

*Mission & Capabilities  
Presentation*



# Origins & Culture

- Beginning in 2003, Falken has been servicing sensitive US government and intelligence community missions which require extreme discretion and a high bias towards operational security
- Headquartered in Manassas, Virginia, we offer additional regional support in Warrenton, Virginia, San Antonio Texas, Virgin Islands, Puerto Rico, and Eastern Europe
- Falken's NEST training center, based in San Antonio, Texas, is dedicated to best-in-class training for firearms, security officers, Construction Surveillance Technicians (CST,) and many other federally accredited courses
- We are currently licensed and bonded to provide armed and unarmed security services in numerous states to include Texas, Maryland, Colorado, Washington and Virginia.
- Falken maintains a dedicated training staff focused on real-time security operations at commercial, federal and state facilities.
- We have made no compromises in our efforts to capture the industry's top cleared and trained performers who are ready to execute all Customer physical security and training functions on day one with zero lag or churn
- With a *mission focus* culture, Falken Industries is a model for efficiency, rich past performance, and innovation

# US Government & Affiliates

- Falken is a broad-scope security service provider with successful Intelligence Community past performance
- As a certified small business, our IC vendor associations include FEMA, DIA, DOA, FBI and many other intelligence community partners to include JWCC/AWS Sponsor groups
- We are proud to offer in-depth US Government process knowledge to include escalation path protocols, resolution tempo expectations, accreditation challenges, and refined stakeholder interface
- Additionally, Falken Industries is a trusted US Government IC vendor free of any Foreign Ownership, Control or Influence (FOCI) and holds current top secret Government Facility Clearance status
- For two decades Falken has been called upon by our intelligence community partners to solve immediate complex problems with only a verbal agreement with which to commit company resources
- At Falken, the mission takes precedence and we do not hesitate to act
- In short, we maintain a posture of urgency that is appropriate for critical national security-related missions.

# Foundation

- Founded and staffed by former law enforcement, military and/or intelligence officers, Falken has grown to become a trusted global security service and training provider
- In addition to Secure Space Construction support, Falken provides services in high-threat environments addressing counter-narcotics, Force Protection, and organized crime matters
- All Falken personnel have undergone comprehensive risk-reducing background investigations and peer vetting
- Falken is committed to continually educating our teams on best-in-class construction security methods, tradecraft and customer-facing refinement

# Technical Innovation Offerings

Falken is a data-driven organization, continually analyzing mission-critical metrics to improve operational processes, including personnel, site management, and training

Falken embraces high standards by leveraging technology solutions that both automate and integrate seamlessly. These proprietary tools are collectively referred to as the Falken *Solution Suite* and are an integral contract management aspect within Falken

Found throughout the Falken management template, the *Solution Suite* is the cornerstone of our management and KPI analytics-driven performance culture. The Solution Suite will be adjusted to seamlessly integrate with *Company* requirements

# Falken Solution Suite

## Paychex

- [Paychex](#) software platform fully integrates HR, payroll/billing, quality control and scheduling functions into a single interface on portable devices, such as tablets, smart phones or PCs/Laptops
- Falken utilizes *Paychex* modules for scheduling, post verification reporting, financial management, operations, logistics and human resources
- *Paychex* provides tools for guard force scheduling, training, certification timelines, and any dependent rhythm-of-business requirements, thus reducing operational risk and ensuring uncompromised contract performance.

# Solution Suite

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## eHub

- Utilization of *Paychex* in the field for quality control and scheduling, *eHub* offers a secure, 120-bit encrypted online portal that can be accessed on tablets, smart phones or PCs
- *eHub* allows *Paychex* access through a user-friendly interface. Each employee will have access to their own account portal to view pay stubs, post schedules, training requirements, as well as Falken's policy and employee handbooks
- Site Management will be provided deeper access for scheduling tasks; managing critical notifications and conducting self-inspections and performance audits.

# Technology Toolkit



- As an added value to enhance the mission processes and supporting data analysis, Falken CSTs and managers are furnished with tablets equipped with a robust software menu designed expressly our valued Customer's program support
- Falken Employees may then utilize paperless, tablet-born applications to collect and manage performance metrics such as inspection checklists, incident reports, alarm response escalations and run-book references
- By automating the performance data process, Customer and Guard Force managers may quickly analyze and mitigate deficiencies while initiating the applicable escalation path for expedited investigation and resolution

# Technology Toolkit

## ❖ Learning Management System

Falken Industries incorporates a robust [LMS](#) training menu for all employees. Customer security team managers will have the ability to access the LMS portal on their personal device, as well as directly through Falken's PMO

## ❖ Thinkific

Falken offers a multifaceted iOS-based training management tool designed to train or certify Falken personnel on any mandated Customer requirements. The [Thinkific](#) software suite provides seamless access to any contract-related training, as well a way to generate KPI presentations

## ❖ Accredible

Falken maintains a robust industry-wide credibility and training presence by offering our certification recipients a globally recognized digital credential. Through a collaboration between Falken LMS, the NEST© and Training Division, the [Accredible](#) digital credential allows for an incorruptible, and instantly verifiable, certification, demonstrating successful completion of any of Falken's training and and certification offerings

## ❖ Fastfield

Offering state-of-the-art CST build documentation and information management, Falken offers a tablet-born [Fastfield](#) documentation methodology. This system enables collection and seamless transfer of CST photographs and notes, followed by a post up-load hard purge

# Audits & Quality Control

- ❖ To ensure Customer performance standards are met, Falken offers a Quality Control (QC) Division that is managed by a Training & Compliance Manager (TCM)
- ❖ The TCM is responsible for contract compliance measures with focus on workplace safety and process improvements
- ❖ The TCM oversees a team of business integrated QC personnel tasked with performance assessments, contract compliance audits, and customer/vendor performance expectations

## **Falken performance audit offerings:**

1. Access Control
2. Full Inspection
3. Process
4. Badging Records
5. Training
6. Quarterly Business Review

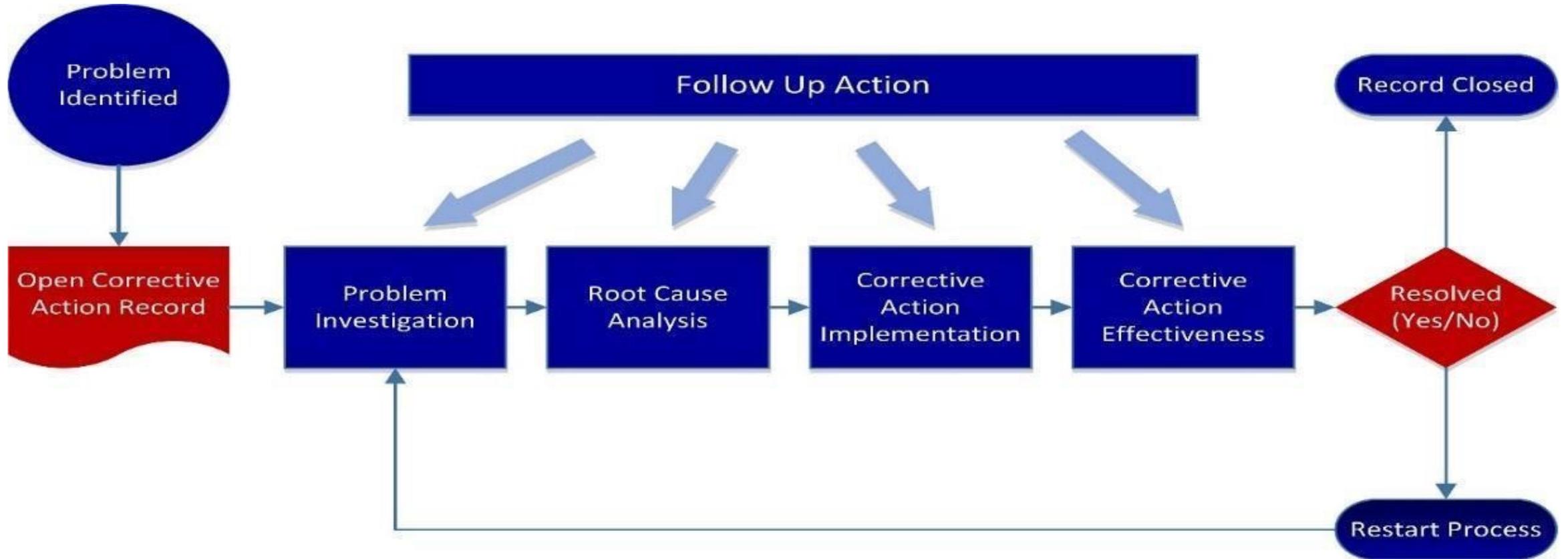
# Total Quality Management

- ❖ Personnel management challenges can be mitigated or corrected through quality job training and performance tracking tools
- ❖ The Westinghouse DoE [Total Quality Management System](#) is the cornerstone of the Falken continuous training model. For the site security officer staff, this training is an integral part of daily rhythm-of-business for qualitative security operations management.

**Included in the list of offered training topics are:**

1. Workplace Safety
2. Insider Threat Awareness
3. Data Bearing Device Awareness
4. Employee Screening
5. CCTV/Alarm
6. System, Secure Space Management
7. Document Control

# Falken Corrective Action Process



# Security Management & Position Responsibilities

**Falken offers our valued Customers the following staffing and support formula:**

1. Executive Oversight/Support (Corporate)
2. Quality Assurance and Control (Corporate)
3. Training and Compliance Manager (Corporate)
4. Quality Control Managers (Corporate)
5. Financial and Customer Portal PM (Corporate)
6. Equipment/Logistics Manager (Corporate)
7. Regional Management
8. Site Security Management
9. Access Control Guard
10. Construction Surveillance Technician (CST)

# Falken Daily Performance Scope

- a. Access Control, Supervisory, and CST
- b. Visitor management, site access badge management
- c. Training and Compliance Management to oversee all training processes and reporting procedures
- d. Execute all Customer/Contract on-boarding requirements prior to employment offer
- e. Give aid to site personnel and first responders in the event of on or near-site emergencies.
- f. Engage the prescribed escalation path for all security events
- g. Monitor electronic systems including access control, alarms, CCTV, communication equipment
- h. Ensure the safety of program personnel and reduce the occurrence of incidents through effective
- i. Operational policy and supporting technology
- j. Provide accurate and timely documentation of all contract daily rhythm-of-business tasks
- k. Ensure accurate shift pass-down reporting is executed for each shift change

# Illegal Drug Screen Policy

- Falken employees must complete and pass medical drug screening prior to beginning work
- While completing the onboarding process and initial training, they must also sign an acknowledgement of Falken's random drug screening policy which dictates that all personnel on contract will be 'randomly' screened twice a year
- Our drug testing policy is then reinforced during annual refresher training. The Falken drug testing policy mirrors Intelligence Community regulations and accepted practices. Falken enforces a zero-tolerance policy on illegal drug usage
- Falken is partnered with numerous certified drug screening laboratories with exam results are forwarded to the HR department for analysis and actions
- A candidate who fails the initial drug screening is disqualified from employment candidacy
- Falken offers the [Cozart® Drug Detection System](#) (DDS®) that utilizes saliva to look for signs of six different drugs, including heroin, crack/cocaine, and methamphetamine. Cozart can be easily administered onsite and is produced by two leading European pharmaceutical companies: Concateno Plc. and Merck KGaA
- Any employee found with traces of drugs in their system or on their persons will be removed from the contract immediately

# Performance Metrics & Review Methods

## Earned Value Management

- ❖ Falken's Earned Value Management System (EVMS) generates deliverables based on Customer contract guidelines
- ❖ Falken implements, operates, and maintains a scalable, risk and performance-based Quality Control Plan (QCP)
- ❖ The QCP complies with policies, procedures and guidelines described in the references below (collectively, they capture industry best practices)
  - a. ANSI/EIA Standard 748B for Earned Value Management Systems
  - b. ISO 9001:2008 Quality management systems Requirements
  - c. National Defense Industrial Association (NDIA) Program Management Systems Committee
  - d. (PMSC) Earned Value Management Systems Application Guide
  - e. Performance Based Earned Value (PBEV®)
  - f. Earned Schedule (ESTM)

# Performance Metrics & Review Methods (Continued)

Falken defines and integrates technical, schedule, and cost performance baselines into a single integrated *Performance Measurement Baseline (PMB)*

## ***Variance Analysis Reports***

- ✓ Prepared by Site Security Management and submitted to Customer management if performance varies by more than plus or minus five (5) percent from the PMB

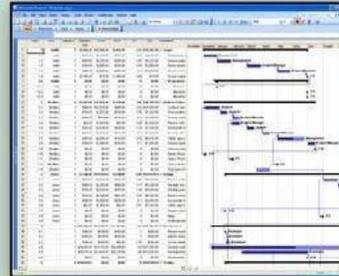
## ***Corrective Action Plans***

- ✓ Prepared by Site Management and submitted to Customer Management if performance varies by more than plus or minus ten (10) percent from the PMB
- ✓ Falken offers a combination [ANSI/EIA 748B Standard for Earned Value Management System \(EVMS\)](#) principals and the *ISO 9001:2008 Standard for a Quality Management*
- ✓ These tools assist Falken in maintaining a stringent fiscal responsibility profile, while guaranteeing that Customer contract objectives are met

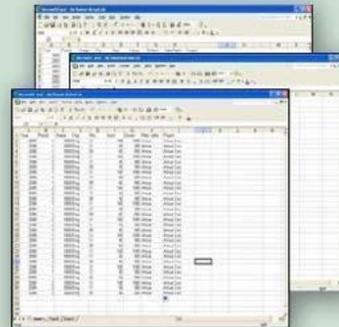
# Earned Value Management System

## PLAN-EXECUTE

### MICROSOFT OFFICE PROJECT



### FINANCIAL SYSTEMS



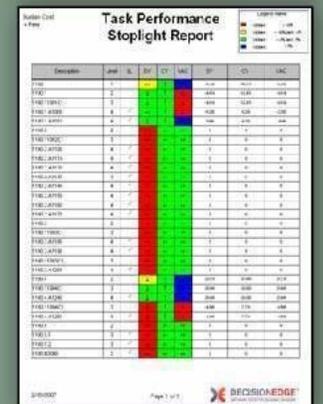
## MEASURE-UNDERSTAND

### EARNED VALUE MANAGER



## COMMUNICATE

### ANALYSIS REPORTS AND ASSESSMENTS



# Contract Start/Transition Plan

- ❖ Falken will form a Contract Transition/Kick-off Team that consists of an Executive Transition Manager, Regional Manager, and Transition Action Group (TAG)
- ❖ Falken offers establishment of key milestones using a detailed, three-phase approach
- ❖ Contract start typically incorporates a 30-day timeline to establish milestones in a Key Events Matrix to ensure 100% Contract adherence
- ❖ Falken Security Team members are salaried employees who enjoy an industry leading compensation package and are governed by a robust Non-Compete Clause and Non-Disclosure Agreement
- ❖ These measures ensure a high degree of staff loyalty and minimal attrition which translates into staffing gap mitigation for our valued Customers
- ❖ Falken's dual role cross-training template, coupled with in-house training and certification practices, bring a capability menu to our Customers that stands alone

# Security Staff Recruiting

- ✓ Falken Corporate Offices are staffed with Customer exclusive recruiters who work in conjunction with Falken site management to fill all open positions
- ✓ The SSM is responsible for initiating communications with recruitment staff when there is a vacancy – this notification triggers the recruiting process
- ✓ Falken has the highest employee retention rate of any security agency and was awarded *Number One Small Business in 2016* by the Washington Post.
- ✓ Falken has earned an industry reputation for above-average salary and benefits, world-class training, and for fostering a culture of process decision inclusion and ownership regardless of job designation.

In 2018 Falken was awarded a *TOP 10 Workplaces Nationally* by The Washington Post. Each of these awards were based on employee satisfaction, compensation/benefits, work-life balance and career advancement

## 1. Falken Industries

**Founded:** 2003

**Sector:** Security and protection

**Headquarters:** Virginia

**Local Employees:** 70

**Total employees:** 120

**Locations in D.C. area:** 60

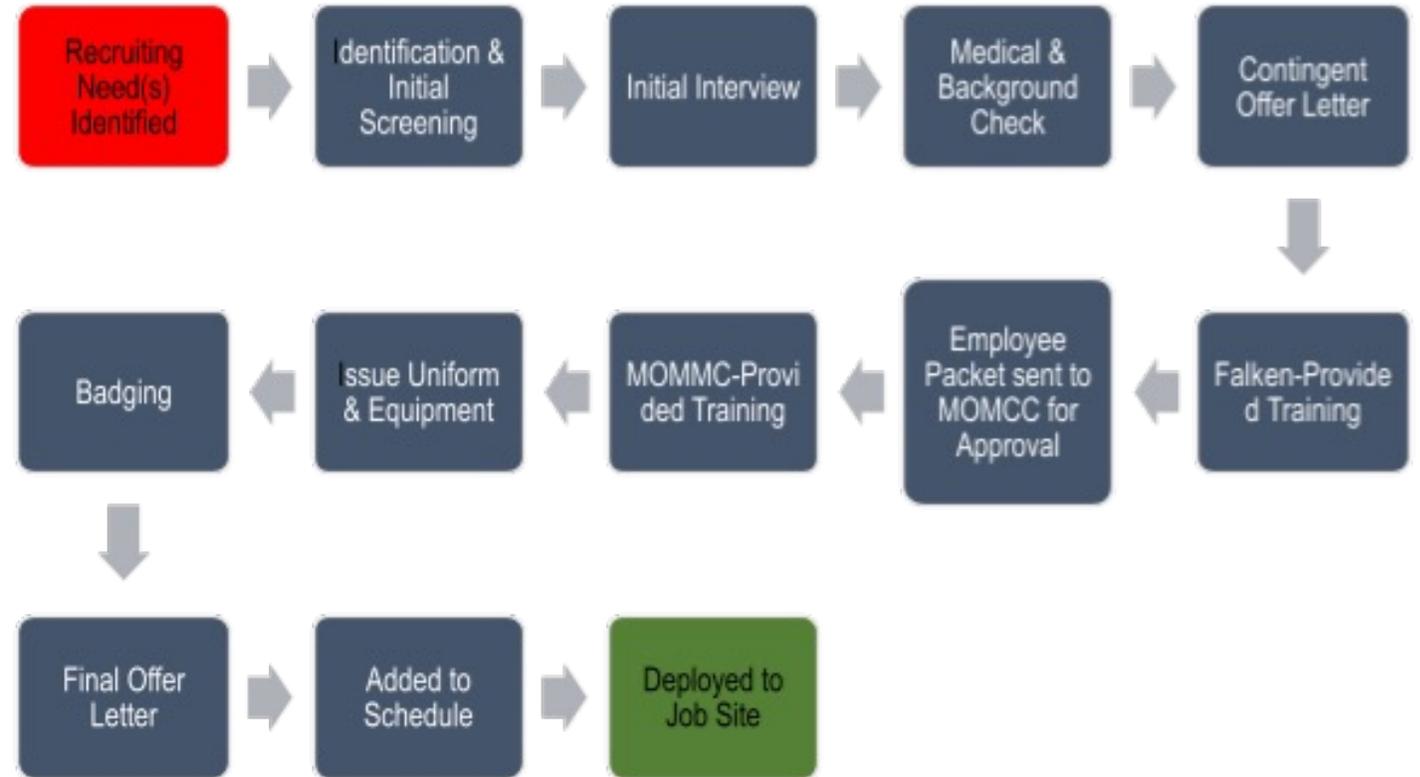
<http://falken.us>

Most of Falken's employees are veterans who have recently returned home. The company sells security guard services for government and commercial buildings, and typically functions as a transition point for veterans who eventually will move on to something else. "Usually this is their first civilian job out of the military," chief executive Robert Ord said. "We've structured the entire company around that transitioning force." Some come to the company in dire situations, but Ord finds ways to make it work. He says he has had many employees who were homeless when he hired them. He let one veteran live at the office after learning he had no place to stay. For those pursuing a degree, it's usually okay to study on the job, Ord says. And a lot of people come back after they find employment elsewhere, earning extra money as a security guard a few nights a week to supplement a full-time career.

# Recruiting

- ✓ Falken currently employs over 1000 security professionals globally
- ✓ Falken brings rich expertise forecasting future program requirements, taking necessary actions to meet Customer needs far in advance of contract changes or award
- ✓ While this approach generates business risk for Falken, such risks are often necessary to meet mission-critical requirements

The adjacent graphic demonstrates how this process utilized to identify, recruit, vet, train and onboard our current armed and unarmed officers.



# Guard Candidate Identification

## **Falken Staffing Policy**

- Centered on hiring the best available talent through a continuous recruitment and candidate identification process, Falken offers its employees a robust candidate referral incentive, paid once the Candidate reaches their first 90-day milestone
- Our objective is to reduce overtime and operational risks by ensuring posts are filled by qualified officers

## **Falken utilizes four avenues for candidacy identification:**

1. Falken may draw from its roster of resumes compiled through ongoing recruiting efforts. Candidate resumes have been vetted through formal and informal networks
2. Falken utilizes advertising space on a variety of enterprise platforms, websites, and radio spots to announce opening
3. Advertisements will only reference *security positions at fixed site locations*, never the customer's identity or specific work locations
4. Falken will rely on professional networks to include veteran's organizations, Program Management Institute socials, industry workshops, cleared job fairs and a robust referral incentive for Falken employees
5. Focus on military veteran recruitment enables us to quickly screen candidate personnel through their DD-214, security clearances, and other military documents

# Falken Candidate Criteria

## **Pre-Employment Criteria**

1. 21 years of age
2. Military, law enforcement and/or previous physical security officer experience
3. No prior criminal activity
4. Valid driver's license
5. High School diploma or GED equivalency
6. Physical fitness

## **Background checks, medical screening, and training ability**

Comprehensive suitability screening ensures candidates are able to meet contractual requirements and successfully complete any onboarding packages, including the Individual Qualification Checklist (IQC), clearance verification through DISS, and US citizenship verification when required

# Dedicated Training Facilities

- ✓ Falken owns and operates NEST, an 80-acre accredited security training center.
- ✓ Based outside of San Antonio, Texas, this modern state-of-the-art facility offers instruction in the following areas:
  1. Security Officer best practices
  2. Firearms and firearms safety
  3. Construction Surveillance Technician bootcamp
  4. Medical first aid and CPR/AED certifications
  5. Basic Level IAHSST training and Certified Healthcare Security Officer (CHSO)



# Training at NEST

Our State and Federally approved curriculums are accepted by the following organizations:

- US Department of State
- Federal Protective Services
- Department of Homeland Security
- Intelligence Community

Falken employs a team of full-time instructors led by world class training experts from Naval Special Warfare (SEAL Teams), US Army Special Forces, US Marines MARSOC and others

NEST Managing Instructor: *Steven Bailey- Master Chief Ret.*  
*US Navy SEAL Teams*

Nest Advanced Training Content			
Risk Management	Access Control	Perimeter Security	Security Design
Guard Force Management	Protective Lighting	CCTV	Intrusion Detection Systems
IED	Threat Assessment	Cyber Threats	Security in Depth
SCIF Management	ICD 705/706	Blueprint Reading	Electronic Security
Critical Incident Response	Advancing Professionalism	Insider Threat Awareness	Counter Terrorism

# Basic Guard Officer Training Snapshot

## Functional Duty Training

*All Contracted Guard Officers will have completed the BOT prior to starting work*

Title	Course Description
Employee Safety Briefing	This course covers the Safety Program to include Company policy and Officer responsibilities, safety guidelines, fire prevention/extinguishers, hazardous materials, and basic first aid
Sexual Harassment	Defines Sexual Harassment, Falken Policy, surrounding issues and legal impacts
Cultural Diversity/Awareness	Define Cultural Diversity, its importance, Falken Policy, preventative measures
Emergency Response	Security Officer responsibilities, Active Shooter, Bomb Threat, Emergency Evacuation
Security Awareness	Based on Basic FEMA <a href="#">Workplace Security Awareness</a>
Active Shooter	Based off of <a href="#">FEMA Independent Study (IS-709)</a> and A.L.I.C.E models
Terrorism Awareness	Based on the <a href="#">DHS Independent Study Course "Surveillance Awareness: What you Can Do"</a> (IS-914) and other DHS courses
Protester Rights, tactics	Protester rights awareness, tactics, recognition, and response practices
Observation & Report Writing	Observation skills, documentation, report generation, eye-witness, physical descriptions