

DENVER METRO SECURITY, INC.

Proposal for Security Services for Lyons' area Parks



Mission Statement: At Denver Metro Security Inc., we strive to provide the great state of Colorado with professional and customer in mind service. We provide highly trained officers and a fleet of new fully equipped emergency vehicles. With our communities always in mind, we live and work in order to systematically reduce risk and provide a secure environment.



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March 1, 2022

From: Anthony J. Vargas, Business Development Director / General Manager of Security
Denver Metro Security, Inc.

To: Lisa Ramsey, Parks and Recreation Coordinator
Town of Lyons

RE: Transmittal Letter for Proposal of Security Services for Lyons' area Parks

Congratulations seems an inappropriate word for developing a new service of security and patrol. However, we are looking towards the positivity of this situation in developing relationships between your visitors, your management, and law enforcement. Certainly developing relationships is something that deserves congratulations and developing relationships is something that Denver Metro Security Inc. prides itself in excelling in.

The scope of work provided for this endeavor is certainly something that I firmly believe fits into the wheelhouse of our experience at Denver Metro Security, Inc. Many of the components that you are looking for assistance with are the basics of many of our clientele's needs. We place our officers at locations wherein their skill sets will create the best relationship between our clientele and Denver Metro Security, Inc.

Denver Metro Security, Inc. is a smaller, woman-owned business (both WBE and WOSB certified) that has been able to continue growing due to our focus on individual needs of our clients rather than big box solutions that are made in a one-size fits all manner of thinking. We have individuals in our employ who would provide a good fit to the need of an officer responsible for the main locations overnight security. They would be well equipped to competently convey important information via their reports as well as being open to suggestions and to providing recommendations. In addition to employing many individuals who have served in a prior law enforcement capacity, we take pride in hiring men and women who have proudly served this nation through the military as well.

Thank you for this opportunity to better introduce Denver Metro Security, Inc. The enclosed proposal includes everything you need to choose Denver Metro Security Inc. as your newest partner.

Sincerely,


Anthony J. Vargas
Business Development Director
Denver Metro Security, Inc.

OVERVIEW – EXECUTIVE SUMMARY

Thank you for the opportunity to introduce you to Denver Metro Security, Inc. (DMS). We have analyzed the Request for Proposal (RFP) and are pleased to submit our proposal for Security Services for Lyons' Area Parks.

After reading the RFP in detail, it was refreshing to see how important and serious the Town of Lyons takes security and safety of those within their city. You clearly understand training, experience, accountability, commitment, and customer service as values you expect of your employees and contractors, which would extend to your chosen security team. These are also values DMS looks for in our hiring process. We, at DMS, consider ourselves the premier security provider in hiring not just security guards, but rather security professionals. We stand behind our brand of professional officer. We also recognize that with the promises we make to provide professionals in this industry, we must appreciate and reward them accordingly. Our billing rates will likely not be the lowest of the bidders submitting to your request for proposal, but that is so that we can pay our officers \$22 an hour if we are selected. This rate of pay creates the reality that not only will you have the professional officers you are seeking, but that they will stay with DMS and therefore with the Town of Lyons to better provide strong continuity of service in your positions. In short, it allows your locations to have a committed team day in and day out.

This caliber of employee will ensure we can provide the officers that will be the best fit for your facilities. Our training program, which was recently recommended by the Denver licensing process to showcase the proper methods of training to news teams, will also help us ensure that we have redundancy of qualified candidates for backfill and / or emergency situations. Truly, the pride we take in individualizing each entity we do business with will ensure we are meeting your needs as well as your wants.

We are a female owned business which is both WBE (Women Business Enterprise) and WOSB (Woman Owned Small Business) certified. We understand that the Town of Lyons is not a federal entity, but also know that even at the local level, this can potentially be a deciding factor.

Thank you again for the opportunity to introduce our company to you.

OVERALL EXPERIENCE AND CAPABILITIES

DMS Security Officer Standards

Denver Metro Security Inc. (DMS) prides itself on focusing on individuals who have a background in law enforcement or military police. While not all our candidates meet that standard, most have a background with military service, prior law enforcement, and / or armed

security. All our security officers (both armed and unarmed) meet the strict standards currently held by the Denver licensing.

- ✦ Certification of Security Guard Training – completed in house with our certified trainer
 - Sixteen hours of basic security training, to include: cardiopulmonary resuscitation (CPR); oleoresin capsicum (OC) aerosol spray; defensive tactics; handcuffs; report writing; safety; de-escalation; and communication protocols
 - Annual renewal includes eight hours of refresher training
- ✦ Certificate of physical and mental fitness
- ✦ Affidavit of criminal and employment history
- ✦ FBI background check
- ✦ Firearm endorsement (for armed candidates)
 - Five hours of classroom instruction
 - A minimum of three hours of live fire practice, including a qualifying range proficiency score of at least 80%

Similarly, DMS, as a company has met stringent standards as a Private Security Employer under Denver licensing. The information provided to Denver Licensing will be available, on request, to the Town of Lyons, as well as the individual training records of officers working on sites to ensure full open communication and information exchange on all officers staffing the parks and associated locations. Recently, the licensing authority recommended our company as a resource to local news to gain insight into how the training programs are intended to work within the city and county of Denver. However, we recognize that this licensing is not the standard that sets us apart from others seeking this contract. We require that our employees complete a 40+ hours training program to best prepare them for our expectations on the job site (included, beginning on page 5). Additionally, our company focuses on the individual nature and needs of any account that we work. We do this by matching the officers to the accounts where they work. For your project, we would select individuals with strong personal ethics and a high standard of responsibility, as it is a mostly unsupervised position. They would be self-starters, with an independent nature, who communicate well via phone and e-mail to properly clarify the shift's activities. This individual would be able to survey any potential situation and come to an appropriate decision on how to proceed from that point forward. We would also place individuals with a strong understanding of de-escalation and customer service to best interact with the many individuals they may encounter within the Town of Lyons.

DMS Officers and Turnover

Currently, DMS employs nearly fifty security officers. In addition to this, our parent company, Denver Metro Security Inc., contracts with two hundred (200) Denver metro area police officers to handle our uniformed traffic control duties. It should be noted that due to the higher standards we hold for our hiring responsibility, all our officers make at least \$18 per hour for unarmed work and \$20 per hour for armed work. They are offered medical coverage for themselves, plus one,

or family options. These components are uncommon within the security realm, so we do not tend to encounter the normal levels of turnover for the industry.

DMS Training

Introduction to the Field Training Program

- Welcome and introduction of trainee and Field Training Officer
- Employee handbook
- Scheduling for training
- Uniform issue
- Attendance policy
- Distribution of handouts
- Job safety
- Timesheets, (Altitude Payroll)
- Shift preparation
- Reporting requirements, (Destiny)
- Equipment sign-out log
- Equipment locations
- Corporate requirements to entering building, alarm panel etc.

Required Training Courses

- Sensitivity training
- Terrorism
- Issue and review post orders
- Customer service
- Client expectations

Incident Command System

- Introduction to ICS
- All Hazard Preparedness
- Safety Exercises

Radio Communication (for locations requiring radio communications)

- Introduction to radio
- Phonetic alphabet

- Parts and breakdown
- Radio functions and familiarization
- Radio etiquette

Radio Practical Exercises

- Radio placement on belt
- Transmissions
- Etiquette
- Listening to transmissions

CPR / AED / First Aid

- Introduction to the Equipment
- Liability
- Using the AED
- Heart Attack warning signs
- Practical AED exercise
- Information about CPR
- Mouth-to-mouth resuscitation
- Disease prevention
- Special situations
- Practical CPR exercise
- Role and responsibilities
- Scene assessment and safety
- Choking / Heimlich
- Wounded and bleeding
- Anaphylaxis
- Practical First Aid exercise

Use of Force (as accepted by Denver Merchant Guard licensing)

- Use of force policy
- Citizen arrest authority
- Detention of suspects
- Pursuit off property

- Positional asphyxiation
- Use of force training acknowledgment
- Use of force policy acknowledgment

Use of Force Practical applications

- De-escalations
- Safety
- Training equipment

Vehicle patrols

- Mobile vehicle inspection logs
- Mobile vehicle station check logs
- Emergency kit check list
- Equipment
- Conducting vehicle inspection
 - Exterior
 - Interior
- Driving
- Motor Vehicle Records
 - Seatbelt
 - Safe driving practices
 - Turn signal usage
 - Directions
 - Alternative routes
 - Light bar functions
 - Reporting procedures
 - Utilizing personal cell phone
 - Entering and exiting vehicle
 - Accident reporting
 - Vehicle Inspections
 - Gas and oil changes

- End of shift
 - Interior check
 - Exterior check
 - Fill up
 - End of shift paperwork
 - Equipment turn in

- Paperwork turn in

Handcuffing (as accepted by Denver Merchant Guard licensing)

- Issue of handout materials
- PowerPoint presentation
- Written test
- Practical exercises
- Hinged Cuffs
- Chain Link Cuffs

OC Spray Course (as accepted by Denver Merchant Guard licensing)

- Issue of handout materials
- PowerPoint presentation
- Written test
- Practical exercises

Baton Course (as accepted by Denver Merchant Guard licensing)

- Issue of handout materials
- PowerPoint presentation
- Written test
- Practical exercises

Verbal Defense and Influence Course (as accepted by Denver Merchant Guard licensing)

- Issue of handout materials
- PowerPoint presentation
- Written test
- Practical exercises

Guard Licensing Requirements

Introduction to the Field Training Program: This is DMS's program to acclimate new officers to the basics of DMS. As we have a higher level of experience required to work for DMS, we focus on our products and services, policies and procedures, so that our employees can quickly transition to working with our company.

Sensitivity Training: This training is truly sensitivity and diversity training. We focus on the need to facilitate respect between groups, specifically between public safety officers and the public. This training focuses on the empathy required to balance the security realities of the jobs that we have chosen to accomplish. This helps us *know* that the officers we send to the Historical Society's locations will be professional, courteous, and maintain an appropriate attitude and appearance as requested in the scope of work.

Post Orders: DMS focuses on continuity in our post orders, so while an officer may not work at a particular post, the familiarization with the formatting and general expectations assists officers with a firm grasp of where to look for specifics to the account(s) they do work on. This is where the totality of the information in the scope of work will be found for the individual officer, from where to start their assignment to the full expectations on any given day.

Customer Service: DMS has adopted a customer service-oriented approach to the services which we provide daily. This means that we embrace the concept of helping people, whether those people be the client, their customers, or the general public. Like the empathy we encourage throughout the diversity training, this portion of training encourages our officers to look at ways to empathize with the individuals they encounter. If you know how someone feels, then you can help them to feel better about the situation you meet them in; concern and understanding underscore successful officers.

Client Expectations: We understand that every account brought to the doorstep of DMS has a scope of work that has been laid out by the powers that be; however, we also understand that these documents are by their very nature living documents. We encourage our officers to bring forward any ideas they may have on ways to make activities work better or interactions they may have with the client that indicate a need for "outside the box" thinking. While a line officer cannot commit to a change in protocol, they are certainly at the forefront of ensuring our clients' needs and expectations are being met in a changing environment. Any client of DMS, and in truth, DMS itself, expects the officers to be attentive to the duties at hand and not engaged in outside activities or communications. Additionally, we work with our officers on the reporting requests of individual clients.

Use of Force Training: Officers are trained on the expectations of DMS regarding any use of force, from their physical presence to use of deadly force. The citizen arrest authority for the state of Colorado is discussed in depth to ensure officers understand exactly what powers they

do and do not have. This includes their ability to detain for investigation or arrest. At no time is it acceptable for an individual to be restrained on their front side with their hands cuffed behind them (positional / postural asphyxia). De-escalation is the main goal of any situation with another person. We train our officers on a variety of options to bring the situation back down to manageable.

Handcuffing: Topics to be covered include the safest approach and positioning for handcuffing, handcuffing standing subjects, prone and kneeling handcuffing, removing handcuffs, and the use of various types of handcuffs.

OC Spray Course: The OC deployment training is specific for public safety officers who deal with conflict or potential violence. Through a combination of practical exercises and classroom instruction, students learn how to: Identify the stages of conflict in order to recognize the threat, reduce the threat and determine how and when to use force. Apply tactical concepts such as spraying techniques, disengagement, proper defensive positions, methods of movement, multiple opponent defense, contact and cover system, defense against moving attacks, ground defense, and drawing techniques.

Baton Techniques: This training is designed for public safety officers who deal with conflict or potential violence. Through a combination of practical exercises and classroom instruction, students learn how to: Identify the stages of conflict in order to recognize the threat, reduce the threat and determine how and when to use force. Apply tactical concepts such as proper defensive positions, methods of movement, drawing techniques, baton shielding, baton counterstrikes, and baton retention.

All officers undergo an annual refresher training of 8 hours. The bulk of this refresher includes the use of force continuum to continually refresh the idea that physical force is not the first step. Additionally, officers must qualify with their firearms quarterly (for those that are certified as armed) and we maintain the biannual requirements of CPR / First Aid / AED. If any new training protocol is deemed necessary, or if a new method of training is created, we require all officers to complete this within 60 days of instituting the training.

UNDERSTANDING & PROJECT APPROACH

Assisting Town of Lyons in Meeting Security Needs

DMS will submit a post order for approval to the Town of Lyons applicable personnel, to ensure that we are meeting or exceeding the expectations of you as our Client.

Your location in the Front Range has many of the security and safety concerns that have been plaguing the Denver metro area as a whole. Homelessness (and the issues and concerns that

come along with it) are expanding throughout the Front Range area. This means that you must incorporate a security agenda that addresses the safety and security of your employees and visitors as well as the protection of your facilities from individuals who may be utilizing the area as a living arrangement.

Part of the scope of work calls for patrols. It has been well demonstrated that by conducting patrols that *do not demonstrate a pattern* is highly effective in a non-confrontational manner of providing oversight for issues such as vandalism, theft and muggings. DMS focuses on the importance of not being predictable in the way our officers conduct their internal and external patrols.

Oftentimes, we hear the concept of a "high-crime area". This does not equate to a bad neighborhood. It can simply mean that the opportunities for crime are existent. Unfortunately, criminal activities are generally recurrent and if activity has happened before, there is a higher risk that it will happen again. High crime suggests murders and gang activity, but crime does not have to reach these levels of felony offenses in order to be repetitive. A DMS officer is uniquely equipped to interact with individuals from all walks of life and to focus on a de-escalation method of interaction from the start. This mindset would be a strong fit in the Town of Lyons perspective. Additionally, the experienced background of our officers would allow them to provide outside-the-box thinking on how to address new issues should they arise. High visibility of on-site officers is certainly a strong start.

Within the security industry, it is often stated that if you think you have a couple of safety issues you likely have dozens. Sometimes, when safety is not the focus of the environment, such as *any* recreational area, we lose sight of the security concerns. A DMS officer will be attuned to these safety concerns as well as many others. They will be attuned to small changes in the environment from one shift to the next.

Finally, should an emergency situation occur within the Town of Lyons locations, a DMS officer is uniquely equipped to be a first-level responder and to interact with the emergency responders arriving onsite. Our officers are equipped to manage a range of emergencies, including physical altercations, medical emergencies, or critical incidents. They have the presence of mind to act responsibly and sensibly regardless of circumstance due to their backgrounds in police service, military service, or prior armed guard service. In short, they are professionals at remaining calm while chaos reigns around them. Additionally, DMS could ensure that any officers working at the Town of Lyons locations were Incident Command System trained to the minimum standards of ICS-100, ICS-200, ICS-700, and ICS-800 which would enable them to integrate into the emergency response of Boulder County sheriff's office and with other emergency responders.

Execution of Tasks

Specifically, regarding personnel:

1. Security personnel will be trained and qualified to perform security services. In addition to the sixteen hours required by the Denver licensing process, our focus is de-escalation first.
2. Security personnel will be trained and adhere to Lyons' customer service values. With a focus on de-escalation, we do recognize that many situations are best addressed with a customer service mentality. We focus on ensuring our officers adhere to a thought process of treating others not just how they would like to be treated but treating others the way they would like their loved ones to be treated.
3. Security personnel will have the physical ability to climb stairs, walk / stand / sit for prolonged periods and be capable of performing security services in all types of environments and in all weather conditions. All our officers undergo a pre-employment physical and mental health evaluation to ensure that they are suited for the work we need them to accomplish.
4. Security personnel will be able to read and write at high school level or above. We require a minimum of a high school diploma or general equivalency degree for all applicants.
5. All employees of DMS Inc. are required to undergo an FBI background check with their initial Denver guard license and annual renewal of that license. We will provide these results to necessary personnel with the Town of Lyons. During the licensing process for individual officers, the application is reviewed by Denver Police Department detectives as a secondary check on the appropriateness of the individual for the duties of a licensed security guard.

Specifically, regarding the Company:

1. DMS Inc. will have an alternate corps of officers available for call offs from primarily assigned officers. Officers will be replaced within two hours of the start time of the vacancy.
2. DMS Inc. will be responsible for assuring that security personnel certifications and training remain current. Our officers will be recertified as necessary per training standards of the industry.

- DMS Inc. will provide officers appropriate uniforms. We submit this picture as an option for these officers. The photos provided represent a uniform approved by Denver Licensing, which includes the Denver Police Department's approval as well.



- It is the belief of DMS Inc. that open lines of communication assist in ensuring these types of reports are a formality as they are not the primary lines of communication between DMS and our clients. We offer automated reporting available through the Destiny reporting software. Our officers would be expected to complete their reports in this program for longevity purposes. Below is a screenshot of a sample report from this program.



Denver Metro Security UTC, Inc
 1320 Simms Street, Suite 100, Lakewood, CO 80401
 303-502-5974 - www.denvermetrosecurity.com

License #

Patrol Report

Property	Report Date	Start Shift	End Shift	Unit ID	Report #
	01/06/2022	2000	0600	JMENDEZ	16988837

PATROL ARRIVAL TIMES TO PROPERTY or ENTRY TIMES OF ACTIVITIES

2027 - 0006 - 0157 - - - - -

ATTACHMENTS:

Observations / Duties Performed

Contacts

Description Of Activities

Central hit 1 of 3

Check the parking garage for any signs of damage or vandalism to any parked cars, none were found.
 To check all floors of the garage for any signs of trespassers or transients, none were found.

Central hit 2 of 3

The officer checked the amenity areas and pool area for any residents using it after hours, none were found. The officer checked the bike shop for any signs of trespassers or transients, none were found.

Central hit 3 of 3

Check the parking garage for any signs of damage or vandalism to any parked cars, none were found.
 To check all floors of the garage for any signs of trespassers or transients, none were found.

Employee ID:	Name:	Signature:	Submitted:
JMENDEZ	Johnathan Mendez	<i>Johnathan Mendez</i>	2022-01-07 06:38

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QUALIFICATIONS & ABILITY TO PROVIDE SERVICES

Firm Experience and Capabilities

DENVER METRO SECURITY INC.

Mrs. Susan Perry, Owner and President, sperry@denvermetrosecurity.net
1320 Simms Street, Suite 100, Lakewood, CO 80401 (303-381-1101 x 104) F: 303-945-7922

Mr. Anthony J. Vargas, Business Development Director, tvargas@denvermetrosecurity.net
1320 Simms Street, Suite 100, Lakewood, CO 80401 (303-381-1130 x 102) F: 303-945-7922

Our Clients and Key Accomplishments:

Colorado Department of Transportation (Cynthia Hernandez: cynthia.hernandez@state.co.us and 303-999-6761): DMS Inc. has been providing overnight, weekend, and holiday oversight on the main facility for CDOT for over a year. During that time, we have worked alongside CDOT and Denver Police Department to prevent homeless encampments and other trespassing concerns that grew with the opening of RTD's A-Line providing more public transportation in the area. Additionally, our officers have worked to ensure that damage is not done to the facility or other private property during their watch.

Colorado Department of Education (Susan Jiron Garcia: Jiron-Garcia_S@cde.state.co.us and 303-866-6815): DMS Inc. was selected to provide security services at their main downtown office. While the COVID-19 pandemic prevented us from starting when expected, we have been able to quickly adapt to their needs. They have public events requiring officers to hold a role like a meeting sergeant at arms. We help maintain order in that environment. On the daily, we focus on access control, customer service, and basic security.

Global Village Academy Northglenn (Nichole Caldwell: ncaldwell@gvaschools.org and 303-446-7100 x 110): DMS Inc. believes that utilizing security services for schools is relatively new as most schools have been contracting with local law enforcement for these services. However, we believe we have gotten off to a great start with the services at Global Village Academy as their other locations are trying to find funds to have an officer at their locations as well.

Lakewood Police Department (Mark Reeves, Commander of Investigations 303-987-7111): DMS Inc. was selected by the City of Lakewood to provide Crime Scene and Hospital Security. This contract demonstrates the superior level of individuals that we employ. Our officers are tasked with ensuring the safety and security of locations where a crime or other incident (i.e., fire, weather event, etc.) leaves a location unable to be physically secured by other means. Additionally, when Lakewood Police Department has detained individuals requiring hospitalization, our officers provide the oversight in the hospital setting to ensure the safety of the patient, as well as the employees and visitors to the hospital, as it relates to the detained individual.

Valor Christian High School (Patrick Lynch Patrick.lynych@valorchristian.com and 303-471-3000): DMS Inc. was recently awarded a contract at this well-known and recognized high school to prevent trespassing on their campus. In addition to patrolling their grounds, our officers provide a visual deterrent and checking of facilities throughout their shifts. Our focus in this location is extremely customer service oriented and embody the attributes of the school as well.

Red Rocks Church: Through positive word of mouth from another DMS Inc. client, the Red Rocks Churches (4 locations) requested our services for not just their formal services on Sundays and Wednesdays, but also for various small group meetings on Thursday, Friday, and Saturday evenings. Like many of our accounts, we are serving as ambassadors for our clients by answering questions in addition to providing a safe and secure location for their various religious gatherings.

Patrol: The reality of the security industry is that some locations do not require an officer standing a static post for an extended period. However, these same locations want the added protection of someone coming through their location at unscheduled and non-routine forming times to provide safety and security oversight. Our officers are checking for the specific desires and needs of a client. They check for a variety of things from tenants breaking curfew at the pool to attempts of theft or vandalism to parking violators to ensuring locations are physically secure (locks, gates, readers are operating correctly) to whatever else the needs of the individual client require. Truly these concepts run the gamut from nuisance violations to criminal activity. DMS Inc. currently supports more than thirty patrol locations.

Our History:

Denver Metro Security Uniformed Traffic Control (DMS UTC) Inc. (our parent company) and now Denver Metro Security Inc. have been working to protect and serve the great state of Colorado since 1989. We recognize the constant growth of our state, and DMS Inc. has grown right along with it. We work to systematically reduce risk and provide a secure environment. Our proven track record and high level of customer satisfaction are testaments to our commitment to excellent. An example of some of our security services include: Hospitals; Industrial Parks; Manufacturing Facilities; Museums; Apartment Communities; Retail Establishments; Construction Sites; Special Events; Church Services / Church Hosted Events; and VIP Gatherings.

All our security officers are licensed and insured and go through rigorous training so they can provide the highest quality protection. Whether you need assistance for a commercial venue, event, school, residential property, construction site, asset protection, or anything else, our team provides the strictest standards of accountability. Our security officers can be armed or unarmed, per your requirements, and our team includes off-duty police officers from local jurisdictions for traffic control services.

Our Training and Credentials:

- Our management team has extensive Law Enforcement training and security experience
- On-call field operations manager is available 24 / 7 to resolve any issues
- Well maintained and fully equipped emergency vehicles

OVERSIGHT

DMS utilizes supervisors to oversee the actions and activities of all line staff officers working on any client account. As part of the supervisor's daily log they are expected to note when they visited what location and who they encountered. Similar to our expectations of officers not developing a set routine on patrol, our supervisors do not adopt a pattern in their site visits either. Generally speaking they will answer each of these questions on every officer:

1. Is officer alert and attentive? Yes _____ No _____
2. Does the officer know who the client contact is? Yes _____ No _____
3. Uniform complete and clean, does it convey a positive image? Yes _____ No _____
4. Does the officer have a notepad and pen? Yes _____ No _____
5. Does officer have required and current state license? Yes _____ No _____
6. Is officer well groomed? Neat, professional appearance? Yes _____ No _____
7. Is the officer's ID badge displayed? Yes _____ No _____
8. Does officer have issues that need to be addressed? Yes _____ No _____
Notes: _____

9. Are patrols conducted as specified? Please verify Yes _____ No _____ N/A _____
10. Does officer have knowledge of emergency procedures? Yes _____ No _____
11. Does officer know how to use equipment and systems used at the site? Yes _____ No _____

Individuals operating in a supervisory capacity must meet the following standards:

- Supervisors are required to complete a 16-hour training session that addresses:
 - Leadership methods: This training is intended to demonstrate to supervisors the differences between a leader and a supervisor, with focus on building individuals into leaders. We cover different ways that people learn as well as different ways that individuals interact with each other.
 - Administrative procedures: This training is intended to cover the various forms of paperwork that a supervisor is expected to be able to explain to an officer. This requires them to understand the initial onboarding process up to an including the process for recognizing achievement in officers and recognizing the need for guidance and / or discipline.
 - Scheduling: Supervisors are trained on how to look at the contract requirements of a given job site to ensure that all standards are properly met by individuals they may put into the job. This means looking at components such as armed / unarmed; required time off between shifts; maximum allowable daily hours; etc. We quickly disabuse supervisors of the idea that "one-size-fits-all" works in our line of work.

- Conducting post checks: Supervisors are trained in the ways to ensure that the employees they are visiting are meeting the standards of the account. This includes unplanned drop in visits as well as longer planned sessions to follow the activities of the officers. We firmly believe that officers working a post have the best ideas on improvement of activities on a job site and the best way to gain this insight is for the supervisors to be there to see what works and what does not.
- Site training
 - The number of hours that a supervisor would receive on a job site is dependent on the demands of the particular job site. Any supervisor over a site will be expected to be qualified to work the post should situations dictate that they replace an officer for a multitude of reasons. This means that an individual post would necessitate the amount of time a supervisor would require for on the job training.

BUDGET (FEES AND EXPENSES)

Employee Classification	Rate / Hour
1. Unarmed Security Guard	\$ 40.00
2. Unarmed Security Guard (Holidays)	\$ 60.00

The above rates shall include all profit, fees, costs, and expenses, including, but not limited to, labor costs, vehicle expenses, travel expenses, parts, service, repair, removal, replacement, mileage charges, supplies, mailing charges, installation, testing, communications, order and order tracking, reporting, debugging, analysis, delivery charges, and other expenses.

Holidays consist of the time between midnight and 11:59 p.m. on the following dates: New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, and Christmas Day.

Town of Lyons' will not be responsible for overtime rates of officers working more than forty hours at their location. The exception to this will be if an officer is held at the location for longer than forty hours per week for unplanned or emergency situations.

Limits of Control: The client has no right or authority to direct or control Denver Metro Security, Inc., or its employees with respect to the performance of the security and / or patrol duties under this agreement, or with respect to any other matter, except as otherwise provided by this agreement. It is understood and agreed that the Client is interested only in the results to be achieved by DMS under the agreement. The manner and method of performing all duties and services of DMS under the agreement and achieving the desired results are under the exclusive control of Denver Metro Security, Inc.

Work Product: The client will have the right to inspect or review the quality of the work product and performance and, at its election, require that DMS repair or remedy any deficiency.

Liability Insurance: The officer(s) contracted pursuant to this agreement shall be covered under Denver Metro Security, Inc. for all liability and workers compensation insurance.

Indemnification and Release: To the fullest extent permitted by applicable law, Denver Metro Security, Inc., shall indemnify, defend (at DMS's expense and with Client's Owner, and which approval shall not be unreasonably withheld), protect and hold harmless the Client, all subsidiaries, divisions and affiliated companies of Client, and all of Client's representatives, partners, members, designees, officers, directors, shareholders, employees, architects, consultants, agents, successors, and assigns (collectively, the "Indemnified parties"), from and against all claims, demands, obligations, damages, actions, causes of action, suits, losses, judgments, fines, penalties, liabilities, costs, and expenses of every kind and nature (individually, a "Claim"; collectively, "Claims") which may arise from or in any manner (directly or indirectly) to the work of DMS or DMS presence or activities conducted on the Project (including, without limitation, the negligent and / or willful acts, errors and / or omissions of DMS (its principles, officers, employees, and anyone employed directly or indirectly by DMS or for whose acts we may be liable). Notwithstanding the foregoing, nothing herein shall be construed to require DMS to indemnify an Indemnified Party from any Claim arising from the sole or active negligence or willful misconduct of that Indemnified party. The duty to defend hereunder is wholly independent of and separate from the duty to indemnify, and such duty to defend exists regardless of any ultimate liability of DMS or Client. Such defense obligation shall arise immediately upon presentation of a Claim by any party and written notice of such Claim being provided to DMS. Payment to DMS by any Indemnified Party or the payment or advance of defense costs by any Indemnified Party shall not be a condition precedent to enforcing such Indemnified Party's rights to indemnification hereunder. DMS's indemnification obligation hereunder shall survive the expiration or earlier termination of this Agreement until such time as it is determined by final judgment that action against the Indemnified Parties for such matter indemnified hereunder is fully and finally barred by the applicable statute of limitations. DMS's liability for indemnification hereunder is in addition to any liability DMS may have to General Contractor for a breach by DMS of any of the provisions of this agreement. The express indemnification provisions set forth in this agreement shall solely govern all issues of indemnification and contribution between the parties.

Licensing: Denver Metro Security, Inc. officers are licensed in the City and County of Denver, per Merchant Guard License directives and have received Use of Force Training. They are similarly licensed in the City of Westminster.

Termination: During the time of this agreement, should the Client provide DMS with a realistic reason for termination, they shall provide DMS with the opportunity to resolve or correct any issues within that reasoning.

Modification: There will be no valid modification of this Security Contract save by writing and done so in agreement from both DMS and the Client.

Applicable Law: This security contract and any interpretation of the terms stated herein will be construed in accordance to and governed by the laws of the State of Colorado and subject to exclusive jurisdiction of state and federal courts in applicable county of Colorado.

REFERENCES

Colorado Department of Transportation (Cynthia Hernandez: cynthia.hernandez@state.co.us and 303-999-6761): DMS Inc. has been providing overnight, weekend, and holiday oversight on the main facility for CDOT for over a year. During that time, we have worked alongside CDOT and Denver Police Department to prevent homeless encampments and other trespassing concerns that grew with the opening of RTD's A-Line providing more public transportation in the area. Additionally, our officers have worked to ensure that damage is not done to the facility or other private property during their watch.

City of Lakewood (Rebecca Gushen: RebGus@lakewood.org and 303-987-7859): This contract within the city of Lakewood represents special events coverage such as the Fourth of July fireworks events and city sponsored community events. Officers assigned to these events prevent unauthorized individuals from entering controlled areas, providing security presence for safety of employees, contractors, customers, and the public, and providing additional eyes on the crowds to safeguard against issues.

Colorado Department of Education (Susan Jiron Garcia: Jiron-Garcia_S@cde.state.co.us and 303-866-6815): DMS Inc. was selected to provide security services at their main downtown office. While the COVID-19 pandemic prevented us from starting when expected, we have been able to quickly adapt to their needs. They have public events requiring officers to hold a role like a meeting sergeant at arms. We help maintain order in that environment. On the daily, we focus on access control, customer service, and basic security.

Lakewood Police Department (Mark Reeves, Commander of Investigations 303-987-7111): DMS Inc. provides inmate supervision when they are taken to local hospitals for extended care and crime scene protection. Both of these services are on an on call basis.

Valor Christian High School (Patrick Lynch Patrick.lynch@valorchristian.com and 303-471-3000): DMS Inc. was recently awarded a contract at this well-known and recognized high school to prevent trespassing on their campus. In addition to patrolling their grounds, our officers provide a visual deterrent and checking of facilities throughout their shifts. Our focus in this location is extremely customer service oriented and embody the attributes of the school as well.