



# 2014 MEDIA KIT



**Security & Crowd Management Specialists  
Since 1995**

---

National Headquarters  
P.O. Box 4208 - Burlington, VT 05406 - Phone: 866.485.4627 - Fax: 802.662.1215  
Info@gmcsusa.com - www.gmcsusa.com



## Presidential Message



Welcome to Green Mtn. Concert Services (GMCS), I appreciate your interest and hope you find what you're looking for with us. My vision for this company has always been to create something special for people, by people. I've surrounded myself with gifted and dedicated individuals who each contribute to create a unique blend of skills, knowledge, and experiences that makes up our recipe for success. Judging from the strength of our relationships with our loyal partners, and the rate of our growing client list, it's clear we have a winning formula. Being in the business of people has its challenges, but the rewards far out exceed them. I hope its clear from the pages that follow that GMCS is

passionate about providing a safe environment so people can shed off the stresses of daily life and enjoy themselves at a concert or event for the few hours they're there. Our event partners find this focus to be in alignment with their goals and provide added value to them that helps them succeed with their mission. It's an amazing feeling to survey an event site and see thousands of safe and smiling people and know that you helped make that happen. It's that feeling that motivates us to do more and be better.

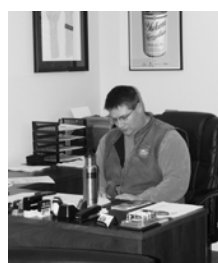
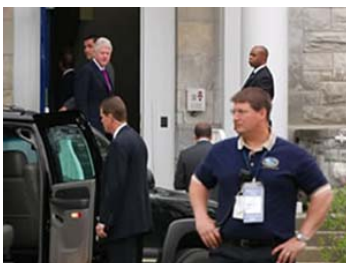
So once again welcome to GMCS and I hope we have to offer what you're looking for in a professional event security company.

Best regards,

Kevin W. Cheney

### About Kevin W. Cheney

Kevin W. Cheney is a security and crowd management expert with 25 years of experience, including the last 19 years as President/CEO of Green Mtn. Concert Services, Inc. (GMCS). He is a specialist in crowd management, risk assessment, and safety procedure design and execution. He has been intimately involved in large-scale events such as, but not limited to: Phish's multi-day festivals, Gathering of the Vibes, Bonnaroo, ESPN Great Outdoor Games 2000-2002, ESPN Winter X Games 2000-2001, 2007 Fed Cup, Lake Champlain Maritime Festival, and many more. Few other security professionals have as much experience and knowledge as Mr. Cheney in providing security to large-scale, multi-day festival style special events. He is at the top of the profession in this area, has an impeccable reputation, and is highly sought out by other industry professionals for his expertise.



---

National Headquarters

P.O. Box 4208 - Burlington, VT 05406 - Phone: 866.485.4627 - Fax: 802.662.1215

Info@gmcsusa.com - www.gmcsusa.com



## Company Overview

1. Year business started: 1995
2. Secondary businesses: Northeast Safety & Security Training Academy, LLC (NESSTA) - Safety & Security Training Solutions; Green Mountain Flagging, LLC (GMF) - Traffic Control Management Solutions.
3. Licensed in 11 states.
  - VT Security License # 044-0002130
  - NH Security License # SA-543
  - NY Security License # 11000137933
  - CT Security License # AS-2454
  - MA Security License # W-809
  - ME Security License # 03/004
  - NJ Security License # 1429
  - PA Security License # CP-21-MD-0698-2012
  - West Virginia License # 35267
  - Virginia License # 11-7536
  - RI Security License # 264
4. Number of clients: 500+
5. Total number of full-time employees: 40+
6. Total number of part-time employees: 800+
7. Proud members of:



### Summary

For nearly two decades Green Mtn. Concert Services, Inc., (GMCS) has specialized in providing unarmed, physical security solutions to high-profile special events, venues, and educational institutions. The company has headquarters in Vermont and is licensed and local in 11 states. GMCS has a strong foundation and is growing rapidly because we can provide the staffing of our largest competitors, but with the outstanding customer service our clients deserve. We're committed to being a trusted and strategic partner in safety and security, not just another vendor. GMCS has a successful reputation for helping clients create an exceptional experience for their guests, and for providing added value to event management. GMCS is highly respected for having an elite security force, exceptional training program, and a respected management team. We believe that our training and our ongoing coaching and supervision are the most important ingredients to separating GMCS from the competition. GMCS provides safety and security solutions for more than a thousand events annually and is setting the standard for quality security professionals.

### History

Founded in 1995, GMCS cut its teeth providing security at the top Burlington venues such as, Memorial Auditorium and the Flynn Center for the Performing Arts. However, it was providing security at the legendary Grateful Dead shows in Highgate, Vermont in 1994 and 1995 that got GMCS noticed in the industry. Following the success of that event promoters for large scale special events such as, the Gathering of the Vibes, Berkshire Mountain Music Festival, and local Vermont heroes, Phish, turned to GMCS for their event security needs. GMCS President, CEO, Kevin W. Cheney, was recruited to be the Security Director for Phish's annual multi-day festivals,



which codified him among the industry elite security professionals and positioned GMCS as a premier event security company. Subsequent contracts with the ESPN Great Outdoor Games and the Winter X Games, U.S. Open Snowboarding Championships, Burlington Discover Jazz Festival, Gathering of the Vibes Festival, Champlain Valley Exposition, and others further developed GMCS as a New England leader in event security. By 2003 the company was employing more than 350 people part-time, and had established strong relationships with an extensive client base.

Responding to a need in the market GMCS launched a traffic control division in 2004, which became Green Mountain Flagging, LLC (GMF), a wholly owned subsidiary of GMCS. With a growing workforce the company was able to provide work zone safety during the week, when that service was needed, and event safety during the weekends, when that service was needed. By applying the same philosophy and business model to GMF as GMCS, the company grew from a single client to one of New England's largest traffic control management companies in less than a decade.

GMCS has continued to grow and over the past four years has experienced dynamic growth in a slowed economy. The company currently employs over 800 trained & licensed safety professionals throughout eleven (11) states. GMCS is highly respected for having elite personnel, an exceptional professional development program, and a respected management team of safety and security industry experts. 2014 has been another year of dynamic growth for the company which continues to add prestigious venues and construction projects to its growing resume.

## **Philosophy**

GMCS is in the event business and we take our role seriously. We approach each event as an opportunity to create a safe, secure, and positive environment for people to shed off the stress and chaos of daily life and enjoy themselves. **We're at the front lines of guest interaction.** We deliver a style of event security that's heavily rooted in guest services, which means we approach each interaction with the guest as an opportunity to create a better experience for them. This practice is broadened to how we interact with each other, venue management, other vendors, and every part of the event team. In order to properly execute this philosophy our officers are trained in security techniques, crowd management, and guest services, and then receive on-going coaching from GMCS supervisors and our personnel development department. We believe that our philosophy, training programs, and supervision practices differentiate us from other security companies.

*We help create a safe and exceptional event experience.*

## **Management Team**

Our executive management team and senior supervisors are respected, expert security professionals. They have experience running event staff and security at venues like Saratoga Performing Arts Center (SPAC), PNC Bank Arts Center, Montage Mountain, AC Casino's (Trump, Borgata, Showboat), Boardwalk Hall AC Convention Center, Madison Square Garden (MSG), Wells Fargo Arena, Spectrum, Metlife Stadium, and Veterans Stadium, to name a few. They also have experience directing security and event staff for large-scale events such as, but not limited to: Phish's Festivals, ESPN Winter X Games, Gathering of the Vibes Festival, Mtn. Jam, and Taste of Country. With over 100 years of combined security experience they can provide expertise in all areas of event operations. Members of the management team have received advanced training and certification from IAVM's Academy for Venue Safety & Security; Department of Homeland Security's Sport Event Risk Management Workshop; Homeland Security-Level III (Security, Emergency Management/ Preparedness & First responders); Executive Protection



course offered by R.L. Oatman & Associates; Handcuff, Aerosol Pepper, MEB: Sepulveda, Inc.; CDT Non-Deadly Force Techniques: Compliance and Escorts; Terrorism Abroad/ Terrorism at Home/ Understanding the Linkages from the US Attorney's Office; Proactive Approaches to Global Terror from the US Attorney's Office & DHS, and many more.

## Experience

GMCS is a respected leader in event security and proud to be considered a trusted partner to leading industry professionals. Our relevant experience includes providing event security staffing to respected venues, prominent educational institutions, and high-profile special events. We work exclusively at venues, such as but not limited to: Champlain Valley Exposition, Essex, VT; The Ryan Center, Kingston, RI; and The Capitol Theatre, Port Chester, NY. We're the preferred vendor to augment in-house staffing at dozens of venues including, but not limited to: the Whittemore Center, Durham, NH; Mathews Arena, Boston, MA; the Mass Mutual Center, Springfield, MA; Flynn Center for the Performing Arts, Burlington, VT; and the Cross Insurance Center, Bangor, ME. In addition, we work at dozens of educational institutions such as, but not limited to: University of Vermont, Brown University, Dartmouth College, Skidmore College, Northeastern University, Fitchburg State University, Plymouth State University, Union College, Middlebury College, Amherst College, Smith College, Curry College, Hampshire College, Saint Michael's College, Merrimack College, Babson College, Wheaton College, and Rivier College. We also staff many annual, multi-day, festival style special events including, but not limited to: Gathering of the Vibes, Mtn. Jam, Taste of Country, Mysteryland '14, The Hudson Music Project, The Big Up, Catskill Chill, Wilco's Solid Sound, Burlington Discover Jazz Festival, Grand Points North, Mass Moca, Wanderlust, Royal Family Affair, and Life is Good.

"The Flynn enjoys working with GMCS - their guest services approach to security makes for a better experience for our audiences, which adds value to our business! I highly recommend them!"  
John R. Killacky - Executive Director  
Flynn Center for the Performing Arts

## Recruiting / Hiring / Development

GMCS is in the business of safety and takes the responsibility of protecting people and assets seriously. Therefore GMCS spends considerable resources on recruiting personnel with the background, experience, and disposition that will add value to our elite units. Each potential recruit will go through a demanding interview process and rigorous national background check prior to employment. Without exception GMCS and all its officers are licensed in the state they do business. Upon passing the GMCS pre-employment phase the new hire will be processed into our system and enter our training program, thus beginning their initial trial phase of employment with GMCS. Their advancement and compensation from there will depend largely on their own ambition. Our professional development program is designed to motivate our personnel to better themselves as security officers and reward them for their progress. GMCS believes that professional development through training, on-going coaching, and supervision creates a loyal, qualified, and experienced workforce.



We are committed to quality and development through our A.S.K.™ Program:

- **Attitude** – Our Team Leaders instill a sense of pride and professionalism; they set the standard.
- **Skills** – Our “Ladder of Advancement” rewards training, experience, and commitment.
- **Knowledge** – Based on a combination of industry leading classroom training, on site briefing, and on-the-job coaching, our teams know your venue, your team, and your guests.



## Training Philosophy

Our philosophy is that through a combination of classroom and on-the-job training our officers will have the tools and knowledge needed to succeed. The success of our business model originates in our commitment to our staff and their development. We never stop training and we consider our comprehensive training programs to be the most important ingredient to our dynamic growth and successful reputation. We understand that the better each officer is trained, and the more on-going coaching that they receive, the better protection and service they can provide. Our fierce believe in formal industry training includes constant professional development for our executives as well. GMCS is a proud member of the International Association of Venue Manager's (IAVM) and our executives and supervisors attend the International Crowd Management Conference (ICMC) annually in order to learn the latest industry standards and techniques in crowd management and event safety and security. They share this knowledge with front line staff by updating course material and through on-going coaching.



In 2012, it was our commitment to training and safety education that inspired GMCS to launch the Northeast Safety & Security Training Academy (NESSTA) as a wholly owned subsidiary of GMCS. Through NESSTA, GMCS can

ensure its officers and supervisors receive the latest industry leading safety and security education and training making our officers the best trained security officers available. Each member of our management team has been trained in guest services, the Cleary Act, CPR, First Aid, as well as crowd management, and security techniques, emergency planning, protective services, emergency medical techniques, terrorism alert and awareness, Homeland Security emergency management and preparedness, and basic criminal law. Our security officers receive training in security techniques, crowd management, guest services, conflict resolution, report writing, CPR, First Aid, and more.

## Technology / Equipment / Uniform / Appearance

GMCS believes in leveraging technology to improve business solutions and pass on savings to our clients. We invest heavily in our infrastructure and especially in technology, resources, and equipment that increases our efficiency and makes us better corporate citizens. We custom designed a web-based scheduling and deployment software system with built-in email and text shift reminders helping ensure our officers are never late to their post or without the proper gear. Our officers carry trade equipment such as a small flashlight, earplugs, paper & pen, their license, a photo ID, first aid personal protection equipment, and a radio. We are proud and understand that we represent not only ourselves, but our clients as well. All our officers are expected to maintain a neat, clean and professional appearance, and to project a positive image at all times. They are required to wear black pants and the approved color uniform shirt with black socks and black shoes. If they need a jacket then that jacket must be zipped at all times.



## Why GMCS?

### What Differentiates GMCS from other Security Firms?

#### Our Mission

To provide our staff with the tools, skills, and knowledge needed to create a safe and exceptional experience for our client's guests, and the entire event management team.

#### Our Philosophy

- Guest services approach - Each interaction with the guest is an opportunity to create a better experience for them. This practice is broadened to how we interact with each other, venue management, other vendors, and every part of the event team.
- Professional development - Through training, on-going coaching, and supervision creates a loyal, qualified, and experienced workforce.
- Leverage technology – Improves business solutions in order to pass on savings to our clients.
- Give back to the community and be thoughtful corporate citizens.

#### Our Business Model

- Offer higher starting pay to attract better quality people.
- Hire local and invest in the local community wherever we have clients.
- Relentlessly increase our quality of service through professional development that includes training, on-going coaching, and supervision.

#### Our Customer Service and Resources

- We pride ourselves on being flexible and available 24x7x365, able to fill emergency needs.
- We can provide the staffing of our largest competitors, but with the outstanding customer service our loyal clients deserve.

#### Our Senior Management Team

The experience, skills, knowledge, and industry contacts of our executive team provides added value on every assignment.



## Personnel Qualifications

We are proud members of:



International Association  
of Venue Managers



MARGOLIS HEALY  
& ASSOCIATES  
SOLUTIONS FOR SAFE CAMPUSES

GMCS is a group of security professionals that work together sharing resources, knowledge, and experience so that each client gets the personal attention expected, and group knowledge as needed.



**Kevin W. Cheney**  
President/CEO

Kevin W. Cheney is a security and crowd management expert with 25 years of experience, including the last 19 years as President/CEO of Green Mtn. Concert Services, Inc. (GMCS). He is a specialist in crowd management and event security planning and execution. His expertise has been sought after by leading industry promoters, venue owners, public safety officials, security directors, operation managers, and other industry professionals. Mr. Cheney became the Security Director for Phish's Lemonwheel in 1998 and since has been Security Director or Security Consultant to large-scale events such as, but not limited to: Phish's multi-day festivals, Gathering of the Vibes, Bonnaroo, ESPN Great Outdoor Games 2000-2002, ESPN Winter X Games 2000-2001, 2007 Fed Cup, Garden of Eden Festival, Lake Champlain Maritime Festival, and many more.

Mr. Cheney's accolades and credentials include a certification from the IAVM's Academy for Venue Safety & Security (years 1 and 2); attending the IAVM's International Crowd Management Conference (2002 – present); acting as a Vermont State certified trainer in security and Vermont State certified trainer in temporary traffic control. Clery Act trained by Margolis Healy and Associates. In addition, he completed AVSS advanced courses in Facility Management Law and Severe Weather Preparedness. He has also completed an Executive Protection course offered by R.L. Oatman & Associates in 2002 in Towson, Maryland. He has completed certification in the Sport Event Risk Management Workshop put on by the Department of Homeland Security, and San Diego Police Department Veteran, Robert Smith's training course in Hospitality Operations Security Techniques (HOST™). He was also awarded the Certificate of Recognition and Appreciation in 2007 from the University of Vermont's Department of Police Services.





**Kenneth A. Schneider**  
**Vice President Security**

Kenneth A. Schneider is a security expert with over 35 years of experience in crowd management and concert event security. Mr. Schneider is the Vice President of Security for GMCS responsible for overseeing the company's global security operations. During his distinguished career he has run security at venues such as, but not limited to:

Saratoga Performing Arts Center (SPAC), PNC Bank Arts Center, Montage Mountain, AC Casino's (Trump, Borgata, Showboat), Boardwalk Hall AC Convention Center, Madison Square Garden (MSG), Wells Fargo Arena, Spectrum, Giant Stadium, Veterans Stadium, Hard Rock Café NYC, House of Blues NJ. In addition he has been the security director at The Capitol Theatre, Port Chester, NY, Darling's Waterfront Concert Pavilion, Bangor, ME, and for the Mtn. Jam Festival and Taste of Country Festival for the past 3 years.

Mr. Schneider's accolades and credentials include: Clery Act trained by Margolis Healy and Associates; Certified in Homeland Security – Level III (Security, Emergency Management/Preparedness & First Responders): ACFE; Certified Instructor: State of New Jersey Department of Law & Public Safety Division of the State Police - S.O.R.A.; Certified Instructor: State of Florida, Vermont, New York, Connecticut; Department of Agriculture and Consumer Services - Security Officer Training; Certified in Handcuff, Aerosol Pepper, MEB: Sepulveda, Inc.; Certificate of Completion Awarded: Training Crowd Managers: IAVM 3/01; Certificate of Completion Awarded: Crowd Management Training: IVAM; Certified in CDT Non-Deadly Force Techniques: Compliance and Escorts; Certificate of Completion Awarded: International Crowd Management Conference: IAVM 10/07; Certificate of Completion Awarded: Community Emergency Response Team Train-The-Trainer Course (G317) NJ State Police; Certificate of Attendance Awarded: Terrorism Abroad/ Terrorism at Home/ Understanding the Linkages: U.S. Attorney's Office; Certificate of Attendance Awarded: Proactive Approaches to Global Terror: U.S. Attorney's Office & DHS; Advanced Analytic Techniques Workshop DHS/FEMA; MGT-335 Rural Domestic Partnership/DHS : Event Security for Public Safety Professionals; Public & Private Partnerships in Public Safety; New Jersey Regional Intelligence Academy NSJP/OSHP; RIA Analyst Leadership Course; New Jersey Regional Intelligence Academy NJSP/OSHP; Memberships: IAVM; ASIS; ACFE; US Navy League (Life Member).



**Robert W. Sinkewicz, CPA, CGMA**  
**Chief Financial Officer (CFO)**

Robert W. Sinkewicz, CPA, CGMA joined GMCS in October 2008. He is a Certified Public Accountant and Chartered Global Management Accountant with 25 years of executive financial management experience across many different industries. Prior to joining GMCS he worked in the aerospace manufacturing sector as a Controller for the Goodrich Corporation. He has also spent time as a financial leader in the healthcare industry with Fletcher Allen Health Care, the State of Vermont – Agency of Health & Human Services, and in the public accounting industry with KPMG and Gallagher Flynn.



**Allen H. Ostroy**  
**Vice President Sales & Marketing**

Allen H. Ostroy has a Bachelor of Arts with a concentration in Philosophy/Psychology and Creative Writing. Mr. Ostroy is a sales, marketing, and business management professional with over 22 years of experience in the music and event industry. Prior to joining GMCS in 2010, Mr. Ostroy owned Great Bay Entertainment Group, Inc. (GBEG), a full-service entertainment company with a focus on artist development and concert event management. Bands on his roster included Percy Hill, Strangefolk, Moon Boot Lover, Reid Genauer & AOD, RAQ, and The Brew. Additional projects include, but are not limited to, being the creator of Music Biz 101 Workshop which features real world knowledge about the music industry, and also writing a monthly column on the music business for Relix, Inc. He adds a wealth of knowledge, skills, and experience in event services and strategic business development to GMCS. His impressive career consists of high level advertising, talent, and event staffing sales, but its Mr. Ostroy's entrepreneurial spirit and work ethic that is the driving force behind his significant accomplishments.



**Marc M. Goudreau**  
**Manager, Training & Professional Development**

LTC Marc M. Goudreau (Ret.) joins GMCS after a distinguished 32 year career in the Vermont National Guard. He brings with him a wealth of experience and knowledge in creating and directing programs aimed at helping people succeed. He joined the guard after earning a Bachelor of Science from Norwich University. During his tenure he was the Vermont National Guard State Family Program Director and was responsible for a 7 million dollar budget marked to improve access, quality, and efficiency of services and resources to members, veterans, and their families. For over a decade he worked to support a statewide program for drug and alcohol prevention among children, and taught classes at various schools and youth organizations. His passion for improving people's lives by providing them with the tools, knowledge, and experience they need to succeed has driven GMCS's training and professional development program to new levels.



**Christina Lord**  
**Human Resources Manager**

Christina Lord is a Human Resources and Project Management Professional with over 15 years of experience in full life cycle recruitment, training, and professional management. Ms. Lord joined GMCS in 2014 and has already had a significant impact on employee / office communication, employee life cycle procedures, and ensuring the company's compliance with current state and federal laws. She's made improvements and clarifications to company policies and procedures and helped leverage new sourcing technologies and social media trends to help GMCS meet corporate recruiting and hiring goals.

She is an accomplished singer and represented GMCS at a Lake Monsters game singing the National Anthem. Her tenacity and charisma has had positive influence on company culture, both in the office and in the field.



**Jeremy H. Spaulding M.S.**  
**Senior Regional Manager**

Jeremy H. Spaulding has been with GMCS since 1998. He is an expert at risk assessment, security operational procedures, and resource management. He has exceptional data gathering and data analysis skills earned from spending much of his assiduous career in the field.

Mr. Spaulding graduated from the University of Vermont with a Bachelor of Arts in Political Science. Following graduation he worked in both retail management and as a paralegal where he honed his skills in supervision and leadership. He completed an advance degree earning a Masters in Venue Sports Management from Drexel University in Pennsylvania. While with GMCS, Mr. Spaulding has accelerated his professional development from an officer to Vice President Security Division through hard work, advanced training, and ambition. Since 2006, he has furthered his physical security & crowd management education by attending the International Association of Assembly Managers (IAAM) and the International Crowd Management Conference (ICMC). In addition, he completed advanced training in guest services from the Walt Disney Company and has complete the Hospitality Operations Security Techniques (HOST™) course from Nightclub Security Consultants.

He has assisted the company's expansion throughout the northeast by becoming the senior license holder in New York, New Hampshire, Connecticut, Massachusetts, Maine, New Jersey, Rhode Island, and West Virginia. He is a certified security instructor in Vermont, Connecticut, and New York, and Mr. Spaulding has also been instrumental in GMCS development in these markets as the leading salesman.



## Training Practices & Philosophy

*Proud recipients of the Next Generation Grant from the US Department of Labor for Workforce Development.*

Our philosophy is that through a combination of classroom and on-the-job training our officers will have the tools and knowledge needed to succeed. The success of our business model originates in our commitment to our staff and their development. GMCS considers comprehensive training programs to be one of the most important ingredients to our dynamic growth and successful reputation. We believe that the better each officer is trained, and the more on-going coaching they receive, the better protection and service they can provide.

### Security Officer Training

Important Note: *Each state has different requirements for licensing security guards.*

Without exception, every GMCS officer receives training above and beyond individual state requirements. It's essential that each GMCS officer meets *our* standard of excellence before being deployed on any assignment, and that begins with our training. We require our officers to get trained in security guard roles, ethics, and conduct and go through a program which trains them in the following:

- Basic Legal
- Verbal/ Written Communication
- Investigation
- Patrol
- First Aid/ CPR
- Emergency Situations
- GMCS Management Techniques
- GMCS Policies and Procedures
- GMCS Communications
- Guest Service Techniques



**Figure 1 - GMCS Management Team at the International Crowd Management Conference (ICMC) in 2012.**

### Supervisor Training



Our industry leading supervisor training course was developed by professionals with two goals. The first goal is to increase the level of safety and security knowledge and expertise. The second goal is identifying people with management characteristics and teaching them the knowledge and skills to become effective supervisors and managers. The training is part of our comprehensive professional development program for people with the motivation and desire to better themselves. An officer's advancement and compensation depends largely on their own ambition, and the program is designed to motivate our personnel to better themselves as security professionals and reward them for their progress.



## Senior/Executive Training



Most of our senior management team has gone to IAVM's Academy for Venue Safety & Security and attend IAVM's International Crowd Management Conference annually. Every member of our management team has been trained in the guest services, CPR, First Aid, as well as advanced crowd management, and security techniques, Clery Act reporting, emergency planning, protective services, emergency medical techniques, terrorism alert and awareness, Homeland Security emergency management and preparedness, and basic criminal law.



In 2012, it was our commitment to training and safety education that inspired GMCS executives to launch the Northeast Safety & Security Training Academy (NESSTA) as a wholly owned subsidiary of GMCS. Through NESSTA, GMCS can ensure its officers and supervisors receive industry leading safety and security education and training, making them the best trained security officers available.

NESSTA offers the following training courses that our officers are encouraged to take:

- Security Officer Training & Licensing
  - Vermont, Connecticut, New York, New Hampshire, Maine, New Jersey, Pennsylvania, Rhode Island, and Virginia
- Advanced Security Supervisor Training Certification
- Clery Act
- Advanced Guest Services
- Event Security Level I, Level II, Level III
- Massachusetts Crowd Management Department of Fire Safety Training (DFS) certification course.
- American Red Cross/ CPR Training & Certification
- Floor Host Certification & Training
- ATSSA (Traffic Control Certification)
- Work Zone Safety
- Advanced Legal
- Conflict Resolution
- Advanced Report Writing
- Advanced Investigation
- Foot and Mobile Patrol
- Emergency Situations



All training courses go through periodic review and updates in order to ensure courses are current with applicable standards, laws, regulations, and guidance.



## Background Check Program

GMCS is in the business of safety and takes the responsibility of protecting people and assets seriously. We're an equal opportunity employer and spend considerable resources on recruiting personnel with the background, experience, and disposition that will add value to our elite units. We seek out recruits with criminal justice degrees, and experience in law enforcement, military sectors, or as a Federal Agency officer. Each potential recruit goes through a demanding interview process and rigorous national background check prior to employment. We require our staff to get licensed in a state that conducts a complete federal background check. Included in this check is a social security number check, a nationwide sex offender check, criminal felony and misdemeanor check, widescreen nationwide criminal felony check. Our officers must hold at least one valid license from one of these states and go through a complete background check as part of the renewal process.



## Leveraging Technology

### Scheduling / Deployment

GMCS believes in leveraging technology to improve business solutions and pass on savings to our clients. We invest heavily in our infrastructure and especially in technology, resources, and equipment that increases our efficiency and makes us better corporate citizens. We custom designed a web-based scheduling and deployment software system with built-in email and text shift reminders helping ensure our officers are never late to their post or without the proper gear. While many companies are still using archaic methods, GMCS is leading the industry and innovating the scheduling and deployment procedure. This industry changing internal infrastructure is called, "Trinity," and there is nothing like it on the open market!

Below is a screen shot showing what a security guard sees when he/she logs into Trinity. There is general company information, a list of confirmed deployments for that guard, and a list of available deployments. From their personal dashboard they can navigate to discover a wealth of information about their individual professional development program, trainings needed, upcoming trainings, available shifts, company information, etc.

The screenshot displays the Trinity web application interface. At the top, there is a navigation menu with links for Events, Time Entry, Training, Message Board, Reports, Other, Logout, and Return to Admin. Below the navigation menu, a welcome message reads: "Welcome Kristine Jones! You last logged in: 6/16/2014 6:12:51 PM". A section titled "You have submitted a request to work at these Upcoming Events:" lists several events with their dates, names, locations, and end dates. Below this, there is a search filter for events, with a dropdown menu for "Select Month" set to "2014" and a "Search" button. The bottom section of the screenshot shows a list of "Shows/Events in Next 21 Days (53)" with entries for "Clinic (June)", "Magic Hat Summer Sessions", "Clinic Pharmacy - June 2014", and "Community Health Center of Burlington - Week 117/118".

Event Date:	Event Name:	Location:	End Date:
6/1/2014	Clinic (June)	Howard Center Extension - Burlington	6/30/2014
6/19/2014	Burlington Wine & Food Festival	Waterfront Park, Burlington, VT	6/22/2014
6/20/2014	Vermont Democratic Party Dinner	Champlain Valley Exposition - Essex Junction	6/20/2014
6/28/2014	VT Guard Homecoming	Patrick Gymnasium - University of Vermont	6/28/2014

Once the account manager enters the event into our system our officers and supervisors can simply log in, using their secure login and password, and sign up to work the event. At this point their status is, "pending." The event manager and scheduler then have to "confirm" the officer, and once confirmed an automatic email is sent to the officer confirming the event information, the shift information, and the event requirements. In addition, weekly emails are sent out announcing new events added and reminding about shifts still available (see below). Officers



and supervisors can also select to get text reminders of their shifts. Reminders include where and when and also what to wear and what gear to bring.

From: GMCS Scheduling [mailto:scheduling@gmcsvt.com]  
 Sent: Tuesday, June 17, 2014 9:45 PM  
 To: Allen Ostroy  
 Subject: Green Mountain Concert Services - Sign up for Upcoming Events!

If you are having trouble viewing this email with images, [click here](#).  
 Please add [events@gmcsvt.com](mailto:events@gmcsvt.com) to your address book to ensure our emails reach your inbox.



### Event Notice

#### New Events Added to GMCS Schedule

6/20/2014	Vermont Democratic Party Dinner	Champlain Valley Exposition - Essex Junction
6/20/2014	J. Jill Overnight	J. Jill - Burlington Town Centre
6/20/2014	Granite State Music Festival Overnights	Everett Arena - Concord, NH
6/28/2014	Evergreen Solar Services Security 6/28-7/5	1824 Hinesburg Road - Charlotte
6/28/2014	Burlington Parking Garage Security	Various Locations - Burlington, VT
6/28/2014	Champlain Mill Grounds Security Week 27	Champlain Mill - Winooski, VT
6/28/2014	Pulling for Logan	Franklin County Field Days - Highgate
6/28/2014	VT Guard Homecoming	Patrick Gymnasium - University of Vermont
6/29/2014	Hollister Overnight Security	Burlington Town Centre - Burlington
6/30/2014	Abercrombie & Fitch Overnight	Burlington Town Centre - Burlington
7/1/2014	Hollister Overnight Security	Champlain Center - Plattsburgh, NY
7/5/2014	Burlington Parking Garage Security	Various Locations - Burlington, VT
7/6/2014	Hudson Music Project	Winston Farm - Saugerties, NY

From: Jeremy Spaulding <jspaulding@gmcsvt.com>  
 Date: July 30, 2013, 10:56:12 PM EDT  
 To: Jason Clifford <jclifford1@comcast.net>  
 Cc: <jspaulding@gmcsvt.com>  
 Subject: GMCS Shift Confirmation - Jason Clifford

Please add [events@gmcsvt.com](mailto:events@gmcsvt.com) to your address book to ensure our emails reach your inbox.

### Shift Confirmation for Jason Clifford

#### You are confirmed on the following shifts:

Miranda Lambert & Dierks Bentley	8/2/2013	04:00 PM	12:00 AM
----------------------------------	----------	----------	----------

#### You are scheduled to work these upcoming shifts!

The Big UP	8/7/2013	08:00 PM	08:00 AM
The Big UP	8/8/2013	08:00 PM	08:00 AM
The Big UP	8/9/2013	08:00 PM	08:00 AM
The Big UP	8/10/2013	08:00 PM	08:00 AM

For more shift information or to sign up for future events, [click here](#) to login.

© 2006 Green Mtn. Concert Services, Inc., PO Box 4208, Burlington, VT 05406  
 Toll-Free: 866-485-GMCS (4627) · Phone: 802-662-1210 · Fax: 802-662-1215  
 All Rights Reserved.

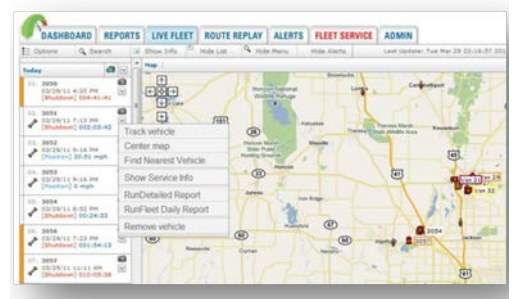
This message was sent to [jclifford1@comcast.net](mailto:jclifford1@comcast.net).

## Foot/ Mobile Patrols

On many patrol assignments we will set up a tour system that uses an electronic guard tour checkpoint that automatically collects and records patrol data. Guard tour locations, patrol officers and incident codes can all be recorded using touch memory buttons.

We use technology tracking on our mobile patrol vehicles that provides us with advanced vehicle tracking and management capabilities. This cutting edge technology improves dispatching and routing that helps us to respond to our clients' needs faster and increases our efficiency once on assignment.

- **Improves Customer Service** by allowing us to track each truck and reach our customers faster and ensure work is completed with optimal speed.
- **Controls Fuel Costs** by reducing our fuel bill with vehicle activity reports and fuel card integration.
- **Reduces Operating Expenses** by tracking vehicle repair and maintenance, tracking truck speeds, and improving routing.
- **Increases Green initiatives** by reducing our carbon footprint and saving on fuel.



## Training / Professional Development

We use a variety of cutting edge technology to communicate and share knowledge throughout the organization. Professional training software and internet meeting technology, such as Gotomeeting, are commonly used.



# EQUIPMENT, VEHICLES, UNIFORMS, APPEARANCE



## Equipment

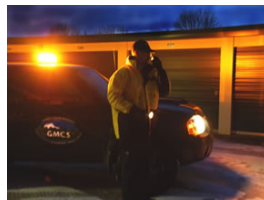
At no extra cost all officers will be deployed with the necessary trade equipment to be successful on each assignment. All radios, flashlights, wands, etc. are inspected, checked, and serviced regularly to ensure they work at the highest levels possible. Such trade equipment may include, but not be limited to, the following:

- First Aid Kit
- Caution Tape
- DLC Equipment (Blacklight & Magnifier)
- Earplugs
- Bullhorn
- Flashlight
- Incident Reports
- Metal Detectors (Wands)
- Pen & Notepad
- Post Show Reports
- Radios, Headsets, & Speaker Mics
- Rain Gear



## Vehicles

Our fleet of vehicles are inspected, checked, washed, and serviced regularly to ensure they are efficient and work properly. In addition to a fleet of trucks for vehicle patrol we also have Gators available.



## Uniform

At no additional cost our officers are dressed in an approved security uniform. GMCS has summer and winter uniforms which are cleaned and inspected for tears or malfunctions. We maintain a large inventory of different types of shirts and jackets and have a number of colors and styles to choose from.



## Grooming Policy

All our officers are expected to maintain a neat, clean and professional appearance, and to project a positive image at all times. Hair must be kept clean and neatly combed away from the face. Men with hair longer than the shirt collar must pull it back. Facial hair must be neat, short, and fully grown out (no stubble).

Security Officers are required to wear black pants and the approved color uniform shirt with black socks and black shoes. If they need a jacket then that jacket must be zipped at all times.



## Colleges & Universities

For nearly two decades dozens of colleges and universities have relied on GMCS to provide their students, faculty, and guests a safe environment.

*"I rely on GMCS for their expertise on a myriad of community safety issues. From the operation planning phase to post event review. I find their work is professional, comprehensive, and reliable. GMCS is a real asset to solving the safety needs of UVM."*

Captain Tim Bilodeau  
University of Vermont Police Services

Few companies can match the experience and knowledge GMCS has about the safety and security challenges at colleges and universities. GMCS is the perfect company to help meet your school's critical safety objectives.

We can help with all aspects of campus life.

- Concerts/ Special Events
- Athletic Events
- Commencement Ceremonies
- Bus / Campus Safety
- Quad Bonfire
- Naked Bike Ride
- Guest Speaker Engagements
- Parking Lot Security
- Senior Week
- Fraternity/ Sorority Parties
- SpringFest
- Field Trips
- Winter Carnival
- Pub Crawl
- Street Fair
- Library Overnights
- Move Ins & Outs
- Presidents Dinner

Our commitment to campus safety and our extensive resume of working with institutions of higher learning is unmatched. Ask any of our current college and university partners.



MOUNT HOLYOKE



SMITH COLLEGE



### Campus Ambassador Program (CAP)

GMCS developed a program that works closely with, but independently of, campus security and community public safety officials, including local police departments. Our professional officers patrol areas where the campus meets the community. The presence of GMCS staff has three primary functions: we act as a deterrent to negative behavior; we act as the eyes and ears for campus security and/or local police; and we act as first responders to situations.



## Venues and Special Events

Whether you're opening a new club, putting on a conference, or you're a seasoned event manager GMCS has a solution to help you create a safe and exceptional experience for your guests.

We can provide:

- Front line staffing - Admissions, Check-in, Box office, etc.
- Security & Crowd Management
- Event planning & management
- Entertainment/ Talent buying
- Event marketing / Promotion
- Staff Training – guest services, crowd management, event security – Make your staff pro!

Some of our clients and special events include, but are not limited to:





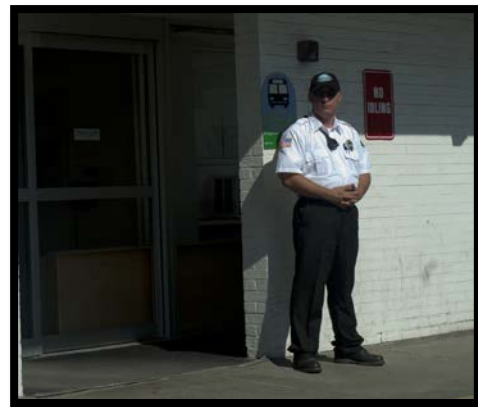
## Corporate Security

When it comes to protecting yourself, your assets, and your personnel you can't take anything for granted. GMCS offers a full range of security management capabilities ranging from the strategic design of security procedures to the implementation of physical security. We understand how important your personnel and assets are to you. The GMCS **Corporate and Commercial Security Solution** can provide front line staffing to meet your unique security needs whether at your company headquarters, a trade show, satellite parking area, or new development site.

We offer a suite of services designed to help you make the right decisions on your overall security program. Whether you have a long-term project or want added security in the short-term we will customize a solution that meets your needs.

We provide 24/7x365 protection whether you have one location or several locations, each with a different security objective and need. Our services include, but are not limited to the following:

- Employee and Asset Protection
- Loss Prevention
- Access Control
- Foot / Mobile Patrols
- Surveillance Programs
- Inspections
- Parking Lot Supervision
- Alarm Response
- Traffic Control/Flagging
- Parking Control & Management
- Identification of Unsafe Circumstances
- Booth Security
- Room/Space Monitors
- VIP & Executive Escort



Whether GMCS staffs your needs or you have in-house personnel capable of carrying out your security plan please consider GMCS as your partner in safety. Many times a third-party opinion, especially when considering something as important as safety, is a great option. As your safety professionals GMCS can help design a plan that makes sense for your company!

- Risk Assessment/Management
- Emergency Procedures
- Crisis Management Planning
- Security Program Development

*"Just wanted to tell you guys everyone from GMCS was FANTASTIC yesterday... thank you all SOOOOOOO Much!" - Grace A. Kelly - Director of Student Activities - Assistant Dean of Students - Saint Michael's College*

## Colleges & Universities

Plymouth State College	Rivier College	Brown University
Saint Anselm College	Smith College	Trinity College
Curry College	Skidmore College	Bridgewater State University
Cornell University	Hampshire College	University of Massachusetts, Amherst
Dartmouth College	Babson College	University of Rhode Island
University of Vermont	University of New Hampshire	Wheaton College
Norwich University	Castleton State College	Fitchburg State University
Middlebury College	Champlain College	Northeastern University
Saint Michaels College	Mount Holyoke College	Clarkson University
Mount Ida College	MIT	

*"I rely on GMCS for their expertise on a myriad of community safety issues. From the operation planning phase to post event review. I find their work is professional, comprehensive, and reliable. GMCS is a real asset to solving the safety needs of UVM." Captain Tim Bilodeau, University of Vermont Police Services*

## Event Clients

Dew Tour	ESPN Great Outdoor Games	Phish's Multi-Day Festivals
Champlain Valley Fair	ESPN Winter X Games	Fed Cup at Topnotch Resort in Stowe
Bonnaroo	The Country Music Awards (CMA's)	Taste of Country
Lollapalooza	Columbia Pictures - Salt	Lake Champlain Maritime Festival
Snoedown	U.S. Open Snowboarding Championships	Hockey East Playoff's
Gathering of the Vibes	Darling's Waterfront Concert Pavilion	NCAA Division Three Frozen Four
Wilco's Solid Sound	Burlington Discover Jazz Festival	First Night Burlington
Mountain Jam	America East NCAA Basketball	Focus Pictures - Taking Woodstock
EMS' Nor'Easter	The Capitol Theatre	Royal Family Affair

*"GMCS is as much a part of this festival as our internal staff, and I personally could not imagine the Festival running smoothly without them." Brian Mital - Managing Director, Burlington Discover Jazz Festival*

## Corporate / Commercial Clients

Burlington International Airport	Pike Industries	Stowe Mountain Resort
Fletcher Allen Hospital	Dick Sporting Goods	Trapp Family Lodge
SD Ireland	Abercrombe and Fitch	Champlain Valley Expo
Dealer.com	Hollister Company	Pac Sun
AIG	Victoria Secret Stores	Harley Davidson Stores
Ritchie Bros	William Sonoma Stores	Spruce Peak Realty
Blodgett Corporation	City of Burlington - Garages	Mills and Greer
Wal-Mart	Lowes Destinations Resorts	Shelburne Farms

*"GMCS is a leader in the field, and I am very pleased to have this company fulfill all of my crowd management needs." Alan Campbell - Manager, Memorial Auditorium*



## Professional References

### Champlain Valley Exposition

105 Pearl Street

Essex Junction, Vermont 05452

Type of Facility: The facilities include an amphitheater, the expo center, and various exhibit halls and conference rooms.

Scope of Services: Security, crowd management, guest services, event services, parking, and traffic control

Number of Attendees Serviced by Facility: Hundreds of thousands annually

Number of Years Providing Service: 10 years

Contact Name: Tom Oddy - Director of Special Events

Contact Phone: 802.878.5545

### Gathering of the Vibes

PO BOX 3377

BRIDGEPORT, CT 06605

Type of Facility/Event: Multi-day camping festival

Scope of Services: Security, crowd management, guest services, event services

Number of Attendees Serviced by Facility/Event: 20,000+ daily

Number of Years Providing Service: 11 years

Contact Name: Ken Hays - Owner

Contact Number: 203 908 3030

### University of Vermont

Burlington, VT 05405-3401

Type of Facility: The facilities include gymnasiums, outdoor settings, various function and exhibit halls and conference rooms.

Scope of Services: Security, crowd management, guest services, event services, parking, traffic control, training, consulting, etc.

Number of Attendees Serviced by Facility: Hundreds of thousands annually

Number of Years Providing Service: 11 years

Contact Name: Captain Tim Bilodeau

Contact Number: 802.656.3473

Contact Name: Patrick Brown - Director of Student Life

Contact Number: 802-656-0353

*"I rely on GMCS for their expertise on a myriad of community safety issues. From the operation planning phase to post event review. I find their work is professional, comprehensive, and reliable. GMCS is a real asset to solving the safety needs of UVM." Captain Tim Bilodeau  
University of Vermont Police Services*

---

National Headquarters

P.O. Box 4208 - Burlington, VT 05406 - Phone: 866.485.4627 - Fax: 802.662.1215

Info@gmcsusa.com - www.gmcsusa.com



THE UNIVERSITY OF RHODE ISLAND  
ONE LINCOLN ALMOND PLAZA, KINGSTON, RI 02881  
WWW.THERYANCENTER.COM

April 21, 2014

To Whom It May Concern,

As Director of Events at the Ryan Center & Boss Ice Arena, I am the primary contact for Green Mountain Concert Services as the hired security service for our venue.

Our company Global Spectrum strives to uphold a high standard for the way we run events and adhere to strict, specific policies and procedures. In their first year as our contracted security company, the personnel from GMCS have organized themselves and adapted with our building and management style faster than any company we have previously worked with. They present themselves with professionalism and diligence. Their staffing procedures and communication with clients are among the best that I have seen in the security industry. What we deem the most important is that if concerns ever arise surrounding large events, GMCS management have proven to be able to address situations in a timely and effective manor to correct situations. They also are no further than a phone call away and available at any time that I may need to reach them.

As a venue, we have been thoroughly pleased with their services and highly recommend them to any potential client.

Please feel free to contact me directly if you have any questions or need anything further.

Sincerely,

Eric Postemsky  
Director of Event Services  
Ryan Center / Boss Ice Arena  
University of Rhode Island  
Kingston, RI 02881  
(401)788-3080  
epostemsky@theyrancenter.com



BROWN

Student Activities Office

To Whom It May Concern,

In my role as Director of the Student Activities Office at Brown, I've served as the primary liaison to Green Mountain Concert Services (GMCS) in their role as our crowd management vendor for student run events. Since they began this role last Fall, they have quickly acclimated to Brown's culture and we've been extremely pleased with their performance and responsiveness. My experience highly recommends them as a partner in our campus safety.

As you know, GMCS staff members work to assist in running a variety of student events. In the past year, they have staffed nearly 100 events ranging from two staff members helping to count capacity at the entrance to a lecture or performance to nearly 70 staff assisting in managing our Spring Weekend concerts. I have personally been on the ground with their team members on a number of occasions and have found them to be highly observant, aware of their surroundings and effectively responsive when a situation arises. They address these situations at an appropriate level and defer to other campus officials, including DPS, when appropriate. Most importantly, they have quickly adapted to Brown's unique culture and work with our students to find solutions to concerns.

My communication with the administrative aspects of GMCS has been exemplary. I've been able to develop a close communication with their supervisor and he is extremely responsive to requests for additional support as well as in addressing the few minor concerns that have arisen. Overall, we couldn't be more pleased with our decision last year to go with GMCS as our vendor. I am sure you will find them equally effective and communicative.

If I can provide any additional information that would be helpful in your bid process, I would be more than happy to do so. Please don't hesitate to contact me with any questions.

Best,

A handwritten signature in black ink, appearing to read 'Timothy Shiner'.

Timothy Shiner

Director, Stephen Robert '62 Campus Center & Student Activities Office

401.863.2341

[timothy\\_shiner@brown.edu](mailto:timothy_shiner@brown.edu)





May 30, 2013

I am writing this testimonial regarding our experience in working with Green Mountain Concert Services. The Whittemore Center Arena began working with Green Mountain Concert Services about a year and a half ago after an extensive search when we began to increase our annual concerts. We have been extremely pleased with the services they provide. Their team is always professional, courteous, and extremely cognizant of how our facility operates and the relationships between the support departments necessary to manage a successful concert.

For each show we work with a member of their management team to discuss show details prior to the event. On the evening of the event their team is fully briefed on the event and the security team works seamlessly with our event staff team. The communication within Green Mountain is excellent and they can always easily adapt to last minute changes on the night of an event.

We could not be more pleased with the services provided by Green Mountain Security Services. The University of New Hampshire and the Whittemore Center Arena highly recommend partnering with Green Mountain Concert Services.

Best regards,

*Carrie Barron*

Carrie Barron  
Interim Event Manager  
Whittemore Center Arena

VIP and Executive Protection



Working with Public Safety



Pre-event Briefing



Site Evaluations and Planning



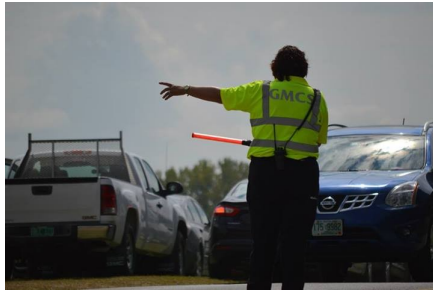
Guest Services Driven



Uniform Security



Parking and Traffic Management



Partners in Event Success



Mobile Patrols



Security and Crowd Management Specialists

Entrancing Management



Barricade and Pit Management



Athletic Events



Large Scale Special Events



Music Festivals (Gathering of the Vibes)

