

Intervention Group, Inc.
8105 Edgewater Drive, Suite 120
Oakland, California 94621
(877) 272-8765



PREVENTION THROUGH INTERVENTION

COMPANY HISTORY AND ORGANIZATION

Intervention Group, Inc. was established 2005 and is an Oakland- based and minority-owned small business. Tonya Montalvo is the Owner and CEO and Nathan Cook is the General Manager. Together they merged over 25 years' experience in safety, security, patrol, protection services and corporate loss and prevention provided to individuals, residential communities, small business as well as large corporate clients. IGI's exceptional reputation and efficacy brings both seasoned personnel wishing to join IGI as well as high praise from clients.

Tonya Montalvo was both a partner and armed security officer in 1999 when Intervention Agency was established. She worked at the Acorn Project and other high-risk properties as well as maintained responsibility for the company expansion; in 2005, she bought out her partner. Currently Ms. Montalvo oversees the Administrative Branch of IGI but maintains her hand on the pulse of day-to-day field operations.

Nathan Cook joined IGI in 2009. The pace of IGI growth necessitated Ms. Montalvo to recruit a General Manager to oversee in-field operations and new contracts. Mr. Cook's background includes organizational structuring, marketing, supervision, compliance, creation/ implementation of corporate policies and procedures, loss management and prevention and internal quality control and theft prevention. His corporate experiences lent themselves to establishment of his own company, Urban Marketing Channels.

Ms. Montalvo and Mr. Cook are both Oakland residents with extended family that keeps delivery of security services professional but personal and genuine. Each shares the desire to hire Oakland as well as serve Oakland. They are highly motivated to maintain "above and beyond" services which translate into effective and demonstrated success as well as well-earned, exceptional references. Their practice of strong personal ethics, courtesy, respect and integrity is shared with clients and personnel alike.

IGI has provided services to over 100 clients and continues to attract new clients on a regular basis. IGI client list is diverse, both in requirements of service and risk as well as location. IGI active contracts include 50 patrol and 20 standing post contracts.

In addition to the hands-on management of Ms. Montalvo and Mr. Cook, IGI has three supervisors responsible for immediate client response, staffing, scheduling and are active in the field:

Ed Sandoval – Patrol Supervisor (10 years’ service)

Joe Fleming – Standing Post Supervisor (8 years’ service)

Ken Hardware – Static Patrol Supervisor, (6 years’ service)

Our Quality Control Manager, Jamila Sherman, has been with Intervention for 12 years and is responsible for maintaining patrol officer credential validation, updating DMV and insurance records, billing and other administrative duties.

MANAGEMENT APPROACH/COMPANY MANAGEMENT

Both Ms. Montalvo and Mr. Cook are hands-on managers and respect and encourage day-to-day communication with all personnel. There is an open-door policy and all staff is encouraged to participate in IGI growth with suggestions and feedback in all areas from improvement of delivery of services as well as internal operations. Respect and appreciation is routinely given and acknowledged.

Supervisors are also hands-on and in and out of the field. Shift communications are regular between Staff and Supervisors and daily shift reports are required and weekly meetings are held to review service levels and client satisfaction.

All officers report directly to Shift Supervisors but have the option to report directly to the CEO or GM at all times. Supervisors are required to immediately provide Incident Report information to management.

IGI maintains a mutually respectful relationship with OPD Area Commanders, Beat Officers and Problem Solving Officers. IGI communicates regularly with OPD in exchange of information and reports. Additionally, IGI is currently awaiting installation and training of OPD radios.

IGI services areas throughout Oakland. In addition to contracts with multi-living properties and commercial clients, residential communities currently include five neighborhoods in close proximity to King Estates. We are currently “in process” with multiple Oakland residential neighborhoods.

PERSONNEL TRAINING AND DEVELOPMENT

In addition to the management and supervisory staff listed, IGI has a roster including:

40 patrol officers with service years ranging from 2 to 15

60 static officers with services years ranging from 1 to 10 years

40 standing patrol officers with service experience 0-2 months (training) to 4 years

IGI prides itself in providing an exceptional level of training as well as promotional opportunities. All new hires, regardless of employment history, must successfully complete IGI 60-day training including in-class (business and professions code, power to arrest, policies and procedures in place to ensure officers follow 3-step process of Deter, Detect and Deny as per Bureau of Security and Investigative Services), field ride-along as well as shadow static patrol. All new hires must achieve and maintain active Guard Card status. Initial assignments are in standing patrol with opportunity for promotion into static and roaming patrol.

While IGI attends job fairs and safety seminars, our management style, reputation and rate of pay is such that the majority of new hires are referrals or professionals contacting IGS from existing safety and security professions.

Of 100 applicants, only 4 to 5 candidates qualify to enter our training program. All new hires are checked through Department of Justice, Bureau of Investigative Services, DMV (with quarterly driving checks), drug screening and thorough background and reference checks.

IGI places a high value on initial and on-going training and has retained an impressive Training Facilitator to ensure not only the highest level of training, but affirmation of new-hire ability and IGI fit. Robert Harvey conducted firearm and powers of arrest training from 2005 to 2008; in 2008, Mr. Harvey became IGI Training Facilitator and assumed all training responsibilities.

Mr. Harvey's qualifications include 28 years in safety and security including management and training experience as Contract Manager for GSA/Homeland Security, NRA Handgun Instruction, CA Licensed Firearm Instructor and First Responder Training. Mr. Harvey managed two federal security contracts under GSA.

Since 2007, Mr. Harvey has also been employed by Mills College as their Public Safety Lead Officer, First Responder and Field Training Officer. He also teaches and field-trains Security Officer/Guards within the Public Safety Department for Mills College.

Because IGI is the first response agent for clients, it is paramount to identify officers having the sophistication to know the power of observation in preventing crime, understanding the importance of approach and having the image that is very public friendly. IGI officers are also set apart in understanding at no time are they performing enforcement of the law, but controlling property and area based on laws and as bound by contract rules.

IGI training includes Patrol/Security Guard training, fire arms training and recertification, powers of arrest, batons and chemical agent training all in accordance with BSIS training manuals. Other training includes public contact, customer interaction, crowd control, public relations, and internal and external communication for effective patrol and backup awareness. While martial arts and advanced defensive tactics are not included in IGI training, some officers have trained on their own.

IGI conducts, at minimum, eight hours of training each year as per BSIS requirements.

Unarmed officers carry de-escalation of force options including batons and pepper spray. Internal training includes effective and appropriate application of same. It is our procedure to approach reported or questionable persons or vehicles with a professional, friendly approach without being confrontational. IGI officers are trained to intervene, not just observe and report, in situations requiring emergency response.

IGI officers patrol in Intervention-detailed, black vehicles and the cars themselves act as a deterrent. All officers are required to wear uniforms and maintain a professional appearance and bearing and are provided with 2-way radios, recording devices and other emergency equipment and are backed by 24-hours assistance.

IGI attrition is negligible. In the past year, one patrol officer requested reduced-hours upon acceptance to the SFPD training academy and one static officer resigned after also being accepted into the SFPD train academy. In the past year, IGI terminated zero officers; in the previous year, IGI terminated one officer for failure to perform to IGI standards.

QUALITY MANAGEMENT

All levels of management are interactive with officers to maintain a sense of their direct effectiveness (both on assignment and to the success of IGI) based on their feedback on occurrences and observations on the job. In addition, client feedback is paramount to officer commitment, performance and adherence to IGI policies and procedures. Client and customer service along with safety and security are of equal importance in our delivery of service and both must be maintained at a level of high expectation.

All IGI officers on assignment are contacted via radio or drive-by by supervisors on each shift. All IGI officers are provided written evaluations on a quarterly on overall basis as well as immediate response to issues or concerns. Especially important to our officers is the positive reinforcement and acknowledgement of jobs well done.

Our officers join IGI clearly understanding promotional opportunities based on performance. IGI pay structures are the highest in the industry and also receive semi-annual bonuses based on performance of officer and IGI growth. The majority of IGI patrol personnel are retired and they have retained their own benefit packages. All officers are granted great flexibility in work schedules or time off.

VALUE ADDED FEATURES

IGI will name each contracted homeowner or homeowner association as Additional Insured on the IGI insurance policy.

IGI success is dependent on IGI officers becoming a part of the community, eventually coming to meet all homeowners and having awareness with associations as to individuals/families with their homes and vehicles. It takes time and consistency to become part of the fabric of a community and establish a trusted relationship, but it is our goal for officers to have awareness as to not only what they see, but what they do not as well. A limited number of patrol officers will be assigned to each community, thereby assuring homeowner comfort and safety in seeing the same faces and encouraging the development of relationships. Identification of assigned officers will be proffered upon award of contract.

IGI patrols some of the most high-risk areas in Oakland for high-risk clients. IGI has successfully performed at these properties including deterrence, intervention and custody. This success translates as a benefit to your community in that the criminal element recognizes IGI signs and vehicles, adding another layer of deterrence.

IGI vehicles are provided in the delivery of services, inclusive of tactical strategies, at no additional charge.

INSURANCE

IGI has not filed a claim nor have any IGI clients filed a claim to date. We maintain high levels insurance with the added benefit of adding clients as Named Insured.

IMPLEMENTATION/PROMOTION

Upon determination of mutual interest, IGI Officers and the General Manager will through your area to determine probable and best patrol strategies and develop a Proposal. Upon successful contractual enrollment, implementation of services could be immediate due to our awareness and familiarity with the area as well as our nearby contracted presence.

IGI can provide information flyers and be available for community meetings to elevate the comfort level and interest of homeowners. It is our experience that as IGI Officers drive through an area and make personal contacts, homeowner interest in each other and their community increases.

Nathan Cook's email address and personal cell phone number will be attached to all announcements so that homeowner questions not answered via flyers or meeting attendance can be addressed individually.

ADDITIONAL INFORMATION

Intervention Group offers various levels of service, or combinations thereof, depending on criminal activity as well as conditions affecting the immediate surrounding areas that may encroach into our protected area. Intervention Group strategic planning is customized to each community but may include:

Roaming Patrol: A marked security vehicle with a uniformed officer (armed or unarmed) will drive through the defined property as detailed by Contract. To avoid an obvious pattern to outsiders, these patrols will be random.

Static Patrol: A marked security vehicle with a uniformed security officer (armed or unarmed) will be stationed at a designated area during the times set on a daily basis. This officer will be strictly dedicated to the Contract area to assist in security issues that occur at that property. The officer may also provide drive-through and walk-through security checks.

Intervention Group can provide static patrols immediately in 30-day increments should your community require such a response.

Vacation Watch: When homeowners are absent for more than 48 hours, Intervention Group will provide additional time and attention to individual homes and officers may walk around a vacation-registered home to check for forced entry or damage.

Home Alarm Response: Homeowners have the option to list Intervention Group as a contact with alarm companies. If an alarm occurs during contracted hours, it is our experience that Intervention Group is first response and may save

homeowners the expense of an OPD-issued false alarm assessment. Intervention Group officers will inspect for damage and/or intrusion, respond appropriately and contact homeowner. In some cases, homeowners may save money by choosing this option.

Reports: Monthly activity reports will be prepared and sent to designated contact. In addition, Incident Reports will be completed and sent within 24 hours for any occurrence that we believe necessitates the immediate awareness of the client.



/s/

Nathan Cook
General Manager
Intervention Group, Inc.
(510) 502-9653 (cell)