



From: Robert Gooden - President - DEFENSOR Security
Subj: Letter of Reference for EXCELSIOR Services - Albert (EQ) Esquilin
Date: 1 July 2015

This letter of Reference is being presented on behalf of EXCELSIOR Services Network/ Albert (E.Q.) Esquilin and the services he has provided to DEFENSOR Security (DFS) in his capacity as Director of Quality Control and Training. Initially brought onboard in 2012, in the Quality Control - Training Director (QC/TRNG) role - Mr. Esquilin soon recognized the need for his considerable expertise in the Physical Security arena to be applied to the overall DFS Operations Management (OPS) task, as well. He soon took on the additional mantle of driving OPS services and in so doing initialized a series of processes and procedures that continue to serve DFS extremely well.

His recommendations for replacement of the (at that time) in place Site OPS Managers for major federal contract sites - have resulted in a quantitative reduction in site overtime and a considerable heightening in the caliber of service being provided. Mr. Esquilin's close and constant monitoring of either business emails/texts/or phone calls - has made for near immediate replies to client concerns or requests for additional services. He develops effective working relationships with clients that only serve to enhance the DFS image as being immediately responsive to client needs and highly sensitive to client concerns.

Mr. Esquilin as Director of TRNG, has developed for DFS federal or major county service projects, a Training Topic of the Week program, that has made for a greater understanding of the daily tasks and duties required by assigned DFS officers. In his being able to see beyond the immediate manning and training site needs - Mr. Esquilin spearheaded the cross-site training of DFS personnel. This effort has provided DFS with the capability to fill any immediate short term need for additional/replacement officers - with in-house cross trained personnel.

On the multiple occasions where he has been tasked with presenting material either that is client/contract required or that he has suggested as being beneficial to DFS - his training materials have been wholly applicable to topic and his presentations most engaging.

Wearing his QC hat - he recognized that certain site contracts mandated Site PM involvement in a site specific QC Program. Mr. Esquilin's study of other federal and state contracts held by DFS had him advocate for how the same federal contract criteria could only serve to bolster the quality of service with direct PM hands-on / all hours / all assigned - personnel reviews. Mr. Esquilin, in working with the DFS staff's of two primary/major DFS federal sites - has developed and implemented a series of DFS Quality of Service Standards that stand to this day as a the measure by which assigned DFS officers strive to either meet and exceed.

Mr. Esquilin - or Mr. E.Q. as he is normally referred to - supports DFS most completely and fully in his assigned capacities - and seeks constantly to see how else he can provide further services. His breadth of knowledge of the Physical Security arena - Trng / OPS / QC / Client interaction - has only enhanced the DEFENSOR Security image. It is with the greatest regard and appreciation that this Letter of Reference is provided.

Robert Gooden

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