FRONTLINE

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FRONTLINE
PROTECTIVE SERVICES

"Proud Winners of the Reader's Choice Award"

July 2, 2022

Ms. Phyllis Newman
c/o Allington Towers North
1500 S. Ocean Drive
Hollywood, FL 33019

Dear Ms. Newman:

I want to thank you for the opportunity to present our company and discuss our industry leading approach to delivering access control services blended with the highest degree of hospitality, unparalleled by any other security company in the industry. By owning and operating our own security training school, we are able to be the leader in the latest technology and training procedures of our officers.

At Frontline Protective Services we put a great deal of emphasis on delivering outstanding customer service for all facilities that we service. Our reputation has been built on client satisfaction, one client at a time for the last 30 years. Frontline Protective Services understands that the front desk and the gated entrances of any HOA and condominiums are the focal point for most communities. That it is imperative to have well trained, professional attired guards that are not only instructed to follow your exact specifications to the letter, but our high standards of service as well that keeps us as a pioneer in the industry. We offer a custom tailored program to suit your individual needs with a wide range of security services designed to improve the quality of life and peace of mind within your community. Frontline takes a great deal of pride creating the smartest, most cost effective way to create a secure and stable environment in which you can rest easily knowing that we are your first line of protection. After all anyone can provide a service, we provide the result!! Allow us to show you how we listen and care in order to help you achieve your goal. No request is too big or too small to go overlooked.

Please feel free to contact Frontline Protective Services to provide you with a comprehensive, competitive proposal for your association.

Sincerely,

Sandra Butler
Frontline Protective Services, Inc.
1700 N. Dixie Highway-Suite 152
Boca Raton, FL 33432
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Fax: 561-865-1772
Website: www.frontlineprotectiveservices.com

It is a pleasure to submit this literature in regard to the security for your facility. I know that Frontline Protective Services *will* provide you with the highest level of security that will satisfy your needs for a safe and secure environment.

HIGHLIGHTS:

- 30 years of experience
- Provide Security and Patrol Officers
- Concierge
- Lobby Ambassadors
- Valet Attendants for Residential Communities
- Fully licensed and insured
- All guards are licensed by the state
- Continuous training
- Routine inspections by supervisors
- We service gatehouses, condominiums, marinas and office buildings
- CPR/AED certified
- A+ Better Business Bureau rating
- Have been providing services for the past thirty years
- Company has been built and not bought, merged or sold
- Direct owner involvement along with management staff and officers
- Drug and alcohol testing before and during throughout employment with Frontline
- Works closely with maintenance and management staff to handle more than just security
- Sufficient amount of training provided before initiation of each officer and continued training throughout to always be well versed on all duties at all times. Training to continue on regular basis to assure level of quality of officers
- Proper supervision of all officers on a regular random basis to assure quality of service
- Courtesy patrol by road captains in marked vehicles each time on property
- Frontline and management staff of client to have open communication and work closely together

- Officers to have proper and full complete uniforms and to have additional sets of uniforms issued to them to replace worn looking attire
- Officers live in the same geographic area as client's location

Philosophy

Frontline Protective Services has built its reputation on satisfied clients and utilizes our STS Philosophy in order to do this.

S Philosophy Selection – Careful selection of employees is the first step in our STS. By carefully selecting quality motivated individuals to perform the duties of the position allows us to further enhance our program allowing the officer to rise to the next level of security.

T Training – Initial and continual training is essential to performing the proper procedures. This is accomplished by training an officer for a four hour period on two separate days to ensure that comprehension of all of the duties has been absorbed. Further training is performed by the road captain when the office starts his initial shift to assure and cross train in all aspects of the site.

S Supervision – After careful selection and adequate training, the most critically important aspect of our program is supervision. Adequate supervision is mandatory in

order to assure that the officers are performing the proper duties as well as to address any issues that may arise at the location. Supervision is an ongoing system that is continued on a regular basis in order for the officers not to be complacent as well as to further train and enhance the quality of the program.

Training

Initial Training:

All officers will complete and successfully pass the Florida License "D" unarmed security course taken at a Florida security school
All officers will take and successfully pass an additional 16 hour Florida License "D" unarmed security course at a Florida security school for all license renewals
All officers will then receive a valid Florida Security "D" license issued by the State of Florida. This license will include a total of 40 hours of training at a Florida security school, submission and clearance of fingerprint cards to the State of Florida and a background investigation through the State of Florida for any criminal record.
In addition to receiving proper clearance through the State of Florida each officer will then begin a rigorous onsite training for approximately eight to ten hours on the job site. This training is broken down over the course of two to three days to assure comprehension of all duties and procedures at the job site.

Phase I

*Officers must possess a valid "D" license from the State of Florida
*Prior to the start of the first shift all officers must train approximately eight to ten hours
*Upon completion of the basic training officers must pass a written exam
*Initial first shift will be performed under the supervision of a road supervisor

Phase II

*Additional training is provided to assure proper procedures
*Quarterly follow up training is provided
*Periodic "enhanced" training is required of all officers
*Written test of procedures is administered at various intervals
*Cross training of additional officers

Frontline Protective Services trains additional officers in order to have fully trained and cross trained officers in order to provide quality service at all times. By providing this training and cross training of additional officers you will never have an untrained officer at your location

Supervision

Frontline Protective Services firmly believes that the best way to provide client service and satisfaction is to provide qualified supervision. Random inspections are conducted on a weekly basis, during different shifts, to ensure that personnel are alert and in compliance. During inspections officers are questioned on various aspects of their duties to ensure proper performance. Officers are evaluated in the following areas:

Standards of Appearance
Successfully passing a post assignment test
Understanding of policy and procedures
Ability to pass routine inspections with regard to attire,
Knowledge and procedures
Hazardous conditions of location
Completion and accuracy of reports
Quality of service being provided

All of Frontline Protective Services supervisors are trained and equipped to fulfill the following services:

*Training of officers
*Retraining and enhancement training
*Random inspection of officers at locations
*Supervision of all locations of officers
*Data entry of information for payroll
*Investigation of incident/accidents
*Scheduling of officers
*Creation of post orders for job locations

*Interview and hiring of personnel
*Undercover patrol
*Provide emergency coverage as needed
*On call basis
*Crowd control/traffic direction
*Obtaining of police reports
*Liaison with client
*Attending of security meetings
*Emergency services
*Parking enforcement/ticket distribution
*Hurricane response team
*Resolving of employment issues
*Initiation and back up of computer systems
*Hazardous inspections of location
*Creation and update of post orders
*Background investigations

Appearance

Frontline Protective Services recognizes that one of the most important things is the appearance that is created when someone approaches your location. All officers are to be properly attired at all times while also being pleasant and helpful. Therefore, we believe that the officer should be well dressed in a clean, highly pressed uniform creating a sophisticated high end appearance. All officers will be attired as follows:

*White uniform shirt with Frontline emblems affixed
*Black pants with a gold stripe down the outside leg
*Black tie
*Gold shoulder rope worn on right side of the body
*Black windbreaker or blazer (client choice)
*Black belt
*Clean shaven
*Hair cut short and manicured in place
*ID badge provided containing their picture
*Uniforms to be worn as a snug fit so that a baggy sloppy look

The Following Items Are Included As Standard In Our Proposal:

All security officers man hours

One (1) Security Patrol Vehicle – including a brand new security vehicle with

security markings to identify vehicle,
amber strobe light affixed on top
all maintenance for vehicle
all insurances for vehicle
for courtesy patrols by road supervisor

Additional Insured for Client on Frontline Protective Services policy

All uniforms for the officers

Vacation for the officers

All insurances –
Auto – owned and non-owned vehicles holding Client harmless
General liability – policy coverage for $5,000,000
Workmen's compensation- policy coverage of $1,000,000

Company licensed by the State of Florida – license No. B2600043

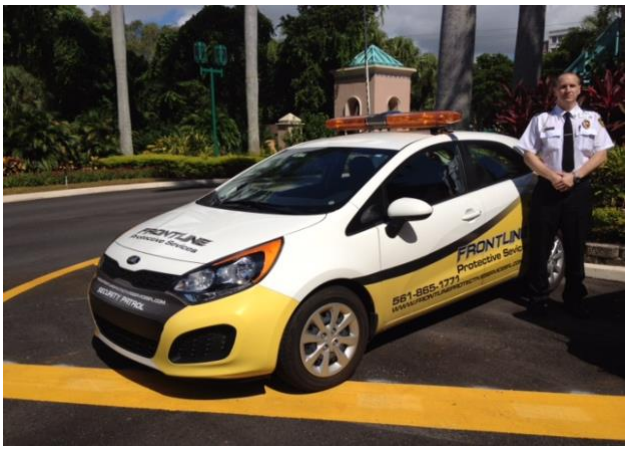
All officers licensed and background checked by the State of Florida and must maintain a valid "D" license

All officers are drug and alcohol tested upon hiring and periodically during course of employment with Frontline Protective Services

Training of all officers for level two training

Supervision of all officers-road supervisor to perform random inspections on the property per week

Road Patrols



Supervision is the most important factor to assure that the proper procedures are being performed by the officers. Our road captains are available to train and assist all of the officers in all fields of security and interact with the client on a daily basis. This provides twenty-four hour availability for all clients and allows excellent communication and response time.

Services Available

With over thirty years of experience, Frontline Protective Services is well versed on the various aspects of safety and security. By combining various different techniques, procedures and electronics we are able to provide the highest level of quality service to create and maintain a safe and secure environment. Our training and supervision continues on a regular basis both at our training academy as well as directly on site.

Frontline Protective Services

30 years of experience
Rapid Response Team
Military and Law Enforcement Personnel
Specialized Officers
Background Checks Performed
Drug and Alcohol Testing
Licensed and Insured
Hurricane Preparedness
CERT Preparedness Certified
Crowd Control Certified by Fire Marshall State of Florida
TIPS Certified
Our Own Security Academy for Training of Officers
Over 250 well trained officers on staff readily available
Various methods of training – lapel cameras, written exam, minimum of eight hours training prior to starting, one on one training with supervisor,
Electronic devices for tracking of officers
Computerized equipment for rover use while patrolling for electronic reporting, incident reports to include pictures and recorded statements
Ability to view guards while off premises at remote location or cell phone
Continual supervision and enhanced training of all officers

Services provided by Frontline Protective Services

Access control
Armed and unarmed gate attendants
Disaster Planning
Twenty four hour response and Emergency Service
Pool Attendants
Special Event Security
Patrols – Vehicle and Foot
Concierge Service
Lobby Ambassadors
CCTV Monitoring

Body (Lapel) Cameras for Officers
IPAD for all Rovers – able to take pictures of incidents and recorded statements
Traffic Control
Guard Tracking System

Florida JOURNAL COMMUNITY ASSOCIATION

THE OFFICIAL PUBLICATION OF FCAP

FLCAJ READERS' CHOICE AWARDS

FLCAJ READERS' CHOICE AWARDS

PROUDLY HONORS

FPS FRONTLINE PROTECTIVE SERVICES

FRONTLINE PROTECTIVE SERVICES

DIAMOND LEVEL

SAFETY AND SECURITY CATEGORY

SECURITY RATE PROPOSAL

Unarmed, uniformed concierge For front desk for 128 hours of Service	20.50 per hour
Unarmed, uniformed concierge Captain for 40 hours of service At the front desk to oversee the Daily operations	21.50 per hour
Personnel to check credentials of Incoming traffic, to retrieve carts, Make patrols of the building, check For parking of guests for visitor passes To assure they are guests for the Building, check packages in and out, Assist residents	
Guard tracking system to allow all Electronic reporting of all incidents As well as to record the scanning of All check points. All incidents to Include pictures of the incident and To be date and time stamped	60.00 per month
	TOTAL ANNUAL COST $183,630
Central dispatch for personnel to check In with	No Charge
Supervisory random patrols and inspections 3-5 visits per week to assure proper Procedure is being performed	No Charge
Uniforms to be provided for the personnel	No Charge
Post Orders to be created provided to the Initiation of service in which to train all Personnel	No Charge

****The above cost is inclusive of the following: All manpower, insurance, payroll, payroll taxes, workmen's compensation, general liability, uniforms, supervision, training, supervisory patrols with a marked patrol vehicle, central dispatch, insurance, monthly meetings with client, ****

Patrols to be done by officer for all infractions including:
Parking enforcement, burned out lights, broken sprinklers and any emergency

Guard tracking system to allow for electronic reporting of all incidents along with pictures that are date and time stamped. Check points to be installed for tracking of the guard. Electronic reports to be sent to management daily

REFERENCES

Pembroke Shores
Pembroke Pines, FL
(1year)
Aracelys Zumeta
305-846-0555
Aracelys.zumeta@fsresidential.com

Park Towers
Ft.Lauderdale, FL
(14 years)
Alex Dumas
954-566-0601
myparktower@gmail.com

Plantation Palms
Plantation, FL
(2 years)
Arline Walker
954-916-2458
Arlinewalker@comcast.net

Somerset Condominiums
Lauderdale Lakes, FL
(15 years)
Renald Martel
574-949-5485
renaldmartel@hotmail.com

Highlands Place
Highland Beach, FL
(14 years)
Heather Rubin
561-276-0074
hrubin@campbellproperty.com

LaFontana Condominiums
Boca Raton, FL
(3 years)
Alyse Correa
954-234-0589
acorrea@lafontanaboca.com