



July 15, 2022

Lauren Bové
District Five of Lexington & Richland Counties
1020 Dutch Fork Road
Irmo, SC 29063



Dear Lauren:

District Five Schools deserves a partner that will provide professional security services with confidence and adherence to best practices. Synergy Campus Security Services delivers.

Synergy has customized a solution for District Five Schools that emphasizes four primary value propositions:

1. A **proactive and strategic approach** to the implementation and management of the security presence on campus, while aligning with the strategic vision and goals of District Five Schools.
2. A **solution** that leverages Synergy's security and law enforcement experience to promote the safety and trust of students, parents, faculty, staff and visitors.
3. A **commitment** to work with District Five Schools not only to identify areas of improvement, but also to innovate and develop opportunities to further enhance security solutions on campus.
4. **Dedication** to collaboration and transparency which allows Synergy to be a true partner, not only a contractor.

Please consider this proposal and refer your questions to me at the phone number or email below.

Synergy looks forward to serving you.

Regards,

Jeff Carson

Post Office Box 1224, 113 Corporate Park East Drive, LaGrange, GA 30241

Tel: (706) 443-4169 / Email: jcarson@teamsynergysecurity.com

www.teamsynergysecurity.com

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Section One: Corporate Overview/Executive Summary

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|---|--|----------------------|--|
|  | District Five of Lexington and Richland Counties Bid Invitation | Solicitation # | 2023-002 |
| | | Date Issued | 06/29/2022 |
| | | Procurement Official | Lauren Bové |
| | | Phone | (803) 476-8182 |
| | | E-Mail Address | D5bids@lexrich5.org |

| | |
|-------------|-------------------------------|
| DESCRIPTION | Armed Security Guard Services |
|-------------|-------------------------------|

The Term "Offer" Means Your "Bid" or "Proposal"

| | |
|----------------------------------|---|
| SUBMIT OFFER BY | July 19, 2022 @ 11:00 am |
| QUESTIONS MUST BE RECEIVED BY | July 11, 2022 @ 12:00 pm Electronically to D5bids@lexrich5.org |
| NUMBER OF COPIES TO BE SUBMITTED | One (1) |

Offers must be submitted in a sealed package. Solicitation number & Opening Date must appear on package exterior.


SUBMIT YOUR SEALED OFFER TO:

District Five of Lexington and Richland
Counties Purchasing Office
1020 Dutch Fork Road Irmo, SC 29063

| | |
|---|---------------------------------|
| CONFERENCE TYPE: Not Applicable DATE & TIME: As appropriate, see "Conferences - Pre-Bid/Proposal" & "Site Visit" provisions | LOCATION: Not applicable |
|---|---------------------------------|

| | |
|-------------------------------|--|
| AWARD & AMENDMENTS | The award, this solicitation, and any amendments will be posted at the following web address: https://www.lexrich5.org/Page/29433 |
|-------------------------------|--|

You **must** submit a signed copy of this form with Your Offer. By submitting a bid or proposal, You agree to be bound by the terms of the Solicitation. You agree to hold Your Offer open for a minimum of sixty (60) calendar days after the Opening Date.


| | |
|--|---|
| NAME OF OFFEROR (Full legal name of business submitting the offer) Synergy Security Services, LLC | OFFEROR'S TYPE OF ENTITY: Check one) <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Partnership <input type="checkbox"/> Corporation (tax-exempt) <input checked="" type="checkbox"/> X Corporate entity (not tax- exempt) <input type="checkbox"/> Government entity (federal, state, or local) <input type="checkbox"/> Other |
| AUTHORIZED SIGNATURE (Person signing must be authorized to submit a binding offer to enter into a contract on behalf of Offeror named above.)  | (See "Signing Your Offer" provision.) |
| TITLE Director of Operations (Business title of person signing above) | |
| PRINTED NAME Jeff Carson (Printed name of person signing above) | |
| July 15, 2022 | |

Instructions regarding Offeror's name: Any award issued will be issued to, and the contract will be formed with, the entity identified as the Offeror above. The entity named as the Offeror **must** be a single and distinct legal entity. Do not use the name of a branch office or a division of a larger entity if the branch or division is not a separate legal entity, *i.e.*, a separate corporation, partnership, sole proprietorship, etc.

| | |
|---|--|
| STATE OF INCORPORATION Georgia (If Offeror is a corporation, identify the state of Incorporation.) | TAXPAYER IDENTIFICATION NO. 27-3653511 |
|---|--|

PAGE TWO
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|--|--|----------------------|--|----------------------|------------------------|---------------|----------------------|
| HOME OFFICE ADDRESS (Address for Offeror's home office / principal place of business) 113 Corporate Park East Drive LaGrange, GA 30241 | NOTICE ADDRESS (Address to which all procurement and contract related notices should be sent.) PO Box 1224 LaGrange, GA 30241 | | | | | | |
| | Area Code: 706 | Number: 443-4169 | Extension: Facsimile : 706-298-0207 | | | | |
| | E-Mail Address: jcarson@teamsynergyssecurity.com | | | | | | |
| PAYMENT ADDRESS (Address to which payments will be sent.) PO Box 1224 LaGrange, GA 30241 <input type="checkbox"/> Payment Address same as Home Office Address <input checked="" type="checkbox"/> Payment Address same as Notice Address (check only one) | ORDER ADDRESS (Address to which purchase orders will be sent) Order E-Mail Address: <input type="checkbox"/> Order Address same as Home Office Address <input type="checkbox"/> Order Address same as Notice Address (check only one) | | | | | | |
| ACKNOWLEDGMENT OF AMENDMENTS: Offerors acknowledge receipt of amendments by indicating amendment number and its date of issue. | | | | | | | |
| Amendment No. | Amendment Issue Date | Amendment No. | Amendment Issue Date | Amendment No. | Amendment Issue Date | Amendment No. | Amendment Issue Date |
| 1 | 6/29/2022 | | | | | | |
| | | | | | | | |
| DISCOUNT FOR PROMPT PAYMENT | | 10 Calendar Days (%) | 20 Calendar Days(%) | 30 Calendar Days (%) | _____Calendar Days (%) | | |
| MINORITY PARTICIPATION Please answer the following question: 1. Are you certified as a MOB/WOB (minority-owned business/woman-owned business) by the State of South Carolina? Yes X No If yes, provide certification number: _____. | | | | | | | |

| | | | |
|---|--|----------------------|----------------------------|
|  | District Five of Lexington and Richland Counties Bid Invitation Amendment One | Solicitation # | 2023-002 |
| | | Date Issued | 06/29/2022 |
| | | Procurement Official | Lauren Bové |
| | | Phone | (803) 476-8182 |
| | | E-Mail Address | <u>D5bids@lexrich5.org</u> |

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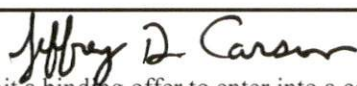
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SUBMIT YOUR SEALED OFFER TO:

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| District Five of Lexington and Richland Counties Purchasing Office 1020 Dutch Fork |
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| NAME OF OFFEROR (Full legal name of business submitting the offer) Synergy Security Services, LLC | OFFEROR'S TYPE OF ENTITY: <input type="checkbox"/> (Check one) Sole <input type="checkbox"/> Proprietorship Partnership <input type="checkbox"/> Corporation (tax-exempt) <input checked="" type="checkbox"/> X Corporate entity (not tax-exempt) <input type="checkbox"/> Government entity (federal, state, or local) <input type="checkbox"/> Other _____ (See "Signing Your Offer" provision.) |
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| TITLE Director of Operations (Business title of person signing above) | |
| PRINTED NAME Jeff Carson (Printed name of person signing above) | |
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| | | | | Area Code: | Number: 706-443-4169 | Extension: | Facsimile: 706-298-0207 |
| | | | | E-Mail Address: jcarson@teamsynergysecurity.com | | | |
| PAYMENT ADDRESS (Address to which payments will be sent.) PO Box 1224 LaGrange, GA 30241 | | | | ORDER ADDRESS (Address to which purchase orders will be sent) | | | |
| <input type="checkbox"/> Payment Address same as Home Office Address | | | | <input type="checkbox"/> | | | |
| <input checked="" type="checkbox"/> Payment Address same as Notice Address (check only one) | | | | <input type="checkbox"/> | | | |
| | | | | Order E-Mail Address: | | | |
| | | | | Order Address same as Home Office Address Order Address same as Notice Address (check only one) | | | |
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| DISCOUNT FOR PROMPT PAYMENT | | 10 Calendar Days (%) | 20 Calendar Days(%) | 30 Calendar Days (%) | | _____ Calendar Days (%) | |
| MINORITY PARTICIPATION | | | | | | | |
| Please answer the following question: 1. Are you certified as a MOB/WOB (minority-owned business/woman-owned business) by the State of South Carolina? Yes X No If yes, provide certification number: _____. | | | | | | | |

VIII. BIDDING SCHEDULE

Cost to provide six (6) uniformed, Armed Security Guards to serve at permanently assigned locations in School District Five of Lexington and Richland Counties. Provide an all-inclusive PER HOUR rate as described in solicitation. Cost shall include all labor, materials, travel, meals, benefits, taxes, clerical personnel, etc.

\$ 26.25 per hour

Minimum officer pay rate \$18.00 per hour

Service Locations:

1. Chapin Intermediate School (CIS)
2. Chapin Elementary School (CES)
3. Leaphart Elementary School (LES)
4. Nursery Road Elementary School (NRES)
5. Piney Woods Elementary School (PWES)
6. Seven Oaks Elementary School (SOES)

Signature of Authorized Official: Jeffrey D. Carson

Print name and Title: Jeff Carson, Director of Operations

References

Synergy is delighted to present this list of clients who are happy to share their experience with the company.

Dorchester County
Kenneth F. Waggoner Building
201 Johnston St, 2nd. Floor
Saint George, SC 29477
Date Service Began: July 1, 2020
Contact: Roger Dangerfield, Director of Facilities Maintenance Department
RDangerfield@dorchestercountysc.gov
(843) 696-1871

Voorhees College
481 Porter Road
Denmark, SC 29042
Date Services Began: December 2021
Contact: Shawn Hale, Director, Campus Safety and Security
(803) 707-0040

Wesleyan College
4760 Forsyth Road
Macon, GA 31210
Date Services Began: April 2022
Contact: Christy Henry, Dean of Students
(478) 477-1110

ATTACHMENT B

MINORITY PARTICIPATION AFFIDAVIT

Is the bidder a South Carolina Certified Minority Business? ☐ Yes ☒ No

Is the bidder a Minority Business certified by another governmental entity? ☐ Yes ☒ No

If so, please list the certifying governmental entity: _

Will any of the work under this contract be performed by a SC certified Minority Business as a subcontractor? ☐ Yes ☒ No

If so, what percentage of the total value of the contract will be performed by a SC certified Minority Business as a subcontractor? _

Will any of the work under this contract be performed by a minority business certified by another governmental entity as a subcontractor? ☐ Yes ☒ No

If so, what percentage of the total value of the contract will be performed by a minority business certified by another governmental entity as a subcontractor? _

If a certified Minority Business is participating in this contract, please indicate all categories for which the Business is certified:

☐ Traditional minority

☐ Traditional minority, but
female ☐ Women
(Caucasian females)

☐ Hispanic minorities

☐ DOT referral (Traditional
minority) ☐ DOT referral
(Caucasian female)

☐ Temporary certification

☐ SBA 8 (a) certification referral

☐ Other minorities (Native American, Asian, etc.)

(If more than one minority contractor will be utilized in the performance of this contract, please provide the information above for each minority business.)

The Department of Administration, Division of Small and Minority Business Contracting and Certification, publishes a list of certified minority firms. The Minority Business Directory is available at the following URL: <http://osmba.sc.gov/directory.html>

[04-4015-3]

WHY SYNERGY?

Synergy Security Services is a subsidiary of National Management Resources Corporation which was established in 1978. Synergy Security Services was formed in 2010, and provides custom security services for government sectors, corporations and educational institutions of higher learning.

Our management team develops a customized plan that will exceed your expectations. Developing the right security solution is about understanding the threat potential, general risks, and liabilities. Synergy has the right offering to cover any needs regardless of the scope of work. Synergy also strives on delivering excellent customer service as we perform our duties. We will provide this high level of service at an affordable rate. We take the time to collaborate with you to evaluate your short-term security needs and develop custom, long-term plans designed specifically for your location – all while working with your existing budget and even saving you money. Synergy operates in 8 states and has over 175 employees. There will be a regional manager and account manager assigned to your location. Our management team has over 75 years of public safety experience. This experience, coupled with our focus on customer service, allows us to implement a security posture of excellence. Synergy staff are friendly and professional, while providing safety and security to clients.

Jeff Carson – Director of Operations

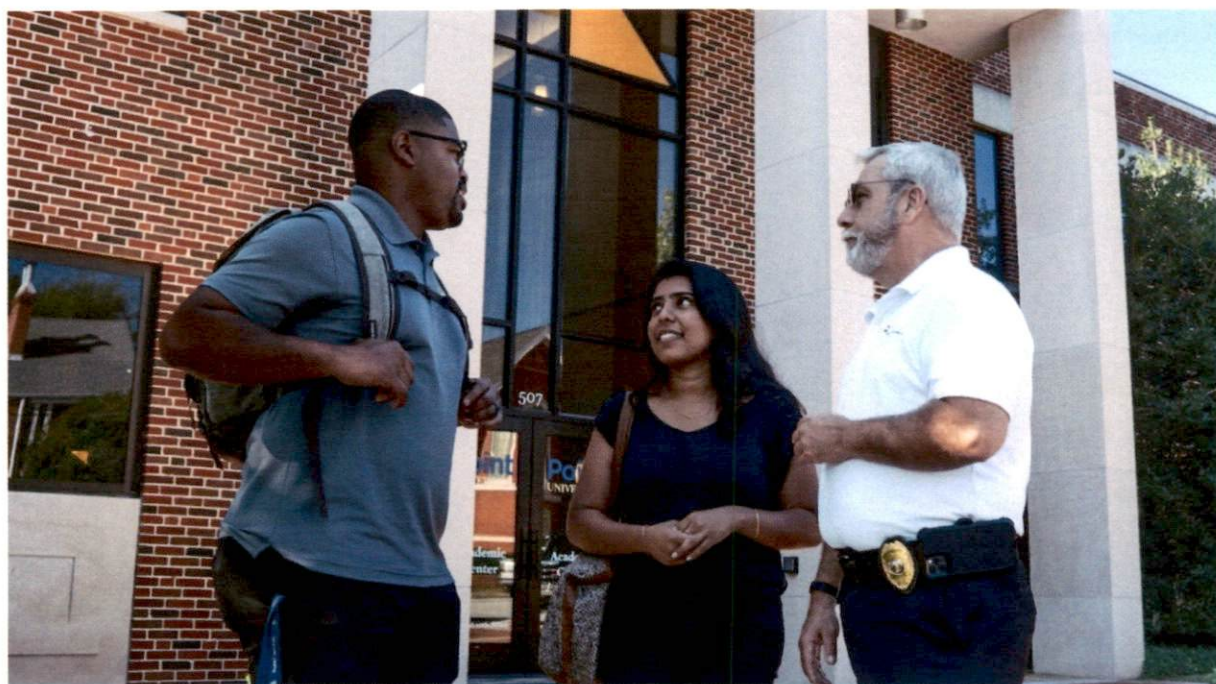
In July of 2019, Jeff Carson was hired as Director of Operations. Jeff owned a small business for 22 years and worked as a State of Georgia law enforcement officers from January 2015 to October 2018. Jeff has completed over 376 hours of training as a Peace Officer. This training included Highway Drug Interdiction, Commercial Vehicle Interdiction, Patrol Rifle, Shotgun, Pistol certification, Police Legitimacy, Procedural Justice, Community Relations, Hazardous Material, Suicide Prevention, Mental & Emotional Awareness, Use of Deadly Force; De-Escalation. Jeff is also a certified NRA Pistol Instructor. While employed as a Georgia Officer, Jeff received Officer of the Year award for the Lagrange Region. The award is presented to the officer who has displayed initiative, leadership, character, integrity, and whose outstanding performance has exemplified the Department's core values.

Eric Flournoy – Regional Manager

Eric Flournoy has been working around law enforcement and security for 25 years. He holds a Bachelor's Degree in Criminal Justice from Savannah State University. He started his law enforcement career in the United States Department of Justice, Federal Bureau of Prisons and later transferred to the Federal Bureau of Investigation. While employed as an Investigative Specialist with the FBI, Mr. Flournoy was assigned to the Critical Incident Response Group. Eric was the Assistant Team Leader for the Special Surveillance Group that was responsible for conducting foreign counterintelligence and counterterrorism surveillance. During his career with the Federal Bureau of Prisons, he was assigned to the Special Investigation Services as the Special Investigative Supervisor. His tenure with the Federal Bureau of Prisons included Federal Prison Camp, Bryan, Texas, United States Penitentiary, Atlanta, Georgia and the United State Federal Medical Center for Federal

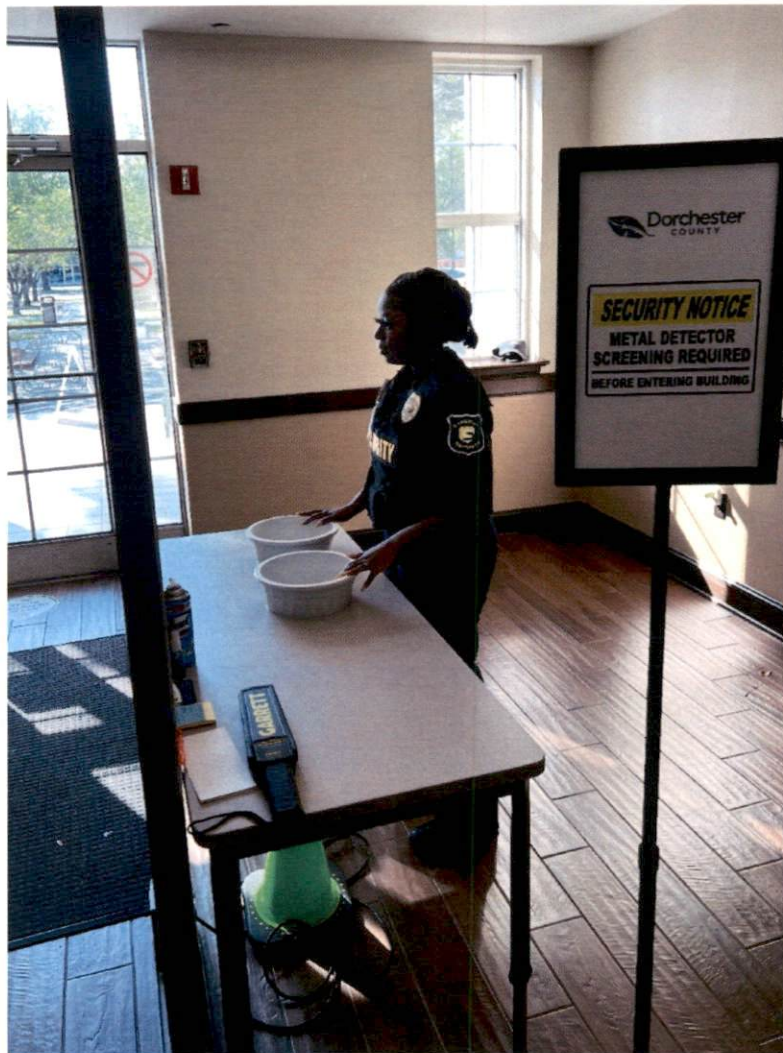
Prisoners, Springfield, Missouri. He also was a member of the Joint Terrorism Task Forces while employed by the Federal Bureau of Prisons. He received numerous awards and recognitions for maintaining and securing the safety of high-level federal inmates. Being in a diverse field of law enforcement provided Eric with experience in maintaining the safety and security of individuals and institutions. One of his strengths includes the ability to adapt to changes within the work environment.

Synergy Campus Security Services understands the necessity to provide the students, faculty, staff, and visitors with a safe and well-protected environment. In everything that we do, we demonstrate our professionalism and our commitment to excellence through integrity, respect, ethics and dedication. Our goal is to foster an environment that will allow a campus community to be successful in achieving its mission.



Our clients say they choose us because:

- We understand that one of the criteria parents of prospective students use to decide at District Five Schools is a safe environment for their student. We create a safe environment through high visibility and a well-trained staff.
- Our staff acts as campus ambassadors. They not only maintain a safe and secure campus but also provide students, parents, administrators, and visitors with welcoming customer service.
- We treat every student like a VIP and strive to address individual student needs.



THE SYNERGY APPROACH

Our primary goals are to provide a safe environment for District Five Schools and to protect its assets from threats and hazards. Synergy officers operate under the motto, "We are here to help and serve." We are confident that we can implement a security program that will address your needs and instill confidence.

We know that the quality and responsiveness of staff is a critical component to a premier security team. Synergy employment requirements have been honed over time. We only hire high-quality candidates – those with the best skills and experience who excel in interpersonal communication and customer service. Synergy provides a professional, well-trained, and fully equipped staff.

Focus on Client Needs

Our 11+ years of experience help us understand and serve the core needs of our clients, such as:

- 24/7 security services offered by a courteous and customer-service focused staff
- An effective response plan with the capability to handle emergencies
- Experienced and accessible leadership and a team of security officers with the training and experience to handle all security and safety issues
- A company with the resources to provide experience, support, training, and written policies and procedures
- Uniformed staff and marked professional patrol vehicles providing a professional image

We know that the security and safety needs of your campus change constantly. Synergy is agile, constantly improving and expanding its services.

Management Team Access

Every client has easy access to the Synergy Campus Security Services management team. Call the management team directly at the following numbers:

Eric Flournoy, Regional Manager 706-350-3071

Jeff Carson, Director of Operations 706-443-4169

CUSTOMIZED SOLUTION FOR DISTRICT FIVE SCHOOLS

The following sections cover Synergy's proposed relationship with District Five Schools.

Including:

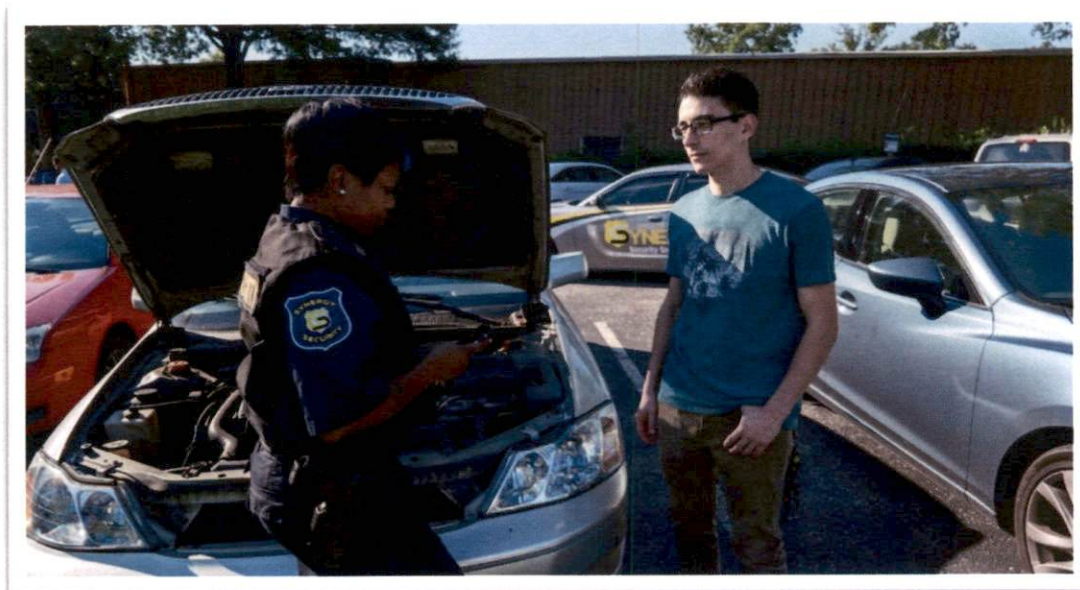
- Technical Capabilities / Responsiveness
- Experience / Qualifications / References
- Responsibilities
- Compliance

In selecting Synergy, you are not only purchasing specific services, you are investing in our expertise and commitment to craft and implement a long-term plan for the safety and security of your campus.

Synergy is dedicated to collaboration and transparency. This approach allows Synergy to work with our client partners to identify areas of improvement and to develop opportunities to enhance security solutions for District Five Schools.

Facilities Covered

Synergy proposes to provide security services for the facilities/buildings at District Five Schools. Synergy will work in tandem with District Five Schools Department of Campus Safety Team.



Scope of Services

Synergy shall provide all registration forms, incident report forms, logbooks, investigation report forms, check off sheets and other administrative supplies necessary to carry out all requirements of the contract to include: promote lawful behavior and protect the welfare of students, faculty and staff as a uniformed presence on campus. The campus security officers will maintain order during events and enforce school regulations.

1. Chapin Intermediate School- 1130 Old Lexington Highway, Chapin, SC 29036
2. Chapin Elementary School- 940 Old Bush River Rd., Chapin, SC 29036
3. Leaphart Elementary School- 120 Piney Grove Rd., Columbia, SC 29210
4. Nursery Road Elementary School- 6706 Nursery Rd., Columbia, SC 29212
5. Piney Woods Elementary School – 841 Amicks Ferry Rd., Chapin, SC 29036
6. Seven Oaks Elementary School- 2800 Ashland Rd., Columbia, SC 29210

Synergy will make every effort to provide additional campus security officers upon the request of District Five Schools. The need for additional campus security officers may be short or long term in nature and include, but are not limited to, the following security services:

- Extracurricular activities - sporting events, assemblies, board meetings, summer school, etc.
- Traffic control - Crossing guards, parking lot patrol
- Emergencies Operations - Synergy will, to the degree possible, provide officers to assist District Five Schools in meeting its responsibilities during an emergency, declared or otherwise.

Operational/Daily

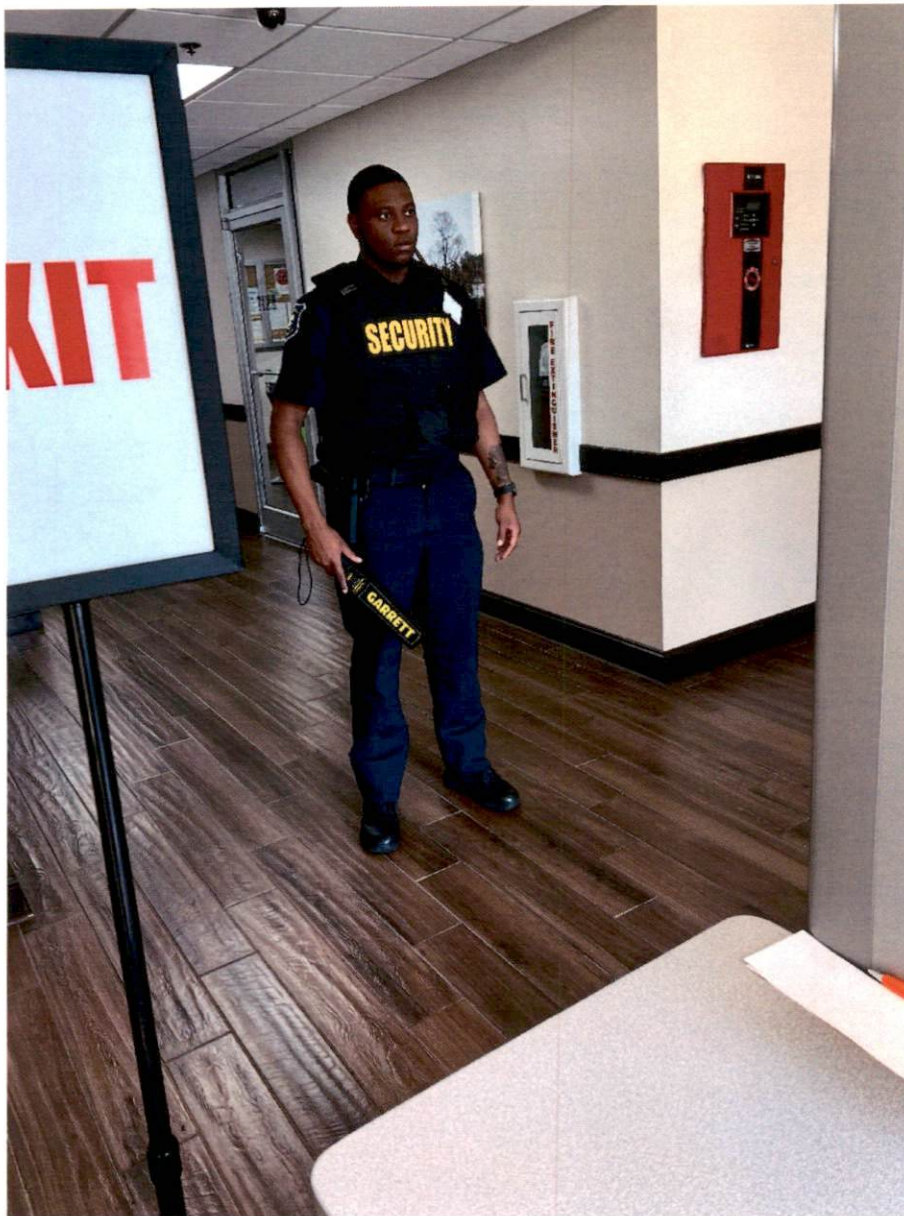
The primary responsibility of the armed security guard is to provide a safe environment for District staff, students, and the general public. These services shall include:

- a. Serve as a first responder to violent, disruptive, or other emergency incidents on school property. Take appropriate action to safeguard life, property, and order and to provide necessary aid and assistance. Coordinate with and assist law enforcement or other first responders upon their arrival.
- b. Patrol assigned buildings, parking lots, and grounds for illegal activities, suspicious activity or behavior, or dangerous situations. Report matters of concern to school administration and/or law enforcement. Respond appropriately within the authorities granted by law, District policy, and company directives.
- c. Confront trespassers and unauthorized visitors to ascertain their business on campus and to prevent unlawful entry onto campus. Escort unauthorized visitors to the main office or off-campus, as appropriate and in coordination with school administration.
- d. Monitor student activity and movement in school buildings and throughout school. Notify school personnel of serious rule violations, disorderly student behavior, or otherwise unsafe conditions.

- e. Check exterior and interior doors to ensure all doors are secured (lock and closed) and all door locks and card readers are operational and functioning properly. Notify school administration of malfunctioning doors/locks and request maintenance for necessary repairs. Maintain a record of unsecured doors.
- f. Operate two-way radios, to maximize security coverage and protection of people, property, and the peaceful conduct of school business.
- g. In coordination with school officials, assist with traffic control, traffic and pedestrian management, and parking within the work hours prescribed above. Check vehicles on campus for proper parking authorization and determine if vehicles are parked in restricted areas.
- h. Assist with developing emergency response procedures, as requested. Assist with conducting and participate in fire drills, lockdown drills, and other safety drills. As requested, assist with emergency management, safety, and security training of school personnel.
- i. Participate in safety and security inspections and assessments of assigned schools. Advise school administrators of hazardous conditions, unsafe procedures, and other serious security matters. Recommend and assist with implementing mitigation measures.
- j. Communicate with the security supervisor in a timely manner regarding on-going concerns, problems, or unresolved issues that jeopardize safety and/or security, violate District policy or protocol, or otherwise hinder the orderly conduct of school business.
- k. Immediately document and report to the appropriate officials any evidence of criminal activity. Cooperate fully with administrative and criminal investigations. Testify in criminal and administrative proceedings as necessary.
- l. Provide security support and assistance at school functions and sporting events occurring on campus within the work days and work hours described above. Duties include but are not limited to walking among event spectators and other attendees to promote order and to provide a visible presence that promotes safety issues.
- m. Perform other security-related duties as assigned.
- n. Synergy armed officers shall report infractions to a school administrator and will not impose discipline on a student but shall, upon request, provide any requested assistance in terms of supplying witness statements, testimony, etc.
- o. Armed security officers shall not perform duties reserved for administrators, teachers, or other staff members. They shall not, for example, be assigned to monitor a classroom in the absence of a teacher.
- p. All armed security officers assigned shall always be bound by a code of conduct which strictly regulates their personal appearance, conduct, attitude and contact with others.

Duties and Responsibilities

- Synergy regional manager will serve as liaison between the District and armed security officers for operational, administrative, and contractual issues. The regional manager and district manager will conduct site visits of all schools to supervise and provide guidance to armed security officers.
- The regional manager and district manager will assist the District representative with investigating and resolving complaints involving armed security officers.
- Synergy will have adequate staff to maintain the required presence, without interruption, during normal life events such as sickness and vacations. The District representative will be notified immediately for any anticipated or actual vacancies.
- Synergy will develop and maintain liaison and cooperation with District Five Schools staff. Both parties will communicate and exchange recommendations which seek to enhance and promote a culture of safety and security within the District.
- Synergy will coordinate investigations into significant incidents, prepare detailed reports, and submit copies of these reports and investigative summaries to District Five Schools staff. Synergy will have adequate documentation equipment to accomplish these tasks. All activity logs will be provided to the respective site supervisors, or the District representative upon request.
- Synergy will immediately report any safety and security deficiencies, as well as known or suspected criminal activity to the District representative.
- Ensure all armed security officers are properly equipped and licensed. All officers must maintain a SLED card in their possession while on duty.



Section Two: Qualifications and Technical Approach

Our Strategy

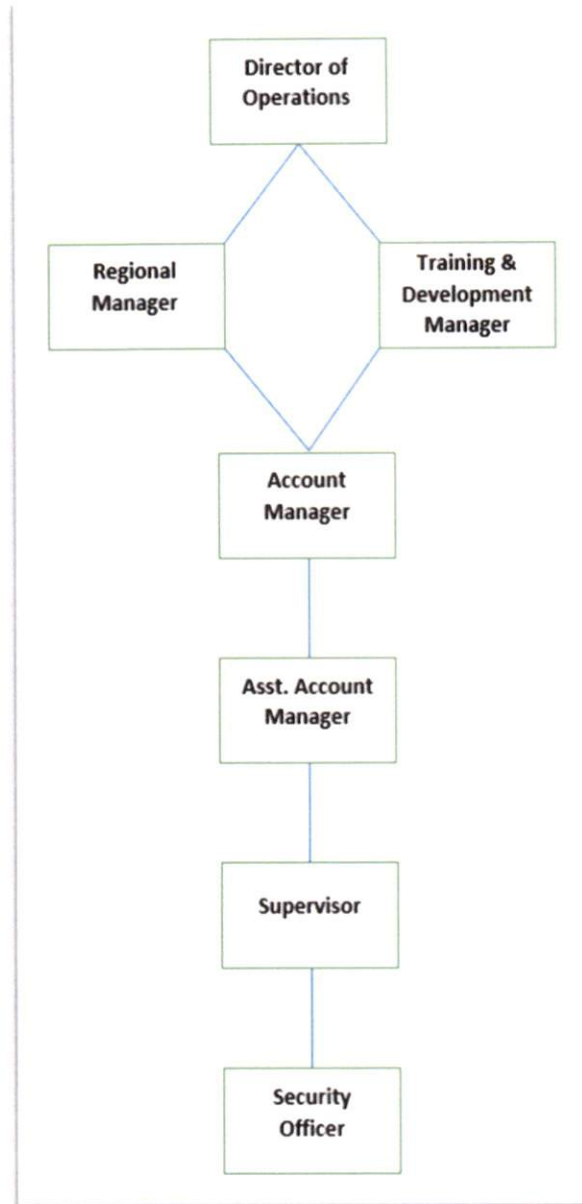
To start, Synergy would schedule a meeting with District Five's Director of Safety and Emergency Services, and other key staff members for an introduction and to outline a transition schedule. Synergy would also layout our day to day operations, while working in tandem with key members of the District Five staff. Additionally, Synergy would:

- Meet with the Site Supervisor(s)
- Create our Post Orders
- Day to day operations
- Detail what Synergy is going to do
- Coordinate w/ District Five on Emergency operations
- Detail our Chain of Command (See Next Page)

Synergy Campus Security Services employees have a comprehensive handbook that outlines steps and procedures to follow when reporting complaints. The handbook focuses on Synergy's internal methods in reporting complaints. Synergy, which provides a 24-hour HR/Support Services number to call when reporting harassment, retaliation, sexual nature which constitutes harassment and any other forms of harassment. Synergy employees are encouraged to follow client's protocol when reporting external complaints. Synergy forms a partnership with clients that allows Synergy to review clients' policies as it relates to external reporting procedures. These reporting procedures are shared with Synergy employees during employment orientation.

Synergy Campus Security Services, district/account managers are provided with vehicles that allows them to respond to the client's site for daily operations and for emergency situations at the client's site.

Synergy Security Services – Chain of Command



ONBOARDING AND START-UP

A regional manager, district manager, site supervisor, full-time and part-time security officers and other key staff will be assigned to District Five Schools. Synergy's management team will quickly begin working with District Five's key campus personnel to implement the various elements described in this proposal.

Tentative steps in that process include:

- Assess the Client's property
- Establish a Transition Schedule with a start date
- Hire the Onsite Team
 - Introduce Regional Manager – Eric Flournoy & District Manager - Steven McGee
 - Introduce Site Supervisor
 - Select Security Officers
- Conduct Background Checks and Drug Screens
- Review the District Five Schools's Emergency Operations Plan
- Establish Post Orders (officer instructions for each shift) and Standard Operating Procedures for the site
- Train new security officers on post orders and Standard Operating Procedures
- Provide training to all security officers at the client's site

Employee Selection

Synergy follows a careful process to recruit and select the most qualified candidates for security positions. Synergy management prescreens applicants and conducts personal interviews to identify the best possible candidates. Once a conditional offer of employment has been made, the candidate undergoes a background screening including a criminal background check. A pre-employment drug screen is also conducted

Key Events

- Synergy Security Officers will also work with District Five staff for all key events happening on the campus. Communication is one of Synergy's core values. Synergy will make sure the proper amount of security officers are on-site (and on time) the day of the event(s).

Communication

Communication is the key component for successful operations. It's a part of what has made Synergy so successful over the last 11+ years and a testament from our references. Synergy officers will be outfitted with cell phones and two-way radios in order to ensure a constant level of accessibility.

Synergy Security Services management team is very transparent when communicating with client's representatives. Synergy establishes an operation performance review, meetings with the Director of Safety and Emergency Services to identify security operation issues and potential issues. District Five Schools will set the dates of these meetings.

PERSONAL APPEARANCE

(copy from employee handbook page 53)

Your personal appearance reflects your image and that of Synergy Security Services, LLC. Neatness and cleanliness in your clothes and manner add to the impression you make on our clients, the general public and your fellow employees. Always dress in a manner appropriate for your job.

1. Employees required to wear uniforms as part of their job will have them furnished by the Company.
2. All leather goods and brass must be shined and properly worn all times.
3. Your breast badge and identification card must be visible to everyone you meet, even when wearing a jacket.
4. Uniforms may not be worn when off duty, except in travel to and from your assigned post. Security Officers are strictly prohibited from wearing any part of their uniform, i.e. hat or jacket, with civilian clothes.
5. Uniforms may not be worn in bars, taverns or other places where alcoholic beverages are being served, unless an officer is on official business.
6. Your hair must be neatly cut and well groomed. Male security officers may not have braids or dreadlocks. Eccentric hair styles or colors (i.e. purple, green, gold, etc.) are not allowed.
7. Male security officer's hair should be neat and trimmed in a professional fashion.
8. Excessive jewelry is not permitted. Females are permitted to have one earring per ear. Male security officers are not allowed to have earrings. Tongue rings, nose rings, and other facial piercing are not allowed.

9. Fingernails that are of a length, color, or design that detracts from a professional appearance or hinders the wearer in any way from performing his or her duties are not permitted.

Failure to adhere to personal guidelines (including the failure to wear name badges) may subject an employee to discipline, up to and including immediate termination.

Synergy Administrative/Technological

- Synergy Campus Security Services has our own Report Writing System.

<https://teamsynergysecurity.net/login.php>

- Synergy's reporting system is easily accessible from desktops, laptops, smartphones and tablets – making it easy to create reports, anywhere on campus, at any time. Below is a screenshot of the Main Menu.





Synergy Security Training and Reporting System

Hi, **Off. Disney**. What can Reporter do for you?

Update Timecard

Update Officer Log

Create Incident Report

Create Maintenance Report

Create Traffic Report

View Reports

Training

Check Email

Change Password

Log Off System

- Illustrated below you can see the menu for the Daily, Incident, Maintenance and Traffic reports.



Synergy Security Training and Reporting System

View Timecard

View Daily Report

View Incident Report

View Maintenance Report

View Traffic Report

Main Menu

Example Incident Report



Synergy Security Training and Reporting System

[Incident Reports](#)

[Print Report](#)

Incident # 729 Auburn University

| | |
|-------------------------|--|
| Date Occurred: | 2022-01-25 |
| Date Reported: | 2022-01-25 |
| Officer: | Off. Daniel Disney |
| Officer's Username: | ddisney |
| Incident Type: | Fire |
| Other Agency Responded: | Fire Department |
| Incident Location: | Duncan Residence Hall |
| Time Called: | 16:00 |
| Time Arrived: | 16:03 |
| Time Finished: | 16:15 |
| Officer Narrative: | Fire Alarm, Duncan Residence Hall. False Alarm |
| Supervisor Narrative: | Supervisor Narrative Needed |
| Supervisor Approval: | Supervisor Approval Needed |
| Clery Designation: | Supervisor Choice |

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- Every report can be easily printed and/or archived to PDF, making it easy to keep track of each report.

Example Maintenance Report



Synergy Security Maintenance Report

| | |
|-----------------------|---|
| Maintenance Ticket #: | 60 |
| Site: | Auburn University - Duncan Residence Hall |
| Officer: | Off. Daniel Disney |
| Date: | 2022-01-25 21:02:37 |
| Officer Details: | Exit lights above rear door are out |

Incident Image



PO Box 1224 | 113 Corporate Park Drive East | LeGrange, GA 30241 | T: (706) 884-7489 | F: (706) 298-0207 | www.teamssynergyssecurity.com

General Training

Training/Licensing

Training is the best method in improving private security services. Synergy Campus Security Services is licensed by the State of South Carolina, South Carolina Security Regulatory Board with license number 3773 (see section 4).

South Carolina Unarmed State Certification requires 8 hours of training.

Topics include:

- Role of Contract Security
- Legal Aspects
- Patrol and Observation
- Incident Response
- Security Resources
- Customer Service
- First Aid Overview
- Synergy mandates a minimum of 26 hours in addition to the 8 hours required by South Carolina. We feel this additional training sets us apart from other security providers.

Formal and detailed training records are maintained on each Synergy security officer. Such records will include training required by the South Carolina Law Enforcement Division (SLED), and all weapon qualification training along with any specialized training the security officer has received. Synergy campus security officers meet or exceed the standards of competency, proficiency, character, and integrity required by SLED in accordance with South Carolina Code of Laws 1976, Title 40 – Professions and Occupations, Chapter 18 – Private Security and Investigation Agencies, as found at <https://www.scstatehouse.gov/code/t40c018.php>, as amended, and all person employed shall be likewise registered by the South Carolina Law Enforcement Division.

Synergy security officers are required to carry a South Carolina Officer Registration Card, as prescribed by South Carolina law, at all times while on duty. The security officer shall be required to produce this card at any time, upon request, by designated management officials and/or any SLED agent. Synergy will remove any officer who does not have the required card in his/her possession at no expense to the district and with no interruption of security services.

All training records shall be made available to the District at any time, upon request. All aspects associated with training and certifications will be at the expense of Synergy.

Because security officers may be the first interaction with staff, students and visitors, all security officers will be bound to the Code of Ethics for Security Officers that follows:

Code of Conduct

1. Security officers shall not leave their post until properly relieved.
2. Security officers are expected to come to work rested in order to remain alert while on duty. Sleeping or the appearance of sleeping on duty is grounds for immediate disciplinary action.
3. Security officers shall avoid expressing their opinions to other officers, District Five employees, or visitors concerning such controversial matters as politics, religion, pay or school policy and procedures.
4. Security officers shall not sell any form of merchandise to any person while on duty or while on District Five School property.
5. Security officers shall use care or caution in handling school property and report immediately, in writing, any property that is lost or damaged.
6. Security officers shall keep their work area clean and neat at all times.
7. The use of profanity, off-color remarks, or discriminatory jokes (i.e. race, ethnicity, sex, handicap, etc.) while on duty is prohibited.
8. Personal phone usage should be kept to a minimum as attention needs to be focused on the safety and security of the buildings and occupants.

All Synergy personnel must follow the Synergy employee handbook as it relates to appearance, conduct, attitude and behavior with students, visitors, faculty and staff of District Five Schools at all times. Personal Appearance is discussed on page 53 of the Synergy Employee Handbook.

- Hair must be neatly cut and well groomed. Male security officers may not have braids or dreadlocks. Eccentric hair styles or colors (i.e. purple, green, gold, etc.) are not allowed.
- Males security officers hair should be neat and trimmed in a professional fashion.
- Excessive jewelry is not permitted. Females are permitted to have one earring per ear. Male security officers are not allowed earrings. Tongue rings, nose rings, and other facial piercing are not allowed.
- Fingernails that are of length, color, or design detracts from a professional appearance or hinders the wearer in any way from performing his or her duties are not permitted.

Annual Harrassment Training is required and the following are discussed:

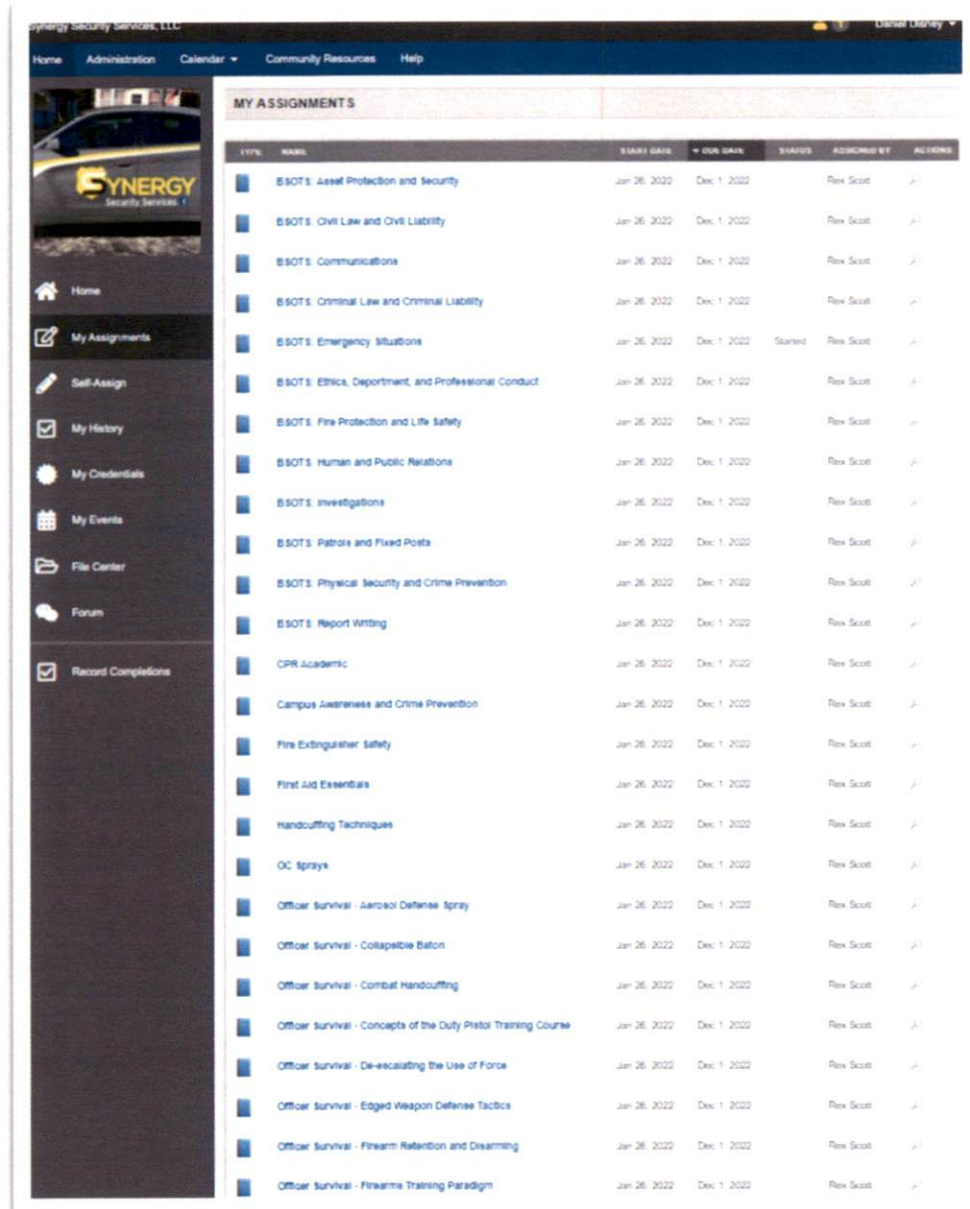
- Understand how cultural filters affect each person's view of respect.
- Legal and moral responsibilities for maintaining a respectful and professional work enviroment.
- Understand leadership's role in applying Synergy's policies and procedures on harrassment.
- Understand the impact of disrespect and harrassment of employees.
- Develop leadership skills for preventing harrassment issues.
- Understand how to be proactive in promoting respect and civility in the workplace.
- Explain what sexual harrassment is.
- State why it is important to prevent sexual harrassment in our workplace.
- Understand our responsibilities under Synergy policy and procedures.

Synergy has zero-tolerance for harrassment, sexual or otherwise. Any employee who is determined to have violated this policy against harrassment may be subject to disciplinary action, up to and including termination. Synergy prohibits retaliation or harrassment of any kind by any person, managerial or non-managerial, against any person who files a complaint of harrassment (or discrimination) or who participates in an investigation relating to a complaint of harrassment (or discrimination).

We have partnered with Vector Solutions (<https://www.vectorsolutions.com/>) which has over 300 online training modules. Many of these training modules are approved to meet POST law enforcement requirements in many states.

VectorSolutions Online Training – (Training and Risk Management Solutions)

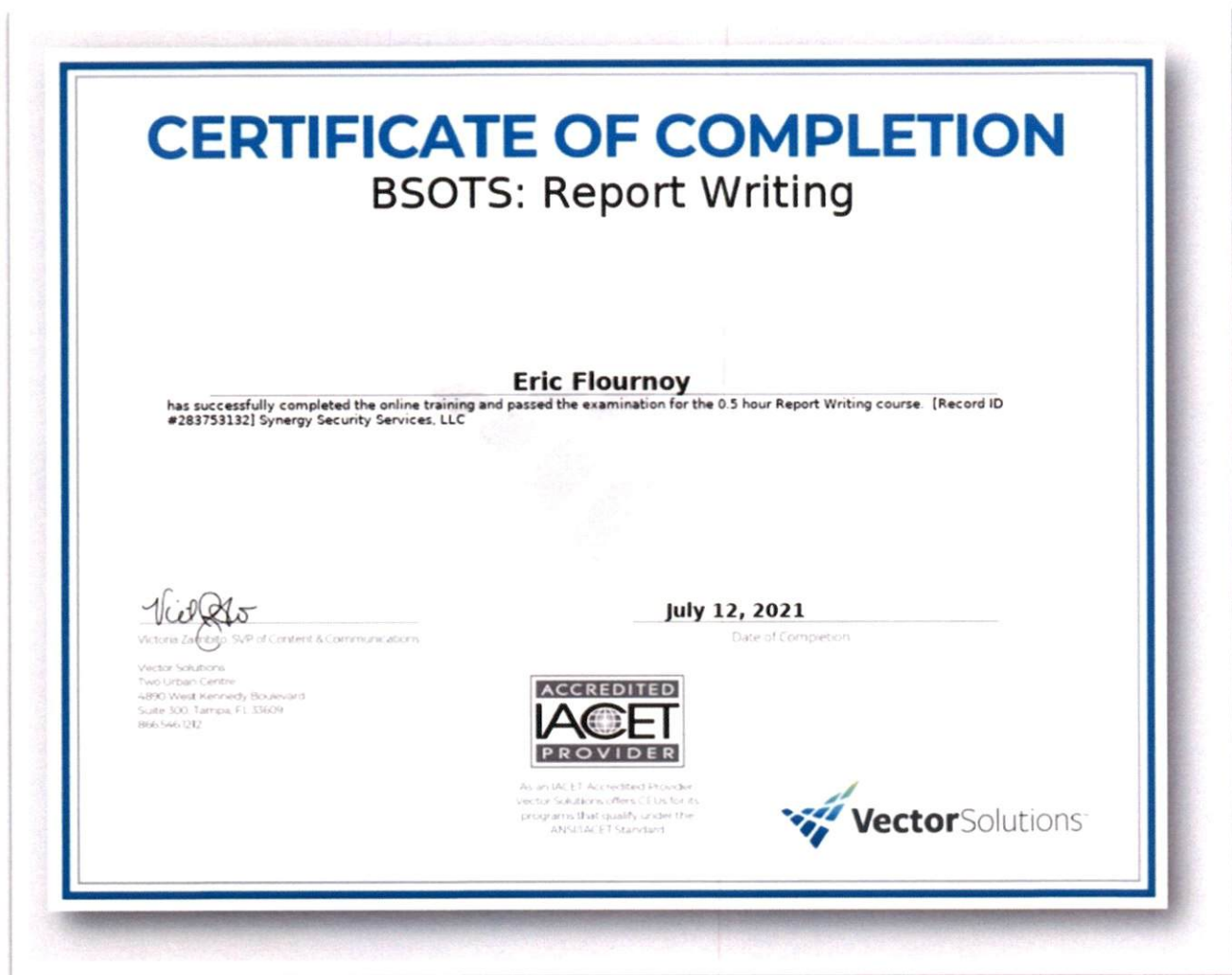
(BSOTS – Basic Safety Officer Training Series – Example Below)



The screenshot displays the Vector Solutions online training portal. The left sidebar contains navigation links: Home, My Assignments, Self-Assign, My History, My Credentials, My Events, File Center, Forum, and Record Completions. The main content area is titled 'MY ASSIGNMENTS' and shows a table of training modules. The table has columns for TYPE, NAME, START DATE, END DATE, STATUS, ASSIGNED BY, and ACTIONS. The modules listed are part of the BSOTS series, with the first one marked as 'Started'.

| TYPE | NAME | START DATE | END DATE | STATUS | ASSIGNED BY | ACTIONS |
|-------|--|--------------|-------------|---------|-------------|---------|
| BSOTS | BSOTS: Asset Protection and Security | Jan 26, 2022 | Dec 1, 2022 | | Rex Scott | ✓ |
| BSOTS | BSOTS: Civil Law and Civil Liability | Jan 26, 2022 | Dec 1, 2022 | | Rex Scott | ✓ |
| BSOTS | BSOTS: Communications | Jan 26, 2022 | Dec 1, 2022 | | Rex Scott | ✓ |
| BSOTS | BSOTS: Criminal Law and Criminal Liability | Jan 26, 2022 | Dec 1, 2022 | | Rex Scott | ✓ |
| BSOTS | BSOTS: Emergency Situations | Jan 26, 2022 | Dec 1, 2022 | Started | Rex Scott | ✓ |
| BSOTS | BSOTS: Ethics, Deportment, and Professional Conduct | Jan 26, 2022 | Dec 1, 2022 | | Rex Scott | ✓ |
| BSOTS | BSOTS: Fire Protection and Life Safety | Jan 26, 2022 | Dec 1, 2022 | | Rex Scott | ✓ |
| BSOTS | BSOTS: Human and Public Relations | Jan 26, 2022 | Dec 1, 2022 | | Rex Scott | ✓ |
| BSOTS | BSOTS: Investigations | Jan 26, 2022 | Dec 1, 2022 | | Rex Scott | ✓ |
| BSOTS | BSOTS: Patrols and Fixed Posts | Jan 26, 2022 | Dec 1, 2022 | | Rex Scott | ✓ |
| BSOTS | BSOTS: Physical Security and Crime Prevention | Jan 26, 2022 | Dec 1, 2022 | | Rex Scott | ✓ |
| BSOTS | BSOTS: Report Writing | Jan 26, 2022 | Dec 1, 2022 | | Rex Scott | ✓ |
| CPR | CPR Academic | Jan 26, 2022 | Dec 1, 2022 | | Rex Scott | ✓ |
| | Campus Awareness and Crime Prevention | Jan 26, 2022 | Dec 1, 2022 | | Rex Scott | ✓ |
| | Fire Extinguisher Safety | Jan 26, 2022 | Dec 1, 2022 | | Rex Scott | ✓ |
| | First Aid Essentials | Jan 26, 2022 | Dec 1, 2022 | | Rex Scott | ✓ |
| | Handcuffing Techniques | Jan 26, 2022 | Dec 1, 2022 | | Rex Scott | ✓ |
| | OC Sprays | Jan 26, 2022 | Dec 1, 2022 | | Rex Scott | ✓ |
| | Officer Survival - Aerial Defense Spray | Jan 26, 2022 | Dec 1, 2022 | | Rex Scott | ✓ |
| | Officer Survival - Collapsible Baton | Jan 26, 2022 | Dec 1, 2022 | | Rex Scott | ✓ |
| | Officer Survival - Combat Handcuffing | Jan 26, 2022 | Dec 1, 2022 | | Rex Scott | ✓ |
| | Officer Survival - Concepts of the Duty Pistol Training Course | Jan 26, 2022 | Dec 1, 2022 | | Rex Scott | ✓ |
| | Officer Survival - De-escalating the Use of Force | Jan 26, 2022 | Dec 1, 2022 | | Rex Scott | ✓ |
| | Officer Survival - Edged Weapon Defense Tactics | Jan 26, 2022 | Dec 1, 2022 | | Rex Scott | ✓ |
| | Officer Survival - Firearm Retention and Disarming | Jan 26, 2022 | Dec 1, 2022 | | Rex Scott | ✓ |
| | Officer Survival - Firearms Training Paradigm | Jan 26, 2022 | Dec 1, 2022 | | Rex Scott | ✓ |

Online Training – VectorSolutions - Certificate of Completion (Example)



Continuous Training

Training is conducted to ensure that the security staff has the skills and information needed to effectively serve the campus and ensure compliance with regulatory standards. Our continuous training program introduces officers to new concepts, best practices, and promotes a proactive and professional security team. Training reduces liability and client risk by ensuring that members of the security force know the proper procedures and policies.

CPR / First Aid / AED

| <u>CPR</u> | <u>Active Threats</u> | <u>Save A Life</u> |
|---|---|---|
|  American Heart Association® CPR & First Aid |  <p>on average active threat events last just 12 MINUTES</p> <p>and over 60% of active threats end before police arrive</p> <p>ARE YOU READY TO RESPOND?</p> |  STOP THE BLEED® SAVE A LIFE |

AED/CPR/First Aid has a 2 year annual re-certification, but Synergy requires annual training. We also require annual training on the following:

- Cyber Security/SANS – System and Network Support
- Title IX
- Diversity Awareness and Sexual Harassment
- Dealing with Mentally Ill Persons
- Hate Crimes
- Active Shooter and Other Acts of Targeted Violence
- Campus Security Report Writing



Areas of Reporting:

- **Main Campus** – To include all reportable offenses that occurred in the specified time frame on the Campus. Classroom buildings and administrative buildings as well as dormitory structures will need to be included.
- **Public Areas Bordering Campus** – To include establishments and residence adjacent to the campus, if applicable.

On the Job Training Certification Checklist



On the Job Training Certification Checklist

Trainee Name: _____

Site Name: _____

Instructions: The designated site trainer is to train you on each item listed below. After being trained on each item, you must place your initials and/or signature in the appropriate spaces. If any of these items are not applicable to your worksite, place an N/A (not applicable) next to that item. This checklist must be complete during your designated time of OJT. The site manager and district manager must keep this record with your personnel file. A copy can be provided to you if you request.

| Training Task: | Trainee's Name or Initials: | Completion Date |
|--|-----------------------------|-----------------|
| Trainee has demonstrated the skills necessary to perform any and all applicable access control duties at this job site. | | |
| Trainee has demonstrated the skills necessary to perform all patrol duties at this site. | | |
| Trainee has demonstrated the skills necessary to write reports at this job site. | | |
| Trainee understands SOPs / Post Orders | | |
| Trainee understands Hours of Operation - Site | | |
| Trainee understands Synergy Security Services current scheduling system | | |
| Trainee understands bomb threat procedures | | |
| Trainee understands panic/duress alarms | | |
| Trainee knows where all emergency exits are located at this site. | | |
| Trainee knows the fire emergency procedures for this site. | | |
| Trainee knows the active shooter procedures. | | |
| Trainee has Anti-Terrorism training (if applicable) | | |
| Trainee has reviewed and understands the emergency response plan for this site. | | |
| Trainee knows where the evacuation assembly area(s) are located for this site. | | |
| Trainee know the elevator passenger entrapment procedures for this site. | | |
| Trainee has reviewed and understands the injury reporting procedures. | | |
| Trainee knows how to operate all equipment applicable to the job duties of this site. | | |
| Trainee knows the Lost & Found policy for this site. | | |
| Trainee understands telephone procedures and telephone etiquette. | | |
| Trainee knows the inclement weather procedures for this site. | | |
| Trainee understands Synergy Security attendance policy. | | |
| Trainee understands the chain-of-command (both to and from clientele) | | |
| Trainee knows all supervisor and management contact information. | | |
| Trainee has read and understands Synergy Security Employee Handbook. | | |
| Trainee acknowledges and understands Synergy Security Use of Force Policy. | | |
| Trainee acknowledges, understands, and agrees to adhere to both Synergy Security Services and this site's Code of Conduct. | | |

| Extra Training Requirements: | Trainee's Name or Initials: | Completion Date |
|------------------------------|-----------------------------|-----------------|
| | | |
| | | |
| | | |
| | | |
| | | |

| | |
|-----------------------------------|--|
| Total Number of OJT Hours: | |
| Date Completed: | |
| Training Officer Name: | |
| Training Officer Notes: | |

Supervisory Staff Training

Introduction

The ability to communicate clearly and concisely is the single most important skill that a security supervisor can possess. Without communication, there is no coordination; without coordination, there is no organization. Coordinating and organizing are two functions that form the essence of supervision. Communication is the glue that holds the whole process together.

Synergy Campus Security Services Management

- Provides methods to overcome barriers and become a better listener
- Offers suggestions to improve communication skills at all levels.

Synergy Corporate Support

Synergy's management team will support and review the performance of the on-site security team. The Synergy management team will routinely visit the client's site to provide support and be available for consultation in all matters concerning your security program. These managers are accessible to your staff at any time. Synergy exists to serve our clients.

Synergy Security Services management team has developed a performance operation system for each of its clients. This system serves as a tool used to measure and monitor the security team productivity as it relates to the services and duties that are outlined in the contract.

The performance operation system is a daily report checklist which is designed for the frontline security team to identify issues or discrepancies in its daily operation. This method of measuring and monitoring quality assurance has given full autonomy to the frontline security team to be able to correct issues immediately. Synergy's Regional Director reviews the daily report checklist to ensure that the performance operation system is being implemented.

Synergy's Director of Operation also requires for the Regional Directors to submit weekly inspection reports to help identify areas that may need improvement within the campus security department.

Supervisory Strategy

Synergy Security Officers are trained on the basics of security by both instructor led and online platforms. Synergy's management also develop officers for future leadership roles within the organization.

All current supervisors and those that are seeking future advancement are required to complete a Basic of Leadership Series curriculum that includes the following topics:

- Leadership Challenges
- Culture Changes
- Keeping Employees Energized
- Elements of Change
- Building Leadership Capability
- Developing Your Leadership Style
- Leadership and Transitioning to Management
- Behavior Changes
- How to Enhance Self-Esteem
- How to Lead Effective Meetings
- Health Checks
- Multi-Generational Leadership

Additionally, 75% of Synergy Campus Security Services accounts are educational institutions. Because of our current educational portfolio, we would utilize experienced managers from those accounts to help with the start-up procedure.

**COACHING - COUNSELING - DISCIPLINARY NOTICE**

Employee Name: _____

Employee ID: _____

Position/Title: _____

Site Name: _____

Supervisor Name: _____

Union Site? Yes | No

In Probationary Period? Yes | No

If yes, name of Union: _____

1. Action (s) Previously Taken (complete if applicable)

| Type of Action | Date Given | Issued By: | Reason (work rule, performance) |
|--|------------|------------|---------------------------------|
| <input type="checkbox"/> Counseling | _____ | _____ | _____ |
| <input type="checkbox"/> Verbal Warning | _____ | _____ | _____ |
| <input type="checkbox"/> First Written Warning | _____ | _____ | _____ |
| <input type="checkbox"/> Final Written Warning | _____ | _____ | _____ |
| <input type="checkbox"/> Suspension | _____ | _____ | _____ |

2. Action(s) Currently Being Taken:

Effective Date: _____

☐ Counseling☐ Verbal Warning☐ First Written Warning☐ Final Written Warning☐ Suspension

Dates of suspension: _____ Paid or Unpaid Suspension (circle one)

☐ Termination

Termination Date: _____

3. Infraction Type (check as applicable and list work rule(s), performance and/or other attendance issue(s):☐ Work Rule Violation: _____☐ Performance: _____☐ Attendance: _____**4. Facts and Evidence (Describe the incident/situation - WHO/WHAT/WHERE/WHEN/WHY/HOW):****5. Objective (In clear detail, describe what we expect to from the employee):****6. Action Plan (Describe next steps, follow up, consequences):****7. Acknowledgement:**

I acknowledge that this coaching-counseling-disciplinary notice has been reviewed with me. By signing below I acknowledge a copy has been given to me, and that a copy will be placed in my personnel file. I understand that signing this does not mean that I admit to or agree with the infraction described or the disciplinary action being taken, and I have been given the opportunity to provide a statement if I wish to do so, which will also be placed in my personnel file.

Employee Signature_____
Date Signed_____
Supervisor/Manager Signature_____
Date Signed

Section Three: Experience/References

Performance

Preparing Performance Evaluations

Every performance evaluation ends up in an employee's permanent record. Synergy Campus Security Services Management Team outlines the steps a supervisor should take to make sure the evaluation is constructive and accurate.

Including:

- Listing the basic guidelines for evaluating
- Describe the "why" behind the employee rating system
- Lists the reasons on improving evaluation performance
- Explain what the employee can do to improve the evaluation process and use it to their advantage

Synergy Security Services has experience working multiple operational hours for their clients. Synergy provides 24 operational hours of security service for institutions of higher learning. These operational hours generally consist of three shifts with multiple posts. Synergy is accustomed of working 20,000 total hours of staffing needed during the course of a school year.

Synergy Security Services have provided security services to clients where the security officers have operated various weapon detection systems. These systems were located at government buildings and institutions of higher learning. The security officers have utilized handheld units with a sensor probe which can be swept over the ground or other objects to detect the presence of unauthorized items as individuals enter the client's facility. Synergy security officers have also monitored security posts where stationary weapon detection systems are placed for security operation. Synergy has provided security coverage at high schools and collegiate sporting events. These services are considered additional security services for the client. Synergy's officers perform security detail commencements by handling traffic control, parking assignment and by responding to emergency situations. Synergy also provides their city government clients additional security coverage at local board meetings and city council meetings.

Staffing

Synergy Campus Security Services, LLC established in 2010 with a primary focus on providing contract security services for educational institutions.

Because of the importance of private security, Synergy understands the selection process must be utilized to maximum efficiency and effectiveness. All security providers deal with some of the same problems of recruitment, selection, training and licensing.

Recruitment

Synergy uses **Checkr** (<https://checkr.com/>) as the first step in determining if the applicant can move forward in the hiring process. The applicant must have a background free of any type of felony. Misdemeanors are scrutinized on an individual basis depending on whether the applicant is seeking work as an armed or unarmed officer. The officer must pass a drug screen along with the background investigation.

Application

The application will accomplish at least three things:

- First, it permits the applicant to demonstrate the ability to read and comprehend instructions.
- Second, it allows the company to view the applicants' writing skills.
- Third, it forms the basis for references for the background investigation.

Screening Interview

The screening process allows for two-way communication. Although somewhat subjective, it allows both parties to assess the job situation. Some questions asked by Synergy are:

- (1) "Why do you want the job?"
- (2) "What are your career objectives?"
- (3) "What interest you about the job?"

All requirements of the job are clearly indicated to the applicant. The demeanor and attitude of the applicant during the interview may indicate the need for more careful background investigation or even psychological testing.

Final Interview

This provides an opportunity for the applicant to respond to questions or concerns that might have evolved during the selection process. Many times, it gives us the opportunity to go over situations that have happened before and allows us to see how the applicant would respond to the situation. All applicants must meet State requirements and criteria established by Synergy which exceeds the minimum mandated training hour requirements in most cases.

Account Manager

The Account Manager will be responsible for overseeing the activities of designated security accounts which provides safety and protects all patrons, employees, staff, students and company assets. The Account Manager should create a comfortable, stable working environment, and promote good teamwork and good team attitude. The Account Manager will dictate direction and offer insight on how the Officers can perform to the best of their abilities. The Account Manager shall possess strong problem-solving skills at all times and must maintain a professional image. Supervise programs and processes to reduce and control loss time injuries. Review staffing levels to maintain full coverage of posts. Delegate authority and assign responsibilities.

DUTIES AND RESPONSIBILITIES

The following are examples only and not intended to be all inclusive or restrictive; other duties assigned, as necessary.

- Works under the leadership of the Regional Manager and responsible for sharing in ownership of the account.
- Responsible for budget and operations efficiency for each account.
- Client point of contact to include regular communications.
- Build and maintain effective relationship with client, employees, tenants and other stakeholders.
- Assurance that employee H.R. and grievance matters are handled in a timely and appropriate manner.
- Develop, maintain, and revise operational procedures as needed.
- Enforce employee handbook policy and procedures.
- Maintain site firearm inventory, inspections, and training.
- Directly manage site supervisor.
- Ensures chain of command communications are updated (internal and external).
- Responsible for payroll matters and contractual hours for the account.
- Ensures all officers understand and can properly operate the Synergy Reporting System.
- Document a concise security report on a daily log including incidents of theft, accidents and safety violations.
- To assure the necessary security reports are being completed properly to document loss of property, accidents, criminal activity, and personal injury to residents, guests and employees.
- Maintain familiarity of all emergency policies, procedures and regulations; respond immediately to emergency alarms or calls for help, determine course of action, notify local authorities and assist as needed.
- Provide assistance, aid and support to all Law Enforcement Agencies and Fire Departments.

- Report all incidents, assist client with investigations, gather evidence, and maintain necessary reports for presentation in administrative hearings. Interview witnesses and prepare detailed reports.
- Have basic knowledge of the life safety systems, fire panels, Cameras and computers.
- Must possess the ability to effectively work within a customer service environment and interact with a variety of people.
- Respond to assure that all safety and security issues, customer service requests, and emergency situations are being handled in accordance with all policy and procedures of the client/customer.
- The ability and knowledge to provide proper instruction use good judgement and make sound decisions.
- Documents any disciplinary problems involving security officers.
- Properly train and instruct the security staff on new policies, procedures and assignments.
- To assure the proper and safe use of all security vehicles, and their cleanliness.
- Monitors CCTV cameras for criminal activities, assesses control alarms, and ensures all CCTV cameras and monitoring systems are operational. Performs visual tours of areas with a high concentration on foot traffic and report breaches in security, emergency conditions such as fire, safety hazards, leaking pipes, and disturbances.

OTHER FUNCTIONS:

- Must be flexible and work different shift schedules.
- Performs other duties as assigned by Senior Management.
- Account Manager description is not exhaustive of any/or all duties.

Supervisor (Security Officer)

The **Security Supervisor** will be on campus at the most optimal times and will be available to respond to the institution at any time 24 hours a day through cell phone contact. The **Security Supervisor's** primary responsibilities include, but are not limited to:

- Understanding and implementing Synergy's mission and Standard Operating Procedures
- Supervising all security personnel, ensuring that they respond to requests for assistance in a professional and timely manner
- Scheduling, conducting, supervising, and documenting all security training
- Reviewing and approving all Daily Activity and Incident Reports Professionally
- Dealing with all personnel issues, including hiring, evaluating, coaching, and mentoring security staff
- Building and maintaining close working relationships with client stakeholders and local public safety organizations
- Coordinating security coverage for special events
- Supervision of all persons assigned as security officers, student work study participants, interns, and those attached temporarily (such as additional security officers).
- Scheduling, conducting, supervising, and documenting all training and ensure that security staff responds as trained in a professional and timely manner to requests for assistance.
- Submitting daily reports regarding campus safety, incidents, opening and lock down of buildings, parking control management, and ticketing.
- Coordinating coverage for special events on campus such as parking and traffic control.
- Building and maintaining close working relationships with faculty, staff, students, and the neighboring community to facilitate an increased safety awareness for the campus and surrounding community.
- Understanding and implementing the institution's mission by following the campuses and Synergy's Standard Operating Procedures (SOP).
- Responding to emergency calls as necessary while on or off duty.
- Ensuring other security personnel are completing rounds, both on foot and by vehicle.
- Professionally dealing with all personnel issues: hiring, terminations, evaluations, coaching, and mentoring of security staff.
- Providing stewardship, direction, and escorts to students, faculty, staff, and visitors on campus.
- Establishing and maintaining a strong relationship with the local police department.
- Monitors CCTV cameras for criminal activities, assesses control alarms, and ensures all CCTV cameras and monitoring systems are operational. Performs visual tours of areas with a high concentration on foot traffic and report breaches in security, emergency conditions such as fire, safety hazards, leaking pipes, and disturbances

Security Officer

Security Officer is an hourly position. These officers work a shift as directed by the Account Manager. It is the duty of all Synergy Campus Security Officers to complete all tasks assigned to them by the Account Manager.

A Security Officer's primary responsibilities include, but are not limited to:

- Responding to all requests for assistance in a timely manner
- Submitting Daily Activity Reports and Incident Reports
- Building and maintaining close working relationships with client stakeholders and local public safety organizations

All Shifts

- Receive verbal information from site supervisor; check the online log, activity calendar, bulletin boards, memorandums, e-mails, and post order sheets immediately upon arriving for duty.
- Assume your assigned post; pick up required equipment and check for proper operation.
- If required, carry a radio for communication purposes; answer all calls; respond to calls as soon as possible, respond immediately in an emergency situation.
- Investigate any suspicious person or incidents, and report to the local police if necessary. Complete & submit all Incident reports in a timely manner.
- Assist in the orderly evacuation of buildings in the event of an emergency where evacuation is necessary.

Sample Criminal Background Order

Checkr

Order summary

Candidate ID:83347c58c9d8e271c2af3b4f
Report ID: dc8007fd5c4a0f09d3fdebae

Candidate information

First name
Middle name
Last name
Date of birth
SSN
Zip code

24382

Driver's license
Prior Driver's license
Email
Phone
CustomID
CreatedAt

-
-
khunt@teamnational.com
-
-
2022-02-02T13:24:26Z

Order information

Package:
Program:

New Hire

Package: New Hire

Included screenings:

County criminal records
check
Motor vehicle record
National Search
Sex offender
SSN Trace
Global watchlist

Customer configurations:

Package: New Hire

County criminal records check

County criminal record searches are one of the most complete sources for criminal records. All felony and misdemeanor criminal records, and all cases tried in local jurisdictions are housed at the county court. Go to the Checkr Help Center for more information.

Motor vehicle record

A report of driving history obtained from the Department of Motor Vehicles or similar government entities that issue driver licenses. See Motor Vehicle Records in the Checkr Help Center for more information.

National Search

This search queries 1,800 databases and over 900 million records from various county and state agencies. Hits from this search are used to determine which county records should be searched for criminal records. Go to the Checkr Help Center for more information.

Sex offender

Searches sex offender registries in all 50 states and the District of Columbia. Nationwide search of all sex offender registries, including AK, AL, AR, AZ, CA, CO, CT, DE, DC, FL, GA, HI, IA, ID, IL, IN, KS, KY, LA, MA, ME, MD, MI, MN, MO, MS, MT, NC, ND, NE, NH, NJ, NM, NV, NY, OH, OK, OR, PA, RI, SC, SD, TN, TX, UT, VA, VT, WA, WI, WV, and WY. See Sex Offender Registry Check in the Checkr Help Center for more information.

SYNERGY

Security Services, LLC

A subsidiary of National Management Resources Corporation

District Five Schools Security Services Proposal

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SSN Trace

Searches databases for a name and Social Security Number and returns jurisdictions in which a match is found in addition to any aliases or AKAs. The information returned is used to determine which counties and other databases should be searched for additional public records. Go to the Checkr Help Center for more information.

Global watchlist

Searches international, government, and regulatory databases, including the Office of the Inspector General, the Department of Health and Human Services, European Union Consolidated List, Drug Enforcement Agency Fugitives, System for Award Management (SAM), Specially Designated Nationals and Blocked Persons List (SDN), Government Sanction Databases, US Terrorist List, and more. See Global Watchlist Records Check in the Checkr Help Center for more information.

Sample Criminal Background Report

Checkr

Report completed on Feb 3, 2022 6:28 PM UTC

Consumer Report for

Requestor Company

Status

National Management Resources Corp.

Clear

khunt@teamnational.com

California Candidates/Employees Only: The report does not guarantee the accuracy or truthfulness of the information as to the subject of the investigation, but only that it is accurately copied from public records, and information generated as a result of identity theft, including evidence of criminal activity, may be inaccurately associated with the consumer who is the subject of the report. An investigative consumer reporting agency shall provide a consumer seeking to obtain a copy of a report or making a request to review a file, a written notice in simple, plain English and Spanish setting forth the terms and conditions of his or her right to receive all disclosures, as provided in Section 1786.26.

Sólo para los Candidatos/Empleados de California: En el informe no se garantiza la exactitud o veracidad de la información en cuanto al tema de la investigación, sino sólo que se ha copiado exactamente de los registros públicos, y la información generada como resultado del robo de identidad, incluyendo las pruebas de una actividad delictiva, podría estar incorrectamente asociada con el consumidor que sea el sujeto del informe. Una agencia investigadora de informes de crédito deberá suministrarle a un consumidor que trate de obtener una copia de un informe o solicite revisar un archivo una notificación por escrito en inglés y español lisos y llanos, en la que se establezcan los términos y las condiciones de su derecho a recibir toda la información, como se dispone en la Sección 1786.26.

Report Summary

| | | |
|-------------------------|-------------|--------------------------|
| SSN Trace | Feb 3, 2022 | Complete |
| Sex Offender Search | Feb 3, 2022 | Clear |
| Global Watchlist Search | Feb 3, 2022 | Clear |
| National Search | Feb 3, 2022 | Complete |
| County Searches | Feb 3, 2022 | Clear |
| Motor Vehicle Report | Feb 2, 2022 | Clear |

Report information

[Clear](#)

First name

Middle name

Last name

Date of birth

Jul 27, XXXX

Phone number

Zipcode

24382

Email

khunt@teamnational.
com

Social Security
Number

Driver license

Previous driver
licenses

-

Compliance Geos

VA

Work Locations

VA

Created at

Feb 2, 2022 1:24 PM
UTC

Completed at

Feb 3, 2022 6:28 PM
UTC

SSN Trace

[Complete](#)

Sex Offender Search

[Clear](#)

Global Watchlist Search

[Clear](#)

National Search

[Complete](#)

County Searches

[Clear](#)

Wythe, VA

[Clear](#)

Motor Vehicle Report

Clear

| | |
|---------------------------|-------------------|
| License Status | LICENSED |
| License Type | PASSENGER |
| License Class | DRIVERS LICENSE D |
| License Expiration Date | Jul 27, 2026 |
| License Issued Date | Jul 31, 2021 |
| License First Issued Date | - |

Restrictions

YES

Checkr

One Montgomery Street, Suite 2400, San Francisco, CA 94104
candidate.checkr.com - (844) 824-3257

Sample Drug Screening



Generated on 02/03/2022 3:26 PM

Laboratory Report

SPECIMEN INFORMATION

Requisition #: 7571449
Accession #: 187798Z
Collected: 01/31/2022 1:38 PM
Received: 02/01/2022 3:12 PM
Reported: 02/01/2022 7:03 PM
Specimen ID: CC02069503

DONOR INFORMATION

Name:
Primary ID:
Reason: PRE-EMPLOYMENT
Collection CC073
Site:

CLIENT INFORMATION

15068034
NATIONAL MANAGEMENT RES
113 CORPORATE PARK EAST
LAGRANGE, GA 30241

Seals Intact: Yes
Tests Ordered: 35786N (SAP 9/2000 w/NIT)

Urine Specimen Validity Testing

CREATININE 149.5 mg/dL
PH 4.7
OXIDIZING ADULTERANTS Negative

Acceptable Range

>= 20 mg/dL
4.5-8.9

Urine Substance Abuse Panel

| | | Initial Test Level | MS Confirm Test Level |
|---------------------|----------|-----------------------|--------------------------|
| AMPHETAMINES | Negative | 1000 ng/mL | 500 ng/mL |
| BARBITURATES | Negative | 300 ng/mL | 200 ng/mL |
| BENZODIAZEPINES | Negative | 300 ng/mL | 200 ng/mL |
| COCAINE METABOLITES | Negative | 300 ng/mL | 150 ng/mL |
| METHADONE | Negative | 300 ng/mL | 200 ng/mL |
| METHAQUALONE | Negative | 300 ng/mL | 200 ng/mL |
| OPIATES | Negative | 2000 ng/mL | 2000 ng/mL |
| PHENCYCLIDINE | Negative | 25 ng/mL | 25 ng/mL |
| PROPOXYPHENE | Negative | 300 ng/mL | 200 ng/mL |

CERTIFYING TECHNICIAN/SCIENTIST: KSSB18

SPECIMEN RECEIVED AND PROCESSED IN THE LENEXA DHHS CERTIFIED LABORATORY.

LAB: Quest Diagnostics-Lenexa
10101 Renner Blvd
Lenexa KS 66219

>> END OF REPORT <<

Section Four: Supplement Documents





Client#: 651183

NATIOMANAG2

ACORD

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

7/01/2021

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 any rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
Marsh & McLennan Agency LLC
200 Brookstone Centre Pkwy
Suite 118
Columbus, GA 31904

CONTACT NAME: Allison Peak
PHONE (A/C No, Ext): 706-324-6671 FAX (A/C, No): 706-576-5607
E-MAIL: Allison.Peak@MarshMMA.com
ADDRESS:

INSURED
Synergy Campus Security
Services, LLC
P. O. Box 1224
Lagrange, GA 30241

| INSURER(S) AFFORDING COVERAGE | NAIC # |
|--|--------|
| INSURER A: Everest Indemnity Insurance Company | 10851 |
| INSURER B: Everest National Insurance Company | 10120 |
| INSURER C: | |
| INSURER D: | |
| INSURER E: | |
| INSURER F: | |

COVERAGES

CERTIFICATE NUMBER:

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 | ADDITIONAL INSURER | POLICY NUMBER | POLICY EFF (MM/DD/YYYY) | POLICY EXP (MM/DD/YYYY) | LIMITS |
|----------|--|--|----------------|-------------------------|-------------------------|--|
| A | <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> BI/PPD Ded:2,500 GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER: | | 051GL005949211 | 07/01/2021 | 07/01/2022 | EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Per occurrence) \$50,000 MED EXP (Any one person) \$5,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMPROP AGG \$1,000,000 \$ |
| | AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO OWNED <input type="checkbox"/> AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY | | | | | COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$ |
| A | <input type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$10,000 | <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE | 51CC002514211 | 07/01/2021 | 07/01/2022 | EACH OCCURRENCE \$5,000,000 AGGREGATE \$5,000,000 \$ |
| B | WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/OWNER EXCLUDED? <input type="checkbox"/> Y <input checked="" type="checkbox"/> N/A If yes, describe under DESCRIPTION OF OPERATIONS below | | 5300002447211 | 07/01/2021 | 07/01/2022 | <input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> 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 |

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

** Workers Comp Information **

Proprietors/Partners/Executive Officers/Members Excluded: Randy Hoppe, CEO, Andrew Wilson, President, Susan Carson, Secretary

CERTIFICATE HOLDER

CANCELLATION

Sample

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

PETER J. KRUEGER

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JLMAP

