



A Security Partner You Can Trust

A Security Program for Grand Panama Beach Resort

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Our Strength, Capabilities and Expertise

Allied Universal® Overview

For 65+ years, Allied Universal® has been keeping people safe, protecting our clients' brands, and providing peace of mind through our dedication to quality leadership, industry expertise, and our commitment to building unparalleled employee and client relationships. As a leading provider of security and facility services in North America, with nearly 300,000 Security Professionals protecting over 50,000 client sites, Allied Universal® is There for you.®

We take a personalized, integrated approach to your needs, becoming fully immersed in your culture, mission, and values, to provide proactive security services and innovative smart technology tailored to your unique requirements. The result is top-notch security solutions that give you the freedom to create, produce and innovate with your core business.

Our world-class customer service and track record of success starts with our local leadership, equipped with the knowledge to serve you with service-oriented professionalism supported by the most advanced systems and integrated technology in the industry. As your trusted security partner, Allied Universal® stands ready to secure and care for the people and businesses in our communities. Grand Panama Beach Resort can come to us with any safety and security need including:

Physical Security		Professional Services	
 <p>SECURITY SERVICES</p> <ul style="list-style-type: none"> Armed/Unarmed/Cleared Security Professionals Vehicle Patrol Visitor Management/Concierge Canine Security Services Joint Security Programs Vertical Market Expertise 	 <p>TECHNOLOGY SERVICES</p> <ul style="list-style-type: none"> Access Control Video Surveillance Autonomous Robots & Drones Fire & Intrusion Alarm Monitoring GSOC Services Monitoring & Response Center (MaRC) Hosted & Managed Access Control 	<p>RISK ADVISORY & CONSULTING SERVICES</p> <ul style="list-style-type: none"> Security Risk Mgmt. Consulting Threat & Violence Risk Mgmt. Active Law Enforcement (ALE) Executive Protection Security Risk Investigations Asset Protection & Disaster Response Corp. Security as a Service (CSaaS) Fire & Life Safety Services Security Operations Center (SOC) Specialized Services <p>EVENT SERVICES</p> <ul style="list-style-type: none"> Crowd/Audience Mgmt. Screening Access Control Ushers/Ticket Takers ID Checkers Alcohol Control Security Management/ Consulting VIP/Talent Escort Red Carpet Staff 	<p>EXECUTIVE PROTECTION & INTELLIGENCE SERVICES</p> <ul style="list-style-type: none"> Executive Protection Protective Intelligence Mail Screening Secure Travel Services Technical Surveillance Counter-Measures (TSCM) Residential Security Protection Intelligence Operation Centers (PIOCs) <p>SECURITY/SAFETY TRAINING</p> <ul style="list-style-type: none"> Fire Life Safety Training Floor Warden/Fire Drill Assistance Emergency Preparedness Specialized Industry Training Plus much more <p>JANITORIAL SERVICES</p> <ul style="list-style-type: none"> Green Cleaning Janitorial Software Solutions
International Security Services			

Unmatched service, systems, and solutions

At Allied Universal®, we partner with you, leveraging our highly trained Security Professionals supported by industry-leading technology and systems to provide comprehensive, customized security solutions that not only help protect against threats, but enable organizations to make better, more informed decisions about their security operations.

Innovative Recruiting, Stringent Screening & Strong Retention

Recruiting

Thanks to our broad-spectrum recruiting resources, stringent screening and hiring process, and reputation for attracting top-quality, career-minded professionals, Allied Universal® is able to identify and place high-performing, best-fit security personnel for Grand Panama Beach Resort's unique environment and security program. Some of the recruitment resources we use include jobs.aus.com, promotions and employee referrals, universities and schools, former military/reservists, veterans' organizations, police and fire departments, job fairs and open houses, and professional organizations. Our strategic partnerships include AARP, International Association of Jewish Vocational Services, National Indian Council on the Aging, and National Asian Pacific Center on Aging.



Streamlined Screening and Hiring with AU HireSmart™

Allied Universal® recruiters use AU HireSmart™—an end-to-end Artificial Intelligence (AI) recruiting solution, which provides a number of unique benefits designed to streamline the recruiting process to meet your placement needs quickly.

AU HireSmart™ – End to End AI (Artificial Intelligence) Recruiting

Larger Pool of Qualified Candidates

Faster Time to Fill Positions

91% Increase in Completed Applications

92% Increase in Candidate Satisfaction

ENGAGE
SCREEN
SCHEDULE & ASSESS
RETAIN

Employment Campaigns
Social Media
Referrals
AU HireSmart
Community Based Org.
Job Boards

Available 24x7 across multiple channels. Deploys on all talent acquisition channels.

Targeted screening via conversational AI. Improved candidate communication.

In-person Interviews

Top candidates “fast-tracked” through video assessment. Two paths for candidates to ensure best selection.

COMMITMENT

New hire check-ins. Better fit. Improved retention.

Receive Actionable Insights

Collect/analyze applicant data to improve application and recruiting processes.

25,000 Question Test in a 15 Minute Video Interview











AU HireSmart™ translates candidate video screening tests into actionable data that accurately

predicts a candidate's aptitude for any given role. These videos measure emotional expression, tone, language patterns, and word choice to determine a candidate's fit for the position. This process improves the quality of services we provide while decreasing Security Professional turnover by matching candidates with the jobs most suited to them.

Screening

Allied Universal® evaluates candidate background and experience, as well as communication and interpersonal skills, as key elements in determining a candidate's fit for a position.

OUR SCREENING PROCESS

	<p>Application Review & Assessment Careful analysis focuses on employment history and stability, and on experience/qualifications specific to the job opening.</p>	
	<p>Interviews Initial interview assesses punctuality and appearance and clarifies points of the candidate's application. Multiple interviews may be conducted. Candidate progressing beyond this level attend our orientation program.</p>	
	<p>Electronic I-9 and E-Verify Employment verification is completed to present proof of eligibility to work in the U.S. All potential employees are processed through E-Verify, the government's employment eligibility system.</p>	
	<p>Management Testing May involve one or more behavioral assessment tools to help assess candidates' management abilities, drive, maturity and people skills, and evaluate whether they are a good fit for the position.</p>	
	<p>Social Security Trace Social Security checks run on each candidate to verify identify and history of addresses. The latter is used to assure all associated addresses are considered when determining states and countries to be included in the criminal background check process.</p>	
	<p>Criminal Background Checks Prior to being assigned to a post, each employee undergoes a criminal records background check (except where such is conducted as part of the state guard licensing agency). Where required, fingerprints are taken and submitted to the appropriate law enforcement agency for a detailed background investigation. Statewide criminal checks are also conducted when required.</p>	
	<p>National Sex Offender Registry (except CA and NV where such checks can only be done in accordance with state law) This step searches the Federal Department of Justice database, which includes real time listings of registered sex offenders. By searching the DOJ, the most complete and current report is available.</p>	
	<p>Pre-employment Drug Testing Oral ten-panel drug tests are completed prior to assignment for all applicants. Lab urinalysis testing is available at an additional charge.</p>	
	<p>Motor Vehicle Report Security Professionals designated to drive a vehicle are subject to Motor Vehicle Report checks to verify driving eligibility and must complete on-site training before they can operate a vehicle.</p>	
	<p>Security Professional Integrity/Honesty Assessment Behavioral Assessments are available on a pre-placement basis to help evaluate attitudes and behaviors linked to integrity, honesty, trustworthiness and customer service aptitude. Assessments are predictive (no guarantee of performance or behaviors); available for an additional charge.</p>	
	<p>Education & Employment Verification In the event that the contact requires education and/or employment verifications, these services can be completed for a nominal fee.</p>	

We also offer customized screening options at client request, including any additional background checks that may be required for a specific location or role. After carefully reviewing candidate background, we invite the most qualified candidates for formal interviews with local branch recruiting teams.


Retention

Our strong retention program translates into one of the lowest turnover rates in the security services industry. As a result, our security professionals for Grand Panama Beach Resort are on board for the long term and are a reliable presence at your site.

Many of our retention efforts, best illustrated through incentive and recognition programs, are designed keep employees energized and engaged. And thanks to our rigorous screening process, comprehensive training, and decentralized management and support system, you can be assured that our Security Professionals are highly skilled, motivated, and committed to delivering exceptional service.

Benefits

Providing high-value employee benefits is strongly connected with attracting high-caliber personnel. When employees' needs are taken care of, they take better care of you. That's why Allied Universal® has been a long-time industry leader in providing meaningful, comprehensive employee benefits to our Security Professionals.



Allied Universal Benefits

Medical Insurance
Medical plans offered to benefit-eligible employees through payroll deduction and/or client contribution. Benefits offered pursuant to eligibility requirements/policy. Detail regarding coverage costs is available. Estimates in proposal based on proposed/evolving regulations; plan structure; estimated participation.

Dental & Vision Insurance
Quality dental insurance and Vision Service Plan offered to all benefit-eligible employees..

Disability, Life & Accident Insurance

- Benefit-eligible employees have the ability to participate in a Disability Insurance Plan.
- AD&D insurance and \$10,000 basic life insurance available to employees.
- Accident insurance through MetLife offered to benefit-eligible employees.

Paycard
Employees have option to receive their pay through direct deposit or a cash paycard (where permitted by law). Paycards allow immediate access to wages without incurring check cashing fees.

Educational Assistance, Tuition Discount & Scholarship Program
Educational assistance – eligible applicants selected are provided up to \$3,000 toward the cost of tuition and qualified related expenses. Tuition discount – we’ve partnered with over a dozen colleges/universities to offer tuition discounts (e.g., DeVry University, The George Washington University, Liberty University, Ashford University). Scholarship program – up to ten annual scholarships of up to \$1,000 are awarded to the children of our employees.

Commuter Benefits Program
Transit and parking funds deductible via payroll (pre-tax basis) offered to benefit-eligible employees..

Paid Time Off/Anniversary Bonus Program/Vacation Time
Different options available based on the contract and some state sick time laws.

401(k)
Employees eligible to enroll anytime following six months of full-time employment.

Holidays
Security personnel receive time-and-a-half pay when working these holidays: New Year’s Day, President’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

Employee Assistance Program & Legal Services
An employee assistance program and legal service is available to employees.

PerkSpot
Fringe benefits available exclusively to our employees for personal use (e.g., discounts on fitness memberships, cellular phone plans, retail merchandise and credit union access).

NOTE Allied Universal reserves the right to change, amend or terminate the benefits programs and its options at any time.

Finding New Ways to Engage with Our Security Professionals

Today's world is online and mobile; it's fast with easy access to everything from ordering food and checking bank accounts, to seeing who's at our front door. **LISA**, our Live Interactive Support AI, will connect our Security Professionals and operations teams using Artificial Intelligence (AI)-

powered, automated, and interactive text messaging.

Giving Security Professionals control over their schedules, helping new hires successfully navigate their first thirty days, automating scheduling for the operations team - **LISA** is our latest initiative to ensure we continue to deliver the industry's most engaged and reliable workforce.

Developed by Allied Universal®, **LISA** is designed to deliver fast and accurate interactions with our Security Professionals by automating many of the day-to-day manual tasks required of the operations team. Text a question, **LISA** will contact the right person to help. Miss a check in, **LISA** corrects the timesheet on-the-spot. No waiting for someone to return a call or wonder what to do next, **LISA** will be available 24/7 to assist.

You can feel confident that LISA will:

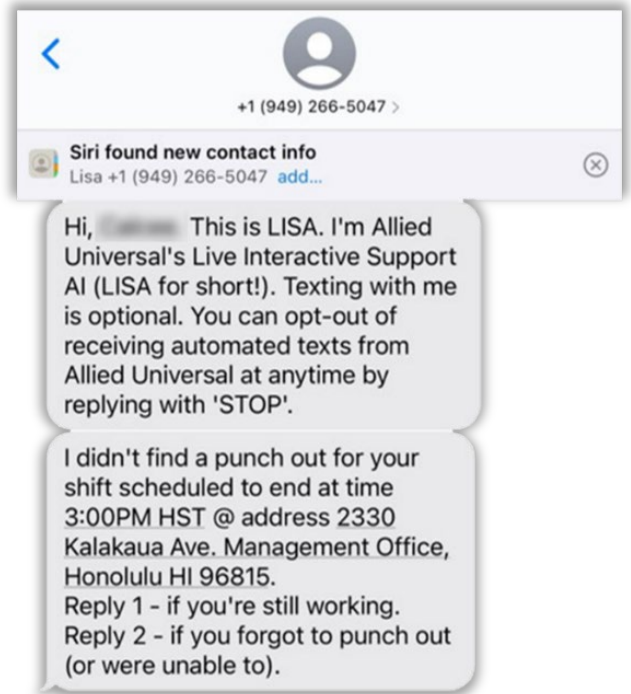
- Interact with your Security Professionals in a positive, consistent, and responsive manner to ensure a more engaged, satisfied, and productive security team at your site
- Improve Security Professional retention
- Reduce open posts using our AI-enabled automated process for quicker notifications and dispatching of replacements
- Place the highest quality Security Professionals on post as **LISA** “learns” which team members are most reliable and gives them priority for shifts
- Improve your invoice accuracy by ensuring Security Professional timesheet errors are corrected on the spot and paychecks are accurate
- Deliver instant communications when needed to keep your Security Professionals up-to-date on emergency announcements so they can

LISA is developed to always be "learning" and improving. She will follow explicit directions such as "don't text me now" and will learn the best times to send a message to get a response. Her built-in conversation manager helps manage dialogue flow to keep the interactions friendly and conversational. With her advanced AI capabilities, when fully implemented **LISA** will offer Allied Universal® Security Professionals:

- Greater control over their schedules with the ability to pick up extra hours when available through "Claim a Shift" or request days off ahead of time
- Follow-up on any timekeeping discrepancies to minimize payroll errors
- Easy way to set up Direct Deposit for their pay
- 24/7 access to get help (e.g., "I've got a problem with my uniform...") and **LISA** emails the appropriate person
- Submit vaccination status
- The ability to opt-out, ensuring compliance with the TCPA (Telecommunications Communication Protection Act)

LISA will go beyond improving the connection with our Security Professionals by also helping Allied Universal[®] operators to optimize operations, reduce turnover, and save valuable time. When fully implemented in a local office **LISA** will help with:

- Automating scheduling taking into consideration:
 - Qualifications
 - Pay rates
 - Hours worked
 - Client needs and preferences
 - Employee preferences and reliability
- Handling last minute schedule changes
- Validating Security Professional are on post in cold start situations (when they aren't relieving someone already on duty)
- Remediating open posts quickly
- Efficiently maintaining ongoing two-way communications with Security Professionals



LISA, our latest investment in delivering on our purpose of being There for you[®]. Through automation and AI-capabilities, **LISA** will optimize the Allied Universal[®] security force for deployment, offering a powerful and enriched experience for the Security Professionals serving you.

World-class, Award-winning Training

Comprehensive Training

AU Institute™ is the umbrella under which all formal training and development opportunities exist. Allied Institute is supported by more than 50 full- and part-time certified instructors, and provides both mandatory and voluntary courses, which are offered pre-assignment, on-the-job, and as continuing education.



Training is tailored for specific roles:

- **Security Professional Training:** Security Professional onboarding and development consists of five phases, with specific timeframes for completion, as well as testing guidelines to verify comprehension:

SECURITY PROFESSIONAL TRAINING	
NEW EMPLOYEE ORIENTATION 80% or higher on final exam	<ul style="list-style-type: none"> • 3- hour interactive training • Topics: onboarding, policies/procedures, safety and emergency management, legal powers and limitation.
ON-THE-JOB TRAINING POST CERTIFICATION Site specific, customized training tracked via online database	<p style="text-align: center;">SAMPLE TOPICS</p> <ul style="list-style-type: none"> • Access Control • Active Shooter • Bomb Threats • CPR/First Aid/AED • Electrical Emerg. • Equipment Removal • Fire Alarm Response • ID Checks • Key Control • Mechanical Emergencies • Media Relations • Medical Emergencies • Opening/Closing Procedures • Parking & Enforcement • Parking Lot Security • Patrol Techniques • Post Responsibilities • Report Writing • Terrorism Awareness • Use of Telephones • Vehicle Assistance • Water Leaks • Weather Emergencies
	<ul style="list-style-type: none"> • Introduction to Contract Security • Legal Aspects of Private Security • Note Taking and Report Writing • Importance of Documentation • Patrol and Observation • Liability and Loss Prevention • Appearance and Wellness • Exceptional Customer Care • Difficult People or Situations • Introduction to Safety • First Aid, CPR and AED • Harassment • Post Orders • Workplace Violence • Emergency Management • Indicators of Terrorist Surveillance • Personal Safety • Video Surveillance • Bomb Threats • Media Management
CORE TRAINING 80% or higher on each exam	<p style="text-align: center;">SAMPLE TOPICS</p> <ul style="list-style-type: none"> • Fire Alarms • Access Control • Bomb Threats • Patrol • Medical Emergencies • Suspicious Persons/ Disturbances • Water Leaks • Customer Service • Safety • Elevator Entrapments • Power Outages
ONGOING & REFRESHER TRAINING/QUARTERLY SITE TRAINING	<p>Many of our full-time trainers are certified First Aid/CPR/AED instructors. Training can be completed via local office pre-assignment; certifying agency; via trainers at your site, etc. Trainees receive certificates and certification anniversary dates tracked online.</p>
CPR/FIRST AID/AED CERTIFICATIONS	

- **Supervisor Training:** Prepares supervisors for their leadership role and helps them to engage our Security Professionals and the daily tasks required to effectively meet your needs.

SUPERVISOR TRAINING	<ul style="list-style-type: none"> • Role of the Supervisor • Allied Universal’s Training Process & Programs • Employee Relations for Supervisors 	<ul style="list-style-type: none"> • Report Writing for Supervisors • Coaching & Counseling • Progressive & Attendance Discipline
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- **Management Training:** Covers both business and security topics for shaping proficient managers with smart business sense.

MANAGEMENT TRAINING	<ul style="list-style-type: none"> • Training Programs & Processes • Employee Benefits & HR Procedures • Selecting Talent & Talent Management • Security Management Essentials • Payroll & Invoicing Best Practices 	<ul style="list-style-type: none"> • Recruiting & Retention • Client Relationship Management • Employee Relations, Coaching/Counseling & EEO • Progressive & Attendance Discipline
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Methods of Training

Allied Universal[®] offers a variety of training delivery options to ensure Grand Panama Beach Resort's security team has access to the information they need, when and how they need it.

Training Methods



eLearning – Allied Universal EDGE[®]

Employees can complete training on almost any device, at a time and place convenient for them. Allied Universal EDGE[®] [Educa**t**e, De**v**elop, **G**row and Engage] is our proprietary online learning/ development system.

1,500+ assets (courses, videos, webinars, VILTs)

<p>Instructor-led</p> <p>Hands-on instruction in the classroom and group settings; questions can be addressed and testing conducted.</p>	<p>On-the-Job-Training</p> <p>Site-specific training at your location; customized, online checklist is maintained to help ensure compliance.</p>
<p>Virtual Instructor-led Training (vILT)</p> <p>Training in a virtual environment when the instructor and learner are in separate locations.</p>	<p>Scenario-based Learning</p> <p>Training on real life situations which teaches how to react and make decisions when certain scenarios arise.</p>

Compliance Tracking

Compliance tracking through the EDGE[®], our online learning management system, allows Allied Universal[®] to record and report training accurately. Trainers and Managers can review Security Professional progress through initial, specialty, and refresher training courses, and they can verify compliance with required courses.

Core Training and Continuous Learning

Allied Universal® Security Professionals have many opportunities to further their career and expand their knowledge through our training opportunities. Core Training, Phase Three of our Security Development process, consists of 20 lessons, each with an exam that must be passed successfully with a score of 80% or higher. To ensure completion of Core Training within six months of hire, we track compliance through our online compliance management system, WinTeam.

Core Training		
<ul style="list-style-type: none"> • Introduction to Contract Security • Legal Aspects of Private Security • Note Taking and Report Writing • Importance of Documentation • Patrol and Observation • Liability and Loss Prevention • Post Orders 	<ul style="list-style-type: none"> • Appearance and Wellness • Exceptional Customer Care • Difficult People or Situations • Introduction to Safety • Personal Safety • First Aid, CPR and AED • Harassment 	<ul style="list-style-type: none"> • Workplace Violence • Emergency Management • Indicators of Terrorist Surveillance • Video Surveillance • Bomb Threats • Media Management

CPR/First Aid/AED Certifications

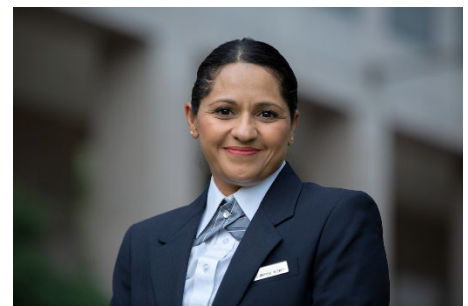
Allied Universal® offers CPR, First Aid and Automated External Defibrillation (AED) training. We allow this training to be completed in a variety of ways, including pre-assignment at the local office with one of our full-time certified First Aid/CPR/AED instructors, with an outside certifying agency, by Grand Panama Beach Resort trainers, or online via the EDGE®. We verify that trained employees receive the appropriate certificates and we track certification anniversary dates in our online compliance system to ensure certifications stay current.

Additional Online Course Offerings

Our online learning management system, the EDGE®, offers more than 1,500 courses, videos, webinars, virtual trainings and learning tools. We provide on-demand access for employees to learn at their own pace. In 2022, employees completed more than 6,000,000 courses via the EDGE®. We add new topics to the system regularly to support employee demand and skill development.

Customer Service

Allied Universal® strongly emphasizes excellent customer service. We design our customer service training to help our Security Professionals develop existing skills and acquire new skills that will enable superior service for Grand Panama Beach Resort. Training programs focus on improving communication, effective listening, solving problems, and organizational skills.



Some of the training programs we offer include:

- **Customer Service:** Stresses the importance of customer service and satisfaction, our customer service philosophy, strategies for effective customer service and handling customer complaints, client meeting guidelines, and other best practices.
- **White Glove Customer Service:** Provides the tools needed for superior customer service by emphasizing the importance of customer service and defining white glove service, outlining how to manage perceptions to create excellent impressions, reviewing effective

communications, and providing strategies to handle mistakes and customer complaints and to exceed client expectations consistently.

- **Exceptional Customer Care:** Focuses on how Security Professionals can exceed customer needs and win them over for life.
- **Effective Listening:** Emphasizes the importance of effective listening skills while interacting with colleagues, customers, guests and visitors in order to deliver exceptional service and examines the importance of listening when communicating, tips for effective listening and how to recognize and avoid behaviors that hinder listening skills.
- **Telephone Etiquette:** Identifies effective telephone etiquette as a critical component of excellent customer service and teaches the importance of telephone etiquette, effective telephone techniques, proper message taking procedures, effective call holding and transferring procedures, and voice mail guidelines.
- **CARE Customer Service:** Presents key skills and precautions for times of heightened risk and uncertainty, educating Security Professionals on their roles as CARE Ambassadors, as well as best practices to prevent infection and disease spread in the workplace, including managing social distancing and safety in the workplace.

Ongoing and Refresher Training

Allied Universal® believes in reinforcement of initial training as a key to effective learning and long-term performance excellence.

We use a structured process for refresher training on a variety of topics related to your needs and contract requirements. Local and branch management and regional training staff deliver standard, company-wide training modules. We also provide programs focused on advanced topics or customized to meet industry requirements or Grand Panama Beach Resort needs.

Our managers will work with you to identify training opportunities appropriate for the Security Professionals in your program and they will help ensure that ongoing training remains a top priority. Possible training topics include fire alarms, medical emergencies, safety awareness, and other important topics.

Ongoing & Refresher Training			
<ul style="list-style-type: none"> • Fire Alarms • Access Control • Bomb Threats 	<ul style="list-style-type: none"> • Medical Emergencies • Broken Windows • Patrol • Water Leaks 	<ul style="list-style-type: none"> • Suspicious Persons/ Disturbances • Water Leaks • Power Outages 	<ul style="list-style-type: none"> • Customer Service • Safety Awareness • Elevator Entrapments

Customer Service Training

We offer an array of customer service training to help our Security Professionals hone their skills and acquire new ones in order to continue providing superior service. Our training programs focus on improving communication, effective listening, problem-solving, and organizational skills. Below are a few of the training programs we offer:

CUSTOMER SERVICE TRAINING



Customer Service

This course covers the importance of customer service and satisfaction; tips for delighting customers; effectively handling customer complaints, client meeting guidelines, and best practices.



White Glove Customer Service

Covers the importance of customer service; providing white glove service; managing perceptions to create an excellent impression; effective communications; handling mistakes and customer complaints, and exceeding client expectations.



Exceptional Customer Care

The course examines how Security Professionals can exceed their customers' needs with client-focused service.



Effective Listening

Covered topics: the importance of listening when communicating; tips for being an effective listener; how to recognize and avoid behaviors that hinder listening skills.



Telephone Etiquette

Covered topics; the importance of listening; tips for being an effective listener; and how to recognize and avoid behaviors that hinder listening skills.



CARE Customer Service

Covers the role of CARE Ambassadors and best practices to prevent infection and spread in the workplace including creating a welcoming presence to ease the return to workplace anxieties; managing social distancing and safety in the workplace; and providing phenomenal customer service and empathy during a pandemic.

Residential Community Security: Training Curriculum



RESIDENTIAL COMMUNITY SECURITY TRAINING

Create a safer, happier community. Enhance your brand image.

Practical Application On-Site Training

- Safety Orientation
- Job Safety Analysis (JSA)
- General and Post Orders
- Active Shooter Procedures
- Anti-Terrorism Training (if applicable)
- Bad Weather Procedures
- Bomb threat procedures
- Elevator Entrapment Procedures
- Emergency Plan Review
- Evacuation Procedures
- Fire Emergency Procedures
- Injury Reporting Procedures
- Panic/Duress Alarms
- Site-Specific Equipment
- Telephone Procedures
- Use of Force/De-Escalation

Residential Community Security Essentials

- Residential Community Security
- Special Residential Populations
- Fire Safety Professional Training
- Emergency Preparedness
- Evacuation Procedures
- Customer Service
- Telephone Etiquette
- Concierge Training
- OSHA Safety Training
- Terrorism Awareness
- Patrol Techniques
- Search Techniques
- CPR/AED/First Aid Certification (as needed)

Technology Solutions that Support Your Security Program

HELIAUS® - THE POWER OF INSIGHT INTO ACTION®

HELIAUS® is our proprietary artificial intelligence (AI)-driven workforce management solution that uses powerful algorithms to generate risk-adverse recommendations. With HELIAUS® at the center of Grand Panama Beach Resort's security operations, your Security Professionals are always connected and engaged, situationally informed, and armed with the right recommendations to create safer, more secure environments.

HELIAUS® - Technology Platform

Functioning as a comprehensive workforce management solution through **instant post orders, incident reporting, GPS tracking, visitor logging**, and more, HELIAUS® can be tailored to Grand Panama Beach Resort's security program, vertical market, location, business model, or site specific needs.

HELIAUS® consists of two parts, HELIAUS® Mobile and HELIAUS® Portal. HELIAUS® Portal provides clients with real-time visibility into site-specific events and activities, as well as an historical overview to identify trends and develop future insights. HELIAUS® mobile allows our Security Professionals to share information and acts as a virtual coach on post.

Mobile capabilities include:

- Incident and event reporting
- Temperature screening
- Tasks and messages
- Lost and found
- Custom forms
- Visitor and vehicle management
- Fire and safety inspections
- SOS

HELIAUS® VALUE

- Powerful insights
- Spot safety & security trends quickly
- AI-powered dynamic tours
- Configurable workflows & tours
- Return on investment & quantitative value


KEY FEATURES

- Instant Post Orders
- Incident Reporting

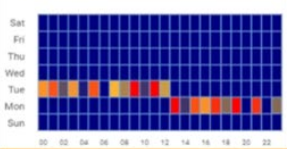
- Real Time Reports
- Visitor/Vehicle Logging

- GPS Tracking
- And Much More


WHO / WHERE



WHEN



WHAT



FULLY CUSTOMIZABLE

- Vertical market
- Location
- Business model
- Site specific needs

Quickly Identify Safety and Security Trends

The HELIAUS® dashboard provides on-demand views of historical trends, customizable by date, category, and location. Dashboard insights provide a full view of incidents allowing Grand Panama Beach Resort to adjust resources and response as needed through the Tour and Workflow applications within HELIAUS®.

BENEFITS OF HELIAUS®

Reduced Downtime

- Increased operations efficiency
- Facility readiness

Reduced Accidents

- Reduced workers compensations claims
- Reduced compliance fines & insurance
- Reduced risk factors

Reduced Loss

- Reduced replacement costs
- Reduced loss of service liability

Reduced Crime

- Information & employee safety
- Reduced lawsuit liability

Reduced Policy Violations

- Reduced code enforcement fines
- Generate revenue

Configurable Tours and Workflows

While Security Professionals send data to the online portal, they also receive post order instructions in real time. Through HELIAUS®, Allied Universal® can program custom workflows to virtually coach Security Professionals when they scan an NFC tag, approach a beacon, or enter a specified GPS zone. Tasks assigned to areas can include: following checklists, taking videos or photos, sending an email or text message to Grand Panama Beach Resort, answering follow-up questions, and more.

Quantitative Value and Proven Results

HELIAUS® amplifies security professional skills and training, increasing their effectiveness by delivering unprecedented situational awareness. The platform's data-driven intelligence offers

additional enhancements, contributing cost savings through incident prevention and increased efficiency that can provide Grand Panama Beach Resort greater peace-of-mind.

Experienced Local Management

Proactive Local Management

Allied Universal® empowers local management to make decisions based on Grand Panama Beach Resort's unique business needs, and we set high standards for service. Our local managers maintain these standards through effective supervision and continuous performance monitoring.

Local managers routinely perform random security service inspections at Allied Universal® client sites. Inspections help ensure Security Professionals consistently meet your expectations and that we meet our contract obligations. Our inspections:



- Offer management the opportunity to provide hands-on training, mentoring, and supervisory support to Security Professionals.
- Allow Security Professionals to demonstrate proficiency at their duties under close, expert observation.
- Provide positive reinforcement and opportunities for feedback and promote communication between supervisors and field personnel.
- Identify areas of improvement or recommend service-enhancing post orders changes for Grand Panama Beach Resort's site.
- Show our Security Professionals that we care about their professional development and give them the opportunity to provide Allied Universal® management teams with direct feedback to ensure we meet their needs, as well as Grand Panama Beach Resort's expectations.

Post Orders

Post orders and standard operations procedures manuals identify the expectations for your security team's daily activities. Local managers create, implement and update these documents in collaboration with Grand Panama Beach Resort. For Grand Panama Beach Resort, post orders will include all current service data and requirements. Allied Universal® Field Trainers, Shift and Site Supervisors, Field Supervisors, and account and branch management teams train Security Professionals on site-specific post orders and security operations manuals during their on-the-job training, re-training, daily inspections, and roll calls.

Incident Reporting

Allied Universal® Security Professionals complete training in accurate, detailed, and clear report writing to ensure emergency incidents at Grand Panama Beach Resort's site are thoroughly documented, especially cases that might involve law enforcement or insurance company investigations. Each Security Professional will provide a report for any circumstances that require explanation, such as assistance of emergency units or notification of civil authority, as well as accidents, personal injuries, and criminal activity. We maintain a file of incident reports on-site along with a summary report, if necessary. Regularly reviewing incident reports also helps Allied

Universal® identify security trends that may indicate a need for adjustments to Grand Panama Beach Resort's security program.

Transition Plan

Transitioning from another security provider to a relationship with Allied Universal® will bring a wealth of new resources and services to your security program, including comprehensive account management services, allowing you to focus entirely on your business.

Upon commencement of an agreement, you can expect a smooth, swift transition that presents no disruption to your operation. Allied Universal® management will conduct weekly meetings with you throughout the transition process to give status updates and set expectations. Transition programs include:

- Thorough review of your facility to determine your specific security needs
- Preparation of a written timetable with measurable goals
- A transition management team specifically assigned to your business
- Development of detailed training programs and post orders
- Selective Security Professional recruiting and stringent screening
- Orientation training
- On-site training
- Testing and review of Security Professional knowledge
- Transition assessment and surveys

Our transition plan can be tailored to incorporate your recommendations and requirements for your community. If service is required before the scheduled start date, the transition plan will be altered as mutually agreed upon with you.

An Allied Universal® Account Manager will provide expert administration of all aspects of your security services account, including staffing and scheduling, training and compliance, ongoing quality assurance, and more.

30 Day SAMPLE Transition Plan for Grand Panama Beach Resort					
TASKS	Week 4	Week 3	Week 2	Week 1	Start
Administrative					
Award Notification					
Finalize Transition Schedule					
Contact Current Service Providers					
Transition Management Group					
Progress Meeting/In-person or Teleconference					
Order Vehicles					
Set-up Vehicle Maintenance/Fuel Account					
Prepare Electronic Interface					
Prepare Inventory & Transfer					
Order Uniforms					
Contract Review & Certificate of Insurance					
Educate Branch Staff on Client Expectations					
Site Start Date					
Training					

Develop Site Specific Training Segments					
Orientation Training					
Develop On-going/Refresher Training					
Operations					
Develop Standardized Data Collection					
In-depth Site Familiarization					
Review of Existing Plan/Program					
Site Security Survey & Audit					
Develop Post Instruction Manuals					
Review Staffing Plan					
Develop Site Tests					
Client Review of Post Orders					
Finalize Bonus/Incentive Program					
Human Resources					
Employment Pack to Incumbents Retained					
Develop Post Assignment Job Analysis					
Develop Supervisory Job Descriptions					
Open House: Incumbent Security Professionals					
Contact Recruiting Sources					
Develop Client Specific Pre-screening					
Telephone Interviews, Applications & Interviews					
Security Professional Information Seminar					
Background Investigations					
Second Level Interview					
Benefits Briefing & Offer Extended					
Quality Assurance					
Transition Survey					45 days after startup

Pricing

Grand Panama City Beach		Panama City Beach, FL			
Position	Hours Per Week	Pay Wage	Bill Rate	Overtime/Holiday Rate	Annual Spend
Site Supervisor	40	\$22.00	\$30.36	\$45.54	\$63,148.80
Security Professionals	128	\$20.00	\$27.60	\$41.40	\$183,705.60
Total Security Hours Per Week	168				\$246,854.40
Average Pay Wage					\$20.48
Cumulative Bill Rate					\$28.26
Markup					1.38
Estimated Annual Holiday Cost					\$2,373.60
Based on the following 7 recognized holidays: New Year's Day, President's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, and Christmas Day					
Estimated Subtotal					\$249,228.00
Sales Tax	7.0%				\$17,445.96
Estimated Total Annual Cost					\$266,673.96
Estimated Total Monthly Cost					\$22,222.83
Estimated Total Weekly Cost					\$5,128.35
Direct Bill Items					
Heliaus					\$1,788.00
\$149.00 per month plus tax					
Includes guard management system, post order compliance with workflows and smartphone					

Wages

In today's labor market, the wage of the security professional is a significant variable in the quality of your program. It is essential that the right wage is offered in order to ensure a safe and secure environment, build stakeholder confidence and protect Grand Panama Beach Resort's brand.

401(k) Retirement Plan

Allied Universal[®] employees are eligible to enroll in our 401(k) retirement savings program anytime following six months of employment.

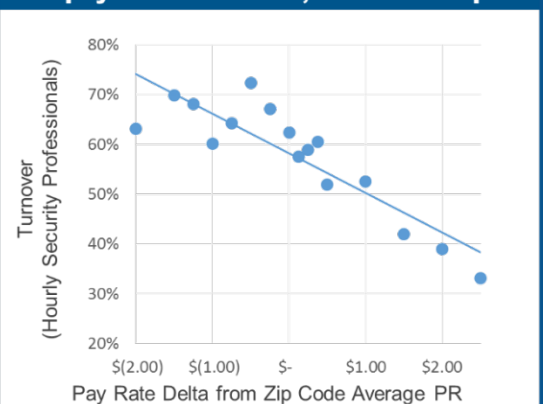
Proposed Holidays

Allied Universal[®] recognizes the following holidays:

- New Year's Day
- President's Day



As pay rates increase, turnover drops¹



1. Analysis based on all Allied Universal security jobs and all Allied Universal hourly Security Professionals (each data point on the chart represents the average turnover at approximately 1,200 jobs that have the corresponding P/R delta to the zip code average)
2. NOTE: Pay rates are compared to zip code averages because a nominal \$ pay rate (e.g. \$15.00) is substantially different in different geographic areas based on cost of living, average market-wide pay rates in the zip code, minimum wages, unionization, population density, and similar factors.

- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

All employees who work on a designated holiday will receive 1.5 times their wage rate for hours worked. Allied Universal® will invoice 1.5 times the hourly billing rate for hours worked on the designated holidays. Holiday billing may or may not be included in our annual budget estimate or standard billing rates.

Vacation

Regular full-time hourly employees (Security Professionals) will generally be eligible for paid vacation time based on their length of service (must average 35 hours per week to qualify). The standard vacation plan is accrued on a calendar year basis after reaching the first anniversary. Upon reaching the first anniversary, Security Professionals begin to accrue time and will be eligible for a pro-rated amount of vacation from their first anniversary date through the end of that calendar year. The following January, employees will be eligible for their full tier amount from 1/1 - 12/31. Tier Schedule: Paid vacation after one year of service (pro-rated); two weeks after three years and three weeks after eight years.

Overtime

Any requested security coverage outside of the contractual hours will be charged at the agreed upon Overtime rate.

Life Insurance

We provide Basic Life Insurance and Accidental Death and Dismemberment (AD&D) at no cost to the employee (\$10,000) and offer additional voluntary coverage of up to 5 times their salary to a maximum of \$500,000. Additional voluntary coverage is available for spouse, domestic partner, or dependent children.

Supplementary Insurance Programs

We provide employees an opportunity to enroll in a variety of insurance benefits including accident, critical illness, hospital and short and long-term disability insurance plans.

Billing Frequency and Payment Terms

Allied Universal® will invoice Grand Panama Beach Resort on a weekly basis for all scheduled services for the preceding weekly period (starting on Friday and ending the following Thursday) based upon the rates listed above. All invoices are due net 10 days.

Rate Increases

Billing rates will increase annually by 3% or by the percentage increase in certain agreed upon costs incurred by Allied Universal®, whichever is greater. Our rates during the term will be subject to adjustment to reflect any increases in our costs related to medical, welfare and other benefits and related costs, which may include, without limitations, costs incurred by Allied Universal® pursuant to applicable federal, state and/or local law, including without limitation Health Care Reform Legislation Costs.

NOTE:

Allied Universal® reserves the right to change, amend or terminate the benefits programs and its

options at any time.
Pricing of wages are valid for 30 days.

Appendix



HELIAUS® Software-as-a-Service (SaaS) Terms

These HELIAUS Software-as-a-Service Terms (these "Service Terms") are binding on each customer of Universal Protection Service, LP, a California limited partnership d/b/a Allied Universal Security Services ("Allied Universal") who has signed a services agreement (the "Agreement") with Allied Universal ("Client"). These HELIAUS Terms (together with the Agreement more generally) govern those certain services, pertaining to Allied Universal's HELIAUS Technology application which may include all or some of the HELIAUS Mobile and HELIAUS Portal components, and any related Equipment (as defined below) (collectively, the "HELIAUS Services"). These HELIAUS Terms may be modified by Allied Universal from time to time and are available at <https://www.aus.com/service-terms>, and any such modification shall take effect immediately upon the posting of the modified HELIAUS Terms (as the case may be) at such site or upon written notice to Client.

1. **HELIAUS SERVICES:** In consideration for Client's payment of all applicable fees and costs, Allied Universal grants Client a limited, non-exclusive, non-transferable, non-sublicensable right and license to use the HELIAUS Services during the subscription term for Client's internal business purposes according to the restrictions set forth in these Service Terms and the Agreement. Allied Universal hereby agrees at its expense to use commercially reasonable measures to provide to Client subject to these Service Terms and any scheduled downtime, force majeure event, or other event outside of Allied Universal's reasonable control. To the extent Client elects to obtain any Allied Universal smartphones or other hardware and/or equipment as may be set forth in a schedule to these Service Terms or as otherwise agreed to by the parties in writing (the "Equipment"), upon receipt Client accepts the Services and the Equipment as being in good and acceptable condition. Subject to the terms and conditions of these Service Terms, Client shall have a non-exclusive, non-transferable, revocable, limited subscription to access the HELIAUS Services for Client's internal use only.
 - 4.1. **PROPER USE:** Client shall only use HELIAUS Services in a careful and proper manner and will comply with all laws, rules, ordinances, statutes, orders, and instructions from Allied Universal regarding the use, maintenance, and storage thereof. Client shall keep the Equipment and HELIAUS Services free and clear of any liens or other encumbrances and promptly pay all taxes, fees, licenses and governmental charges, together with any penalties or interest thereon, relating to its possession or use of the Equipment or HELIAUS Services. Client agrees to secure and maintain during the subscription term, any permit or professional licenses that might be required, and Client acknowledges that the cost, if any, of the permit or license will be that of the Client, along with any additional charges that might be imposed.
2. **RESTRICTIONS:** Client shall not, and shall not permit any third party to: (i) modify or create any derivative works based on the HELIAUS Services or any portion thereof, or content stored thereto; (ii) reproduce the Services; (iii) sublicense, distribute, sell, lend, rent, lease, transfer, or grant any rights in or to all or any portion of the HELIAUS Services or provide access to the HELIAUS Services to third parties on a service bureau basis or otherwise; (iv) decompile, disassemble, reverse engineer, reverse assemble, analyze or otherwise examine, prepare derivative works of, modify, or attempt to derive source code from the HELIAUS Services, as applicable; (v) remove, modify, alter, destroy, or obscure any of the logos, trademarks, patent or copyright notices, confidentiality or proprietary legends or other notices or markings contained within the Services or content stored thereto; or (vi) use the HELIAUS Services or content stored thereto other than as provided herein, including as limited in **Attachment A**.
3. **HARDWARE:** It is further agreed that, with the exception of the Equipment, none of the associated hardware and/or other equipment associated with HELIAUS Services or used to access the HELIAUS Services, including, but not limited to, routers, networks, cell equipment, computers and/or devices, is owned by or the responsibility of Allied Universal.
4. **USE OF EQUIPMENT AND HELIAUS SERVICES:** Client shall be entitled to possession of the Equipment and the right to access the HELIAUS Services on the first day of the subscription term. At the expiration of the subscription term or upon termination, Client shall surrender the Equipment to Allied Universal by delivering the Equipment to Allied Universal or Allied Universal's agent in good condition and working order, ordinary wear and tear excepted, substantially as it was at the commencement of the HELIAUS Services (except for enhancements or other changes which may have been installed with Allied Universal's knowledge during the subscription term). In the event that Client does not access the HELIAUS Services within 30 days or at the expiration of the subscription term or upon termination, Client's right to access the HELIAUS Services shall immediately terminate, all rights granted hereunder will be immediately and automatically revoked, and all licenses are immediately revoked and void. In the event the Equipment is lost or damaged beyond repair and such loss or damage is not due to Allied Universal's negligence, Client shall pay to Allied Universal the replacement cost of the Equipment.
5. **ALLIED UNIVERSAL REPRESENTATIONS:** Allied Universal hereby represents and warrants to Client that (a) it has the ability to provide the HELIAUS Services as provided in these Service Terms, (b) it will, in the performance of these
 - 4.2. **CUSTOMIZATION:** If requested by Client and upon execution of a separate Consulting Agreement, Allied Universal may provide reasonable software customization services, data conversion services, data retrieval services, and additional reports ("Customization Services"). Such Customization Services shall be provided at Allied Universal's then-current standard rates, or as agreed in writing by Allied Universal and Client. Allied Universal will respond to such requests within a reasonable time after receipt of Client's written request. Allied Universal makes no representation that all requests for Customization Services can be honored.

Revision No. – 6
Revision Date – 4/15/2020

Service Terms, comply with all applicable federal, state, provincial, territorial, and local laws, rules, regulations, orders, and ordinances, and (c) the HELIAUS Services will conform in all material respects with any specifications agreed to by Allied Universal in writing. Allied Universal and/or Technical Provider reserve the right to make changes or improvements to the HELIAUS Services without notice to Client, subject to its business policies, technologies, practices, and procedures. Notwithstanding the foregoing, Allied Universal will not make changes which materially degrade the features or functionality of the HELIAUS Services without providing Client the ability to terminate these Service Terms.

6. **CUSTOMER REPRESENTATIONS:** Client hereby represents and warrants to Allied Universal that (a) access to the HELIAUS Services is solely for use in the conduct of Client's internal business, (b) Client will comply with all applicable federal, state, provincial, territorial, and local laws, rules, regulations, orders, and ordinances in its use of the HELIAUS Services, and (c) any data uploaded to the Equipment and/or HELIAUS Services will be done only after obtaining appropriate and legally required consents of such persons or parties required on behalf of both Client and Allied Universal.
7. **WARRANTY DISCLAIMER:** EXCEPT AS SET OUT HEREIN, ALLIED UNIVERSAL MAKES NO WARRANTIES, EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, AND SPECIFICALLY DISCLAIMS, ON ITS OWN BEHALF AND ON BEHALF OF THE TECHNICAL PROVIDERS ITS OTHER SUPPLIERS AND LICENSORS, ANY IMPLIED WARRANTIES OF NON-INFRINGEMENT, DATA LOSS, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. ALLIED UNIVERSAL DOES NOT WARRANT THAT THE HELIAUS SERVICES WILL MEET ALL OF CUSTOMER'S REQUIREMENTS OR THAT THE USE THEREOF WILL BE UNINTERRUPTED OR ERROR FREE. ALLIED UNIVERSAL DISCLAIMS ANY WARRANTY THAT THE HELIAUS SERVICES MAY NOT BE COMPROMISED OR CIRCUMVENTED OR WILL PREVENT ANY PERSONAL INJURY, BUSINESS LOSS, OR PROPERTY LOSS BY BURGLARY, ROBBERY, FIRE OR OTHERWISE. CLIENT ACKNOWLEDGES THE HELIAUS SERVICES ARE NOT INSURANCE OR GUARANTEES THAT SUCH WILL NOT OCCUR.
8. **DATA:** Data, including all information that identifies Client and/or contains PII (as defined below), collected or generated through Client's use of the HELIAUS Services involving post checks and GPS data (the "Tracking Data") and incident reporting and daily activity reports ("Reporting Data") shall be owned by Client. Notwithstanding the foregoing, Allied Universal will have the right to access the Tracking and Reporting Data at any time and retain a copy of such data upon termination of the Agreement and/or the Service Terms. Client shall be responsible for costs associated with and timely response to third party requests involving data protection regulations in connection with the collection, processing, disclosure, subject access requests, retention, and transfer of Reporting Data. All other information or data not specifically identified herein, regardless of whether Client may have access to such data, remains the property of Allied Universal or is assigned to Allied Universal. Allied Universal reserves the right to delete any stored Tracking Data from its systems after 120 days and any stored Reporting Data after 365 days have passed from the date on which the data was first generated, unless a separate written agreement has been entered into by the parties. Allied Universal makes no representation that all requests for storage beyond said timeframe can or will be honored. Allied Universal will respond to such requests within a reasonable time after receipt of Client's written request. Within 30 days of any expiration or termination of these Service Terms, Client shall have the right to obtain a copy of the stored Tracking and Reporting Data upon request to Allied Universal which data shall be provided in a format reasonably determined by Allied Universal.
9. **OWNERSHIP:** The HELIAUS Services are licensed, (and Equipment contained therein leased) to Client and not sold. As between the parties, the HELIAUS Services, along with any improvements, enhancements, inventions or derivative works made with respect thereto are and shall at all times be and remain the exclusive property of Allied Universal or the Technical Provider, even if installed in or attached to real property by Client. Except as expressly provided herein, Allied Universal or the Technical Provider shall retain all right, title, and interest in and to the Equipment and HELIAUS Services, including, but not limited to, all intellectual property rights therein.
10. **FEEDBACK:** Any ideas, suggestions, guidance, content, or other information disclosed by Client to Allied Universal or the Technical Provider related to the, HELIAUS Services and the Customization Services, and any intellectual property rights relating to the foregoing shall be collectively deemed "Feedback". Allied Universal shall own all Feedback, and Client agrees to assign and hereby assigns to Allied Universal all of its rights, title, and interest in and to such Feedback. To the extent that the foregoing assignment is ineffective for whatever reason, Client agrees to grant and hereby grants to Allied Universal a nonexclusive, perpetual, irrevocable, royalty free, worldwide license (with the right to grant and authorize sublicensees) to make, have made, use, import, offer for sale, sell, reproduce, distribute, modify, adapt, prepare derivative works of, display, perform and otherwise exploit such Feedback and derivatives thereof without restriction. Client agrees to promptly execute any documents prepared by Allied Universal consistent with this section.
11. **SEVERABILITY:** If any part or parts of these Service Terms shall be held unenforceable for any reason, the remainder of these Service Terms shall continue in full force and effect. If any court of competent jurisdiction deems any provision of these Service Terms invalid or unenforceable, and if limiting such provision would make the provision valid, then such provision shall be deemed to be construed as so limited.
12. **INDEMNIFICATION:** Except for damages, claims or losses due solely to Allied Universal's willful misconduct or grossly negligent acts, Client, to the fullest extent permitted by law, will indemnify, defend, and hold Allied Universal, free and harmless from any liability for fees, costs (including attorney's fees and costs), losses, claims, damages, judgments, settlements or penalties, arising from: (i) injury to or death of any person, damage to property; (ii) Client's failure to comply with any applicable laws or regulations, including, but not limited to, data privacy obligations; or (iii) Client's breach of the Service Terms or the Agreement. Allied Universal agrees to indemnify and hold Client and Client's property, free and harmless from any liability for losses or claims arising from or relating to any third party claim or allegation that the HELIAUS Services infringe, violate, or misappropriate any valid U.S. patents, registered copyrights and registered trademarks. Allied Universal shall have no indemnity obligations hereunder to the extent any infringement claim was caused in whole or in part by the combination of any of the HELIAUS Services, or any portion thereof, with any products, services, or other item of Client or any third party. Should the HELIAUS Services or any part thereof become, or in Allied Universal's opinion be likely to become, the subject of any claim of infringement, Allied Universal shall, at its option, either: (1) obtain for Client the right to continue using the HELIAUS Services; (2) replace or modify the affected portion of the HELIAUS Services so that the use thereof becomes non-infringing or otherwise lawful; or (3) terminate these Service Terms and refund to Client any prepaid but unused fees as of the date of termination. Client hereby waives all right of subrogation against Allied Universal and Allied Universal's insurance carrier, if any, and agrees to carry its own insurance for general commercial liability, cyber and privacy claims, personal injury and property damage. Said liability policy shall be sufficient to fulfill its indemnification and defense obligations hereunder. Allied Universal agrees to maintain sufficient insurance coverage to cover its obligations hereunder and such coverage expressly applies and overwrites any insurance and indemnification requirements in the Agreement as they relate to the HELIAUS Services and Client shall look only to this provision in relation to the HELIAUS Services.
13. **NO ADDITIONAL INSURED:** Client hereby waives and releases Allied Universal from any and all requirements or obligations that Client or any other party, now or in the future, be named or included as an "additional insured" as it relates to these HELIAUS Services.
14. **BINDING EFFECT:** The covenants and conditions contained in these Service Terms shall apply to and bind Allied Universal and Client and the heirs, legal representatives, successors and permitted assigns of Allied Universal and Client. These Service Terms shall survive termination or expiration of the HELIAUS Services.
15. **CONFIDENTIAL MATERIAL:** Both parties expressly acknowledge and agree that they have a responsibility under the law to keep Personally Identifiable Information ("PII") private and confidential. Both parties acknowledge that the PII constitutes Confidential Information and neither party shall in any way possess or shall gain possession of any ownership or other proprietary rights with respect to such PII that they had not previously held. Both Allied Universal and Client acknowledge and understand that PII may be subject to the subscriber privacy protections set forth in any data security and privacy laws. Both parties agree that they shall use such information in strict compliance all applicable laws governing the use, collection, disclosure and storage of such information.