



## New Security Provider for Highland Creek

Highland Creek Community Association is pleased to introduce Universal Protection Service as the new provider of combined security and covenant services to our residents, effective as January 1, 2014. The selection of Universal Protection Service concluded a lengthy screening process that lasted nearly nine months. During this period of time the Board of Directors received numerous proposals, and finally selected a group of four competitive offerors seeking the best valued opportunity, in the best interest of our community; not the cheapest option. Please note that one of the primary selection criteria – among technical capability, and business reputation – was “employee-centric culture” in other words the ability of a given company to treat its employees as their main resource. Particular care was paid to select companies that treat their employees well, offer good compensation and most of all benefits in the form of 401K, and good health and dental insurance. Companies that showed a desire to provide “cheaper” options at the expense of an unhappy workforce were considered as undesirable, even if in the end they would have provided an apparent cost savings.

Founded in 1965, Universal Protection Service currently is the 5th largest provider of Professional Security Services

in the U.S., and the largest privately held security Services Company in the U.S. with over 65,000 employees. The company has grown organically through the years by means of strategic acquisitions, customer retention and business augmentation. Universal Protection Service has gained substantial experience with gated communities over the years, and it is well positioned to serve our community with increased service quality. In addition, its East Coast Division Headquarters is located in Charlotte, NC; currently in Dilworth, and moving to a much larger facility on Tyvola Road in South Park in the near future.

Universal Protection Service brings novel technology and efficient work methods to our community. This results in 24/7 coverage with combined security and covenant services, and projected annual savings. The transition from services disbursed by Securitas Security Services to those provided by Universal Protection Service took place on December 27, 2013. To the eye of our community, the change should be virtually unnoticeable; the phone number to reach security has not changed and marked vehicles will be on the roads with uniformed security employees. Most changes are unnoticeable because they are hinged on technology. Cars and security officers are wired and GPS connected/trackable

(Real Time 24/7 GPS Tracking). Events are recorded and data is made available in real time to authorized community representatives. When available to our Community, Universal Protection Service will be able to tap and use the new network of cameras, and intrusion + fire sensors and therefore enhance their capability to protect our property.

In closing, we would like to remind Highland Creek Residents that Universal Protection Service serves the scope of protecting our property and it is not a replacement of Police Forces. We encourage you to call the Police anytime questionable activity is observed in your neighborhood. If you do not feel a 911 call is in order, please call the station’s non-emergency line (311 in Charlotte or 704-786-9155 in Concord) and speak with an officer. Traffic violations such as cars parked illegally or blocking sidewalks and general ordinance enforcement can be addressed with a simple phone call, and the call can be anonymous.

Sincerely,

Paolo Batoni Ph.D. E.E.  
Board Liaison to Security Committee  
On Behalf of the Board of Directors