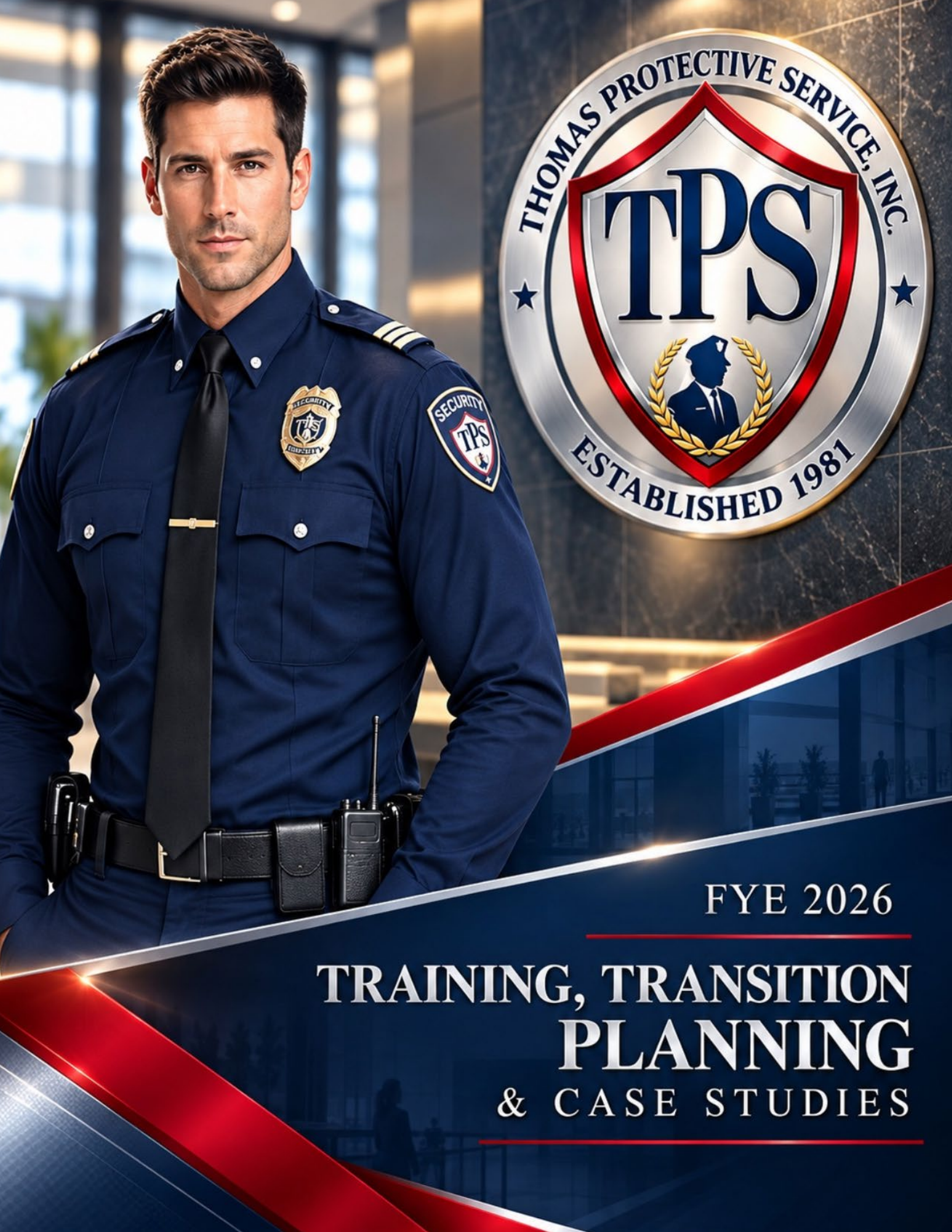


FYE 2026

TRAINING, TRANSITION PLANNING & CASE STUDIES

CHAPTER 01 / THOMAS PROTECTIVE SERVICE

Values



The Thomas Protective Service, Inc. seal embodies our values. It expresses the strength of our commitment to our partners and the bravery and decisiveness of our people. Each of our employees takes extraordinary pride in being part of the Thomas Protective Service, Inc. family and playing an active role in our company's unique, inspirational success story.

Our integrity is the moral force that drives everything we do, every day, and with everyone with whom we interact.

We secure and strengthen the trust that our partners place in us to safeguard their people, assets, and business.

We are vigilant in mitigating risk and enabling our customers to do business safely and securely throughout the world.

We win our partners' respect with the quality of our services and the absolute commitment of our people.

CHAPTER 02 / THOMAS PROTECTIVE SERVICE

Customer Service

Whether it is the thousands of touchpoints per day a security officer has with employees, tenants, guests and visitors at our partners' properties, or a high-level meeting one of our managers has with a customer contact, we ask ourselves one question – how does this make the customer feel?

All employees are required to complete the Customer Service Training Program as part of the Welcome to Thomas Protective Service, Inc. pre-assignment training. Upon completion, all employees sign the Customer Service Pledge – five principles that are printed on the Core Values Card issued upon hire. These five pledges are:

I will put the needs of our customer first.

I will show integrity in all customer encounters by being honest and keeping my promises.

I will make a memorable impression from first to last interaction by fulfilling the 3 Steps of Service – Warm Welcome, Fulfill Any Needs, Fond Farewell.

I will personally own and respond urgently to any customer concerns.

I will fulfill the Golden Rule of treating others the way I would want to be treated.

CHAPTER 03 / THOMAS PROTECTIVE SERVICE

Approach to Diversity, Equity, and Inclusion



At Thomas Protective Service, Inc., we foster a culture of respect and integration by developing policies to support the success of members of all cultural backgrounds, new immigrants, and adults of all ages as members of our team. As an equal opportunity employer, diversity is not only a core belief but our reality. We focus on delivering this through:

- DEI Training through Orientation
- DEI Training through In-service
- Supplier Diversity Focus
- Leadership and Management Training

At the core of our uniqueness are our people – team players that stand apart from others via their expertise, collaboration, consistency, and commitment. Together, we deliver peace-of-mind for our customers who operate in a complex world.

CHAPTER 04 / THOMAS PROTECTIVE SERVICE

Leadership Philosophy

Managers at all levels across Thomas Protective Service, Inc. serve those who wear our uniform. In support of the family-oriented culture designed around the concept of creating “engaged” employees, Thomas Protective Service, Inc. prescribes to the theory of the inverted organizational chart where management supports “up the line” to our most important asset, the security officer.

Training and Development Program



Thomas Protective Service, Inc. is committed to developing our security personnel and managers for the purpose of ensuring our customers highly-skilled officers while also creating a platform of career progression for all levels of our employees. At Thomas Protective Service, Inc., the preparedness, and performance of our security officers is a testament to the quality of our service offering and is indicative of our dedication to protecting our partners and reducing your risk.

On-the-Job Training (OJT)

Once an employee completes ISOP and Welcome to Thomas Protective Service, Inc., he or she begins site specific on-the-job training (OJT). OJT varies in length and content from one client to another and is primarily developed around the post orders and emergency procedures. OJT focuses on the site-specific duties to be performed by security personnel assigned to the client site and will include the following:

- Requirements and Duties of Post Assignment
- Performance of Special Assignments
- Emergency Procedures and Contacts
- Post Order Procedures and Processes – Post Specific

Individual Quality Audits (IQA)

A key component of training comprehension and retention of knowledge is a continuous education process. Thomas Protective Service, Inc. has developed 12 monthly topical training tests called Individual Quality Audits (IQA) which are designed to inspire ongoing understanding of critical concepts. IQA's are administered at the same time as personnel inspections are completed by Thomas Protective Service, Inc. site or branch level management. If requested by the customer, the assessments can be customized to individual locations. Remedial training will be conducted as necessary for those security personnel who demonstrate a lack of knowledge as evidenced through IQA results.

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In-Service Training/Table-Top Exercises

In-service training programs can be delivered through traditional classroom instruction, table-top exercises, or on-line coursework, and cover a variety of topics such as Emergency Preparedness, Active Shooter, Non-Violent Crisis Intervention, Advanced Customer Service, and Workplace Safety.

The majority of this training can be delivered at the local level, but Thomas Protective Service, Inc. also offers expert corporate resources with backgrounds in law enforcement leadership. These expert resources are available upon request to come onto your site and deliver active shooter and emergency planning table-top training exercises, corporate investigations, physical risk assessments, etc.

Transition Timeline and Plan

Week One:

- Transition Meeting with Customer Designee
- Contingency Plan Development
- All Uniform and Equipment Needs are Identified
- Review and Modification of Existing Post Instructions and Emergency Plans
- Develop Job Descriptions and Schedules
- Sourcing and Recruiting Efforts Commence
- Identification of Any Requested Touch Points for Trak Tik Software

Week Two:

- Discussion(s) With Existing Security Personnel to be Retained
- Orientation and On-Boarding of New and Existing Security Personnel
- Uniform Fittings
- Complete and Thorough Background Screening
- Continuing Sourcing and Recruiting Efforts
- Certificate of Insurance(s) Requested to Insurance Broker
- Inputting of Touch Point Locations in Trak Tik Software (if applicable)

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Week Three:

- Uniforms and Equipment Issued to Security Personnel
- Review of Post Instructions Edits
- Training / Testing of Post Instructions
- Security Personnel Scheduling
- Security Personnel Downloading Software to Cellular Devices
- Continuing Sourcing and Recruiting Efforts
- Transition Updates with Customer Designee

Week Four:

- On-The-Job Training For All Personnel with Customer Designee
- Post Instructions Finalized and Bound
- Continuing Sourcing and Recruiting Efforts
- Background Checks Submitted to Customer Designee
- Transition Updates with Customer Designee
- Continuing Security Personnel Scheduling

Commencement:

- Commencement Time TBD
- Site Supervisor
- "Boots on the Ground" (Management)
- Transition Updates with UPS Designee

Case Study: Transforming Security Operations for a Nationally Recognized Distribution Center



The Challenge:

Thomas Protective Service, Inc. was approached by a large distribution center of various electronic devices and technologies that was dissatisfied with their existing security provider. Facing several challenges, including poor site supervision, inadequate representation in uniform, minimal to zero communication, and a lack of effective deterrent measures to mitigate security risks, the customer gave written notice without having a new provider waiting in the wings.

The Solution:

Customized Security Program

Developed a tailored security program in collaboration with the customer, incorporating industry best practices and a thorough assessment of site-specific requirements.

Quality Team Recruitment

Conducted rigorous recruitment processes to identify and onboard a highly qualified team of security personnel who met the customer’s standards of professionalism and competence.

Competent and Engaged Site Supervisor

Assigned an experienced site supervisor to oversee day-to-day security operations, ensuring seamless execution of the overall program; maintaining strong communication with the customer designee and our local leadership; and coordinating efforts of the security team in place.

Comprehensive Training and Development

Implemented a robust training and development program for security personnel assigned, enhancing their skills, knowledge, and professionalism to effectively carry out their responsibilities and uphold the highest standards of conduct.

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Operational Improvement:

One of the first steps taken was the recruitment of highly experienced security personnel whose backgrounds closely matched the expectations of the customer. A comprehensive training program was implemented with significant emphasis on appearance, uniforms, and maintaining a level of professionalism in interactions with guests and customer employees. It was noted by the customer that there was an immediate improvement in service delivery and professionalism.

Customer Satisfaction:

The customer noticed a marked improvement in performance, with staff and guests noticing a significant contrast in the quality of service compared to the previous provider.

Financial Considerations:

Recognizing the importance of competitive competition to attract and retain experienced security personnel was key to ensuring consistent and high caliber service delivery.

Case Study: Enhancing Brand Image And National Security for a National Logistics Company

The Challenge:

Thomas Protective Service, Inc. was approached by a national logistics company facing challenges with their existing security provider. They were experiencing incidents from a lack of egress and ingress controls and security personnel not found on the premises.

The Solution:

> Customized Security Program

Conducted a thorough survey and analysis of the customer's security needs and access control policies and developed a comprehensive plan based on the survey findings.

> Rigorous Recruitment

Implemented a stringent screening process to select qualified and reliable security personnel.

> Usage of Technologies

Invested and Distributed the TrackTik Platform to monitor security personnel in real-time monitoring and response.

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> Comprehensive Training and Development

Implemented a robust training and development program for security personnel assigned, enhancing their skills, knowledge, and professionalism to effectively carry out their responsibilities and uphold the highest standards of conduct.

The Results:

Ability To Actively Monitor Security Presence:

As of this writing, the customer has not experienced worry wondering where security personnel are and if they are on premises. This highlights the effectiveness of technologies usage in the security industry.

Improved Security Performance:

The thorough screening processes led to improved reliability and dependability of the security team.

Continued Customer Trust:

The successful implementation of the comprehensive plan, coupled with the positive results achieved, has earned the ongoing trust of the customer. We are now providing services to a multitude of their locations.