the Northeast Regional Loss Prevention Conference and Vice Chair of the Loss Prevention Committee. While in this role, Jim created the loss prevention scholarship program for high potential loss prevention professionals.

In 2014, Jim received the Loss Prevention Professional of the Year award from the New Jersey Retail Merchants Association and New Jersey Food Council.

Prior to joining A&P, D'Arcy spent five years as an Asset Protection and Operations Manager at The Home Depot, and was also a Police Officer in Monmouth County, New Jersey, receiving three awards for meritorious service.

D'Arcy is a volunteer firefighter and has served his community for more than 17 years, including 6 years as a Captain in the world's largest volunteer Fire Department, and 10 years as a NJ State Fire Service Instructor. As a firefighter, D'Arcy has been recognized three times for outstanding service, including saving the life of a fellow firefighter.

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Cambridge Quality

Our definition of quality service is ***"meeting and exceeding customer and Cambridge expectations and standards for service and value."*** At Cambridge, it all starts and ends with our security officers. It is our security officer's professionalism, competence and commitment that make the difference.

Our management teams – at both the local and corporate level – are committed to supporting our security officers. We've established a set of standards that every one of our customers can expect from our officers. While this list may appear to be fundamental, it is the core of our service offering to our customers.

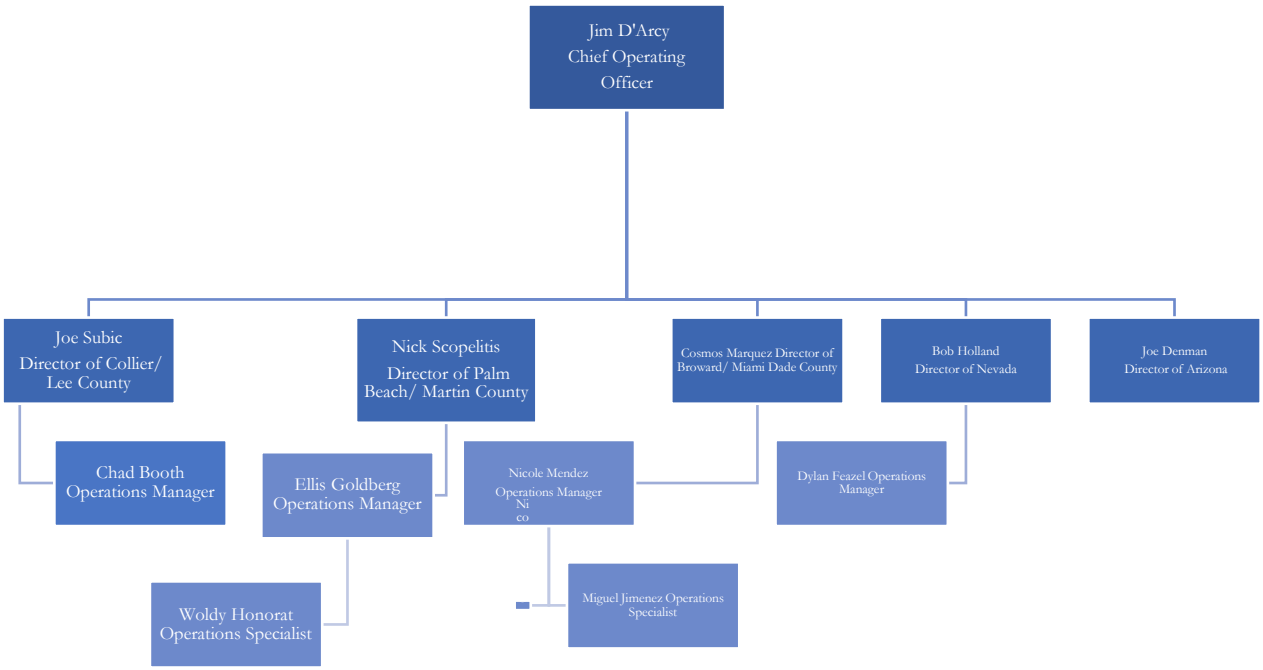
The Cambridge Security Officer Profile

Law enforcement, corrections, military and private security background, strong communication skills, trained by state-certified schools, motivated and focused, field trained and mentored, prepared for challenges, shares knowledge and experience with colleagues.

Security Officer Standards

- Great communication skills – oral and written
- Friendly and professional demeanor – warm smile and a "can-do" attitude
- Shares knowledge and experience with colleagues generously for team improvement
- Neat, clean and professional appearance – no extremes in hairstyle and very limited facial hair (mustache only, extending no further than the corners of the mouth)
- Thoroughly understands and executes post orders – unafraid to ask for clarifications
- Handles issues/concerns with alacrity and professionalism

Operations Leadership Team



Our National Executive Team

Ethan Lazar
CEO

James D'Arcy
Chief Operating Officer

Dave Malefsky
Executive Vice President

Marco Lopez
Sr. Vice Pres.
Emerging Markets

John McGee
Vice President
of Healthcare
Services

Karen Lazar
Vice
President of
Marketing

Michael O' Mara
Vice President of
Finance and
Information

Pat Hurley
Director of
Business
Development

Key Leadership

Ethan Lazar
Chief Executive Officer

Ethan Lazar is a graduate of Columbia University and New York University School of Law. In addition, he conducted extensive research in international terrorism and security during his tenures at both Hebrew University of Jerusalem and Columbia University. Mr. Lazar practiced law with the firm of Dreyer and Traub before becoming Vice President and General Counsel for The Cambridge Companies, a real-estate development, management and construction company.

In 1984, Mr. Lazar founded Cambridge Security Services Corporation, a security guard services company, which today employs in excess of 2,000 people in several states. Mr. Lazar is also the founder and CEO of Cambridge Cleaning and Maintenance, a full-service commercial and residential janitorial service's company.

Mr. Lazar is a member of both the New York and Florida Bar Associations.

Jim D'Arcy
Chief Operating Officer

See "Spotlight on Key Leadership" section.

Marco Lopez
Sr. Vice President, Emerging Markets

Mr. Lopez is a graduate of Western Governor's University where he received a Bachelor's degree in business administration, and he also holds an Associate's degree in criminal justice. Mr. Lopez possesses over 20 years of experience in investigations, physical security, and retail loss prevention. Mr. Lopez has also held management and directorship positions in major residential and commercial property management firms in both the state of Florida and Nevada.

Mr. Lopez was recently appointed by the governor of Florida as vice chairman of the Florida State Boxing Commission.

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Michael O'Mara
Vice President of Finance and Information Technology

Michael O'Mara joined Cambridge Security in March, 2017, and was charged with solidifying our IT infrastructure and insourcing all of our end-user support needs. He was promoted to Vice President of Finance and Information Technology in December, 2017. Since his first day, Mr. O'Mara has been instrumental in developing technology solutions that have been benefiting the company.

While Michael possesses a deep understanding of the Information Technology field, much of his professional experience is in the area of financial planning and business analytics. Before joining Cambridge Security, Michael held various positions in financial planning and reporting, including several years as the Director of Analytics and Auditing for The Great Atlantic & Pacific Tea Company (A&P).

Patrick Hurley
Director of Business Development

Mr. Hurley is a well-respected 22-year security professional, and a South Florida native. He has a remarkable track record of creating and managing industry-leading security operations, conducting internal and external investigations, expanding and enhancing company marketplaces and client bases, and performing high profile executive protection details which have included such luminaries as Israeli Prime Minister Benjamin Netanyahu and General Colin Powell (Ret.).

Supporting his security, executive protection, and investigative skills, Mr. Hurley is also a Sensei and past martial arts instructor in the Japanese discipline of Shito-ryu Karate and a Certified Instructor of the ALICE (active shooter) training regimen.

Notably, Mr. Hurley was the founder and past-President of the Southwest Florida chapter of the American Society of Industrial Security (ASIS), making him a respected and credentialed security professional. Prior to joining Cambridge, Mr. Hurley was the president of both the Southeast and Southwest divisions of Kent Security. Prior to his tenure at Kent, Mr. Hurley was the Director of Business Development for Elite Protection Services.

Client Outreach

As the industry leader in quality security officer services, Cambridge takes pride in setting the standard for service offerings that go above and beyond the typical operational aspects of the business. Our clients look to Cambridge, their security partner, as a resource for security expertise. We believe it is our duty to share our expertise and industry knowledge. Part of our customer service commitment is our effort to share information to help keep people safe and homes and businesses secure. The following are a few of Cambridge's programs that promote security awareness throughout our clients' sites, the industry and the communities we serve.

Security Seminars/Town Hall Meetings

From time to time, Cambridge provides seminars for security professionals throughout the U.S. on a variety of security-related topics. These seminars provide timely, insightful information for our clients and the communities we serve. Depending on the subject, a Cambridge executive may present, sharing personal experience and knowledge, or Cambridge will call on a recognized, respected outside experts.

Email Security Alerts

Cambridge's email alert campaign provides clients with both informational and educational updates on a myriad of security-related issues. From Emergency Preparedness Guidelines to Workplace Violence Prevention Strategies, e-mail alerts are created to address the most current issues and challenges our clients face and are distributed in the timeliest manner.

Security Awareness & Appreciation Events

Cambridge is committed to developing client outreach services that complement your security program. We will do everything possible to create and foster an environment that makes employees, residents and guests feel safe and secure. We have conducted a variety of events to increase security awareness throughout our client sites, and to promote a sense of client appreciation. Some of our most popular offerings are:

- Employee/Resident Appreciation Events – Morning socials with coffee and donuts (popcorn and soft drinks for afternoon events) upon arrival to the site, and pertinent security brochures and materials on hand for distribution.

- Security-themed Events – Hometown Roundtables – Open discussion, questions and answers with Cambridge senior management and local law enforcement.

- Best Practices Sharing – Sharing of security and safety information and security awareness tips.

- Scheduled Meetings – Regular calendared meetings with senior management, property management and community leadership.

Community Involvement

Cambridge has always placed an emphasis on being an active, responsible corporate citizen. As an organization, Cambridge supports numerous charity and community organizations throughout the country.

Additionally, our people dedicate extensive personal time and energy to support meaningful causes important to their communities and our clients.

A sampling of some of the organizations are:

- American Heart Association
- American Red Cross
- Boy and Girl Scouts of America
- Crime Stoppers
- Police Athletic League (PAL)
- Special Olympics

Trade Association Participation

Cambridge participates in a variety of trade associations to help raise the level of professionalism in the industry and shape the expectation for high-quality security.

Associations and Memberships

- American Society for Industrial Security – ASIS International
- Building Owners & Managers Association – BOMA
- Community Associations Institute – CAI
- Employer's Support of the Guard and Reserve – ESGR
- Florida Sheriff's Association
- Local Chambers of Commerce
- Palm Beach Sheriff's Office – Business Partners Against Terrorism
- Palm Beach Sheriff's Office – Residential Liaison Meetings

Our People

Cambridge is committed to employee development, well-being and growth, and we continually reward excellence. Our Human Capital Management programs are dedicated to selecting, engaging, developing and retaining the best employees available. Our comprehensive approach to attracting, screening and hiring the best candidates reflects our goal of being the employer of choice for the industry, and provides an unmatched formula for service excellence and customer satisfaction.

Recruiting

Attracting quality people is a critical component to providing quality security officer services. Cambridge's recruiters seek out candidates based on stringent employment standards. We are highly selective and do not hire "just anyone" to fill a post.

Screening

Our screening processes are designed to ensure we employ only the best-qualified individuals. From drug testing and background checks to personal interviews and evaluating communications skills, Cambridge screens all applicants thoroughly.

Engagement

Our management team is dedicated to engaging our employees because we know that we will only be great if we have great employees. Part of our engagement effort is to equip our employees with the tools and training necessary to help them be good leaders. By fully engaging our employees, we are able to deliver a superior customer experience for our clients.

Retention

Our management team is trained on Human Resource strategies that enhance and promote retention of quality employees. Retention efforts are built into each of our systems, from competitive wages and benefits to incentives and awards.

Compensation and Benefits

Cambridge's benefits program is designed to be meaningful and affordable to employees. Combined with competitive wages that attract quality personnel, our benefits package remains one of the best in the industry.

Incentives and Recognition

At the heart of our incentive and recognition programs is a sincere appreciation for hard work, good judgment and continuous improvement. We continually recognize excellence in a number of ways, from certificates and awards to gifts and bonuses.

Recruiting

You don't just need any security officer – you need the right security officer. You need someone with the training, interpersonal skills and security knowledge to become an integral part of your organization. That begins with recruiting.

Recruiters

We offer specialized training for our recruiters to ensure our pre-screened applicants are of the highest level of reliability and competency. Recruiter's focus on quality versus quantity hires, ensuring new hires meet our minimum security officer quality standards, ensuring the right fit in client placement, meeting contractual requirements and improving employee retention.

Recruiting Resources

One of the most critical components of providing quality security officer services at Towers at Ocean View East Condominium is attracting quality people to deliver on our promise of superior security service.

At Cambridge, the selection of security personnel for Towers at Ocean View East Condominium begins and ends with you in mind. We continually and proactively seek out candidates for security officer and supervisor positions based on stringent corporate standards. In addition, the specific needs of Towers at Ocean View East Condominium are incorporated into our recruitment, screening and hiring processes.

We are committed to understanding your specific needs and recruit by position and post. Recruitment resources we actively utilize include:

- State Licensed Security Training Schools
- Colleges, Universities and Technical Schools
- Military personnel transitioning networks
- Retired Law Enforecement organizations
- Employee Referrals
- Job Fairs/Open Houses
- On-line Search Engines
- Police and Fire Departments
- Former Military in Transition and Reservists
- Professional Networking with Member Organizations
- Promotion from Within
- Workforce Alliance
- Veterans Administration and other Veterans Organizations

Applicant/Candidate Tracking

Tracking allows Cambridge to quickly locate the best available security officer candidates for your site.

Applicant/Candidate Tracking (continued)

Talent management is monitored and processed through our Human Capital Management team. This includes:

- Job description
- Requisition management
- Candidate sourcing capability
- Application tracking
- Background checks
- "Best-fit" for position

We document and report EEOC data, affirmative action requirements, hiring trends, candidate source data and recruiter work flows.

With dedicated recruiters, screening and managers involved in the selection process in each of our branches, we commit more resources, time and personnel to this discipline than anyone else in our industry. For you, that means:

- Low turnover/High retention
- Officer "ownership" of the customer they service
- Low overtime leads to quality service delivery
- Employee loyalty
- High-quality, well-screened candidates
- "Best-fit" personnel for your community
- Consistency in personnel

Screening

Our screening processes are designed to ensure we employ only the best-qualified, most accurately matched individuals for your security program. For instance, significant managerial time is invested in each candidate during the evaluation process to ensure the best candidates are recruited and hired for your specific openings.

Initial Screening

Initial conversations with applicants provide an opportunity to evaluate whether they fit several basic requirements including professionalism, appearance, demeanor, attitude and communications skills. Candidates are invited to formally interview with a member of our branch office recruiting team.

State License Review

Confirm candidates have current State of Florida Security License's as required by Florida State Statute 493. (FSS 493)

- Unarmed - "D" License
- Armed - "G" License (As required by contract)

State License Review (continued)

- Branch Management - "M or MB" License
- Branch Offices – "B" and "BB" License

Application Review & Assessment

Careful analysis of completed applications focuses on work history, stability and gaps in employment. In addition, the application process includes a multi-purpose questionnaire that is utilized to assess written communication skills.

Interviews

The initial in-person interview affords the opportunity to assess punctuality, appearance and neatness, as well as to clarify points of the candidate's application. Multiple interviews may be conducted by different members of the branch office staff to broaden the base of assessment for each candidate as required. Candidates progressing beyond this level are invited to attend our orientation and training program.

Education and Employment Verification (Reference Checks)

Cambridge verifies and documents high school diplomas or GED certificates or highest degrees obtained. Likewise, a minimum of two previous employers (when applicable) including military DD214 and current employer (after an offer has been extended) are also verified.

I-9 Form

An I-9 form, or employment verification form, must be completed for all Cambridge employees to present proof of citizenship or authorized alien status.

Company Orientation

Candidates must successfully complete orientation, including passing a final exam, before being hired.

Criminal Background Checks

Prior to being hired, each employee undergoes a comprehensive criminal records check. Where required, fingerprints are taken and submitted to the appropriate law enforcement agency for a detailed background investigation. Statewide criminal checks are also conducted when required.

Our stringent hiring standards include:

No felony convictions, no major misdemeanors, and no arrests with prosecution pending and no dishonorable discharge (where permitted by state law).

Pre-employment Drug Testing

All Cambridge candidates, as permitted by law, undergo a drug test prior to hire. We test for marijuana, cocaine, amphetamines, morphine and PCP. Preferred testing for five-panel is either on-site urine or oral fluid (depending on state and contractual requirements).

Motor Vehicle Report (MVR)

Officers designated to drive a vehicle are subject to third party Motor Vehicle Report (MVR) checks and on-site training before operating a vehicle.

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Retention

A number of factors will contribute to improving retention rates for security officers at your community. Among the most important are competitive wages, excellent training, meaningful benefits, a positive and rewarding work environment, incentive and recognition programs, and real opportunity for growth. Our approach to employee retention is multi-faceted and designed to empower employees.

Retention is a key initiative of our Human Capital Management approach. On-boarding programs including on-ramp packages for management, leadership training and employee engagement programs are all designed to retain the best security officers and managers.

A Cambridge security officer does not have a job, but a career. This makes all the difference in retention rates.

An employee with a career path is vested – is willing to go the extra mile. And our employees recognize a position with Cambridge as a career.

Many of our retention efforts are best illustrated through our compensation and benefits offerings and our incentive and recognition programs. Additionally, it's important to note that each of our management systems has elements designed to produce a positive impact on retention. Some of them include:

- Screening processes tests for an applicant's predisposition to remain with an employer.
- Background checks show prior length of employment service.
- Refresher training enhances and reinforces what was learned earlier.
- Our scheduling system helps us avoid assigning shifts that are too long and/or too close together.
- Management teams are trained and coached on human resource tactics that further promote employee retention.
- Conduct focus groups to truly understand our employees' needs and viewpoints.
- Dedicated, loyal management allows our senior leaders to be actively involved with and easily accessible to our security officers.
- We promote an "open door/communication" policy.

Compensation & Benefits

Disability Insurance

Full-time benefit eligible employees have the ability to participate in a Disability Insurance plan offered through AFLAC at a discounted rate.

Life Insurance

Basic Life and Accidental Death and Dismemberment insurance in the amount of $10,000 to all full-time benefit eligible employees at no charge.

Pay

All Cambridge employees are provided with the option to receive their paycheck through direct deposit or via U.S. Mail. * All hourly employees are paid weekly. This is most uncommon in our industry!

Vacation

Security officers begin to accrue vacation time after their first year of service, eligible for one week of paid vacation after one year of service, two weeks after three years and three weeks after eight years. Vacation time is accrued and is based on a fiscal/calendar year schedule.

Holidays

All Security Officers receive time-and-a-half pay when working the following holidays:

- New Year's Day
- Dr. MLK Jr. Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Christmas Day

All full time Cambridge Security Services employees are entitled Health Insurance, one week of paid vacation after one year of employment, after 3 years of continuous service, employees are entitled to 2 weeks' vacation.

We offer Health Insurance, as mandated by the Heath Care Reform Act, to our employees who work full-time. This plan includes; Physician Services, Preventive Care, Hospital Services, Psychological, Drug and Alcohol services; Emergency Room Care and Prescription Drugs.

Incentives & Recognition

Cambridge incentive and recognition programs focus on our commitment to promote service excellence among our people. The security team at your building is not only expected to provide superior service, they are rewarded for it. The components of this program have been proven to positively impact employee motivation, retention, morale and performance. In the end, the result is outstanding client service and a more effective security program for you.

While many of our incentives for employees are defined awards, at the heart of the program is a sincere appreciation for hard work, good judgment and continuous improvement. Words of recognition and praise, and real opportunities for personal and professional development, provide the foundation on which this program is built. Other examples of how Cambridge recognizes exceptional performance include:

Referral Bonus

Cash award for referring candidates who become Cambridge employees.

Officer of the Month
$50.00 cash award and certificate and eligibility for Security Officer of the Year.

Officer of the Year
$200 cash award and commemorative plaque

Supervisor of the Year
$500.00 cash award and commemorative plaque

Length of Service Awards
Various awards for every five years of service.

Personal and Professional Development

Cambridge provides several resources for personal and professional development, including class room training, reading lists and personal support, mentoring and coaching from senior management.

Performance Recognition

Movie tickets, gift certificates, plaques and other gifts given "on the spot" for going above and beyond the call of duty.

Ticketsatwork.com

Extensive, deep-discount program for services and goods often used by our staff. Remarkable savings are available to Cambridge employees from deep discount theme park and concert tickets, to services, restaurants, travel, and much, much more.

Company Orientation

Cambridge Security Services security officer candidates learn the introductory aspects of their responsibilities during Cambridge's company orientation.

Curriculum includes:

- Introduction to Cambridge
- The Role of Security Officers
- Uniform/Vehicle Policy
- Customer Service
- Access Control
- Emergency Response
- Report Writing
- Legal Powers & Limitations
- Preventing Discrimination and Harassment
- Communications and Public Relations
- Professionalism and Code of Ethics

Company Orientation (continued)

All of these topics are tested for comprehension during the final exam. A security officer candidate will not be hired unless they are able to pass the orientation final exam.

Upon completion of orientation, the new security officer receives:

- Completion certificate
- Employee handbook
- A briefing on their upcoming On-The-Job training program for site-specific skills
- Company uniforms and ID Card

On-The-Job Training (OJT)

Having been assigned to Towers at Ocean View East Condominium and after completion of orientation, officers receive their On-The-Job Training Guidebook and Checklist, developed to include information specific to your site. Officers are trained at your facility by knowledgeable, reliable Cambridge professionals who understand your specific requirements.

- Topics include but are not limited to:
- Customer Service
- Bomb Threats
- Electrical Emergencies
- Fire Alarm Response
- Key Control
- Mechanical Emergencies
- Media Relations
- Medical Emergencies
- Parking Enforcement
- Parking Lot Security and Safety
- Patrol Techniques
- Telephone Etiquette

Post Orders

Proper documentation of procedures is an important driver in providing quality service for Towers at Ocean View East Condominium. As part of On-The-Job Training, officers receive their post orders customized for the specific needs of Towers at Ocean View East Condominium. This well-indexed instructional manual is designed for quick reference in an emergency.

Cambridge emphasizes the importance of post orders in our On-The-Job training. These orders provide instructions for any officer covering that post. Having an officer in place is simply not enough. That officer needs to know the site's security policies and specific needs, including information on patrol routes, visitors, community access and emergency procedures.

Additionally, your post orders are reviewed and updated regularly. Typically, Cambridge and the client review, update and re-publish post orders. Cambridge understands the importance of post orders and is able to update and incorporate special directions easily and efficiently. Officer refresher training addresses these instructions along with corresponding verbal and written testing.

CPR/First Aid/AED Certifications

Cambridge offers CPR, First Aid and Automated External Difibrillation (AED) training. Training is provided by certified instructors from the American Red Cross or American Heart Association. At certain sites, at the clients request, our designated staff will be EMT/First Responder Certified for a much higher caliber medical program.

Once an employee completes the training, we ensure that the individual receives the appropriate certificates and from there, Cambridge will track and maintain the certification anniversary dates in our tracking system.

***CPR/First Aid/AED training is provided if specified in our Service Agreement terms.*

Refresher Training

The key to effective learning and long-term performance excellence is the reinforcement of initial training – by way of an effective, structured process. Local and branch management, along with the regional staff, continually deliver a number of company-wide training modules as well as programs customized to meet specific market or client needs.

Cambridge's standard is to perform refresher training on an annual basis. The training shown below are some examples of refresher training.

- Fire Alarms
- Access Control
- Bomb Threats
- Medical Emergencies
- Broken Windows
- Patrol Techniques
- Suspicious Persons/Vehicles/Disturbances
- Water Leaks
- Power Outages
- Customer Service
- Safety Awareness
- Elevator Entrapment

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Driver Training/Education

Topics include but are not limited to:

- Vehicle Policy
- Rules on Vehicle Operations
- Driver Safety
- Situational Awareness
- Patrol Techniques
- Accident Reporting
- Patrol Cart Operation
- Vehicle Inspection Checklist
- Vehicle Trip Report
- Supervisor's Vehicle Accident Investigation
- Vehicle OJT Checklist
- Patrol Cart Inspection Report

Supervisor's Course

The Supervisor's Course is designed to help prepare first-time site or shift supervisors and managers for the challenges of leadership. This course consists of classroom instructor-led training with a curriculum that includes:

- Introduction to Cambridge Security Services
- Role of the Supervisor
- Customer Service/Service Delivery
- Personnel Management
- Team building
- Scheduling
- Employee Relations for Supervisors
- Report Writing for Supervisors
- Coaching, Counseling and Progressive Discipline
- Human Resources
- Incident Command System
- Ethics
- Homeland Security
- Sexual Harassment
- Time Management

Security Operations

With Cambridge, your security partner, on your side, you're much more than just a client. Cambridge's management and employees are committed to working with you as part of a collective team. As your partner, we are not providing staff; we are providing another member of your organization.

Our security officers are your security officers. Someone your residents, employees and visitors can learn to trust, respect and rely on. Together, our team builds a win-win relationship that translates into excellent service, superior delivery of our contractual offerings and real value.

We strive to remain responsive to an ever-changing environment, adopt new technologies and best practices to continually enhance our services and capabilities, and, above all, provide the right services and products to meet your unique and specific needs.

The success of our security operations depends on a number of elements working together smoothly and correctly. The following are a few of the primary components:

Security Director/Account Manager/Site Supervisor

Supervision is an integral part of any successful security program. We believe effective supervision should combine the elements of support, guidance and development. Our dedicated Security Director is a fully empowered decision maker who intimately knows your property, your residents, and understands your security needs.

Post Orders

Post orders are created to be tangible tools. We believe them to be the cornerstone of our services. Your post orders will thoroughly define all expectations and duties of security officers. We can work with you to refresh your existing post orders or develop completely new orders, written specifically to meet the needs of your security program.

Incident Reporting

Each security officer will provide a report for any circumstances that require explanation, such as assistance of emergency units or notification of civil authority. Such incidents would also include all accidents, personal injuries and criminal activities in or around the community.

Incident reports will be maintained on-site, and a monthly summary report is provided to a designated security official at your community at the beginning of each month.

Our officers are trained in report writing to ensure accurate, detailed information is provided.

Scheduling

Accurate scheduling is a vital component of our success. Through our scheduling system, we can ensure we adhere to our own high standards when determining the officers that will work at your community, as well as comply with any other criteria specific to your site.

In short, not only does our scheduling system plan who will work when, it does so by facilitating a "use/don't use" function that ensures the security officers scheduled have the training and skills necessary to be an asset to your program.

Scheduling (continued)

At Cambridge, we define quality scheduling as:

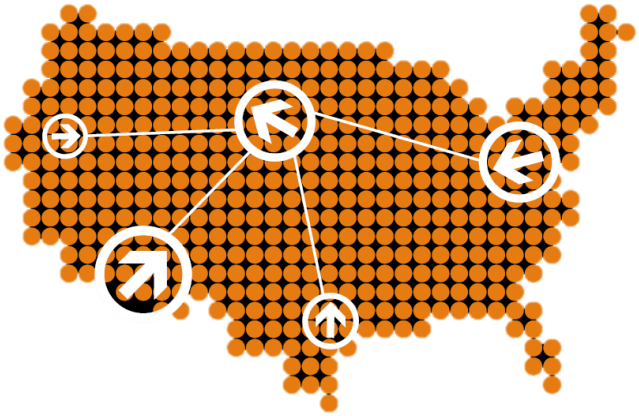
- Providing all hours of contracted service.
- Scheduling officers who have received every training requirement specific to your site.
- Maintaining scheduling standards such as maximum of 12 hours per shift with a minimum of eight hours off between shifts.

Cambridge's scheduling system records every staffing requirement at each post and allows for effective tracking of all changes. We are also able to keep track of every event involving the employees scheduled to work so that we can quickly and appropriately respond to call offs due to illness or other events that could potentially disrupt fulfillment of coverage requirements.

Employees are given more than a week's advance notice of their schedules so they can effectively manage their personal time without compromising their commitment to our customers.

National Command Center

We are at your service around the clock. After hours, calls to our branch offices are forwarded to one of our National Command Center, which operates 24 hours a day, 7 days a week, 365 days a year. The center dispatches emergency calls to the appropriate manager, who responds immediately. No matter what your need is, no matter what time of day, you can count on a quick response from Cambridge.



Scheduling, Payroll and Invoices

Our secure online system can be accessed from anywhere, whether for changes made per a client's request or an officer's special need, at any time. Revisions are made in real time and are automatically transferred to the payroll and billing systems. This means you can count on accurate scheduling and correct invoicing time after time.

Vehicles

Patrol Vehicles are an extension of our and the customer brand. Vehicles are professionally decaled in accordance with company standards and customer needs. Typically patrol vehicles are late model SUVs or sedans and are up-fitted with emergency LED light-bars that are in compliance with Florida State Statute 493.

Uniforms

We believe a neatly uniformed, well-groomed security officer has an aura of respect and authority and projects a professional image for both you and Cambridge. Your security team sets the tone and atmosphere for your facility and we have the uniforms and accessories that will help create that.

Transition Plan

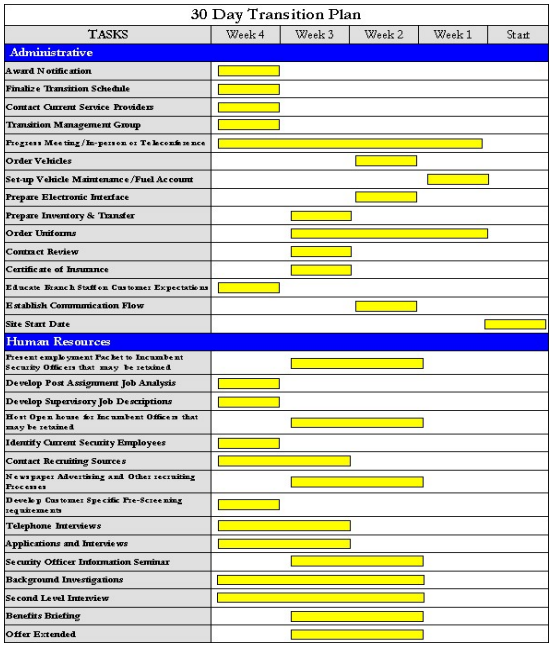
For over 30 years, Cambridge has conducted hundreds of transitions for our clients – all with great sensitivity and care. Cambridge's dedicated professionals know how important a truly seamless transition is to your business.

Cambridge begins every job knowing that a successful startup is essential in community credibility and confidence. That's why our goal, during any transition period, is to do anything in our power to provide the least amount of disruption to your everyday business.

Transition programs include:

- Thorough review of your community to determine your specific security needs.
- Preparation of a written timetable with measurable goals.
- A transition management team specifically assigned to your community.
- Performance of site-specific security and safety surveys.
- Development of detailed security officer instruction, training manual and post orders.
- Selective officer recruiting and careful screening.
- Screening and hiring incumbent officers – as dictated by the client.
- Orientation.
- On-site training of officers and supervisors.
- Testing and review of officer knowledge.

The transition plan can be tailored to incorporate your recommendations and additional requirements. In the event service is required before the scheduled start date, this plan will be altered as needed.



Quality Assurance

Quality always has been, is today, and will continue to be the foundation of Cambridge. It is the factor that has consistently set us apart from – and above – our competitors over three decades of distinguished service. Cambridge has emerged as a national leader in the contract security service industry because of our unwavering commitment to quality.

This means going the extra mile to provide the best possible security and becoming fully engrossed in our role as protector.

Our security officer quality standards are basic fundamentals designed to ensure we are providing the highest quality security services every day. Our definition of quality is meeting and exceeding customer expectations. That is at the core of all of our programs.

As we strive for complete client satisfaction, we place great emphasis on customer feedback regarding service performance. Customer feedback is reviewed along with broader information from customers' employees, vendors and clients in an effort to make improvements to our security programs.

We are faced with unending changes in our industry. Our employees' expectations and needs are changing, and our clients have new and challenging requirements. To meet these challenges, Cambridge has adopted the continuous improvement process of total quality management.

Team Approach to Quality Assurance

We recognize that most quality improvements take place in our organization through teamwork.

- Our senior management group works as a team and meets regularly as they develop and oversee plans for Cambridge's future.
- Our Executive team, Branch Managers, and Business Development Managers work as a team toward a common objective, the attainment and retention of secure client relationships.
- We use cross-functional teams for special quality-improvement initiatives.
- Our branch staff functions as a team working toward the common objective of providing service that delights our customers. They hold frequent meetings to discuss improvement opportunities and customer-focused solutions.
- We operate as "empowered work teams" at our customer sites as the security officers work together to provide excellent service.
- Our internal teams work together with our clients to conduct Business Reviews to be sure we are providing the best possible security services and to identify any new needs or areas in need of improvement.

Contract/Personnel Compliance

Cambridge's operations staff and compliance team work together to provide effective contract review, administration and compliance. Their objective is to ensure we meet our contract obligations to the complete and full satisfaction of our clients.

Contract compliance includes everything from filling posts as scheduled, completing training, meeting uniform requests, conducting business reviews and fulfilling any other obligations to keep your security program running smoothly. Our clients know they can count on us to handle these details so that they can focus on the larger security picture.

Performance Measurements

To ensure quality service and identify opportunities for further improvement, Cambridge critically assesses our performance by measuring the following key areas:

- Weekly service hours – Overtime(OT), billed OT, billed hours
- Employee retention
- Employee tenure
- Recognition and rewards
- Training – initial, refresher and special
- Incidents
- Performance evaluations
- Best practices
- Accomplishments
- Goals and improvement processes
- Customer feedback

Additionally, we can tailor the above measurement processes to meet your specific key performance indicators.

Customer Meetings/Business Reviews

Regularly scheduled assessments are reported and reviewed in meetings between your property management team, our site security management team, and the Cambridge Vice President of Operations. These reviews are designed to reflect on what we have accomplished together and for benchmarking and establishing measurable goals.

Technology

Cambridge Security Services continually enhances business processes utilizing technology. From scheduling, payroll and invoicing processes to means of communication and documentation, Cambridge is serious about using technology to gain efficiencies, ensure accuracy and enhance turnaround wherever possible.

Our commitment to taking advantage of technology means efficient, streamlined business processes, smooth operations and a business partner that you can count on.

Cambridge's offices are all connected to our fully integrated business systems and supported by our Information Technology team. Email and electronic bulletin boards help the entire company stay up-to-date from any location.

Cambridge's commitment to customer satisfaction and technology focuses primarily on the following business processes:

- Automated Schedules and Invoices
- Incident Reporting
- Video Training

Technology (continued)

- Compliance Tracking
- Licensing as required by state or contract; "D", "G", CPR/First Aid/CPR…
- Business Continuity

Schedules & Invoices

Scheduling, invoicing and reporting – common support services – are often taken for granted. But these functions are a primary component of our quality commitment to our customers. When you partner with Cambridge, you can count on proper scheduling of officers and accurate invoicing – time after time. Our 24/7 professionally staffed National Command Center keeps our security programs running smoothly.

Just as importantly, our systems are integrated, so our records are timely and accurate. And, our technology takes scheduling one step beyond simply having an officer on duty when needed.

Scheduling

Cambridge's automated scheduling system, Valiant, is accessible via Cambridge's secure network. Cambridge management can access the online schedule from anywhere, to review or revise the schedule as needed. Whether client service specifications require adjusting, or officers' schedules have changed, all revisions are made quickly and easily.

Cambridge's scheduling system:

- Provides security officer scheduling by post on a weekly basis.
- Gives warnings on overtime and scheduling conflicts.
- Provides compliance criteria.
- Provides personnel information, including a "use/don't use" designation based on officer's strengths and the needs of Towers at Ocean View East Condominium.
- Dramatically streamlines payroll and billing processes to provide accurate and timely data.

TrackTik – the ultimate patrol management tool

TrackTik is an integrated guard management system – that is GPS enabled - for monitoring, reporting and managing our security operations at your site. This cutting-edge program is uploaded into a smart phone or tablet that will be assigned to your property. Guards can do patrol tours, report incidents, report hazards or maintenance concerns, and other activities in real time. Cambridge security managers and our clients can monitor, review, and respond instantly from their browsers or smart-phone via online portals. TrackTik greatly improves efficiency, accountability and productivity.

TrackTik (continued)

Our real-time Guard Tour System provides all the information to everyone who needs it, when they need it. Cambridge Security's Command Center can immediately see whether established protocols are respected and take corrective action without delay.

Get real-time updates for every checkpoint scanned on your guard tours – store reports and messages to checkpoints. Rugged and accurate RFID tokens can be strategically installed at critical locations along a patrol route to insure that our security staff visits these areas with regularity.

The best news of all? TrackTik comes with Cambridge Security's services at no additional cost, when staff members are mobile and not affixed to a single location. That's real value!

Annual Financial Analysis

Premium Security Services:

Cambridge Security Services will provide the highest caliber security officer staff available anywhere for the unique needs and requirements of **Towers at Ocean View East Condominium**. Please see the charts below for personnel categories, hours, and any specialized equipment we propose to you.

Schedule: Two (2) unarmed Concierge Security Officers, 7am-11pm, 7 days per week. One (1) unarmed Concierge Security Officer, 11pm-7am, 7 days per week.

POSITION*	WEEKLY HOURS	PAY RATE	BILL RATE	ANNUAL
Security Officer (Concierge)	280	$11-12. per hr.	$16.95 per hr.	$251,538.00
	280 hours			$251,538.00

Annual personnel sub-total:	$251,538.00**
Sales tax:	$ 15,092.28
Grand total of personnel:	**$266,630.28**

*all staff will be licensed, uniformed, and unarmed
**Estimated. Includes nine (9) holidays at time and one-half. All staff working said holidays will be paid time and one-half their normal pay rate

Bill Rates ALSO include the industry's best benefits package for staff:

- **FREE, quality health insurance to all full-time staff**
- **FREE Uniforms (Shirts, Trousers, Belts, Badges, Photo ID and high-shine Shoes)… no "deposits" collected from staff or "wear and tear" deductions ever**
- **Generous vacation schedule for employees (1 week after one year of full time service, 2 after five, and 3 after ten)**
- **401k retirement plan**
- **Ticketsatwork.com - deep discount program for uniformed staff (theme parks, entertainment, goods, services, and travel)**
- **WEEKLY paychecks**
- Site specific training and refresher training
- 24/7/365 National Command Center
- Scheduled and random road patrol supervisor and management site visits and inspections
- Federal Unemployment Tax Act (FUTA)
- State Unemployment Tax Act (SUTA)
- Federal Insurance Contributions Act (FICA)
- Workers Compensation & Liability Insurance
- Pre-employment staff screening, background checks & drug testing