



## The Carson City Airport Security



Submitted By:

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**ESI  
SECURITY  
SERVICES**

## OUR COMPANY BACKGROUND

ESI Security Services has been a leading private security provider in Northern Nevada for more than twenty years. Originally established as Events Services, Inc. by owner Mike Hendi in 1989, the company had only a handful of employees and one company vehicle. Since its inception, Events Services has grown to include over 600 employees, a vast array of services, and a fleet of over 40 company vehicles. ESI Security Services, Inc., a privately owned company, which started as the patrol division of Events Services, Inc., has become its own company and has taken over all security aspects ranging from special events to local security. The ESI family offers a full range of services, meeting any need you may have.

### **THE ESI BRAND**

Though other companies in the area offer standard security and try to sell you services based on resumes, our goal at ESI is to provide our clients with a total security experience that is unparalleled from start to finish. Our services start from the time you pick up the phone to speak with our professional and friendly office team to the training of our quality officers that work at your facility. Every employee at ESI represents our brand and by extension, your brand and company; therefore we dedicate our resources and time to making sure we represent you well. We know that our success depends on your success so we work closely with you to get every detail right.

### **GOLD STANDARDS**

ESI has adopted core standards that guide us in all we do. These standards represent our goal to provide exceptional services to our clients and provide us with inspiration. Our gold standards are to be **SAFE, SECURE, COMMITTED,** and **INNOVATIVE** in all that we do as a company.

**SAFE • SECURE • COMMITTED • INNOVATIVE**





## PERSONNEL SELECTION PROCESS

We strongly believe that a security company is only as good as it's representatives, so we work hard to make sure our officers represent both ESI and our clients well.

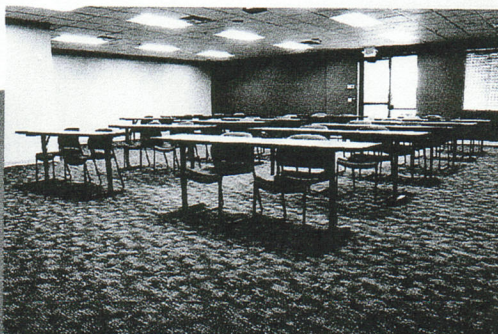
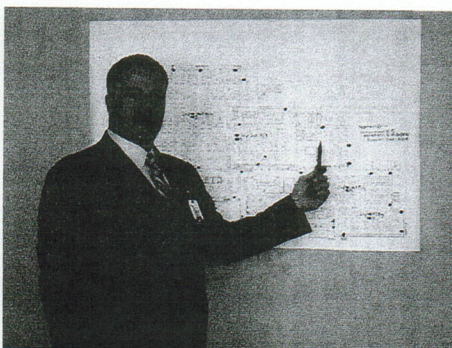
ESI will provide the Carson City Airport with certified, licensed and professional security officers. Our officers are trained in specialized courses both in the classroom and in the field to ensure satisfaction and to meet the standards and qualifications for protective security in Nevada.

### **Recruitment Process**

ESI works with many local organizations to recruit our officers. We look for men and women who have strong guest service skills, strong written and verbal communication skills, and are apt at problem solving. More often than not our officers are either pre-law enforcement or inactive military and police officers.

### **Application & Screening Process**

Each application must be approved by our Human Resources Director. After the initial approval, human resources conducts a telephone interview with each potential employee. If the applicant passes this interview they are invited to a one on one interview with an ESI Manager from the department they applied for. After this process if the applicant has been hired, before they are permitted to work, they must pass the State of Nevada Private Investigator's Licensing Board Pre-Employment Exam, State and Federal background checks and our specialized background check; ESI Veri-Check, and lastly a pre-employment drug screening. ESI is a zero tolerance environment.







## DEVELOPMENT & RETENTION OF PERSONNEL

### Training & Development

ESI will provide the Carson City Airport with trained, seasoned and experienced officers. Our training staff works to exceed all training guidelines for protective security in Northern Nevada.

Our officers undergo the following training courses:

- ◆ Human Relations and Conflict Resolution
- ◆ CPR & Basic First Aid
- ◆ Citizen's Arrest Procedures
- ◆ Basic Defense Tactics
- ◆ Handcuff & OC Training and Certification
- ◆ De-escalation Techniques
- ◆ Report Writing Skills
- ◆ Customer Service Training
- ◆ Verbal Judo
- ◆ Summons Certified



Our officers are continually provided opportunities to take new courses and develop their skills and abilities.

### Retention of Personnel

ESI understands and recognizes the importance of employee retention. We find that through our detailed hiring process and extensive training we have been able to hire the right people for the job. We strive to train and place employees in the right position. We fit each officer to each client based upon skill and personality. This in turn creates great working relationships between all parties involved, thus creating happy and fulfilled employees.

ESI also offers employees various opportunities to develop their skills to provide for growth within the company. Employees who demonstrate their abilities as well as their desire to learn are rewarded with further advancement in the company. We also take pride in recognizing our employees for their hard work and dedication to both their job and ESI Security. We have an Employee of the Month program that honors employees for their exceptional work. Each month a flyer is attached to each paycheck and a copy is hung in our lobby area, this creates a sense of accomplishment and a drive to succeed in all of our employees.





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## RESUMES OF KEY PERSONNEL



**Mike Hendi, C.E.O.**

### Summary of Qualifications

Over twenty five years of security experience, managing multiple sites and a work force of up to 400 officers. Detail oriented with focus on client care and customized placement.

### Key Strengths and Skills

- Specializing in high growth, start-up, and turnaround Safety and Security programs.
- Great working relationship with Reno Police Department, Sparks Police Department, Washoe County Sheriff and Douglas County Sheriff.
- Established training programs for security.
- Negotiated contracts of over \$10,000,000.
- Created 24 hour a day, seven days a week dispatch center.
- Served on several boards and organizations for security and safety.
- **Founder and Chief Executive Officer of Events Services, Inc. and ESI Security Services.**
- Provided security support for several elected officials including three United States Presidents.
- Former member of the University of Nevada, Reno Emergency Preparedness Team.
- A scholarship was established in 2005 in his honor at the University of Nevada, Reno for best in customer service.
- Involved in several nonprofit organizations as officer, member and a volunteer.

### Professional Experience

#### **Chief Executive Officer May 2006 - Present** **ESI Security Services, Inc.**

Provide Armed and Unarmed security officers for hospitals, warehouses, special events venues, home owners associations, movie theaters and apartment complexes. Provide consultations for physical security. Establish safety procedures and security protocols for clients. Provide customized training and officer selection for each position and posts for clients. Provide Patrol Services and Alarm Response Services. Provide Ushers, Ticket Takers, Badge Checkers and Crowd Control staff for concerts, conventions and special events. Provide Special assignment officers, personal security and body guards. Provide Customer Service training for staff and volunteers. Provided free security services to several nonprofit organizations.

#### **General Manager January 2000 - Present** **Shred-it Reno**

Started the Shred-it franchise in Northern Nevada and Northern California area. The franchise grew from two employees to 13 employees and to be the largest on site document destruction company. Mike has received several awards and certifications for Shred-it's accomplishments. Provide onsite document destruction and recycling for clients. Provide onsite hard drive and media destruction. Organized several community free shred days to combat identification theft. Donated services as a fund raiser for local nonprofit organizations. Implemented new customer service programs and safety training. Consulted on several government and hospital contracts. Negotiated and managed state wide and country wide contracts. Won the State of Nevada contract and maintained it for several terms.

#### **Director of Security 1992-2005** **University of Nevada, Reno**

Established the Campus Escort Service, grew the program from 10 calls per night to several hundred calls per night. Provided security for all on and off campus events. Provided security for all University sporting events. Managed crowds of over 30,000 and staff of over 400. Mike was honored by establishing a scholarship in his name for the best in customer and community service.

#### **Front of the House Supervisor 1986-1992** **Lawlor Events Center**

Managed crowds of over 12,000. Supervised a staff of over 100. Established emergency and evacuation procedures. Managed and supervised numerous concerts, graduations and sporting events.

### Education

BA, Mining Engineering and Computer Science (double major), University of Nevada, Reno

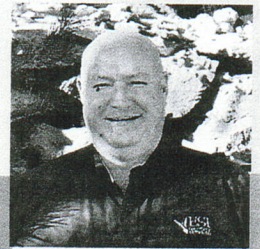
Masters, Business Administration / Logistics and Mining Engineering, University of Nevada, Reno

Numerous training and certifications in the security and law enforcement fields.





# RESUMES OF KEY PERSONNEL



## Kevin Moran, Client Care Specialist

### Summary of Qualifications

Kevin is a highly experienced customer service professional. Kevin manages 200 employees who provide security in a multitude of low, medium, and high threat environments. Kevin is a veteran of the United States Navy and holds a certificate in Quality Assurance from the Rochester Institute of Technology. Kevin has managed multi-million dollar budgets and was formerly the CEO of a high revenue seafood company. Kevin is confident, flexible, and goal oriented.

### Key Strengths and Skills

- Highly effective communicator
- People oriented with excellent customer service skills
- Excellent strategist; planning for the big picture is a core strength
- Master of organization; paying attention to details at all times
- Extremely adaptable with the ability to think quickly
- Confident and decisive decision maker

### Education, Training and Certifications

- 1990            Rochester Institute of Technology,  
                  Certificate of Quality Assurance
- 1987            Naval School of Photography  
                  Valedictorian, Certificate of Completion
- 1986            Mahopac High School  
                  High School Diploma

### Professional Experience

- 12/2008 – Present      Client Care Manager, ESI Security Services  
Client Relations, Manage 200 employees
- 07/2005 – 08/2008      Operations Manager, North American Wireless Solutions  
Warehouse operations, Managed \$10 Million Budget, Inventory Control
- 02/1993 – 06/2005      CEO, B Seafood Inc. ( New York )  
Client Relations, Contract Development, Inventory Management





## CLIENT CARE SPECIALISTS

### Providing A Valuable Service To Property Managers



As part of our services to you, ESI provides you with a dedicated Client Care Specialist, or CCS, that will be available to you at any time. Your Client Care Specialist will provide the following as part of our services:

- Dedicated liaison for management
- Available 24 hours a day, 7 days a week
- Receive and resolve any issues or complaints that may arise
- Supervise and train your security officers
- Provide unannounced visits to your property to ensure the highest level of service



Your CCS will oversee all security officers working at your property and guarantee that everything runs smoothly. Your CCS will work with you to create an individualized security plan and assist you with implementing these procedures. All ESI Client Care Specialists are knowledgeable and experienced in private security and work hard to meet our clients needs.

Many of our CCS's are asked for by name and develop great working relationships with our clients.

### COMMITTED

“ Our Client Care Specialists provide that extra level of service by working with you to get every detail right.”





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## PATROL INSPECTIONS

The ESI Patrol Inspection service comes with highly visible marked patrol vehicles that will create a professional image that conveys authority while on your property.

During a patrol inspection stop the officer will drive around your property in the marked patrol vehicle with the lights flashing. The officer will check any areas of concern and will conduct foot patrols throughout each inspection to provide maximum visibility, thus discouraging trespassers.

Our patrol services for the Carson City Airport will include:

- ◆ Parking Enforcement
- ◆ Door Lockups and Unlocks
- ◆ Maintenance Checks
- ◆ Light Reports



While on-site the officers will check in with our full service dispatch center and report all activity on your property. All data, photos and information taken by our dispatch center is relayed to the designated contact for each property in a daily report giving you an account of where the patrol officer has inspected and what has been occurring on your property.

### **Trespass Citation Program**

ESI has a Trespass Citation Program which allows an ESI Patrol Officer to issue a trespass citation when someone trespasses on your property. In partnership with the Carson City Sheriff's Office, ESI Patrol Officers can stop a trespasser and if the individual is unwilling to leave or continues to return to the area, the officer can issue a summons to appear in court. This service discourages repeat offenders and helps to create a strong security presence for your location.





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## DISPATCH & REPORTING SERVICES

### **DISPATCH SERVICES**

ESI Security Services believes in offering you the best value for your money, which is why we have a local, full-service dispatch center available to you twenty four hours a day, 365 days a year.

When you call in with a problem or concern, our ESI dispatch representatives will assess the situation and dispatch one of our officers or CCS's to assist you, or when it is necessary, contact the authorities.

Our top of the line call monitoring system clearly records conversations between you and our ESI dispatch representatives to ensure higher customer satisfaction. Our ESI dispatch representatives can provide you with accurate reports about your security services.

Our state of the art dispatch center is equipped with the latest technology enabling us to offer you peace of mind that at any time there is someone to assist you.



### **SECURE**

"Our services start from the time you pick up the phone to speak with our professional and friendly office team to the training of our quality officers that work at your property."

### **REPORTING**

ESI provides security officers with the latest in technology. Smart phones, digital photo cameras, Tracktic Security System, DEGGY electronic tracking, InTime, and Network Fleet GPS tracking systems provide ESI with constant communication and state of the art monitoring services.

ESI Security uses state of the art security equipment to give our clients the satisfaction that every angle has been covered. Our reporting and tracking systems allow each customer to log into their individual accounts and review their incident reports, checkpoint and maintenance logs, assigned security schedule, and daily reports.

All reports will also include color photographs when necessary to record citations or infractions. All reports and photos will be provided to the Client every 24 to 48 hours. Archived records maintained by ESI will also be available upon Client request.

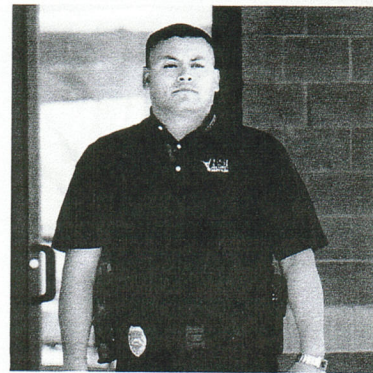
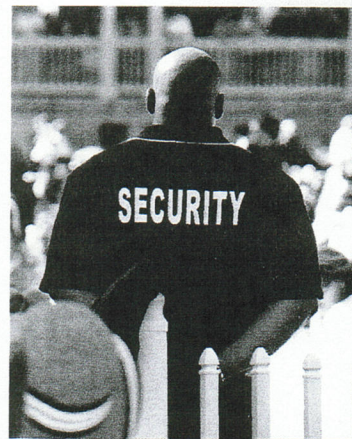




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## OUR UNIFORMS

### A Professional Appearance Can Make a Difference



**CLASS A UNIFORM**

**POLO STYLE UNIFORM**

When ESI chose uniforms for our officers, we wanted a professional yet approachable look. Each security officer assigned to your property will be provided with a full uniform and equipment. We offer two styles of uniforms to our Clients. The first uniform consists of a crisp black polo with the word security in large white block letters on the back and the ESI emblem on the left front of the chest and the pants are a sharp black, BDU style. The second uniform option is a class A police style uniform with the ESI emblem on the right sleeve and black BDU style pants.





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September 9, 2015

**ESTIMATE**

#CCAS2015

Carson City Airport  
Attn: Airport Manager Tim Rowe  
2600 College Parkway #6  
Carson City, NV 89706  
Phone:(775) 841-2255  
E-Mail: cxp-mgr@att.net

The estimated cost of security for The Carson City Airport is as follows:

**Patrol Inspection** **\$25.00 per stop**

This is the estimated cost of security for The Carson City Airport. Thank you for choosing ESI Security Services. Please call if you have any questions or require any additional information.

Sincerely,

Mike Hendi  
C.E.O.