

**PORT EVERGLADES FRANCHISE APPLICATION**

An application will not be deemed completed and processed until all required documents and fees are received.  
 A separate application must be filed for each type of franchise Applicant wishes to apply for.

CHECK ONE  STEAMSHIP AGENT  STEVEDORE  
 CARGO HANDLER  TUGBOAT & TOWING  
 VESSEL BUNKERING  VESSEL OILY WASTE REMOVAL  
 VESSEL SANITARY WASTE WATER REMOVAL

Note: Applicant is defined as the legal entity applying for the franchise. All information contained in this application shall apply only to the Applicant, not to any parent, affiliate, or subsidiary entities.

Applicant's Name SARUVALDO AMERICA, INC. DBA  
SHIP AGENTS OF PORT EVERGLADES  
 (Name as it appears on the certificate of incorporation, charter, by-laws, or other official document)

Applicant's Business Address PO Box 143977 MIAMI FL 33114  
Number / Street City/State/Zip  
 Phone # (305) 859 9000 E-mail address STEVEN MASOEU @ BellSouth.net  
 Fax #: (305) 870 0796

Name of the person authorized to bind the Applicant  
 (This person's signature must appear on Page 10.)

Name STEVEN MASOEU  
 Title GENERAL MANAGER

Business Address PO Box 143977 MIAMI FL 33114  
Number / Street City/State/Zip  
 Phone # (305) 859 9000 E-mail address @ BellSouth.net  
 Fax #: (305) 870 0796 STEVEN MASOEU

Provide the Name and Contact Information of Applicant's Representative to whom questions about this application are to be directed: (if different from the person authorized to bind the Applicant)

Representative's Name STEVEN MASOEU  
 Representative's Title GENERAL MANAGER  
 Representative's Business Address PO Box 143977 MIAMI FL 33114  
Number / Street City/State/Zip  
 Representative's Phone # (305) 859 9000  
 Representative's E-mail address STEVEN MASOEU @ BellSouth.NET  
 Representative's Fax #: (305) 870 0796

PLEASE COMPLETE THIS APPLICATION AND LABEL ALL REQUIRED BACKUP DOCUMENTATION TO CLEARLY IDENTIFY THE SECTION OF THE APPLICATION TO WHICH THE DOCUMENTATION APPLIES (I.E., SECTION A, B, C, etc.).

**Section A**

1. List the name(s) of Applicant's officers including CEO, COO, CFO, director(s), member(s), partner(s), shareholder(s), principal(s), employee(s), agents, and local representative(s) active in the management of the Applicant.

Officers:

Title PRESIDENT  
First Name STEVEN Middle Name TINO  
Last Name MASDEU  
Business Street Address PO Box 143977  
City, State, Zip Code MIAMI FL 33114  
Phone Number 305 859 9000 Fax Number 305 870 0796  
Email Address STEVEN MASDEU @ BellSouth.net.

Title \_\_\_\_\_  
First Name \_\_\_\_\_ Middle Name \_\_\_\_\_  
Last Name \_\_\_\_\_  
Business Street Address \_\_\_\_\_  
City, State, Zip Code \_\_\_\_\_  
Phone Number ( ) \_\_\_\_\_ Fax Number ( ) \_\_\_\_\_  
Email Address \_\_\_\_\_ @ \_\_\_\_\_

Title \_\_\_\_\_  
First Name \_\_\_\_\_ Middle Name \_\_\_\_\_  
Last Name \_\_\_\_\_  
Business Street Address \_\_\_\_\_  
City, State, Zip Code \_\_\_\_\_  
Phone Number ( ) \_\_\_\_\_ Fax Number ( ) \_\_\_\_\_  
Email Address \_\_\_\_\_ @ \_\_\_\_\_

Title \_\_\_\_\_  
First Name \_\_\_\_\_ Middle Name \_\_\_\_\_  
Last Name \_\_\_\_\_  
Business Street Address \_\_\_\_\_  
City, State, Zip Code \_\_\_\_\_  
Phone Number ( ) \_\_\_\_\_ Fax Number ( ) \_\_\_\_\_  
Email Address \_\_\_\_\_ @ \_\_\_\_\_

Attach additional sheets if necessary.

2. **RESUMES:** Provide a resume for each officer, director, member, partner, shareholder, principal, employee agent, and local representative(s) active in the management of the Applicant, as listed above.

**Section B**

1. Place checkmark to describe the Applicant:  
( ) Sole Proprietorship (  ) Corporation ( ) Partnership ( ) Joint Venture ( ) Limited Liability Company
2. Provide copies of the documents filed at the time the Applicant was formed including Articles of Incorporation (if a corporation); Articles of Organization (if an LLC); or Certificate of Limited Partnership or Limited Liability Limited Partnership (if a partnership). If the Applicant was not formed in the State of Florida, provide a copy of the documents demonstrating that the Applicant is authorized to conduct business in the State of Florida.

**Section C**

1. Has there been any change in the ownership of the Applicant within the last five (5) years? (e.g., any transfer of interest to another party)  
Yes \_\_\_ No  If "Yes," please provide details in the space provided. Attach additional sheets if necessary.

NO CHANGES IN OWNERSHIP

2. Has there been any name change of the Applicant or has the Applicant operated under a different name within the last five (5) years?  
Yes  No \_\_\_ If "Yes," please provide details in the space provided, including: Prior name(s) and Date of name change(s) filed with the State of Florida's Division of Corporations or other applicable state agency. Attach additional sheets if necessary.

PLEASE SEE ATTACHED APPLICATION

3. Has there been any change in the officers, directors, executives, partners, shareholders, or members of the Applicant within the past five (5) years?  
Yes \_\_\_ No  If "Yes," please provide details in the space provided, including:  
Prior officers, directors, executives, partners, shareholders, members  
Name(s) \_\_\_\_\_  
New officers, directors, executives, partners, shareholders, members  
Name(s) \_\_\_\_\_  
Also supply documentation evidencing the changes including resolution or minutes appointing new officers, list of new principals with titles and contact information, and effective date of changes. Attach additional sheets if necessary.

**Section D**

Provide copies of all fictitious name registrations filed by the Applicant with the State of Florida's Division of Corporations or other State agencies. If none, indicate "None" \_\_\_\_\_.

**Section E**

1. Has the Applicant acquired or been acquired by another entity within the last five (5) years?  
Yes \_\_\_ No  If "Yes," please provide details in the space provided. Attach additional sheets if necessary.

2. Provide the full legal name of any business entity which the Applicant acquired during the last five (5) years which engaged in a similar business activity as the business activity which is the subject of this Port Everglades Franchise Application. If none, indicate "None" \_\_\_\_\_.

NONE

3. Indicate in the space provided the date of the acquisition and whether the acquisition was by a stock purchase or asset purchase and whether the Applicant herein is relying on the background and history of the acquired firm's officers, managers, employees and/or the acquired firm's business reputation in the industry to describe the Applicant's experience or previous business history. Attach additional sheets if necessary.

NONE

4. Provide the full legal name of any business entity which acquired the Applicant during the last five (5) years which engaged in a similar business activity as the business activity which is the subject of this Port Everglades Franchise Application. If none, indicate "None" \_\_\_\_\_.

NONE

5. Indicate in the space provided the date of the acquisition and whether the acquisition was by a stock purchase or asset purchase and whether the Applicant herein is relying on the background and history of the parent firm's officers, managers, employees and/or the parent firm's business reputation in the industry to describe the Applicant's experience or previous business history. Attach additional sheets if necessary.

**Section F**

Provide the Applicant's previous business history, including length of time in the same or similar business activities as planned at Port Everglades.

**Section G**

1. Provide a list of the Applicant's current managerial employees, including supervisors, superintendents, and forepersons.

2. List the previous work history/experience of the Applicant's current managerial employees, including their active involvement in seaports and length of time in the same or similar business activities as planned at Port Everglades.



**Section I**

1. Provide a description of all past (within the last five (5) years) and pending litigation, legal claims, warning notices and notices of violations in which the Applicant is a named party, whether in the State of Florida or in another jurisdiction, involving environmental laws, rules, or regulations or a public entity crime as defined by Chapter 287, Florida Statutes, or theft-related crime such as fraud, bribery, smuggling, embezzlement or misappropriation of funds or acts of moral turpitude, meaning conduct or acts that tend to degrade persons in society or ridicule public morals.

The description must include all of the following:

- a) The case title and docket number
- b) The name and location of the court before which it is pending or was heard
- c) The identification of all parties to the litigation
- d) General nature of all claims being made

If none, indicate "None" NONE

2. Indicate whether in the last five (5) years the Applicant or an officer, director, executive, partner, or a shareholder, employee or agent who is or was (during the time period in which the illegal conduct or activity took place) active in the management of the Applicant was charged, indicted, found guilty or convicted of illegal conduct or activity (with or without an adjudication of guilt) as a result of a jury verdict, nonjury trial, entry of a plea of guilty or nolo contendere where the illegal conduct or activity (1) is considered to be a public entity crime as defined by Chapter 287, Florida Statutes, as amended from time to time, or (2) is customarily considered to be a white-collar crime or theft-related crime such as fraud, smuggling, bribery, embezzlement, or misappropriation of funds, etc. or (3) results in a felony conviction where the crime is directly related to the business activities for which the franchise is sought.

Yes \_\_\_ No

If you responded "Yes," please provide all of the following information for each indictment, charge, or conviction:

- a) A description of the case style and docket number
- b) The nature of the charge or indictment
- c) Date of the charge or indictment
- d) Location of the court before which the proceeding is pending or was heard
- e) The disposition (e.g., convicted, acquitted, dismissed, etc.)
- f) Any sentence imposed
- g) Any evidence which the County (in its discretion) may determine that the Applicant and/or person found guilty or convicted of illegal conduct or activity has conducted itself, himself or herself in a manner as to warrant the granting or renewal of the franchise.

**Section J**

The Applicant must provide a current certificate(s) of insurance. Franchise insurance requirements are determined by Broward County's Risk Management Division and are contained in the Port Everglades Tariff No. 12 as amended, revised or reissued from time to time. The Port Everglades Tariff is contained in the Broward County Administrative Code, Chapter 42, and is available for inspection on line at: <http://www.broward.org/port/tariff>.

**Section K**

1. The Applicant must provide its most recent audited or reviewed financial statements prepared in accordance with generally accepted accounting principles, or other documents and information which demonstrate the Applicant's creditworthiness, financial responsibility, and resources, which the Port will consider in evaluating the Applicant's financial responsibility.
2. Has the Applicant or entity acquired by Applicant (discussed in Section E herein) sought relief under any provision of the Federal Bankruptcy Code or under any state insolvency law filed by or against it within the last five (5) year period?

Yes \_\_\_ No

If "Yes," please provide the following information for each bankruptcy or insolvency proceeding:

- a) Date petition was filed or relief sought
  - b) Title of case and docket number
  - c) Name and address of court or agency
  - d) Nature of judgment or relief
  - e) Date entered
3. Has any receiver, fiscal agent, trustee, reorganization trustee, or similar officer been appointed in the last five (5) year period by a court for the business or property of the Applicant?

Yes \_\_\_ No

If "Yes," please provide the following information for each appointment:

- a) Name of person appointed
  - b) Date appointed
  - c) Name and address of court
  - d) Reason for appointment
4. Has any receiver, fiscal agent, trustee, reorganization trustee, or similar officer been appointed in the last five (5) year period by a court for any entity, business, or property acquired by the Applicant?

Yes \_\_\_ No

If "Yes," please provide the following information for each appointment:

- a) Name of person appointed
- b) Date appointed
- c) Name and address of court
- d) Reason for appointment

**Section L**

List four (4) credit references for the Applicant, one of which must be a bank. Use this format:

Name of Reference \_\_\_\_\_ Nature of Business \_\_\_\_\_

Contact Name \_\_\_\_\_ Title \_\_\_\_\_

Legal Business Street Address \_\_\_\_\_

City, State, Zip Code \_\_\_\_\_

Phone Number (\_\_\_\_) \_\_\_\_\_

(Provide on a separate sheet.)

2

**Section M**

1. Security: Pursuant to Port Everglades Tariff 12, Item 960, all Franchisees are required to furnish an Indemnity and Payment Bond or Irrevocable Letter of Credit drawn on a U.S. bank in a format and an amount not less than \$20,000 as required by Broward County Port Everglades Department.

2. Has the Applicant been denied a bond or letter of credit within the past five (5) years?

Yes \_\_\_ No X

If "Yes," please provide a summary explanation in the space provided of why the Applicant was denied. Use additional sheets if necessary.

**Section N**

1. Provide a list and description of all equipment currently owned and/or leased by the Applicant and intended to be used by the Applicant for the type of service(s) intended to be performed at Port Everglades including the age, type of equipment and model number.

NONE

2. Identify the type of fuel used for each piece of equipment.

NONE

3. Indicate which equipment, if any, is to be domiciled at Port Everglades.

NONE

4. Will all equipment operators be employees of the Applicant, on the payroll of the Applicant, with wages, taxes, benefits, and insurance paid by the Applicant?

Yes \_\_\_ No \_\_\_ NONE

If "No," please explain in the space provided who will operate the equipment and pay wages, taxes, benefits, and insurance, if the franchise is granted. Use additional sheets if necessary.

**Section O**

Provide a copy of the Applicant's current Broward County Business Tax Receipt (formerly Occupational License).

**Section P**

1. Provide a copy of Applicant's safety program.
2. Provide a copy of Applicant's substance abuse policy.
3. Provide a copy of Applicant's employee job training program/policy.
4. Provide information regarding frequency of training.
5. Include equipment operator certificates, if any.

**Section Q**

1. Has the Applicant received any citations, notices of violations, warning notices, or fines from any federal, state, or local environmental regulatory agencies within the past five (5) years?  
Yes \_\_\_ No
  
2. Has the Applicant received any violations from the U.S. Coast Guard within the past five (5) years? Yes \_\_\_ No
  
3. Has the Applicant received any notices of violations or orders from the Occupational Safety and Health Administration within the past five (5) years?  
Yes \_\_\_ No

If you responded "Yes" to any of this section's questions 1, 2, or 3 above, please provide a detailed summary for each question containing the following information:

- a) Name and address of the agency issuing the citation or notice
- b) Date of the notice
- c) Nature of the violation
- d) Copies of the infraction notice(s) from the agency
- e) Disposition of case
- f) Amount of fines, if any
- g) Corrective action taken

Attach copies of all citations, notices of violations, warning notices, and fines issued by local, state, and federal regulatory agencies, all related correspondence, and proof of payment of fines.

4. Provide a statement (and/or documentation) which describes the Applicant's commitment to environmental protection, environmental maintenance, and environmental enhancement in the Port.

**Section R**

Provide written evidence of Applicant's ability to promote and develop growth in the business activities, projects or facilities of Port Everglades through its provision of the services (i.e., stevedore, cargo handler or steamship agent) it seeks to perform at Port Everglades. For first-time applicants (stevedore, cargo handler and steamship agent), the written evidence must demonstrate Applicant's ability to attract and retain new business such that, Broward County may determine in its discretion that the franchise is in the best interests of the operation and promotion of the port and harbor facilities. The term "new business" is defined in Chapter 32, Part II of the Broward County Administrative Code as may be amended from time to time.

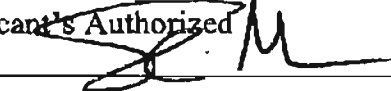
By signing and submitting this application, Applicant certifies that it has read and understands the governing rules and regulations for a franchise as provided in Chapter 32, Part II, of the Broward County Administrative Code as amended. For additional information, visit: <http://www.municode.com/resources/gateway.asp?pid=13528&sid=9>.

By signing and submitting this application, Applicant certifies that all information provided in this application is true and correct and further, understands that providing false or misleading information on this application may result in the franchise application being denied, or in instances of renewal, a franchise revoked. Applicant hereby waives any and all claims for any damages resulting to the Applicant from any disclosure or publication in any manner of any material or information acquired by Broward County during the franchise application process or during any inquiries, investigations, or public hearings.

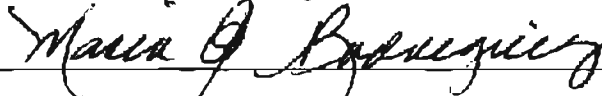
The individual executing this application personally warrants that s/he has the full binding authority to execute this application on behalf of the Applicant. Applicant further understands that if there are any changes to the information provided herein (subsequent to this application submission) and/or to its officers, directors, senior management personnel and/or in its business operation as stated in this application, Applicant agrees to provide such updated information to the Port Everglades Department of Broward County including the furnishing of the names, addresses (and other information as required above) with respect to persons becoming associated with Applicant after its franchise application is submitted and any other required documentation requested by Port Everglades Department staff as relating to the changes in the business operation. This information must be submitted within ten (10) calendar days from the date of any change made by the Applicant.

Applicant certifies that all workers performing functions for Applicant who are subject to the Longshore and Harbor Workers' Act are covered by Longshore and Harbor Workers' Act, Jones Act Insurance, as required by federal law.

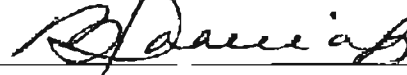
By signing and submitting this application, Applicant authorizes the Port Everglades Department of Broward County to make any inquiry or investigation it deems appropriate to verify or augment the information contained in this application, and authorizes others to release to the Port Everglades Department of Broward County any and all information sought in such inquiry. Applicant further understands that under the laws of the State of Florida, this application is subject to the Florida Public Records Act (Chapter 119, Florida Statutes) as may be amended.

Signature of Applicant's Authorized Representative  Date Signed 9/18/08

Signature name and title - typed or printed STEVEN MASOJU PRESIDENT

Witness Signature 

Witness name-typed or printed MARIA E. RODRIGUEZ

Witness Signature 

Witness name-typed or printed Barbara Sabina

If a franchise is granted, all official notices/correspondence should be sent to:

Name STEVEN MASOJU Title GENERAL MANAGER

Address PO BOX 143977 Phone 305 859 9000  
MIAMI, FL 33114

If you have checked an Applicant box for VESSEL BUNKERING, OR VESSEL OILY WASTE REMOVAL, OR VESSEL SANITARY WASTE WATER REMOVAL, then the following additional information is required:

**VESSEL BUNKERING**

**Section T-** A Letter of Adequacy from the U.S. Coast Guard and a copy of the applicant's operations manual approved by the U.S. Coast Guard.

**Section V-** A copy of the applicant's Oil Spill Contingency Plan for Marine Transportation Related Facilities approved by the U.S. Coast Guard.

**Section W-** A Terminal Facility Discharge Prevention and Response Certificate with a copy of an approved Oil Spill Contingency Plan from the Florida Dept. of Environmental Protection.

**Section Z-** An approved Discharge Cleanup Organization Certificate from the Florida Dept. of Environmental Protection which has been issued to the applicant or to its cleanup contractor with a copy of the cleanup contract showing the expiration date.

**VESSEL OILY WASTE REMOVAL**

**Section S-** Certificate of Adequacy in compliance with the Directives of MARPOL 73/75 and 33 CFR 158, if applicable.

**Section T-** A Letter of Adequacy from the U.S. Coast Guard and a copy of the Applicant's operations manual approved by the U.S. Coast Guard.

**Section U-** A Waste Transporter License from the Broward County Environmental Protection Department identifying the nature of the discarded hazardous (or non-hazardous) material to be transported.

**Section V-** A copy of the Applicant's Oil Spill Contingency Plan for Marine Transportation Related Facilities approved by the U.S. Coast Guard.

**Section W-** A Terminal Facility Discharge Prevention and Response Certificate with a copy of an approved Oil Spill Contingency Plan from the Florida Dept. of Environmental Protection.

**Section X-** A Used Oil Collector, Transporter, and Recycler Certificate from the Florida Dept. of Environmental Protection.

**Section Y-** An Identification Certificate from the U.S. Environmental Protection Agency.

**Section Z-** An approved Discharge Cleanup Organization Certificate from the Florida Dept. of Environmental Protection which has been issued to the Applicant or to its cleanup contractor with a copy of the cleanup contract showing the expiration date.

**VESSEL SANITARY WASTE WATER REMOVAL**

**Section U-** A Waste Transporter License from the Broward County Environmental Protection Department identifying the nature of the discarded hazardous (or non-hazardous) material to be transported.

**Section Z1-** A copy of the Applicant's operations manual.

**Section Z2-** A Septage Receiving Facility Waste Hauler Discharge Permit from the Broward County Water and Wastewater Services Operations Division.

**A. Current Officers and Resumes**

Steven Masdeu

# Steven T. Masdeu

2000 SW 24th Terrace ■ Miami, FL 33145 ■ (305) 972-1692 ■ [stevenmasdeu@bellsouth.net](mailto:stevenmasdeu@bellsouth.net)

Field Code Changed

## VICE PRESIDENT ■ DIRECTOR ■ GENERAL MANAGER

- **Results-proven, entrepreneurial business management executive** with documented success leading startup, turnaround, and high-growth operations to achieve #1 market share, restore profitability to distressed businesses, and propel multimillion-dollar growth.
- **Excel in taking businesses to the next level** by optimizing capital, cultivating key business/government partnerships, building high-performance teams/operations, and providing motivational leadership.
- **Comprehensive, hands-on experience in all facets of management**, including operations, sales/business development, fiscal/P&L management, marketing, HR/personnel management, risk management, crisis response, and legal/regulatory affairs.
- **Strong legal, security, repatriation, and transportation background** that is applicable to many industries.
- **Internationally traveled, bilingually fluent (Spanish), culturally sensitive, and solidly credentialed** (qualifications include a BSBA in finance/criminal justice, licensed security manager, and licensed investigator).

## KEY SKILLS

- Airline/Cruise Line Safeguard & Repatriation Operations
- Security, Investigations & Risk Management
- Transport & Logistics Management
- Startup/Turnaround/High-Growth Management
- CBP/DOT/IFTA/FAA Regulations & Compliance
- Budgeting/P&L Management/Revenue Growth
- Business Development & Strategic Planning
- Account Acquisition/Retention/Management
- Customer/Vendor Relations & Negotiations
- Teambuilding & Supervision

## PROFESSIONAL EXPERIENCE

SAFEGUARD AMERICA SECURITY & INVESTIGATIONS, INC. (dba AMERICA'S TRANSPORTATION) — Miami, FL  
*Provides security, repatriation, and transportation services for major cruise lines ([www.americatransportation.com](http://www.americatransportation.com))*  
**Director / General Manager**, 6/98 to Present

Founded and grew startup business to become the dominant services provider in the market. Oversee all aspects of the business, including finance (P&L, budgeting, purchasing, financial analysis, accounting, billing); operations (strategic planning, vendor negotiations/management, fleet/facilities management, and day-to-day activities involving ship security, crew repatriation/safeguarding, airport/medical transportation, crew facilitation services, and pre-/post-cruise hotel transfers for major cruise lines); and marketing/sales (including business development account management, advertising/promotions, web/direct marketing, and customer relationship management).

Additionally serve as company safety and compliance officer, liaising extensively with federal agencies (e.g., DOT, FAA, Bureau of Customs and Border Protection, U.S. Coast Guard) to ensure the secure transport, safeguarding, and repatriation of all non-U.S. citizens whose cruise line contracts have been terminated (requiring them to return to their native countries under security escort). Hire, train, and supervise a six-member management team (operations manager, security officers, driver supervisors), with ultimate accountability for all company employees and subcontracted personnel (total of up to 55 staff). **Key Results:**

- Launched and grew startup from \$0 to \$2.5M annually. Built a thriving business to capture over 50% of seasonal market, and achieved profitable growth and goal-surpassing performance-to-plan from year one to present.
- Displaced competitors to land major cruise line accounts (e.g., Royal Caribbean, Celebrity Cruises, Norwegian Cruise Lines, Carnival, Holland America, Disney Cruise Ships, Princess, Costa Cruise Lines, Mediterranean Shipping). Cultivated loyal, lasting customer relationships to lead the industry in account retention.
- Penetrated the passenger-carrier market, growing transportation portion of the business from a single van in 1998 to a 39-vehicle fleet in 2007. Successfully orchestrated major transport operations, safely and expeditiously moving up to 5,500 people in a single day.
- Became one of the most trusted and respected providers of crew repatriation services by U.S. government agencies and major cruise lines, ensuring strict compliance with the orders of the attorney general and various federal agencies. Ensured fallsafe security and zero incidents during the government-mandated return of terminated ship crew members and criminal stowaways to their native countries.
- Developed a top-performing, service-focused team, resulting in industry-leading customer satisfaction.

---

**PROFESSIONAL EXPERIENCE (CONTINUED)**

---

**GENERAL PATROL SERVICES, INC. — Miami, FL***Provides security and passenger services for international air carriers***Operations Supervisor / Account Manager, 6/92 to 6/98**

Held dual responsibility for the smooth and profitable operations of all daily business functions, airport activities, aircraft security assignments, and passenger/security transits (including the safeguarding and return of stowaways or non-U.S. citizens lacking proper visa/identification credentials), as well as the management and maintenance of all company accounts (including Taca, Avianca, Copa, Nica, and Varig Airlines). Directly supervised an 80-member team of security managers/officers. **Key Results:**

- Helped lead the turnaround of struggling, under-performing operation. Modernized, formalized, and grew business by injecting best-practice standards into daily operations and creating a variety of key documents, manuals, corporate identity materials, and marketing collateral (including sales presentations, bilingual training/employee/operations manuals, company logo, security uniforms, and all company job descriptions).
- Accompanied sales manager to Brazil to land key account (Varig Airlines), paving the way for subsequent multinational business wins with a series of international air carriers.
- Personally closed multi-year contracts with Commodore, Carnival, and Norwegian Cruise Lines for crew repatriation services, launching a profitable business sidearm that eventually grew to become the leading revenue-generator for the company.
- Developed and implemented air cargo security programs following new super carrier initiative to ensure regulatory compliance with U.S. Customs mandates.
- Created from scratch new terminal security plan (an 80-page manual complete with passenger flow diagrams and architectural drawings of six U.S. port terminals) that was universally acclaimed by cruise line customers for bringing them into full compliance with U.S. Coast Guard requirements.

**LAW OFFICES OF OSCAR ARROYAVE — Miami, FL***Small law firm handling criminal cases around the world***Legal Assistant, 8/84 to 6/92**

Fulfilled multifaceted responsibilities as the trusted legal assistant to firm's founder/senior partner. Interfaced extensively with clients, providing immediate response upon notification of their arrest, handling emergency affairs post-arrest, conducting client interviews and providing translating services, guiding clients through the criminal prosecutorial process, helping clients understand charges, and starting the legal representation process. Participated in legal defense strategy, helped prepare trial exhibits, assisted in investigating leads and locating/deposing witnesses, aided in the discovery process, and prepared/filed an array of legal documents.

---

**EDUCATION & CREDENTIALS**

---

**FLORIDA INTERNATIONAL UNIVERSITY — Miami, FL****BS in Business Administration (BSBA), Major in Finance, Minor in Criminal Justice, 2004****Licenses:** Security Manager (1994), Investigator (1994), Merchant Marine License (2002)**Professional Development:** Completed extensive coursework from the U.S. Coast Guard, Federal Aviation Administration (FAA), Bureau of Alcohol, Tobacco, and Firearms (ATF), and local universities. Highlights include:

- |                                       |  |
|---------------------------------------|--|
| ▪ Radar Observer Unlimited, 2005      | ▪ U.S. Merchant Marine Officer, 2002               |
| ▪ Weapons of Mass Destruction, 2004   | ▪ National Seminar on Terrorism & Explosives, 2001 |
| ▪ Incident Command System (ICS), 2004 | ▪ Airline Passenger Screening Programs, 1996       |

---

**TECHNOLOGY & LANGUAGE SKILLS**

---

**Computers:** MS Office (Word, Excel, Outlook); QuickBooks; AutoCAD (basic); GPS radar systems; Windows**Foreign Language:** Spanish (expert verbal/written fluency)

---

**AVAILABLE FOR U.S. OR INTERNATIONAL RELOCATION**

---

# Interim Recommendation



On recommendation of the Faculty and by virtue of the authority vested in it by the Board of Trustees hereby confers upon

**Steven D. Marden**

the degree of

**Bachelor of Business Administration**

**College of Business Administration**

In Testimony Whereof, the signatures of the University's officers are hereto affixed in Miami, Florida

August 14, 2004

Section A.2 (Cont.)  
(Back-up)

*Spinger*  
Chairman, Board of Trustees

*John Bush*  
Governor

*Joyce Elam*

*[Signature]*  
President of University

# Miami Dade College North Campus



## School of Justice

On recommendation of its faculty and by virtue of the authority vested in it by the Board of Trustees of the College has awarded to

*Steven Masden*

this certificate as evidence of the satisfactory completion of the course in  
Prepare Florida Part 1 Weapons of Mass Destruction and Incident Command System

given in the County of Miami-Dade, in the State of Florida, on the 21 day of October 2004

*David*

President, Miami Dade College North Campus



*Ken Manning*  
Director, School of Justice

SERIAL NUMBER

1068312

ISSUE NUMBER 1

UNLIMITEED SEAMANS COAST GUARD



# U.S. MERCHANT MARINE OFFICER

*This is to certify that*

\*\*\* STEVEN TINO MASDEU \*\*\*

*having been duly examined and found competent by the undersigned is licensed to serve for the term of five years from the below issue date as:*

MASTER OF STEAM OR MOTOR VESSELS OF NOT MORE THAN 50 GROSS REGISTERED TONS (DOMESTIC TONNAGE) UPON NEAR COASTAL WATERS.

*Given under my hand this 11TH day of September 2002*

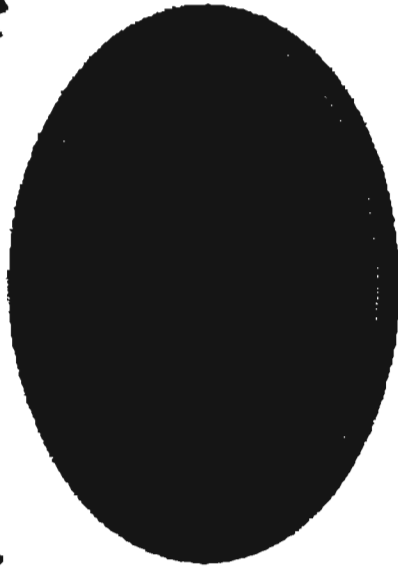
M. L. MERCADO, LT. ASIP, USCG, BY DIR  
OFFICER IN CHARGE, MARINE INSPECTION

ISSUE PORT: MIAMI, FL  
EXPIRATION DATE: SEPTEMBER 11, 2007

Handwritten text at the bottom of the page, possibly a date or reference number: "SEP 11 2002" and "312"

# Seminar on Terrorism and Explosives

## Certificate of Attendance



SEMTEX 2001-MIAMI

June 5-7, 2001

*presented to*

**STEVEN MASDEU**

*in recognition of your commitment  
to furthering aviation safety and security.*



*John R. ...*

ATF Assistant Director  
Training and Professional Development

*Mark ...*

Manager, Training and Career Development  
FAA Civil Aviation Security

# CERTIFICATE

*This is to Certify that*

*Steven Masden*

*On this, the 17th Day of January, 1996  
Has Successfully Completed a Training Seminar on the  
Airline Passenger Screening Programs*

*Presented by the Air Transport Association of America*



*Susan O. Rotk  
Managing Director - Security*

FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES

CHARLES H. BRONSON  
COMMISSIONER  
DIVISION OF LICENSING

ISSUE DATE: 11/07/07

LICENSE NO. A 9800177

THE AGENCY OR SCHOOL NAMED BELOW IS  
LICENCED AND REGULATED UNDER THE  
PROVISIONS OF CHAPTER 483, FLORIDA STATUTES,  
FOR THE PERIOD EXPIRING NOVEMBER 04, 2010

PRIVATE INVESTIGATIVE AGENCY

SAFEGUARD AMERICA SECURITY &  
INVESTIGATIONS, INC.  
3935 N.W. 26TH STREET  
MIAMI, FL 33142

MASDEU, STEVEN T.  
PRESIDENT



CHARLES H. BRONSON  
COMMISSIONER

**FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES**

**CHARLES H. BRONSON  
COMMISSIONER  
DIVISION OF LICENSING**

**ISSUE DATE: 12/11/07**

**LICENSE NO. B 9800078**

**THE AGENCY OR SCHOOL NAMED BELOW IS  
LICENCED AND REGULATED UNDER THE  
PROVISIONS OF CHAPTER 493, FLORIDA STATUTES,  
FOR THE PERIOD EXPIRING AUGUST 26, 2010**

**SECURITY AGENCY**

**SAFEGUARD AMERICA SECURITY &  
INVESTIGATIONS, INC.  
3935 N.W. 26TH STREET  
MIAMI, FL 33142**

**MASDEU, STEVEN T.  
PRESIDENT**



*Charles H. Bronson*

**CHARLES H. BRONSON  
COMMISSIONER**

## **B. Official Documents**

1. The Applicant here is a Corporation in the Sate of Florida

Safeguard America d.b.a.  
Ship Agents of Port Everglades  
P.O. Box 143977  
Miami, Florida 33114-3977  
Office 305 859 9000  
Facsimile 305 870 0796

Physical Address :

Safeguard America d.b.a.  
Ship Agents of Port Everglades  
3935 NW 26<sup>th</sup> Street  
Miami, Florida 33142

2. Enclosed please find the Articles of Incorporation for Safeguard America Security & Investigation filed and dated June 01, 1998.
  - 2.1 Enclosed please find the merger documents dated September, 2008 between Safeguard America Security & Investigations, Inc. and Safeguard America, Inc. The purpose and design of the merger was to acquire the Safeguard America name only. Shares owned by Safeguard America were dissolved in the merger.

TRANSMITTAL LETTER  
P98000049289

Department of State  
Division of Corporations  
P. O. Box 6327  
Tallahassee, FL 32314

SUBJECT: Safeguard America Security & Investigations, Inc.  
(Proposed corporate name - must include suffix)

100002542941--5  
-06/01/98--01131--008  
\*\*\*122.50 \*\*\*122.50

Enclosed is an original and one(1) copy of the articles of incorporation and a check for :

\$70.00  
Filing Fee

\$78.75  
Filing Fee  
& Certificate

\$122.50  
Filing Fee  
& Certified Copy

\$131.25  
Filing Fee,  
Certified Copy  
& Certificate

ADDITIONAL COPY REQUIRED

FROM: Curtis J. Mase  
Name (Printed or typed)

1001 Brickell Bay Drive, #2600  
Address

Miami Florida 33131  
City, State & Zip

(305) 377-3770  
Daytime Telephone number

98 JUN - 1 PM 4: 13  
SECRETARY OF STATE  
TALLAHASSEE FLORIDA

FILED

NOTE: Please provide the original and one copy of the articles.

*[Handwritten signature]*  
5/29/98

*[Handwritten mark]*

**FILED**  
98 JUN -1 PM 4:13  
SECRETARY OF STATE  
TALLAHASSEE FLORIDA

**ARTICLES OF INCORPORATION**

The undersigned incorporator, for the purpose of forming a corporation under the Florida Business Corporation Act, hereby adopts the following Articles of Incorporation.

**ARTICLE I NAME**

The name of the corporation shall be:

Safeguard America Security & Investigations, Inc.

**ARTICLE II PRINCIPAL OFFICE**

The principal place of business and mailing address of this corporation shall be:

2000 S.W. 24 Terr.  
Miami, FL 33145

P.O. Box 141091  
Coral Gables FL 33114-1091

**ARTICLE III SHARES**

The number of shares of stock that this corporation is authorized to have outstanding at any one time is:

100 Shares

**ARTICLE IV INITIAL REGISTERED AGENT AND STREET ADDRESS**

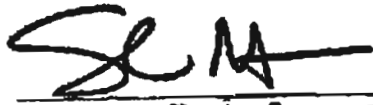
The name and Florida street address of the initial registered agent are:

Curtis J. Mase, Esq., Mase & Sreenan, 1001 Brickell Bay Dr., #2600, Miami, FL 33131

**ARTICLE V INCORPORATOR**

The name and address of the incorporator to these Articles of Incorporation are:

Steven Masden, 200 SW 24 Terr, Miami, FL 33145



Steven Masden

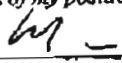
5/26/98

Signature/Incorporator

Date

(An additional article must be added if an effective date is requested.)

Having been named as registered agent and to accept service of process for the above stated corporation at the place designated in this certificate, I hereby accept the appointment as registered agent and agree to act in this capacity. I further agree to comply with the provisions of all statutes relating to the proper and complete performance of my duties, and I am familiar with and accept the obligations of my position as registered agent



Signature/Registered Agent

5/26/98

Date

# FLORIDA DEPARTMENT OF STATE DIVISION OF CORPORATIONS



[Home](#)   [Contact Us](#)   [E-Filing Services](#)   [Document Searches](#)   [Forms](#)   [F](#)

[Previous on List](#)   [Next on List](#)   [Return To List](#)

[Events](#)

[Name History](#)

Entity Name :

## Detail by Entity Name

### Florida Profit Corporation

SAFEGUARD AMERICA, INC.

### Filing Information

**Document Number** P98000049289  
**FEI Number** 650840025  
**Date Filed** 06/01/1998  
**State** FL  
**Status** ACTIVE  
**Last Event** MERGER NAME CHANGE  
**Event Date Filed** 09/11/2008  
**Event Effective Date** NONE

### Principal Address

3935 NW 26TH STREET  
MIAMI FL 33142 US

Changed 03/19/2008

### Mailing Address

P.O. BOX 143977  
CORAL GABLES FL 33114 US

Changed 03/19/2008

### Registered Agent Name & Address

MASE, CURTIS J ESQ  
CURTIS MASE  
1001 BRICKELL BAY DRIVE, #2600  
MIAMI FL 33131 US

Address Changed: 01/05/2006

### Officer/Director Detail

#### **Name & Address**

Title P

MASDEU, STEVEN  
P.O BOX 143977

MIAMI FL 33114

**Annual Reports**

**Report Year Filed Date**

<b>2006</b>	01/05/2006
<b>2007</b>	01/11/2007
<b>2008</b>	03/19/2008

**Document Images**

- [03/19/2008 -- ANNUAL REPORT](#)
- [01/11/2007 -- ANNUAL REPORT](#)
- [01/05/2006 -- ANNUAL REPORT](#)
- [03/17/2005 -- ANNUAL REPORT](#)
- [04/07/2004 -- ANNUAL REPORT](#)
- [04/03/2003 -- ANNUAL REPORT](#)
- [01/10/2002 -- ANNUAL REPORT](#)
- [05/10/2001 -- ANNUAL REPORT](#)
- [08/01/2000 -- ANNUAL REPORT](#)
- [03/04/1999 -- ANNUAL REPORT](#)
- [06/01/1998 -- Domestic Profit](#)

**Note:** This is not official record. See documents if question or conflict.

[Previous on List](#)   [Next on List](#)   [Return To List](#)

**Events**

**Name History**

[Home](#)   [Contact Us](#)   [Get a New License](#)   [Forgot License Number](#)   [Help](#)  
[Copyright and Privacy Policies](#)  
[2017 State of Florida Department of State](#)

**2008 FOR PROFIT CORPORATION ANNUAL REPORT**

**FILED  
Mar 19, 2008  
Secretary of State**

DOCUMENT# P98000049289

Entity Name: SAFEGUARD AMERICA SECURITY & INVESTIGATIONS, INC

**Current Principal Place of Business:**

102 PONCE DE LEON  
CORAL GABLES, FL 33134 US

**New Principal Place of Business:**

3935 NW 26TH STREET  
MIAMI, FL 33142 US

**Current Mailing Address:**

P.O. BOX 141091  
CORAL GABLES, FL 33114 US

**New Mailing Address:**

P.O. BOX 143977  
CORAL GABLES, FL 33114 US

FEI Number: 65-0840025    FEI Number Applied For ( )    FEI Number Not Applicable ( )    Certificate of Status Desired (X)

**Name and Address of Current Registered Agent:**

MASE, CURTIS J ESQ  
CURTIS MASE  
1001 BRICKELL BAY DRIVE, #2600  
MIAMI, FL 33131 US

**Name and Address of New Registered Agent:**

The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida.

SIGNATURE

\_\_\_\_\_  
Electronic Signature of Registered Agent

\_\_\_\_\_  
Date

Election Campaign Financing Trust Fund Contribution ( )

**OFFICERS AND DIRECTORS:**

Title: P ( ) Delete  
Name: MASDEU, STEVEN  
Address: 2000 SW 24TH TERR  
City-St-Zip: MIAMI, FL 33145

**ADDITIONS/CHANGES TO OFFICERS AND DIRECTORS:**

Title: P (X) Change ( ) Addition  
Name: MASDEU, STEVEN  
Address: P.O BOX 143977  
City-St-Zip: MIAMI, FL 33114

I hereby certify that the information supplied with this filing does not qualify for the exemption stated in Chapter 119, Florida Statutes. I further certify that the information indicated on this report or supplemental report is true and accurate and that my electronic signature shall have the same legal effect as if made under oath, that I am an officer or director of the corporation or the receiver or trustee empowered to execute this report as required by Chapter 607, Florida Statutes; and that my name appears above, or on an attachment with an address, with all other like empowered.

SIGNATURE: STEVEN MASDEU

DIR

03/19/2008

\_\_\_\_\_  
Electronic Signature of Signing Officer or Director

\_\_\_\_\_  
Date

## C. Changes in Ownership, Name, And or Officers

1. There has been **no change in ownership** since the inception of the corporation.
2. Safeguard America Security and Investigations, Inc, was incorporated in the State of Florida on June 1998. Safeguard America, Inc was the intended name to incorporate and was unavailable until August, 2008. Toward that end, Safeguard America, Inc, was incorporated on August, 2008 and merged into Safeguard America security and Investigations its shares were dissolved and through the merger the name was changed to Safeguard America, Inc. on September, 2008. This was done to keep the date of incorporation and federal tax identification number the same.

Please see **Section B** were documents are attached

Safeguard America

Same since the inception of the corporation  
Corporation Number P98000049289  
Taxpayer Id. No. 65-0840025

3. There **have been no changes** to officers, directors, executives, partners, shareholders, or member of the applicant in the last five years.

MINUTES OF SPECIAL MEETING OF DIRECTORS  
OF  
SAFEGUARD AMERICA SECURITY AND INVESTIGATIONS, INC.

This special meeting of directors was held at 3935 NW 26<sup>th</sup> Street, Miami, Florida 33142 on August 21, 2008 @ 2:30 PM

The following Directors were Present

Steven Masdeu

being all the Directors of the Corporation.

1. A discussion was had among the Directors as to the relative of merging corporations. Applications is attached hereto

Upon motion duly made, seconded and carried, it was

RESOLVED that the corporation by and through its President is hereby authorized to execute the Application for merger between Safeguard America Security & Investigations, Inc a Florida Corporation and Safeguard America, Inc.

2. A discussion was had among the Directors as to the relative of corporate name change

Upon motion duly made, seconded and carried, it was

RESOLVED that the corporation by and through its President is hereby authorized to execute the registered name change from Safeguard America Security & Investigations, Inc. to registered name Safeguard America, Inc.

There being no further business before the meeting, on motion duly made seconded and carried, the meeting was adjourned.

Date August 21, 2008

A handwritten signature in black ink, appearing to be 'SM', written over a horizontal line.

Steven Masdeu Director

# State of Florida



Department of State

I certify the attached is a true and correct copy of the Articles of Merger, filed on September 11, 2008, for SAFEGUARD AMERICA SECURITY & INVESTIGATIONS, INC. which changed its name to SAFEGUARD AMERICA, INC., the surviving Florida entity, as shown by the records of this office.

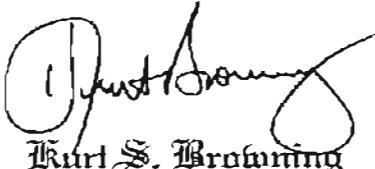
The document number of this entity is P98000049289.

NAME CHANGE

Given under my hand and the  
Great Seal of the State of Florida  
at Tallahassee, the Capitol, this the  
Eighteenth day of September, 2008



CR2EO22 (01-07)

  
Kurl S. Browning  
Secretary of State





**PLAN OF MERGER**  
(Non Subsidiaries)

The following plan of merger is submitted in compliance with section 607.1101, Florida Statutes, and in accordance with the laws of any other applicable jurisdiction of incorporation.

First: The name and jurisdiction of the surviving corporation:

<u>Name</u>	<u>Jurisdiction</u>
<u>Safeguard America Security &amp; Investigations, Inc.</u>	<u>State of Florida</u>

Second: The name and jurisdiction of each merging corporation:

<u>Name</u>	<u>Jurisdiction</u>
<u>Safeguaro America, Inc.</u>	<u>State of Florida</u>
_____	_____
_____	_____
_____	_____
_____	_____

Third: The terms and conditions of the merger are as follows:

*THE PLAN OF MERGER IS TO ACQUIRE SAFEGUARD AMERICA, INC AND DISSOLVE ITS SHARES.*

 9/18/09

Fourth: The manner and basis of converting the shares of each corporation into shares, obligations, or other securities of the surviving corporation or any other corporation or, in whole or in part, into cash or other property and the manner and basis of converting rights to acquire shares of each corporation into rights to acquire shares, obligations, or other securities of the surviving or any other corporation or, in whole or in part, into cash or other property are as follows:

(Attach additional sheets if necessary)

THE FOLLOWING MAY BE SET FORTH IF APPLICABLE:

Amendments to the articles of incorporation of the surviving corporation are indicated below or attached:

The surviving corporation will change its name to Safeguard America, Inc.

OR

Restated articles are attached:

Other provisions relating to the merger are as follows:

## D. Fictitious Name Registrations

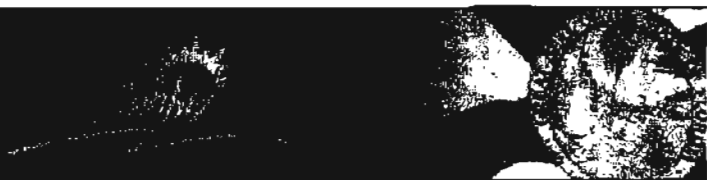
Safeguard America, Inc. plans to operate this franchise agreement under the following registered fictitious name.

**Safeguard America, Inc.**  
**d.b.a.**  
Ship Agents of Port Everglades

Safeguard America, Inc. operates its transportation component under:

Americas Transportation.com

# FLORIDA DEPARTMENT OF STATE DIVISION OF CORPORATIONS



[Home](#)   [Contact Us](#)   [E-Filing Services](#)   [Document Searches](#)   [Forms](#)   [F](#)

[Previous on List](#)   [Next on List](#)   [Return to List](#)

No Filing History

[Fictitious Name S](#)

## Fictitious Name Detail

### Fictitious Name

SHIP AGENTS OF PORT EVERGLADES

### Filing Information

Document Number	G08262900199
Status	ACTIVE
Filed Date	09/18/2008
Expiration Date	12/31/2013
Current Owners	1
County	DADE
Total Pages	1
Events Filed	NONE
FEI Number	NONE

### Mailing Address

P.O. BOX 143977  
MIAMI, FL 33114

### Owner Information

SAFEGUARD AMERICA, INC.  
P O. BOX 143977  
MIAMI, FL 33114  
FEI Number: 65-0840025  
Document Number: P98000049289

### Document Images

09/18/2008 - [Fictitious Name Filing](#)   [View image in PDF format](#)

**Note:** This is not official record. See documents if question or conflict.

[Previous on List](#)   [Next on List](#)   [Return to List](#)

No Filing History

[Fictitious Name S](#)



FLORIDA DEPARTMENT OF STATE  
Division of Corporations

September 18, 2008

SHIP AGENTS OF PORT EVERGLADES  
P.O. BOX 143977  
MIAMI, FL 33114

Subject: **SHIP AGENTS OF PORT EVERGLADES**

REGISTRATION NUMBER: **G08262900199**

This will acknowledge the filing of the above fictitious name registration which was registered on September 18, 2008. This registration gives no rights to ownership of the name.

Each fictitious name registration must be renewed every five years between January 1 and December 31 of the expiration year to maintain registration. Three months prior to the expiration date a statement of renewal will be mailed.

**IT IS THE RESPONSIBILITY OF THE BUSINESS TO NOTIFY THIS OFFICE IN WRITING IF THEIR MAILING ADDRESS CHANGES.** Whenever corresponding please provide assigned Registration Number.

Enclosed is your certificate(s) as requested.

Should you have any questions regarding this matter you may contact our office at (850) 245-6058.

Fictitious Name Section  
Division of Corporations

Letter No. 108A00050728

# State of Florida



Department of State

I certify from the records of this office that SHIP AGENTS OF PORT EVERGLADES is a Fictitious Name registered with the Department of State on September 18, 2008.

The Registration Number of this Fictitious Name is G08262900199.

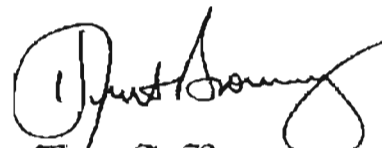
I further certify that said Fictitious Name Registration is active.

I further certify that this office began filing Fictitious Name Registrations on January 1, 1991, pursuant to Section 865.09, Florida Statutes.

Given under my hand and the  
Great Seal of the State of Florida  
at Tallahassee, the Capital, this the  
Eighteenth day of September, 2008



CR2EO22 (01-07)

  
Kurt S. Browning  
Secretary of State

# FLORIDA DEPARTMENT OF STATE DIVISION OF CORPORATIONS

[Home](#)   [Contact Us](#)   [E-Filing Services](#)   [Document Searches](#)   [Forms](#)   [Help](#)

[Previous on List](#)   [Next on List](#)   [Return to List](#)

No Filing History

[Fictitious Name Search](#)

## Fictitious Name Detail

### Fictitious Name

AMERICASTRANSPORTATION.COM

### Filing Information

Document Number	G08266700099
Status	ACTIVE
Filed Date	09/22/2008
Expiration Date	12/31/2013
Current Owners	1
County	DADE
Total Pages	1
Events Filed	NONE
FEI Number	NONE

### Mailing Address

PO BOX 143977  
MIAMI, FL 33114

### Owner Information

SAFEGUARD AMERICA  
PO BOX 143977  
MIAMI, FL 33114  
FEI Number: 65-0840025  
Document Number: P98000048289

### Document Images

G08266700099 -- No image available

Note: This is not official record. See documents if question or conflict.

[Previous on List](#)   [Next on List](#)   [Return to List](#)

No Filing History

[Fictitious Name Search](#)

[Home](#)   [Contact us](#)   [Document Searches](#)   [E-Filing Services](#)   [Forms](#)   [Help](#)  
Copyright and Privacy Policies  
Copyright © 2007 State of Florida, Department of State

## **E. Acquired Businesses**

1. Safeguard America has not acquired any businesses or been acquired since its inception.
2. none
3. none
4. none
5. none

Safeguard America is seeking assignment of the steamship agency franchise from General Steamship Agencies, Inc.

## **F. Business History**

Safeguard America has been representing international transportation carriers since 1998. In ports of Miami and Everglades Safeguard America originally handled the repatriation of crew members and stowaways. During the years we have expanded into crew transportation in the Ports of Miami, Everglades, Canaveral and Tampa. Our next stage of growth came with the transportation of pre and post cruise passengers. Currently, we are providing all of the above mentioned listed services.

Our planned activities in port everglades will consist of a full service ground operator to include crew guest transfers hotel accommodations embarkation and debarkation staffing in port Everglades, agency services in an effort to meet the needs of our current customers.

Safeguard America, Inc. provides a range of services suited for the Cruise Line Industry. We come from a long line of experienced and well trained personnel in the business and are well placed to handle any size cruise vessel with what they need in order to achieve a successful turnaround.

In 1962, Frank Masdeu, my father, worked for the Port Authority of New York supervising port security and cargo operations. With the experience obtained from this business, diversification and expansion into other shipping related operations followed. In 1970 he was offered a move to become the Air Jamaica Airport Station Manager at Miami International Airport and in 1985 decided to start his own company, General Patrol Services, Inc., providing the full gamut of security and airport services for the airlines at both Miami and Ft. Lauderdale International Airports.

In 1998, multiple cruise lines were calling requesting security, crew movements and medical transfers. It was then with the experience gained from working at General Patrol services, Inc. that I formed my own company, Safeguard America Inc, with the sole purpose of offering the Cruise Line Industry the most reliable service under one responsible management team. We positioned the business into a general service provider to the cruise lines offering Port Terminal Security; general marine port agency work; crew and medical transportation and repatriation; guest transportation and any requested destination service requirements for guests. In 2003, as our business model evolved we changed our name to Americas Transportation.

Americas Transportation can provide you with the five essential components required by a valuable port agent and would like the opportunity of being your Agent In Port Everglades, in Ft. Lauderdale, Florida. This price includes the following services, resources and commitments.

- **Owner Representation** - we are an extension of our cruise line customer business policies, practices, and corporate image. It is our responsibility to coordinate the services required that would ensure the safe and timely arrival, efficient embarkation and disembarkation of guests, provisioning, and departure of the vessel. It is our responsibility to carry out these tasks at the direction of cruise line management and shipboard officers' policies at all times.
- **Professional Responsibility** - We must have a thorough understanding of the laws and practices that govern navigation, security, berthing, and port expenses in each port where we represent our customers. Our business depends on the value of our preparation well in advance of the first ship call. We will communicate with DHS-CBP, USCG, USDA, pilots' associations, stevedores, ground handlers, port officials, local tourism stakeholders, and other agencies and service providers (i.e.; linesmen, tugs, bunkers, mechanical contractors, waste haulers, transportation providers, hotels, etc.) to ensure we comply fully with their requirements and they understand our scheduling and operating needs. We will be on the pier well in advance of the ships' arrival, the first to board along with CBP officers, and we will be the last to leave the pier once the vessel has sailed.
- **Local Knowledge** - Each port and terminal operation presents a different set of challenges that we must address. These create an ever-evolving action plan that impacts berthing and terminal capacity, navigational improvements/restrictions, transportation and traffic logistics, and the resulting effect on the guests' experience. It is our responsibility to keep current on these developments and to report them in a timely manner to our customers in consideration of their deployment decisions.

- Remember the Mission - Our success and that of our customers depends on the positive ratings from the ultimate customer - the cruise guest. A happy crew is essential to the success of any cruise. To the extent we are responsible for the caretaking of sign on/off crew movements it is our mission that they, the crew, have a positive port experience. This contributes to the crew supporting the individual homeport and results in a valuable positive impact towards the guest experience.
- Fiduciary Responsibility - you may want to receive a pro forma of port disbursements that lists all the port expenses we are required to settle on your behalf. We can either receive advances of funds in good faith in anticipation that the liabilities are paid in a timely manner, in an invoice attached to your bill plus a processing fee (10% of invoice) to Americas Transportation, for identifying charges, ensuring the disbursements are managed properly, and a final accounting of timely remittals.

As an alternative, our suggestion that proves to be less expensive to the cruise lines is to have Americas Transportation order the necessary services required by you for the pilot, tugs and labor (stevedoring) and for you to be billed for these services directly.

**The ordering of these services would be included in the port agency fee.**

The following represents the essential items of our commitment and sample timeline of procedures to be followed.

1. Communicate with corporate contacts to determine the schedule of vessel calls, including ETA/ETD, port-of-call vs. turnaround or embark/debark only operations.
2. Contact port officials for berthing commitment and review anticipated security, transportation (re: port access, parking, etc.) and terminal operating systems. Confirm details with cruise line (customer).
3. Contact local port interests - DHS-CBP, USCG, pilots', tugs, and other maritime interests regarding the schedule of calls.
4. Two to three weeks in advance of the first call in the series: communicate with the vessel - master, staff captain, chief security officer, purser, and crew purser to acknowledge preparations and to address procedures or questions.
5. File US Customs form 3171- APPLICATION-PERMIT-SPECIAL LICENSE UNLADING-LADING-OVERTIME SERVICES - with US Customs either in hardcopy or electronically depending on local practice.
6. Review and ascertain the timely and accurate filing of the eNOA/D as required by USCG-NVMC/CBP, which is prepared and remitted electronically by ship's personnel.
7. Arrange notification to CBP for Customs and Immigration clearance of the vessel, passengers, and crew. Ascertain that there are a sufficient number of officers.
8. Notify pilots', tugs (where applicable), linesmen, stevedores, ground handlers, and port personnel to confirm ETA.
9. Confirm pre-arranged hotel and transportation needs for crew, VIP's, corporate visitors, etc.
10. Confirm delivery of bunkers, provisions, and stores.
11. Prepare Port Security Vendors List - lists details (e.g.; Vendor, truck markings, driver name DOB License #), travel agent guests, weddings, etc. or other special requests.
12. Provide 24/7 contact to INS for out port arrivals of foreign crew in transit to port.
13. Arrive at pier at least one hour in advance of vessel ETA - determine berth/approach is clear of obstructions, linesmen, stevedores, and landside security is in place.
14. Observe docking, setting of lines, gangways, and beginning of operations.

15. Board vessel with CBP and proceed with appropriate ships' personnel to area where vessel clearance will be conducted. There is usually enough time for a visit with the master. Request permission for crew to perform work on pier, luggage off-load to begin, VIP or other early guests/crew disembarkation.
16. Determine that CBP/INS boarding team is in place for efficient and timely processing of guests and crew.
17. Once the vessel is cleared and pier operations started proceed to terminal to observe luggage lay-down.
18. Communicate with CBP for beginning of guest disembarkation - attempt to begin disembarkation before complete luggage lay-down (this depends on local CBP practice and terminal configuration).
19. Monitor traffic operations, beginning of check-in, security, stevedoring, etc.
20. Return to vessel to coordinate crew departures, arrivals, and any day-tripper transportation.
21. Communicate with shipboard personnel throughout the day.
22. Speak with cruise line contact - at the end of the day when schedule completed

I have attached a sample Vessel Arrival Checklist used by our team. We can add items tailor made for your company as you may deem necessary. Also, I have included a list of qualification certifications for your records.

Thank you for allowing us the opportunity of bidding for the port agency work in Port Everglades, Ft. Lauderdale, Florida. We remain hopeful of working with you in this capacity.

## G. Managerial Work Histories

Steven Masdeu (See Section A.2)

Jeannette Pineiro Rodrigues

Jose Figueroa

Karel Faz

Osmany Miranda

**JEANNETTE PINEIRO**

1510 SW 19th Street  
Miami, Florida 33145

Phone 305-491-4363  
Fax 305-859-2343  
E-mail [jeannette.pineiro@gmail.com](mailto:jeannette.pineiro@gmail.com)

## **Objective**

To join a dynamic team of individuals that are focused in promoting and delivering quality performance results and achievements, provide exceptional profitability, benefits and cost containment through brilliant negotiations, follow through and management.

### **25 Years of Experience Overseeing Luxury Cruise-Line Hotel and Caribbean Hotel Operations**

- Internationally experienced and solidly credentialed hospitality executive whose distinguished career managing premium Caribbean hotel chain (Sandals) and front line operations for leading cruise lines (Carnival, Royal Caribbean) has been chronicled by #1 rankings industry-wide, superior-rated performance, accelerated advancement, and awarded recognition.
- Documented success delivering multi-million sales growth and cost savings with breakthrough gains in service and quality excellence, customer satisfaction, and bottom line team performance. Highly respected builder and leader of top-performing teams and operations, with outstanding management, business and financial skills.

## **Professional Experience**

### **Current -**

### **Cruiseport Destinations.com**

### **General Manager**

Cruiseport Destinations.com is a Hotel Consolidator and Ground Operator handling destination management services for cruise lines calling into South Florida. They specialize in obtaining Hotel Accommodations; Meet and Greet services; and Transportation for Cruise Guests on packages sold by Cruise Companies, for before and after their cruise. Within this scope, they also service Cruise Line Crews by negotiating Hotel Accommodations; offering Meet and Greet assistance; and Transportation, in excess of 100K crews a year. Additionally, the website offers the best negotiated "before and after" hotel options to cruise guests by offering them, through direct sales, an alternative Hotel Solution that is an appropriate choice of hotel accommodation with minimum requirements of safety, proximity to the airport and the port, 24 hour Front Desk, and rated as 3-Star property or higher. The hotels offered on the website are located in the 41 most popular ports of embarkation. The company leases space at Miami International Airport to service the most popular cruise port today, Miami, "the Gateway of the Americas" and Ft. Lauderdale, a close second.

### **1998 - 2006**

### **Royal Caribbean International**

### **Manager, Travel and Hotel Services**

Negotiate airline, hotel and transportation and ground operator/vendor contracts for the company's Corporate and Crew Travel as well as hotel and ground operator contracts for guests on Pre/Post cruise packages. Responsible for an expense Budget of over \$100M per year and a revenue Budget of \$30M a year. Focus on renegotiating existing hotel contracts providing a \$1M savings in the first year, while maintaining competitive service and rates throughout tenure. Directed efforts to recover \$2M in duplicate crew and corporate airline tickets on a yearly basis and reduce crew travel spend without sacrificing service. The department achieved financial goals by marketing the Pre & Post product, increasing sales by 37% in year 1 to \$15M, year 2 to \$22M, and year 3 in excess of \$30M in sales.

Final decision maker in evaluating qualified vendors for ground operations (transportation, meet & greet, and hotel services) in 35 cruise ports, providing services for crewmember movements and guests traveling on pre and post destination packages.

Elevated guest ratings to achieve near-perfect scores (290 out of possible 300 rating) on "overall cruise experience" within one year of managing the area (from 2002 to 2003) - a record high in the company, and maintained ratings through 2005.

### **Manager, Air/Sea Operations**

Restructure Air/Sea department, resulting in a net reduction in headcount of 42%, representing \$920K in one year. Created methods to optimize utilization of air arrangements for guests by "free-selling" air travel and using published fares. Created Custom Air, a call center, designed to handle customized air arrangements by phone. One Stop Pilot - Developed a team of multi-skilled individuals to handle multiple requests from top accounts using the same customer contact.

**JEANNETTE PINEIRO**

1510 SW 19th Street  
Miami, Florida 33145

Phone 305-491-4363  
Fax 305-859-2343  
E-mail [jeannette.pineiro@gmail.com](mailto:jeannette.pineiro@gmail.com)

**1992-1998**

**Sandals Resorts International**

**Director of Operations**

Managed the Central Reservations Department including wedding package sales, airline and charter operation sales. Worked closely in managing allotment and free sell agreements with worldwide wholesalers/tour operators, travel agents and direct guests. Measured all wholesaler/tour operators and top accounts' productivity and created opportunities for production growth, including product positioning by market segment and advertising. Forecasted occupancy and future package pricing and assisted in implementing these in the marketplace. Shared responsibility of \$150M revenue budget.

**1988 - 1991**

**Premier World Marketing**

**Director of Reservations**

Developed, sold and executed marketing plans for small, boutique properties throughout the Caribbean, Italy and Germany. Hotels in group include Casa de Campo, Dominican Republic, and at the time, also the Biltmore Hotel in Coral Gables, and Cogeta hotel chain in Italy.

**1979-1988**

**Carnival Cruise Lines**

**Reservations Sales Supervisor  
Embarkation Supervisor**

Established and implemented operating standards for all aspects of a successful call center environment, including Reservations Sales, Management and Operations metrics in the "World Renowned" customer contact center, voted as "#1 Top Reservations and Information Call Center" by Travel Agents, 25 years in a row. Established and implemented operating standards for Port Embarkation, Debarkation and day of Turnaround Meet and Greet.

Implemented the industry's first "Hotline" Department. The department sold distressed inventory and empowered top brass staff to sell cabins using creative selling techniques that maximized yields. Worked collectively with IT group to develop in-house reservations system that enabled access to user-friendly screens to optimize selling potential.

Supervised pier operations of 4 ships on Turnaround days. Managed first Carnival ship to use Port Everglades as a Turnaround port.

Managed 125+ Reservations Sales agents and 100+ Embarkation staff.

**Education**

**1982 - 1984**

**University of Miami**

**Miami, Florida**

Double Major - Psychology and Political Science - Need one year to complete B.A for Political Science.

**Languages**

Fluent in English and Spanish, both with strong verbal and written communication skills. Practical working knowledge of Portuguese and Italian.

**Systems Knowledge**

Microsoft Office Suite (Excel, Word and PowerPoint); Access; BRIO; QuickBooks; Telephone Switches: Avaya; AT&T Definity; Teknekron Infoswitch; Northern Telecom; Rolm Reservations Systems: Oracle - Gold One Fidelio Technologies; Tech 7; Encore - Holidex systems; Unisys; Access

**Volunteer Experience**

Community Development Vice President - Coral Gables Jaycees 1988-1989.

Membership Vice President - Coral Gables Jaycees 1990-1991.

Kids in Crisis - Florida Chapter Chairman - 1988-1991.

Amigos Together for Kids - 2003-2005

The Children's Trust Fund Supporter - Miami Dade Chapter - 2006-2007

References are available upon request.

# RESUME

**KAREL FAZ  
4901 SW 144 AVE  
MIAMI FL 33175**

**OBJECTIVE: OBTAIN A JOB WERE I CAN FULLY UTILIZE MY SKILLS  
AND EXPERIENCE**

## **EXPERIENCE**

**2007-PRESENT SAFEGUARD AMERICA**

**.SUPERVISOR OF GUEST SERVICES**

**.RESPONSIBLE FOR PLANNING,SCHEDULING AS WELL AS  
TRANSPORTATION**

**.CUSTOMER SERVICES RELATION**

**2004-2007 UNIVERSAL GREENS**

**.WAREHOUSE MANAGER**

**.RESPONSIBLE FOR CUSTOMER SERVICES,EMPLOYEES  
PERFORMANCES,LOGISTIC OF THE COMPANY,AS WELL  
AS THE MAINTENANCE AND CARE OF THE EQUIPMENT  
OF THE COMPANY**

**2000-2004 MELEX CUSTOMHOUSE BROKERS**

**.GENERAL MANAGER**

**.RESPONSIBLE FOR THE WHOLE OPERATION OF THE  
COMPANY,INBOUND AND OUTBOUND SHIPMENTS,US  
CUSTOMS PAPERWORK AND PRESENTATION OF THE  
SHIPMENTS TO US CUSTOMS FOR THE INSPECTIONS  
PROCEDURES**

**1997-2000 AMERICAN FLOWERS**

**SHIPPING SUPERVISOR**

**.RESPONSIBLE FOR CUSTOMER SERVICES,BREAKDOWNS  
OF THE SHIPMENTS,HANDLING OF THE SHIPMENTS UNTIL  
THEIR FINAL DESTINATION.**

**EDUCATION**

**1985-1990 HIGH SCHOOL HAVANA,CUBA**

**1991-1995 TEACHER OF PHYSICAL EDUCATION HAVANA,CUBA**

**LANGUAGES**

**ENGLISH AND SPANISH**

**REFERENCES**

**UPON REQUEST.**



## H. Affiliated Seaports

Steven Masdeu through work experience has been working in the Ports of Miami and Everglades since 1988 through General Patrol Services, Inc.

Safeguard America security & Investigations, Inc. been servicing its customers in the Ports of Miami and Everglades since June 1998. IN August 2008 Safeguard America Security & Investigations, Inc. changed its name to Safeguard America, Inc.

Safeguard America, Inc. has been serving its customers in the Ports of Miami and Everglades with services outside the scope of the Agency Franchise agreement. To serve our customers and remain in this market place we are acquiring this agency franchise agreement.

Attached please find the list listing the customers and approximate dates of service began.

**Section H**

List all other seaports where the Applicant is currently performing the services/operation which is the subject of this Franchise application. Use this form for each seaport listed. Photocopy additional pages as needed (one page for each seaport listed).

If none, state "None" \_\_\_\_\_

Seaport Port EVERSTADES Number of Years Operating at this Seaport 20

List below all of the Applicant's Clients for which it provides services at the seaport listed above.

Client Name (Company)	Number of Years Applicant has Provided Services to this Client
Royal Caribbean	1998
CELEBRITY CRUISES	1992
COSTA CRUISES	1988
HOLLAND AMERICA	2004
PRINCESS	2006
NORWEGIAN CRUISELINE	WHEN THEY WERE THERE!

**Section H**

List all other seaports where the Applicant is currently performing the services/operation which is the subject of this Franchise application. Use this form for each seaport listed. Photocopy additional pages as needed (one page for each seaport listed).

If none, state "None" \_\_\_\_\_

Seaport MIAMI Number of Years Operating at this Seaport 20

List below all of the Applicant's Clients for which it provides services at the seaport listed above.

Client Name (Company)	Number of Years Applicant has Provided Services to this Client
CARNIVAL CRUISE	1994
NORWEGIAN CRUISE	1994
BRITANNIA	1990's
AMERICAN FAMILY CRUISING	1990 -
ROYAL CARIBBEAN	1998
COSTA CRUISES	1990's

**Section H (Cont.)**



**Port of Miami**  
1015 North America Way, 2nd Floor  
Miami, Florida 33132-2081  
T 305-371-7678 F 305-347-4843  
[www.miamidade.gov/portofmiami](http://www.miamidade.gov/portofmiami)

[miamidade.gov](http://miamidade.gov)

September 26, 2008

To Whom It May Concern:

The present letter is to confirm that America's Transportation / Safeguard America, Inc. account is current with the Port of Miami as of today September 26, 2008.

Should you have any further questions regarding this matter, please contact the Seaport Permit Section at (305) 347-4841 or (305) 347-4964.

Sincerely,



Dalgis Betancourt  
Miami-Dade Seaport Department  
Permit Section, Credit & Collections

STEVEN MASDEU  
AMERICA'S TRANSPORTATION / SAFEGUARD AMERICA, INC.  
P O BOX 143977  
CORAL GABLES , FL 33114 1091

The bottom portion of this letter is your company's permit to conduct private business on the premises of the Port of Miami. This permit is valid only for the type of operation indicated and will remain in effect through the year ending 12/29/2008.

We want to take this opportunity to welcome your company to the Port of Miami list of approved vendors and to let you know that we appreciate the service you are providing.

Please call us if you should have any questions about your permit.  
Thank you.

### THIS IS NOT AN INVOICE

Director Approval Date: 10/01/2007 By: BETTYNA

---

## PERMIT TO CONDUCT BUSINESS ON PORT OF MIAMI PROPERTY

MIAMI-DADE COUNTY  
SEAPORT DEPARTMENT



Date issued 10/01/2007  
For year ending 12/29/2008

Permit No. 82  
Permit fee \$331.00

Name of the person or company AMERICA'S TRANSPORTATION / SAFEGUARD AMERICA, INC.  
Company Number 82

Mailing address P O BOX 143977 , CORAL GABLES , FL 33114 1091

is hereby permitted to engage in the business, profession or occupation of : OTHER, Security and Crew transportation company on the Port of Miami property as shown above.

Any change in the permit holder's operation must be approved by the Port Director so that a new permit can be issued. This permit does not imply permission to violate any existing regulatory laws of the State, County or Cities, nor does it exempt the holder from any licenses or permits that may be required by the law.

Permits may be revoked at any time by the Port Director in his sole discretion in which case a pro-rata refund will be made.

THIS PERMIT IS NOT TRANSFERABLE.

A handwritten signature in black ink that reads "Bill Johnson".  
\_\_\_\_\_  
Bill Johnson - Port Director

## I. Litigation

Safeguard America over the years in operation has had to file claims for collections.

Currently there is a collection claim filed in the circuit court of Miami for a claim against Eller Maritime Services. The amount is less than \$30,000.00

Safeguard America

Vs

Eller Maritime Services

13-2008-CC-4993-0000-5

<b>ACORD. CERTIFICATE OF LIABILITY INSURANCE</b>		DATE (MM/DD/YY) 02/25/2009
PRODUCER A&A UNDERWRITERS, INC PABLO M GONDE A652667 8786 SW 8 ST MIAMI, FL 33174	Sent# 118488	THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.
INSURED SAFEGUARD AMERICA INC. DBA AMERICAS TRANSPORTATION P O BOX 141091 CORAL GABLES, FL 33114	INSURERS AFFORDING COVERAGE	NAIC# 70213
		INSURER A: MAPFRE INS CO 305-528-2000 INSURER B: BRIDGEFIELD EMPLOYERS INS CO INSURER C: SCOTTSDALE INSURER D: INSURER E:

**COVERAGES**  
 THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

POLICY NUMBER	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
C	<input checked="" type="checkbox"/> GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR  <input type="checkbox"/> GEN'L AGGREGATE LIMIT APPLIES PER POLICY <input type="checkbox"/> PRO <input type="checkbox"/> LTD	CLS1563047	02/17/2009	02/17/2010	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED EQUIPMENT (EA OCCUR) \$ 50,000 MED EXP (ANY ONE OCCUR) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 1,000,000
	<input type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input checked="" type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS <input checked="" type="checkbox"/> COMP/COLL 500 DED <input checked="" type="checkbox"/> U/W/ 10/20	4150090002369	01/14/2009	01/14/2010	COMBINED SINGLE LIMIT (EA OCCUR) \$ 1,000,000 BODY INJURY (Per person) \$ BODY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	<input type="checkbox"/> GARAGE LIABILITY <input type="checkbox"/> ANY AUTO				AUTO ONLY - EA ACCIDENT \$ OTHER THAN AUTO ONLY. GA ACC AGG \$
	<input type="checkbox"/> EXCESS/UMBRELLA LIABILITY <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> DEDUCTIBLE <input type="checkbox"/> RETENTION \$				EACH OCCURRENCE \$ AGGREGATE \$ \$ \$
B	WORKERS COMPENSATION AND EMPLOYERS LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/OWNER EXCLUDED? If yes, describe in the SPECIAL PROVISIONS below	0830-35905	02/23/2009	02/23/2010	<input checked="" type="checkbox"/> W/C MAJORITY <input type="checkbox"/> DIR-EMP EL EACH ACCIDENT \$ 1,000,000 EL DISEASE - EA EMPLOYEE \$ 1,000,000 EL DISEASE - POLICY LIMIT \$ 1,000,000

**DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/EXCLUSIONS ADDED BY ENDORSEMENT/SPECIAL PROVISIONS**  
 ADDITIONAL INSURED BROWARD COUNTY BOARD OF COUNTY COMMISSIONERS PORT EVERGLADES DEPARTMENT

<b>CERTIFICATE HOLDER</b>  BROWARD COUNTY BOARD OF COUNTY COMMISSIONERS PORT EVERGLADES DEPARTMENT 1850 ELLER DRIVE FT LAUDERDALE, FL 33316	<b>CANCELLATION</b> SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT. BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES. AUTHORIZED REPRESENTATIVE A&A UNDERWRITERS, INC "OF"
---	--

**IMPORTANT**

If the certificate holder is an **ADDITIONAL INSURED**, the policy(ies) must be endorsed. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

If **SUBROGATION IS WAIVED**, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

**DISCLAIMER**

The Certificate of Insurance on the reverse side of this form does not constitute a contract between the issuing insurer(s), authorized representative or producer, and the certificate holder, nor does it affirmatively or negatively amend, extend or alter the coverage afforded by the policies listed thereon.

Company Name: MAPFRE INS. CO.  
Policy : CA090114219  
Dated: 01/13/2009 - 01/13/2010

**Vehicle Schedule:**

1-2003 Ford Vin # 53287  
2-2004 Ford Vin # 62920  
3-2004 Ford Vin # 46327  
4-2001 Freightliner Bus Vin # 79687  
5-2001 Chevy Vin# 15811  
6-2005 Ford Van Vin # 57975  
7-2001 Ford Vin # 22393  
8-2001 Ford Vin # 68852  
9-2003 Ford Vin # 53288  
10-2005 Ford C. Wagon Vin # 57969  
11-2006 Ford Vin # 1523  
12-2006 Ford Vin # 7951  
13-2006 Ford Vin # 1507  
14-2006 Ford Vin # 01520  
15-2006 Ford Vin# 19040  
16-2006 Ford E-350 Vin# 19053  
17-2007 Dodge Vin # WD8Pe845975188412  
18- 2006 Ford Vin# 01549  
19- 2003 Freightliner Vin# 27075  
20- 2005 Freightliner Vin# 59287  
21- 1991 Motor Coach Vin# 43829  
22- 1993 Motor Coach Vin# 45072

## **K. Financial Statements**

Attached please find attached

1:11 PM  
 11/17/08  
 Accrual Basis

**SAFEGUARD AMERICA INC**  
**Profit & Loss**  
 January through September 2008

	<u>Jan - Sep 08</u>
<b>Ordinary Income/Expense</b>	
<b>Income</b>	
3009 · Charter Services	280.00
3014 · Safeguard Services	
3014.1 · Stowaways	945.00
3014 · Safeguard Services - Other	367,334.25
<b>Total 3014 · Safeguard Services</b>	<u>368,279.25</u>
3015 · Agent Services	
3015.1 · Consulate Services	5,660.65
3015.2 · Medical Parole Agents Our Fee	2,700.00
3016.3 · Airport Services	10,420.00
3015.4 · Business Parole Agents Fee	2,801.23
3015.6 · Crew Sign Off	19,845.00
3015.7 · NSEERS	8,120.00
3015 · Agent Services - Other	200,108.89
<b>Total 3015 · Agent Services</b>	<u>249,655.77</u>
3016 · Transportation	
3016.2 · Courier Packages	29,056.00
3016.3 · Crew Transportation	137,125.00
3016.5 · Shuttle	157,562.90
3016.6 · Shoreside	24,147.50
3016.7 · Taxi Medical	97,125.63
3016.8 · Passenger Transportation	764,710.00
3016 · Transportation - Other	258,768.23
<b>Total 3016 · Transportation</b>	<u>1,468,495.26</u>
3021 · Discount	-18,613.80
<b>Total Income</b>	<u>2,068,096.48</u>
<b>Cost of Goods Sold</b>	
4001 · Costs Advanced	
3013 · Reimbursed Expenses	-1,052.64
311 · Bureau of Customs Expense	-23.17
312 · Airfare for Crew	
312.1 · Cost of Airfare	-493.82
312 · Airfare for Crew - Other	639.00
<b>Total 312 · Airfare for Crew</b>	<u>145.18</u>
314 · Cash Advance to Crew/Stowaway	580.00
315 · Per Diem Food	
315.1 · Sovereign Port Canaveral	-13.99
315 · Per Diem Food - Other	-3,701.53
<b>Total 315 · Per Diem Food</b>	<u>-3,715.52</u>
4001.1 · Applications for Visas	1,655.74
4001.12 · Taxi Services for Crew Members	67.00
4001.2 · Crew Medicines	876.45
4001.3 · Hotel Accomodations	93,280.77
4001.7 · Art's Transportation Canaveral	200.00
4001.8 · Miami International Airport fee	-7,473.00
4001.9 · Port of Miami Fees	-3,789.00
4001 · Costs Advanced - Other	104,042.38
<b>Total 4001 · Costs Advanced</b>	<u>184,814.19</u>
4001.10 · Passport	199.85

1:11 PM

11/17/08

Accrual Basis

**SAFEGUARD AMERICA INC**  
**Profit & Loss**  
 January through September 2008

Jan - Sep 08

<b>4003 · AUTO - Repair &amp; Maintenance</b>	
4003.04 · #1 1999 FORD E 350 # B65299	629.26
4003.06 · #2 1999 FORD E350 #A13716	109.14
4003.16 · # 29 2006 Ford E350 # IHA01549	393.76
4003.2 · #4 2001 CHEVY 3500 #215811	664.07
4003.3 · #5 2000 Ford E350 #HA22393	418.46
4003.32 · #32-B 2001 Freigh Star #H79687	197.95
4003.37 · #37-B 2006GLAVALFREIGHT#CU59287	4,088.25
4003.47 · #47 1991 MCI 102C3 #HPO43829	2,666.54
4003.5 · #7 2001 Ford E350 #HA68852	604.68
4003.6 · #08 2004 Ford E350 #A532B8	1,546.18
4003.7 · #09 2004 Ford E350 #AG2920	361.61
4003.8 · #10 2004 Ford E350 #A46327	1,275.34
4003.9 · #19 2005 Ford E350 HA57969	1,040.34
4003.97 · Car Wash	1,339.50
4003.T1 · T1 Malnt Trailers	1,556.36
4003 · AUTO - Repair & Maintenance - Other	83,339.79
<b>Total 4003 · AUTO - Repair &amp; Maintenance</b>	<b>100,231.23</b>
<b>4004 · Fuel</b>	
4004.1 · Marathon Fleet Fuel	136.53
4004.2 · All Others	2,079.75
4004.3 · Diesel Bus	1,835.89
4004.5 · Citgo	73.80
4004.6 · GF Car Center Inc.	134,592.78
4004.7 · Petroleum Enterprises Inc.	26,361.04
4004.8 · By Credit Cards	14,707.42
4004.9 · By Petty Cash	1,477.93
<b>Total 4004 · Fuel</b>	<b>181,265.14</b>
<b>4005 · Tolls</b>	
<b>4005.1 · MIA Airport Tolls</b>	
0001 · Passenger	14,465.00
0002 · Crew Member	1,504.00
4005.1 · MIA Airport Tolls - Other	434.50
<b>Total 4005.1 · MIA Airport Tolls</b>	<b>16,403.50</b>
4005.2 · Sun Pass Tolls	10,601.37
<b>4005.3 · The Port of Miami</b>	
0003 · Passenger	12,645.00
4005.3 · The Port of Miami - Other	600.00
<b>Total 4005.3 · The Port of Miami</b>	<b>13,245.00</b>
<b>4005.4 · Broward County</b>	
0005 · Passenger	100.00
4005.4 · Broward County - Other	100.00
<b>Total 4005.4 · Broward County</b>	<b>200.00</b>
4005 · Tolls - Other	34.00
<b>Total 4005 · Tolls</b>	<b>40,483.87</b>
<b>4006 · Auto Rental</b>	
4006.10 · Towing Services	425.00
4006.11 · PM TOURWAY'S INC.	10,974.47
4006.12 · JUMA'S INC.	10,725.00
4006.14 · Lynx Bus Service Inc.	3,650.00
4006.16 · Transtour USA Inc	9,175.00
4006.17 · Handicap Van	11,310.00
4006.18 · Grayhound Travel Inc	275.00
4006.20 · Heavenly Charter Inc	1,050.00
4006.21 · Smart Cart	3.00
4006.3 · Royal Limousinas	110.50
4006.8 · Gatortrax	350.00
4006.9 · New Way Bus Line	15,340.00
<b>Total 4006 · Auto Rental</b>	<b>63,387.97</b>

1:11 PM  
 11/17/08  
 Accrual Basis

**SAFEGUARD AMERICA INC**  
**Profit & Loss**  
 January through September 2008

	<u>Jan - Sep 08</u>
4009 · Newspapers and Magazines	183.62
4010 · Membership Renewal	
4010.1 · American Express	95.00
<b>Total 4010 · Membership Renewal</b>	<b>95.00</b>
4022 · Security Subcontractor	
4022.1 · General Patrol	74,473.06
4022.2 · D T RESEARCH INC	103.40
4022.3 · Cruiseport Destinations	12,705.00
<b>Total 4022 · Security Subcontractor</b>	<b>87,281.46</b>
4027 · MARITIME TRANS EXPENSE	66,285.86
4030 · OTHER DIRECT COSTS	126.30
4033 · Uniforms	
4033.1 · Nord	769.86
4033.2 · Mac	485.66
4033 · Uniforms - Other	3,596.98
<b>Total 4033 · Uniforms</b>	<b>4,852.50</b>
4125 · Licenses and Permits	
4125.1 · PMC Broward	209.00
4125.12 · Broward County Board of Comm.	5,751.00
4125.14 · FL Corporation Filing	2,268.24
4125.16 · Miami Dade Consumer Services	800.00
4125.17 · MDCAD Permit for Crew	200.00
4125.19 · Port Agent	5,000.00
4125.2 · PMC Dade	12,020.00
4125.20 · Transp. Worker Ident. (TWIC)	265.00
4125.4 · Port Everglades Employee I.D.	385.00
4125.5 · Port of Miami Employee I.D.	525.00
4125.6 · State of Fl. Div. of Licensing	5,765.48
4125.8 · Driving School	40.00
4128.9 · Medical Exams D.O.T.	890.00
4125 · Licenses and Permits - Other	536.00
<b>Total 4125 · Licenses and Permits</b>	<b>34,654.72</b>
4125.13 · RFP Proposals for Security Guar	0.00
4800 · Payroll Expense	
4801 · SECURITY	75,998.86
4803 · OPERATIONS SUPERVISOR	93,316.05
4804 · DRIVERS	334,672.85
<b>Total 4800 · Payroll Expense</b>	<b>503,987.76</b>
<b>Total COGS</b>	<b>1,267,849.27</b>
<b>Gross Profit</b>	<b>800,247.21</b>
<b>Expense</b>	
5000 · Corporate Professional Fees	
5000.01 · Safeguard America Corporation	127.50
5000.02 · Accounting	4,625.00
5000.03 · Legal Fees	106.80
<b>Total 5000 · Corporate Professional Fees</b>	<b>4,859.30</b>
5001 · Corporate Insurance	
5001.01 · General Liability Insurance	
5001.1 · General Liability Ins. by Arch	7,029.23
5001.01 · General Liability Insurance - Other	1,340.57
<b>Total 5001.01 · General Liability Insurance</b>	<b>8,369.80</b>
5001.02 · Medical Coverage	7,353.50
5001.05 · Workers Compensation	24,815.94
<b>Total 5001 · Corporate Insurance</b>	<b>40,539.24</b>

**SAFEGUARD AMERICA INC**  
**Profit & Loss**  
**January through September 2008**

	<u>Jan - Sep 08</u>
5002 · Corporate Travel	5,265.24
5003 · Credit Card Past Due Fee	39.00
5004 · Corp advertising & Promotion	419.00
5005 · Contract Labor	8,173.35
5006 · Bank Service Charges	
5006.2 · NSF Fee	1,094.00
5006.3 · INTL SERVICE FEE	39.64
5006.4 · Monthly Services Fee	602.90
<b>Total 5006 · Bank Service Charges</b>	<b>1,736.54</b>
5010 · Entertainment & Meals	21,763.20
5011 · Interest Expense	
5011.3 · FINANCE CHARGES	118.27
6220 · Loan Interest	0.00
<b>Total 5011 · Interest Expense</b>	<b>118.27</b>
5012 · Commerical Auto liability Ins.	
5012.00 · Auto Passenger Vans	
5012.01 · By North Point Ins. Co.	86,198.94
<b>Total 5012.00 · Auto Passenger Vans</b>	<b>86,198.94</b>
5012.07 · Progressive Insurance	18,758.08
5012.11 · State Farm Insurance	4,303.87
5012.20 · Premium Assignment-Excess 4 M.	3,741.36
<b>Total 5012 · Commerical Auto liability Ins.</b>	<b>113,002.25</b>
5015 · Auto Expense	
5015.01 · Auto Registrations Renewal	25.35
5015.06 · Paid Parking	1,495.50
<b>Total 5015 · Auto Expense</b>	<b>1,520.85</b>
5016 · Penalites	
5016.1 · Parking Tickets	218.00
5016.2 · Traffic Tickets	69.00
5016.4 · Overlimit Fee - Credit Cards	39.00
<b>Total 5016 · Penalites</b>	<b>326.00</b>
5016.5 · Reimbursement for Traffic Accide	6,135.00
5017 · Postage and Delivery	
5017.1 · Courier	571.29
5017.2 · P.O. Box 143977	180.00
5017.3 · Postage Stamps	286.06
5017 · Postage and Delivery - Other	50.56
<b>Total 5017 · Postage and Delivery</b>	<b>1,087.91</b>
5019 · OFFICE EXPENSE	
5019.1 · Printing and Reproduction	1,308.65
5019.2 · Office Supplies	5,343.94
5019.3 · INTUIT Quickpro Software	373.43
5019 · OFFICE EXPENSE - Other	1,989.03
<b>Total 5019 · OFFICE EXPENSE</b>	<b>9,015.05</b>
5020 · Payroll Wage Expenses	
5020.01 · Corp Officers Salary	94,069.25
5020.02 · Administration	960.00
5020.03 · CRUISEPORT DESTINATIONS	654.00
5020.6 · Book Keeper // Clerical	43,089.00
5020 · Payroll Wage Expenses - Other	105,123.90
<b>Total 5020 · Payroll Wage Expenses</b>	<b>243,876.15</b>
5023 · PAYROLL TAX EXPENSE	66,458.21
5026 · Office Rent	50,000.00

**SAFEGUARD AMERICA INC**  
**Profit & Loss**  
**January through September 2008**

	<u>Jan - Sep 08</u>
<b>5027 · Repairs</b>	
6305 · Office Repairs	2,183.02
6310 · Building Repairs	503.81
6320 · Computer Repairs	1,056.94
6330 · Equipment Repairs	61.84
6750 · Janitorial Exp	2,897.00
<b>Total 5027 · Repairs</b>	<u>6,702.61</u>
<b>5029 · TELEPHONE EXPENSE</b>	
5029.3 · Cingular Cellular	852.38
5029.6 · 305-859-9000 Office	5,313.51
5029.7 · Sprint PCS	58.85
5029.8 · Sprint Nextel	23,559.24
5029 · TELEPHONE EXPENSE - Other	125.14
<b>Total 5029 · TELEPHONE EXPENSE</b>	<u>29,909.12</u>
<b>5030 · Utilities</b>	
5030.1 · Electricity	6,014.68
5030.3 · Water	1,116.49
5030.4 · Solid Waste	13.90
5030 · Utilities - Other	987.13
<b>Total 5030 · Utilities</b>	<u>8,112.20</u>
<b>5031 · PARKING FOR VEHICLES</b>	
5031.1 · Classic Bus Lines	4,093.91
<b>Total 5031 · PARKING FOR VEHICLES</b>	<u>4,093.91</u>
5036 · Equipment Rental	3,944.55
5037 · Miscellaneous	0.00
5041 · Contributions	1,080.00
<b>Total Expense</b>	<u>628,176.95</u>
<b>Net Ordinary Income</b>	<u>172,070.26</u>
<b>Net Income</b>	<u><u>172,070.26</u></u>

## L. Credit References

1. Wachovia Bank
2. GF Car Center Inc
3. Supreme Tires & Accessories
4. Port of Miami
5. Miami Dade County Aviation Department

APDEPI A458214 TF8G9117 Account Profile Deposit Acct Inq BAAPD003 11/18/08

09:04

C/W:

Org: 003 Serv: DDA Acct: 2000020129707

Short Name: SAFEGUARD AMERI 5 STAR

: Primary: 9066 Owner: 9066 Alt: 9066 St: FL Bank: 1 Svc: 36 City: 312

Prod Desc: BUSINESS CHECKING Prod Type: BSCK Off No : 099909066

Avail Bal : 4,133.20 Open Date: 12/02/2003 Status : ACTIVE

New Cust: NO Dormant : NO

EFA Incid : Last Activity: 11/03/2008 Last Mnt: 11/14/2008

NSF/UNC Chrg : CHARGE OD Chrg : CHARGE UAV Chrg: CHARGE

Int. Code/Exp: 000 S/K Solicit : N

Restraint : NONE MMA : NO

Close Ovrd : NO

Confidential : CONFID-NONE

Sp Group : REGULAR

Command: APDEPI2  
F1=Help F3=Exit F11=ASCI

*W. Vidal*  
**WACHOVIA BANK NA**  
**CORAL WAY OFFICE**  
**1699 CORAL WAY**  
**MIAMI, FL 33145**

**GF Car Center Inc.**

3720 W. Flagler Street  
Miami, Florida 33135  
(305) 443-7598

September 25<sup>th</sup>, 2008

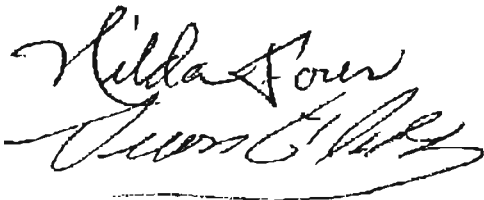
In Ref: Safeguard America Inc.

Please be advised that Safeguard America Inc has had a business relationship with us since 2001. We provided fuel services and they pay us weakly.

Should you have any questions or require any additional information please do not hesitate to contact me.

Best regards,

Nilda Flores  
President  
GF Car Center Inc.



Exxon

**G.F. Car Center**  
President: JUAN FLORES

Air Vaccum  
3720 W. Flagler St.

Fax - Phone: 305 443-7598  
305 541-9533

# Supreme Tires & Accessories

---

3635 North West 7<sup>th</sup> Street  
Miami, FL 33125  
PH 305 643 1200 FX 305 541 5190  
MVR # 95103080 MV # 09207

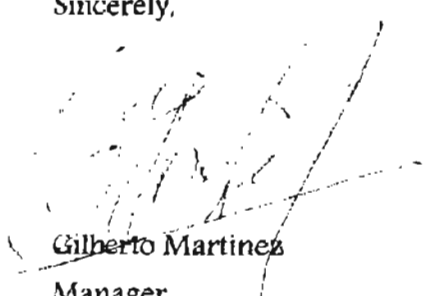
IN REF: Safeguard America Inc.

To Whom It May Concern.

Supreme Tires & Accessories is writing this letter on behalf of SAFEGUARD AMERICA INC., whom we have business relationship since 1999 providing auto repairs services and they pay us on time on monthly basis.

If you have any questions do not hesitate to contact us

Sincerely,



Gilberto Martinez  
Manager



MVR 95103080

PHONE: (305) 643-1200  
FAX: (305) 541-5190

**Supreme Tires &  
Accessories, Inc.**

"COMPUTERIZED REPAIR & MAINTENANCE CENTER"

GILBERT MARTINEZ

3635 N.W. 7th STREET  
MIAMI, FLORIDA 33125

11:29 AM

09/26/08

**SAFEGUARD AMERICA INC**  
**Bill Payments for Supreme Tires & AC**  
**January through December 2008**

<u>Type</u>	<u>Num</u>	<u>Date</u>	<u>Amount</u>
Jan - Dec 08			
Bill Pmt -Check	12937	9/4/2008	522.83
Bill Pmt -Check	12926	8/21/2008	1,986.59
Bill Pmt -Check	12810	7/7/2008	1,811.46
Bill Pmt -Check	12787	6/27/2008	2,296.00
Bill Pmt -CCard		5/27/2008	3,699.65
Bill Pmt -Check	12575	4/18/2008	1,177.58
Bill Pmt -Check	12514	3/27/2008	4,646.16
Bill Pmt -Check	12416	2/27/2008	3,203.29
Jan - Dec 08			<u>19,343.56</u>



**Port of Miami**  
1015 North America Way, 2nd Floor  
Miami, Florida 33132-2081  
T 305-371-7678 F 305-347-4843  
[www.miamidade.gov/portofmiami](http://www.miamidade.gov/portofmiami)

[miamidade.gov](http://miamidade.gov)

September 26, 2008

To Whom It May Concern:

The present letter is to confirm that America's Transportation / Safeguard America, Inc. account is current with the Port of Miami as of today September 26, 2008.

Should you have any further questions regarding this matter, please contact the Seaport Permit Section at (305) 347-4841 or (305) 347-4964.

Sincerely,

A handwritten signature in black ink, appearing to read "Dalgis Betancourt", with a long, sweeping horizontal line extending to the right across the signature.

Dalgis Betancourt  
Miami-Dade Seaport Department  
Permit Section, Credit & Collections

**SAFEGUARD AMERICA INC**  
**Bill Payments for Port of Miami**  
**January through December 2008**

Type	Num	Date	Amount
<b>Jan - Dec 08</b>			
Bill Pmt -Check	12976	9/16/2008	1,071.00
Bill Pmt -Check	12861	8/4/2008	1,261.00
Bill Pmt -Check	12808	7/7/2008	4,941.00
Bill Pmt -Check	12614	5/2/2008	3,582.00
Bill Pmt -Check	12335	2/12/2008	1,917.00
Bill Pmt -Check	12163	1/3/2008	1,557.00
<b>Jan - Dec 08</b>			<b>14,319.00</b>



**Miami-Dade Aviation Department**

P.O. Box 025504  
Miami, Florida 33102  
T 305-876-7000 F 305-876-0948  
www.miami-airport.com

miamidade.gov

**Commercial Airport:**

Miami International Airport

**General Aviation Airports:**

Oade Collier Training & Transition

Homestead General

Kendall-Tamiami Executive

Opa-locka Executive

September 25, 2008

To Whom It May Concern:

Be advised that Safeguard Asmerica, Inc. has had a ground transportation permit to operate at Miami International Airport since May 31, 2001 and their account is in good standing. Any questions please contact me.

Cordially,

Mike Pino, Senior Officer  
Landside Operations Division  
Ground Transportation Permit Section  
Miami-Dade Aviation Department  
Voice: 305 876-7445  
Fax: 305 876-7212  
E-mail: <mailto:mpino@miami-airport.com>

*"Delivering Excellence Every Day"*

*Delivering Excellence Every Day*

11:30 AM

09/26/08

**SAFEGUARD AMERICA INC**  
**Bill Payments for Miami Dade Aviation Department**  
**January through December 2008**

Type	Num	Date	Amount
<b>Jan - Dec 08</b>			
Bill Pmt -Check	13031	9/23/2008	1,220.21
Bill Pmt -Check	12975	9/18/2008	839.50
Bill Pmt -Check	12868	8/4/2008	1,107.00
Bill Pmt -Check	12842	7/29/2008	16.43
Bill Pmt -Check	12846	7/29/2008	51.18
Bill Pmt -Check	12805	7/7/2008	3,325.00
Bill Pmt -Check	12619	5/5/2008	2,366.88
Bill Pmt -Check	12518	3/31/2008	5,749.29
Bill Pmt -Check	12415	2/27/2008	41.57
Bill Pmt -Check	12328	2/12/2008	1,643.00
Bill Pmt -Check	12239	1/18/2008	27.03
Bill Pmt -Check	12214	1/10/2008	16.31
Bill Pmt -Check	12161	1/3/2008	1,090.00
<b>Jan - Dec 08</b>			<b>17,493.50</b>

## **M. Financial Security**

**Irrevocable Letter of Credit**

IRREVOCABLE STANDBY LETTER OF CREDIT NUMBER SM233958W

LETTER OF CREDIT AMOUNT	ISSUE DATE	EXPIRY DATE
USD 25,000.00	02/04/09	02/04/10

**BENEFICIARY:**

BROWARD COUNTY, BOARD OF COUNTY COMMISSIONERS  
 PORT DIRECTOR, BROWARD COUNTY'S PORT  
 EVERGLADES DEPT.  
 1850 ELLER DRIVE  
 FT. LAUDERDALE, FL 33316  
 C/O DIRECTOR OF BUSINESS ADMINISTRATION

**APPLICANT:**

SAFEGUARD AMERICA, INC. AND  
 GENERAL STEAMSHIP AGENCIES INC.  
 PO BOX 143977  
 MIAMI, FL 33114

WE HEREBY ESTABLISH OUR IRREVOCABLE STANDBY LETTER OF CREDIT NO. SM233958W, IN FAVOR OF BROWARD COUNTY AND FOR THE ACCOUNT OF SAFEGUARD AMERICA, INC. AND GENERAL STEAMSHIP AGENCIES INC., AVAILABLE BY BROWARD COUNTY'S DRAFTS DRAWN ON US PAYABLE AT SIGHT UP TO AN AGGREGATE AMOUNT OF TWENTY FIVE THOUSAND AND 00/100'S U.S. DOLLARS (U.S. \$25,000.00) WHEN ACCOMPANIED BY THIS LETTER OF CREDIT AND THE FOLLOWING DOCUMENTS:

1. A DRAFT DRAWN ON US AT SIGHT.
2. A SIGNED STATEMENT FROM THE PORT DIRECTOR OF BROWARD COUNTY, THAT THE AMOUNT OF THE DRAWING REPRESENTS AMOUNTS DUE AND UNPAID TO BROWARD COUNTY ARISING FROM:
  - (A) FAILURE OF APPLICANT TO PAY TO BROWARD COUNTY, WHEN DUE, ANY AND ALL TARIFF OR OTHER CHARGES THAT HAVE ACCRUED AT PORT EVERGLADES (WHETHER RELATING TO THE FURNISHING OF SERVICES OR MATERIALS TO APPLICANT, ITS PRINCIPALS, AGENTS, SERVANTS OR EMPLOYEES AT PORT EVERGLADES; OR, DUE TO INJURY TO PROPERTY OF PORT EVERGLADES; OR STEMMING FROM THE USE OF PORT EVERGLADES FACILITIES BY APPLICANT, ITS PRINCIPALS, AGENTS, SERVANTS OR EMPLOYEES; OR, OTHERWISE); OR
  - (B) COSTS, EXPENSES, LOSSES, DAMAGES OR INJURY SUSTAINED BY BROWARD COUNTY FROM NON-COMPLIANCE BY APPLICANT, ITS PRINCIPALS, AGENTS, SERVANTS OR EMPLOYEES WITH APPLICABLE LAWS, ORDINANCES, RULES AND REGULATIONS OF THE FEDERAL, STATE AND LOCAL GOVERNMENTAL UNITS OR AGENCIES (INCLUDING BUT NOT LIMITED TO THE TERMS AND PROVISIONS OF THAT CERTAIN BROWARD COUNTY CODE OF ORDINANCES, ADMINISTRATIVE CODE, AND ALL PROCEDURES AND POLICIES OF THE PORT EVERGLADES DEPARTMENT), AS AMENDED FROM TIME TO TIME; OR
  - (C) COSTS, EXPENSES, LOSSES, DAMAGES OR INJURY SUSTAINED BY BROWARD COUNTY FROM ANY ACT, OMISSION, NEGLIGENCE OR MISCONDUCT OF APPLICANT, ITS PRINCIPALS, SERVANTS OR EMPLOYEES IN PORT EVERGLADES (WHETHER CAUSING INJURY TO PERSONS OR OTHERWISE).

CONTINUED ON NEXT PAGE WHICH FORMS AN INTEGRAL PART OF THIS  
 IRREVOCABLE STANDBY LETTER OF CREDIT

**WACHOVIA**

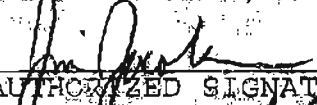

IRREVOCABLE STANDBY LETTER OF CREDIT NO. SM233958W PAGE NO. 2 02/04/09

THIS LETTER OF CREDIT SHALL BE EXTENDED FOR SUCCESSIVE PERIODS OF ONE (1) YEAR EACH UNLESS WE PROVIDE THE BROWARD COUNTY BOARD OF COUNTY COMMISSIONERS, THROUGH THE PORT DIRECTOR OF BROWARD COUNTY'S PORT EVERGLADES DEPARTMENT AT THE ABOVE STATED ADDRESS, WITH WRITTEN NOTICE OF OUR INTENT TO TERMINATE THE CREDIT HEREIN EXTENDED, WHICH NOTICE MUST BE PROVIDED AT LEAST NINETY (90) CALENDAR DAYS PRIOR TO THE EXPIRATION DATE OF THE ORIGINAL TERM HEREOF OR ANY EXTENDED ONE (1) YEAR TERM.

ANY DRAFT DRAWN UNDER THIS LETTER OF CREDIT SHALL BEAR THE CLAUSE: "DRAWN UNDER WACHOVIA BANK, NATIONAL ASSOCIATION IRREVOCABLE STANDBY LETTER OF CREDIT NO. SM233958W DATED 02/04/2009." THE ORIGINAL LETTER OF CREDIT MUST ACCOMPANY ANY DRAWING. THE DATE AND AMOUNT OF EACH DRAWING WILL BE ENDORSED ON THE REVERSE SIDE OF THIS LETTER OF CREDIT BY THE ISSUING BANK AND PROMPTLY RETURNED TO THE BENEFICIARY FOR POSSIBLE FUTURE DRAWINGS.

THIS CREDIT IS SUBJECT TO THE "UNIFORM CUSTOMS AND PRACTICE FOR DOCUMENTARY CREDITS", INTERNATIONAL CHAMBER OF COMMERCE PUBLICATION NO. 600, 2007 REVISION, AND TO THE PROVISIONS OF FLORIDA LAW. IF A CONFLICT BETWEEN THE UNIFORM CUSTOMS AND PRACTICE FOR DOCUMENTARY CREDITS AND FLORIDA LAW SHOULD ARISE, FLORIDA LAW SHALL PREVAIL. IF A CONFLICT BETWEEN THE LAW OF ANOTHER STATE OR COUNTRY AND FLORIDA LAW SHOULD ARISE, FLORIDA LAW SHALL PREVAIL.

WACHOVIA BANK, NATIONAL ASSOCIATION

	<u>Jim Jacobs</u>	<u>operations officer</u>	<u>2/4/09</u>
AUTHORIZED SIGNATURE	PRINT NAME	TITLE	DATE
WITNESS: 	AUTHORIZED SIGNATURE		

THE ORIGINAL OF THIS LETTER OF CREDIT CONTAINS AN EMBOSSED SEAL OVER THE AUTHORIZED SIGNATURES.

PLEASE DIRECT ANY CORRESPONDENCE INCLUDING DRAWING OR INQUIRY QUOTING OUR REFERENCE NUMBER TO:

WACHOVIA BANK, NATIONAL ASSOCIATION  
401 LINDEN STREET, MAIL CODE NC6034  
WINSTON SALEM, NORTH CAROLINA 27101

OUR CUSTOMER CARE PHONE NUMBER FOR ANY QUERIES IS 800-776-3862  
OUR FAX NUMBER IS 336-735-0950

RECEIVED  
 2009 FEB 6 AM 10:00  
 PORT EVERGLADES DEPT.  
 BUSINESS ADMIN.

## N. Equipment

This application submitted is for a Steamship Agency Franchise there is no equipment used for this purpose.

**O. Business Tax Receipt Occupational License**

Attached please find a current occupational license for Broward County as well as Miami Dade County.

BOARD OF COUNTY COMMISSIONERS  
BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

FORM NO. 401-280/AC 25-081  
RV200835367 (Rev. 3/09)

FOR PERIOD OCTOBER 1, 2008 THRU SEPTEMBER 30, 2009

Section O  
(Back-up)

RENEWAL  TRANSFER SEC # 321326  
 NEW DATE BUSINESS OPENED 04/13/08  
STATE OR COUNTY CERT/REG # \_\_\_\_\_  
Business Location Address:

TAX	
BACK TAX	
PENALTY	
T.C. FEE	
TRANSFER	3.00
TOTAL	3.00

IF PAID	
DEC. - 20%	NOV. - 15%
* After DEC. 31 - 25%	
* Plus Tax Collection Fee of up to \$25.00 Based on Cost of Business Tax if Paid On or After November 30.	

3935 NW 26 ST  
DADE COUNTY 33142  
BUSINESS PHONE: (305) 859-9000

ACCOUNT NUMBER
326 0007 0

THIS RECEIPT MUST BE CONSPICUOUSLY DISPLAYED  
TO PUBLIC VIEW AT THE LOCATION ADDRESS ABOVE.

SAFEGUARD AMERICA INC  
MASDEL STEVEN  
PO BOX 143977  
CORAL GABLES FL 33114 1091

REVENUE COLLECTION DIVISION  
BROWARD COUNTY, FLORIDA  
1210400.0001 of 0001  
9/22/08 For 9/19/08

*Lois Nar...*  
BROWARD COUNTY REVENUE COLLECTION  
115 S. Andrews Avenue, Rm A-100  
FORT LAUDERDALE, FL 33301  
www.broward.org/revenue

TYPE OF BUSINESS TAX PAID  
TRANSPORT  
3 UNITS  
**2008 - 2009**  
PAYMENT RECEIVED AS VALIDATED ABOVE \*SEE INSTRUCTIONS ON REVERSE SIDE

0000003300 0000000000 0000007251007725 1001 8



FIRST-CLASS  
U.S. POSTAGE  
PAID  
MIAMI, FL  
PERMIT NO. 231

THIS IS NOT A BILL-DO NOT PAY

457293-0  
BUSINESS NAME / LOCATION  
SAFEGUARD AMERICA SECURITY &  
INVESTIGATIONS INC  
3935 NW 26 ST  
33142 UNIN DADE COUNTY  
OWNER  
SAFEGUARD AMERICA SEC & INV INC  
Sec. Type of Business  
213 PASSENGER TRANSPORTATION SERV

RENEWAL  
RECEIPT NO. 477405-6

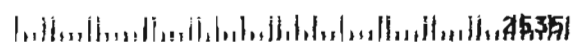
EMPLOYEE/S  
1

THIS IS ONLY A LOCAL  
BUSINESS TAX RECEIPT. IT  
DOES NOT PERMIT THE  
HOLDER TO VIOLATE ANY  
EXISTING OR REGULATORY  
OR ZONING LAWS OF THE  
COUNTY OR CITIES NOR  
DOES IT EXEMPT THE  
HOLDER FROM ANY OTHER  
PERMIT OR RECEIPT  
REQUIRED BY LAW. THIS IS  
NOT A CERTIFICATION OF  
THE HOLDER'S QUALIFICA-  
TION.

DO NOT FORWARD

SAFEGUARD AMERICA SECURITY &  
INVESTIGATIONS INC  
STEVEN MASDEL PRES  
PO BOX 143977  
CORAL GABLES FL 33114

PAYMENT RECEIVED  
MIAMI-DADE COUNTY TAX  
COLLECTOR:  
07/10/2008  
6007000059  
000075.00



SEE OTHER SIDE

MIAMI-DADE COUNTY  
TAX COLLECTOR  
140 W. FLAGLER ST.  
14th FLOOR  
MIAMI, FL 33130



FIRST-CLASS  
U.S. POSTAGE  
PAID  
MIAMI, FL  
PERMIT NO. 231

THIS IS NOT A BILL-DO NOT PAY

395028-5  
BUSINESS NAME / LOCATION  
SAFEGUARD AMERICA SECURITY &  
INVESTIGATIONS INC  
3935 NW 26 ST  
33142 UNIN DADE COUNTY  
OWNER  
INC  
Sec. Type of Business  
213 GUARD PATROL AGENCY

RENEWAL  
RECEIPT NO. 412306-3  
STATE# MB9400246

EMPLOYEE/S  
1

THIS IS ONLY A LOCAL  
BUSINESS TAX RECEIPT. IT  
DOES NOT PERMIT THE  
HOLDER TO VIOLATE ANY

Board of County Commissioners, Broward County, Florida  
BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

FORM NO. 401-280/AC 25-061  
RV200730729 (Rev. 3/07)

FOR PERIOD OCTOBER 1, 2007 THRU SEPTEMBER 30, 2008

RENEWAL  TRANSFER SEC # 0473700

NEW DATE BUSINESS OPENED

STATE OR COUNTY CERTREG #

Business Location Address ST 840

F T LAUDERDALE 33316-0000

PHONE HOME PHONE (305) 889-9000

PENALTIES IF PAID	
OCT. - 10%	NOV. - 15%
* DEC. - 20%	* After DEC. 31 - 25%
* Plus Tax Collection Fee of up to \$25.00 Based on Cost of Business Tax if Paid On or After November 30	

ACCOUNT NUMBER  
326-0003248

TAX	33.00
BACK TAX	
PENALTY	
T.C. FEE	
TRANSFER	
<b>TOTAL</b>	<b>33.00</b>

SAFEGUARD AMERICA  
MARSEU STEVEN  
PO BOX 141091  
CORAL GABLES FL 33114-1091

THIS RECEIPT MUST BE CONSPICUOUSLY DISPLAYED  
TO PUBLIC VIEW AT THE LOCATION ADDRESS ABOVE.



TYPE OF BUSINESS TAX PAID  
TRANSPORT 3 UNITS

2007 - 2008

BROWARD COUNTY REVENUE COLLECTION  
115 S. Andrews Avenue, Governmental Center Annex  
FORT LAUDERDALE, FL 33301

PAYMENT RECEIVED AS VALIDATED ABOVE \*SEE INSTRUCTIONS ON REVERSE SIDE

PAID Broward County 7703949.0001 33.00

## **P. Programs and Policies**

Attached please find

Drug abuse

Training

Employee rules and regulations

# AMERICAS TRANSPORTATION

## DRIVERS POLICY AND PROCEDURE MANUAL

## Table of Contents

Mission Statement .....	3
Types of Transportation Services .....	4
Americas Transportation Policies	
Hiring Instructions .....	5
Accidents .....	8
Emergency	
Sexual Harassment	
Drug and Alcohol Abuse	
Types of Equipment	
Americas Transportation Procedures	
Operational Plan	
Passenger Guest Transportation	
Taxi Medical, International Medical Transportation	
Crew Transportation sign on, sign off	
Shore Side Medical Transportation	
Courier Service	
Maps	
Port Of Miami	
Port everglades	
FLL	
MIA	
Hotel Roster 2007/2008	
Gas Station	
Office	
Forms and receipts	
Shore side medical	
Taxi medical	
Courier	
Vehicle inspection report	
Incident report TBC	
Accident report TBC	

Miami-Dade Academy for Chauffeur Excellence & Service  
Code Rules and regulations pgs 3, 4, 16, 17

Mission Statement

Americas Transportation is a unique transportation company offering cruise lines related services with a mission to provide knowledgeable transportation services to our customer's guests and crewmembers.

Americas Transportation realizes that we are the first and last impression for many guests and crewmembers.

We will provide clear expectations to our travelers by explaining "what will happen next" on their vacation. We will anticipate that they will have questions about transportation times, boarding time for their cruise/plane, arriving at the airport etc and many other questions. We will provide as much information as possible and whatever we do not know we will promise them to find out and get back to them; either immediately by calling dispatch, or by contacting them later. We will treat each guest and each crewmember as we would like to be treated when on vacation, traveling home from working on a ship for six months, or visiting a doctor in a foreign land.

The knowledge and information that we provide, **along with the care courtesy and professionalism that we provide** is what differentiates us from other transportation companies and crew service providers. Our mission is to have our travelers rate their transportation experience with us as one of the best they have had. This positive experience with our company will keep us at the top of our business and will ensure the perpetuation of the company and the livelihood of its employees.

We have been in the transportation security and travel industry for two decades and truly understand people's state of mind when traveling. Whether they have anxiety about flying, are starting or finishing their vacation or are starting or ending a job, our job is to acknowledge this as we provide them with safe courteous transportation to their destination.

## TYPES OF TRANSPORTATION SERVICES PROVIDED

### Services

It is important that you are aware which service you are providing and that you can provide information as necessary to the guest and crew regarding the transportation schedule. We have the unique experience of transporting the same guests and crew on more than one occasion.

### **UNDERSTANDING THE VARIOUS TYPES OF TRANSPORTATION**

- A. Guests going to a hotel before their cruise "vacation of a lifetime".
- B. Guests going to their awaited cruise vacation from a hotel.
- C. Guests going to a hotel to extend their vacation post-cruise.
- D. Guests injured on a cruise or suffering a medical issue.
- E. Handicapped or physically challenged guests requiring a handyman or ambulatory guests who use the aid of a wheelchair or walker.
- F. Crew joining a ship for the first time and leaving their hometown and country for the first time.
- G. Crew being terminated for disciplinary reasons and traveling under safeguard.
- H. Crew not terminated, but on a compassionate leave and under safeguard.
- I. Crew going home with medical injuries under safeguard or medical escort
- J. Crew traveling to the hospital with a life threatening illness
- K International patients requiring care in the United States who may have never traveled out of their home county before.
- L. Courier services provided to the cruise lines, office to ship, ship to ship and ship to office.

**OUR GOAL IS TO ENSURE ALL TRANSPORTATION FOR GUESTS AND CREW ARE PROVIDED WITHOUT AVOIDABLE SERVICE FAILRES. A FULL UNDERSTANDING OF THE OPERATIONAL PLAN IS A KEY COMPONENT IN ENSURING THE SUCCESS OF OUR BUSINESS.**

# Hiring Instructions

In order to work Safeguard America d.b.a. as America's Transportation. Attached is a list requirement of licenses, identification cards and uniforms that you will be required to get and maintain over the course of your employment.

(Supervisor please check all that apply)

## **DRIVERS REGISTRATION IDENTIFICATION**

**DRIVER LEVEL 1 REQUIRES:**

Valid Florida Drivers License:

You will be required to possess a class A or B licensee with Passenger endorsement.

**DRIVER LEVEL 2 REQUIRES:**

A valid Florida Drivers License with a Miami Dade County, Consumer Services Passenger Motor Carriage.

To obtain the Chauffeur registration you must complete the following:

1. A 4-hour defensive driving class to obtain a Driving Certificate.

All Florida Driver Improvement School  
3800 NW 11<sup>th</sup> Street  
Miami, Florida 33126  
(305) 541-6000

2. You will require a Physical Examination that can be obtained at the location listed below:

Physical Examination / Medical Certificate:  
Occupational Medical Center, Inc.  
3270 NW 36<sup>th</sup> Street  
Miami, Florida 33142  
(305) 635-1445

3. Then with a completed application that requires America's Transportation Manager signature you can apply for the **CHAUFFER REGISTRATION** and attend a 1 day 8 hour course General Passenger Motor Carriage.

**Chauffeur Registration:** **Cost \$55.00**

Miami Dade Consumer Services  
Passenger Transportation Regulatory Division  
140 West Flagler Street, Suite 904  
Miami Florida 33130-1561  
305 375 2460

**Taxi & Limo Identification:** **Cost \$40.00**

Consumer Affairs Division  
115 S Andrews Avenue  
Annex Room A460  
Fort Lauderdale, FL 33301 Ext 224

## IDENTIFICATIONS

**America's Transportation Identification:**

Card swipe

## MIAMI DADE COUNTY

Port of Miami identification:  
You will be required to present to the Port of Miami  
**Documents that Establish your identity** U.S. Passport,

Certificate of U.S. Citizenship or Certificate of Naturalization, Social Security and Drivers License.

**BROWARD COUNTY**

Port Everglade's Identification:

Fort Lauderdale, Fl 33315

954 765 4604 office

Uniforms:

All Uniform Wear

2605 West 8<sup>th</sup> Avenue

Hialeah, Florida 33010

305 887-9552 :00PM

Mon – Fri

9:00 am - 6:30 Pm

Sat

9:00 am - 3:00 PM

Security Guards License:

If you require the security guard training we use the following school for training.

U.S. Patrol School

2131 S.W. 27 Avenue

Miami Florida 33145

305 858 0770

## ACCIDENT POLICY AND PROCEDURE

### **IMPORTANT INSURANCE INFORMATION**

**It needs to be noted that any accident involving our insurance company will likely result in an increase in our insurance rates. Currently, we have favorable insurance rates that we have been protecting and have had the insurance policy for several years. To replace the insurance will cost in excess of \$30,000 more for the limits we currently have.**

### ACCIDENT CLAIMS ADJUSTMENT:

In the event an America's Transportation driver is involved in an accident, immediately contact the dispatcher and make a report. The dispatcher will immediately come to the accident location to take pictures, investigate and take statements from both drivers, and any witnesses. A written report should be prepared and an evaluation of the America's Transportation risk should be determined and immediately reported to evaluate the appropriate course of action to resolve the accident.

### SETTLEMENT AND REPAIRS:

If America's Transportation driver is at fault, every effort should be made to settle the claim and make the necessary repairs to make the victim whole. A driver exchange of information should be completed.

If the other driver is at fault every effort should be made to settle the claim as quickly as possible and make the necessary repairs to the company's vehicle. A driver exchange of information as well as Insurance information from the driver should be obtained.

### GUEST IN THE VEHICLE:

If the accident involves a cruise line crewmember, Royal Caribbean crewmember, every effort should be made to transfer the crew to South Miami Hospital International.

Accidents involving GUESTS should be transported to the nearest hospital.



## **SEXUAL HARRASMENT POLICY & PROCEDURES**

### **POLICY STATEMENT**

Americas Transportation is committed to maintaining a positive learning, working and living environment. The Company does not discriminate on the basis of race, color, national origin, sex, age, disability, creed, religion, sexual orientation, or veteran status with regard to employment or advancement. To achieve this goal the company will not tolerate acts of sexual harassment or related retaliation against or by any employee. This Policy provides a general definition of sexual harassment; prohibits sexual harassment and related retaliation; and ) sets out procedures to follow.

Possible disciplinary action for violating this policy include suspension and termination.

Grievances or complaints will be addressed by senior management.

**Complainant:** a complainant is a person who is subject to alleged sexual harassment.

**Respondent:** a respondent is a person whose alleged conduct is the subject of a complaint.

**Sexual harassment:** sexual harassment consists of interaction between individuals of the same or opposite sex that is characterized by unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature which result in a negative or hostile work environment or injure the public face of the Company, an individual employed by the company or any business relationship the company

enjoys.

**Hostile environment sexual harassment:** Is unwelcome sexual conduct that is sufficiently severe or pervasive that it alters the conditions of employment or the workplace. Workplace is defined as any venue in which Safeguard America Security and Investigations, a Florida Corporation, Americas Transportation or related companies operate including the offices located at 3936 nw 26<sup>th</sup> street Miami, the Miami international airport, fort Lauderdale international airport, any hotel or port airport garage gas station which is employed by the company, used by the company or serviced by the company. The determination of both the harassment and the environment being hostile will be based on all of the circumstances. These circumstances could include the frequency of the conduct, its severity, and whether it is threatening or humiliating.

**Retaliatory Acts:** It is a violation of this policy to engage in retaliatory acts against any employee who reports sexual harassment, or any employee who testifies, or participates in a proceeding, investigation or hearing.

## **PROCEDURE**

### **Obligation to Report**

In order to take appropriate corrective action, the Company must be aware of sexual harassment or related retaliation.

### **Supervisor's Obligation to Report**

Any supervisor who experiences, witnesses or receives a written or oral report or complaint of sexual harassment or related retaliation shall promptly report it to either the operations manager, or the president of the company.

### **Investigation Process**

Reports or complaints under this Policy shall be addressed and resolved as promptly as practicable after the complaint or report is made. Ordinarily, investigations shall be concluded and reports submitted to the reviewing committee no later than 10 days following the receipt of a complaint.

### **Adjudication Process**

A minimum of two people, either the president of the company or his designee, and the operations manager or his designee will review the complaint, and statements, interview the complainant and respondent and determine the merit of the complaint, and an appropriate action to be taken.

### **Possible Consequences**

Termination

Suspension

Letter of Caution

Letter of Reprimand (to Impose and include restrictions and consequences)

#### Record Keeping

All materials and notes, written complaints or notes of a verbal complaint will be kept as a permanent record within the company files.

#### Privacy

The company is under no obligation to keep grounds for termination private, however the company will not disclose to an inquirer the nature of the complaint. (defined as the action which caused the complaint)

# DRIVERS MANUAL

## DRIVER LEVEL 1 PMC SHUTTLE

- 1 Valid Florida Drivers License Class E
- 2 Miami Dade County Chauffer Registration
- 3 Broward County Chauffer Registrations
- 4 Port of Miami ID Card
- 5 Port Everglades ID card

Allows you to drive the following types of vehicles:

Dodge Sprinter 10 passenger van  
Ford E-350 14 passenger vans  
Chevrolet 3500 Club Van

## Driver Level 2 Coach / Bus

- 1 Valid Florida Commercial Drivers License CDL Class A or B with passenger endorsement
- 2 Miami Dade County Chauffer Registration
- 3 Broward County Chauffer Registrations
- 4 Port of Miami ID card
- 5 Port Everglades ID card

Neoplan Citiliner 57 passenger bus  
Freightliner Starcraft 32 passenger bus  
Freightliner Glaval 37 passenger bus  
Freightliner Glaval 41 passenger bus

# Americas Transportation

## GENERAL COMPANY POLICIES

### Reliability

One of the most important qualities you must have is reliability. If you are not on the job we cannot serve and protect our customers' needs. If you do not report to work or call to advise that you will be late or absent you are helping create an avoidable service failure. Service failures have an immediate negative impact on both the customer and the company. So think timeliness, reliability, responsibility, communication, courtesy and effort.

### Appearance

All supervisors and drivers will wear proper company uniforms. No unauthorized pins, patches, or clothes may be worn. No political, religious or other organizational symbols may be worn while you are on duty or in uniform. Only authorized shoulder patches provided by the company will be worn on the uniforms.

## Uniforms

All uniforms must be maintained in a clean and unwrinkled condition. If the uniform becomes stained or worn, advise your supervisor. All shoes should be maintained and polished or be in good condition at all times. You are responsible for the care and maintenance of the uniform.

All supervisors and drivers will appear on duty with a neat hairstyle. Mustaches will be neatly trimmed. The Operations Manager must approve other facial hair.

## Required Identification and Licenses

### CR-chauffeurs registration

All drivers will maintain a current and valid CR with both Dade and Broward County

### Port ID card

All Drivers will maintain a current and valid ID card for Port of Miami and Port Everglades

### Dockside Clearance POM, PEV

Agents will maintain the correct dockside clearances to perform their job Function.

Failure to wear and maintain valid ID card/license status can result in:

Detention by law enforcement or Port Security personnel

Expulsion from the port

A Substantial Fine

Driver will be responsible to pay this type of fine

Transporting passengers without the proper licenses and endorsements is grounds for termination. The company will not pay the fine for this type of violation.

## Time Cards

All Hourly employees will punch in at the beginning of the work day and punch out at the end of the work day.

Drivers punching in early will be expected to work or will not be paid for that time. If you forget to or cannot punch in or out your time card must be signed by a dispatcher.

All hand written time must be signed by a dispatcher.

## Scheduling

Work schedules are prepared by the dispatcher. Dispatchers will then notify the drivers of their start times.

If a driver needs a specific day or days off for personal reasons then he/she should request that time off as soon as possible.

## Dispatcher

The dispatcher is your communication link both to assignments and to our customers.

The dispatcher will need to know where you are at all times during the day.

The dispatcher will:

Give break or lunch time

Direct you where to stand by until your next run

Inform you as to any schedule changes or add-ons

Tell you when you can leave for the day

Direct you to your next pick up

Rescue you if you break down

## Vehicle Assignment

The dispatcher will assign vehicles for each shift.

Do not take an unassigned vehicle without approval from the dispatcher on duty.

## Driver Hotel Log

These are required by PTRD and will be turned in at the end of the day with any transportation vouchers, manifests and gas receipts.

## Transfer Vouchers

Transfer Vouchers will be collected from each passenger. If the passenger does not have a voucher check their names against the passenger manifest. If the name does not appear on the manifest contact the office or refer the passenger to an RCCL agent. We are in the service industry and will try to accommodate our passengers and customers accordingly.

## Receipts

Taxi/medical/courier drivers will have their passengers fill out and sign a receipt for services.

Drivers will check the receipts to make sure ALL information is present.

The receipts will be turned in to the taxi medical dispatcher at the end of the day.

REPEAT: All receipts have to be filled out properly with all the information so they can be billed properly.

#### Make-A-Wish Foundation

Americas Transportation provides transfer service by request for the make a wish foundation guests and passengers.

Be professional and patient.

Be courteous and helpful at all times.

#### PTT/ Radio

Nextel (push to talk) radios are supplied by the company. It is the driver's responsibility to make sure the battery is fully charged the beginning of each shift. Car chargers are available at most gas stations.

#### Ride Along-New hire

New drivers will ride along with older drivers for up to a week.

#### Ride Along-Family members and friends

Family members and friends are prohibited from riding along with Drivers while on duty (punched in)

### TRAFFIC OFFENSES:

All drivers are governed by the State of Florida traffic laws. Drivers providing passenger transportation are regulated by the consumer services of the county as well as Department of Transportation. Drivers driving passengers are regulated by the Department of Transportation. 15 passenger vans are not checked by DOT on a regular basis however they are regulated by them. When they are checked it will be a surprise but the authority is acknowledged.

15 passenger vans are required to stop at all Railroad Crossings.

You the driver are responsible for all traffic citations received. The traffic laws are designed to govern the drivers by using the point system not designed to regulate the company. It is the position of Americas Transportation that the laws are also designed to protect the company (America's Transportation) and the passengers you are transporting. It is the company responsibility to determine your eligibility for hire by the number of points on your driving record.

Neither the company nor the passengers you carry can make you get a moving violation. As the driver it is incumbent on you to obey all traffic laws,

arrive at your pick ups on time and arrive safely at the passengers destination in the time allotted by the schedule.

You are responsible for the safety and security of your passengers as well as your vehicle.

#### **PARKING TICKETS**

Parking tickets should be turned in to the operations manager with a written explanation of the circumstances under which the ticket was received on the day the ticket was issued. If the driver is responsible for receiving the ticket the driver will pay the fine.

## **DRIVER OPERATIONAL PLAN**

#### **ARRIVAL**

Driver will arrive to work on time and wearing appropriate wrinkle free uniform, shoes and belt.

#### **PARKING**

Drivers will find appropriate parking on NW 26<sup>th</sup> street and will not park personal vehicles or fleet vehicles in front of the office while preparing to leave for the day, or for the day. This space is reserved for office staff and for safeguard transportation. Parking personal vehicles in this area interferes with the smooth operation of the day's schedule and business.

**Cargo Bahamas**- Across from Americas Transportation offices. DO NOT park in their parking lot, DO NOT block their driveway. DO NOT block access to their garage. They have very nicely asked us to stop parking there. Do not double park vans on the street in front of their driveways or offices.

**DISS**-(between Americas transportation offices and parking lot.) DO NOT block

access to the roll up garage door. Do not park in front of the garage door, DO NOT park on the street in front of the parking space in front of the garage door.

#### CLOCKING IN

Driver will punch in at his scheduled time. Padding the time card will not be tolerated. (Example; arriving and punching in at 6:00 AM when the scheduled start time is 7:00 AM)

#### RADIO

Driver will make sure he has his radio and that it has sufficient charge for the day or make sure he has a car charger attachment for his radio.

#### LICENSES, ID CARDS

Driver will make sure he has all licenses, Port Identification cards and registrations (Chauffer Registration CR) required to operate his vehicle in the destinations listed on his schedule/manifest. (Americas Transportation or Safeguard America ID Card, Miami Dade and or Broward County CR, Port of Miami and Port Everglades Id card. Florida State Drivers license)

Note: Port Everglades has a 5/90 rule. You can be allowed into the port everglades 5 times in a ninety day period after that the authorities at the gate will deny you entry. This will result in a service interruption and may result in the suspension of the driver. If you are denied entry into Port Everglades you must contact your dispatcher immediately and inform him/her of the situation

#### Schedule/Manifest

Driver will get his schedule from dispatch and review the schedule to determine the day's activities and his first stop or standby point.

1.) All Drivers will check the entire schedule/manifest and their assignments for the day to see if there are any conflicting assignments. It is a priority that any conflicts be resolved at the beginning of the day to prevent any avoidable service failures.

Drivers should take special note of any conflicts, HOTEL to airport assignments, airport to hotel traffic patterns and prepare accordingly for the day.

After reviewing the schedule/manifest driver will ask dispatcher for any clarification or to adjust the schedule/manifest if there are any conflicts. (Example driver is scheduled to pick up Courtyard Marriot Miami Beach (h2p) at 12:30pm AND Yankee clipper Ft Lauderdale h2a at 1:00 pm.

If a passenger dispatcher is not available in the office the driver should contact the dispatcher via PTT Radio.

Driver will take his schedule and his gear with him when he leaves the office to prepare his vehicle for the day.

2.) Drivers who work a taxi/medical or crew schedule will review the entire schedule to see if they have any schedule conflicts. (Example: Hotel Leamington pickup with drop off at Kendall Medical at 1:00pm AND 1:15 pm pick up at Mt Sinai with drop off at Chateau Bleau.)

Driver will take his schedule and his gear with him when he leaves the office to prepare his vehicle for the day.

#### Vehicle Preparation

The driver will start by filling out the vehicle inspection report noting the mileage, fuel level, interior and exterior cleanliness and describing any exterior damage.

Driver will check the tires, oil and coolant levels noting and correcting any deficiencies. If the interior and or exterior of the vehicle are dirty the driver will position the vehicle in the appropriate area and wash the vehicle with the soap and brush provided by the company.

If the interior is dirty the driver will remove any trash and vacuum the interior of the vehicle.

If the driver does not need a trailer he will then leave the lot and proceed to his first stop or to his stand-by position and be ready to arrive at his first stop on time.

Upon arrival at his first stop or at his standby position the driver will contact by radio dispatch and advise them of his location (example: 1 Dispatch this is Luis, I am standing by at the Winn Dixie parking lot for my 8:30 pick up at the Regency. 2 dispatch this is Luis, I am at the Regency for my first pickup)

The driver in either case will not return to the office for a chat, to check his email or go to the bathroom. Any further communication is to be done via PTT/radio.

### Trailers

Drivers assigned to carry a trailer for the day's work will find them in the parking lot. Trailers are not permanently assigned so the easiest one to get to is the one that should be taken. Time should not be spent moving vans and other trailers to get to a favorite trailer.

### Trailer Selection

The ball on the van/bus and the hitch on the trailer are color coded. The ball and hitch colors have to be the same. Red to red, blue to blue. Attaching a trailer with a blue hitch to a van or bus with a red ball is not allowed under any circumstances. Attaching a trailer with a red hitch to a van or bus with a blue ball is not allowed under any circumstances. It is dangerous and could cause the trailer to detach while the vehicle is being operated.

### Trailer attachment

The trailer should be positioned behind the van or bus.

The driver will remove the locking pin on the hitch and open the hitch receiver. After positioning the hitch receiver over the ball the driver will crank the hitch down onto the ball and retract the crank locking it into place on the hitch frame.

The driver will then replace the locking pin.

The driver will then attach the safety chains to the frame on the van making sure to cross them and making sure the hooks are secure.

Driver will then make the electrical connection and turn the lights or the flashers on to make sure the brake and emergency lights on the trailer are functioning properly.

Driver is now ready to leave the lot and proceed to his first pick up or standby location.

## DRIVER OPERATIONAL PLAN GUEST TRANSPORTATION

Americas Transportation transports guests for the cruise line industry and has four primary guest moves. In order of guest arrival they are:

I. Airport to Hotel-(**A2H**). Americas Transportation provides arriving Royal Caribbean, Celebrity, and Azamara cruise line passengers with transportation from the airport to their hotel.

II. Hotel to Pier (**H2P**). Americas Transportation provides Royal Caribbean, Celebrity, and Azamara cruise line passengers with transportation from their hotel to the pier on the day of their cruise.

III. Pier to Hotel (**P2H**) Americas Transportation provides disembarking Royal Caribbean, Celebrity, and Azamara cruise line passengers with transportation from the pier to their hotel.

IV. Hotel to Airport (**H2A**) Americas Transportation provides departing Royal Caribbean, Celebrity, and Azamara cruise line passengers with transportation from their hotel to the airport on the day of their flight.

I. Airport to Hotel [Fort Lauderdale (FLL)] – [Miami (MIA)]

Fort Lauderdale International Airport (FLL) (A2H)

### Standby and airport rules

Fort Lauderdale International Airport does NOT allow prearranged ground transportation providers to standby inside the airport.

Drivers should find an appropriate place to standby which is safe and close to the airport entrance.

At all times drivers will obey the direction of BSO (Broward Sheriffs Office) and BCAD (Broward County Aviation Department) personnel.

### Passenger pick-up:

Drivers will be notified by dispatch where to pick up passengers inside FLL. The pickup zones are: GTA1, GTA2, GTA3 and GTA4. GTA1 is located between terminal 1 and terminal 2. GTA2 is located between terminal 2 and terminal 3. GTA3 is located between terminal 3 and terminal 4. GTA4 is located at the end of terminal 4. (see diagram on following page)

Driver will arrive at GTA pickup location secure his vehicle and engage the emergency lights.

Driver will greet RCCL staff and open the double passenger doors.

Driver will go to the rear of the luggage trailer open it and secure the luggage inside the trailer.

Driver will secure the luggage trailer doors and be certain the latching mechanism is engaged correctly.

Driver will collect the transfer vouchers from the RCCL staff.

Driver will greet the passengers, and ask the passengers to use the seatbelts.

Driver will secure the passenger door, thank the RCCL staff and re-enter the vehicle.

Driver will call dispatcher and give status and number of passengers picked up, and hotel information. (Example: "leaving the airport with 12 passengers for Embassy Suites and Marriott North").

Driver will proceed to the assigned hotels in an order that will make the trip as short as possible.

At the hotel, driver will secure the van shutting off the engine and engaging the parking brake.

Driver will open the passenger double doors, ask the passengers to be careful coming off the van and ask them to identify their luggage as it is taken off the trailer.

Before the passengers leave the driver will inform them of the pickup time for that hotel. (Example: Embassy Suites: "the pickup for this hotel is at 11:00AM on the day of your cruise, we will pick you up at the side door".

Driver will call dispatch when leaving and ask for instructions or tell dispatcher where he is going next.

After dropping off at last hotel driver will call dispatch for instructions. (Standby at FLL, return to Miami etc)

#### MIAMI INTERNATIONAL AIRPORT (MIA) (A2H)

##### Standing and Airport Rules

Driver will standby in the airport bus holding lot.

Driver will enter airport only on instructions from dispatcher. There is no standing at the terminals, loops or Bus Zones inside Miami International Airport (MIA), these areas are for active loading only.

Driver will obey all instructions from Miami-Dade Police, Sheriffs, and MDAD (Miami Dade Aviation Department) personnel.

##### Bus Zones "Zone" and Loops:

There are ten bus zones and three loops on the arrival (lower) level at MIA. See diagram for bus zones and loading zone locations.

##### Passenger pick-up:

Drivers will be notified by dispatch where to pick up passengers inside MIA.

Driver will arrive at pickup location and secure his vehicle.

Driver will greet RCCL staff and open the double passenger doors.

Driver will go to the rear of the luggage trailer open it and secure the luggage inside the trailer.

Driver will secure the luggage trailer doors and be certain the latching mechanism is engaged correctly.

Driver will collect the transfer vouchers from the RCCL staff.

Driver will greet the passengers.

Driver will ask the passengers to use the seatbelts.

Driver will secure the passenger door.

Driver will thank the RCCL staff.

Driver will then re-enter the vehicle.

Driver will call dispatcher and give status, BEFORE leaving the loading zone. (Example: "Ready to go at G-Loop with 8 passengers for Radisson".

Driver will proceed to the assigned hotels in an order that will make the trip as short as possible.

At the hotel, driver will secure the vehicle, engage the parking brake, and exit the vehicle.

Driver will open the passenger double doors,

Driver will ask the passengers to be careful coming off the van, and ask them to identify their luggage as it is taken off the trailer. Before the passengers leave the driver will inform them of the pickup time for that hotel. (Example: Radisson Hotel: "the pickup for this hotel is at 10:45AM on the day of your cruise, we will meet you in the Motor Lobby".

Driver will call dispatch when leaving the hotel and ask for instructions or tell dispatcher where he is going next.

After dropping off at last hotel driver will call dispatch for instructions. (Stand-by at MIA, etc)

IIa. Hotel to Pier (H2P) Miami Area Hotels

Guests staying in Miami area hotels will be transferred to the Port of Miami according to a prearranged schedule. (See exhibits section POM hotel to pier)

Driver will arrive at assigned hotel on time and secure his van.

Driver will note on the hotel log (see exhibits-hotel log) his time of arrival.

If all passengers are not outside and ready to board driver will enter the hotel lobby and ask for RCCL(Royal Caribbean) or CCL(Celebrity) cruise line passengers with prearranged ground transportation (vouchers), (see exhibits for sample voucher)

Driver will secure luggage, collect vouchers, and have hotel staff sign the hotel log.

Driver will then continue on to the next hotel or to the Port of Miami.

Entering the Port of Miami:

Driver will obey all posted speed limits.

Driver will pull up in front of the appropriate terminal, secure the vehicle by shutting down the ignition and engaging the parking brake, and announce the ship name and terminal (this is RCCL FREEDOM terminal G, all Freedom passengers will get out here).

Driver will open the passenger doors and caution the passengers to watch their step getting off the van.

Driver will stand-by to assist any elderly or semi-impaired passengers.

Driver will then proceed to the rear of the van and unload the luggage.

Driver will check with passengers to make sure they have all of their luggage. After unloading the luggage driver will secure the trailer doors before reentering the vehicle to leave the port.

Driver will then proceed to this next hotel pickup or call dispatch for instructions if no additional pickups are assigned.

IIb. Hotel to Pier (H2P) Ft Lauderdale Area Hotels

Same as above but when entering Port Everglades driver will present Identification and instruct passengers to present their photo id.

III. Pier to Hotel (P2H) POM/PEV

Drivers who have pler to hotel assignments will arrive at the port at or before 8:00am.

Drivers will positlon vans in an appropriate standby location as determined by the respective port.

POM Drivers will contact port dispatcher (POM – ROSA 158\*xxxxxxx) and inform dispatcher that they are on site and standing by.

POM Drivers can stand by either in the bus zone at the active terminal, in the bus zone at terminal F if not currently in operation, or in the loop at the west end of terminal G in front of the crew entrance.

PEV Drivers will contact office dispatch and inform them that they are on site and standing by.

Port Everglades standby locations are the parking lot area at 1850 Eller Drive, or across from the aggregates silos.

Dispatcher will call driver in.

Driver will load passengers and luggage and get hotel assignments from dispatcher.

Driver will secure trailer doors.

Driver will ask passengers to use their seatbelts and secure the passenger double doors.

Driver will then walk around the rear of the trailer to visually inspect the trailer tires and hitch.

Driver will then re-enter the vehicle.

### POM: Leaving the Port

When leaving the Port of Miami the driver will pass through the commercial vehicle toll booth and present a properly filled out form (see exhibits) to the county employee in the booth. Failure to pass through the commercial vehicle lane when carrying passenger out of the Port of Miami will result in a ticket being issued. The driver responsible will pay the ticket.

Driver will now proceed to the assigned hotels and drop off the passengers, assisting passengers, unloading luggage and securing the trailer doors.

Drivers will then return to standby at the port or call dispatch for reassignment.

#### IV. Hotel to Airport (H2A)

Drivers will review schedule (manifest) at start of the day to determine if they have H2A assignments for that day.

Drivers will note the hotel city and airport city prior to arriving at the hotel.

Drivers will arrive at the hotel on time, secure the vehicle and find the passengers, either outside the hotel or inside the lobby. If the passengers aren't there the driver will ask front desk personnel to call the guest's room to let the passengers know their transportation to the airport is waiting, and to meet the driver in the lobby or outside at the van. Driver will report any service delay to dispatch.

Driver will make sure he has completed HOTEL LOG prior to leaving Hotel.

Drivers servicing Hotel to Airport Passengers will NOT leave the hotel without the passengers from that hotel unless approval is given by a dispatcher.

Driver will load the luggage, and secure the trailer doors.

Driver will ask the passengers to use their seatbelts and secure the double passenger doors.

Driver will then proceed to the appropriate airport, the appropriate airline terminal and drop off the passengers.

Driver will then contact dispatcher and confirm the drop-off.

## OPERATIONAL PLAN CREW TRANSPORTATION

### Sign-ons

The Americas transportation crew shuttle will arrive at the first hotel prior to 8:30 AM and standby to receive sign on crew. The driver will check the lobby and do a head count prior to leaving the hotel along with taking the proper copy of the letter of employment carried by the crewmember.

The driver will then proceed to the next hotel to pick up more crew.

Driver will then proceed to the appropriate ship and unload the crew by the crew entrance.

## INSERT CREW H2P SHUTTLE SCHEDULE

### **Sign offs insert insert insert**

#### Port to Port cruise line staff transfers

RCCL, CCL, Azamara will sometimes request transfers of pier staff, agents etc to be transferred from PEV to POM or from POM to PEV.

These transfers will be treated like a regular move.

Driver will arrive on time and be professional and courteous.

Driver will keep in mind the return trip and ask dispatcher if he is to do it, what time, etc and note it to his manifest.

#### Shoreside medical

The Shore-side medical driver should be at the terminal to collect the crew no later than 08:00 AM.

The crew requiring medical transportation should be released from the ship no later than 09:00 AM and should be taken directly to the cruise line clinic.

After the initial interview at the cruise line clinic the crew can be distributed to the individual doctors.

The transportation to return to the ship should be no later than 2:00 PM to include a stop to collect the medicines for the ship. Driver should calculate his arrival back at the ship no later than 4:00 PM in the afternoon to ensure that the crew arrives on time.

#### Safeguard transportation

Safeguards are to be delivered to general patrol agents/safeguard america agents or guards only and should not be left unattended.

When transferring a Safeguard do NOT leave the keys in the van with the safeguard.

Safeguard documents (ticket, passport etc) should be given to the general patrol agent ONLY.

Non Safeguard crew transfers to the airport should be dropped at the appropriate terminal. If there is any question ask the dispatcher on duty.

## OPERATIONAL PLAN VEHICLE RETURN

Returning the Vehicle to the Lot

Driver will refuel the vehicle using the filling station:

G. F. Car Care  
3720 W. Flagler  
(Southwest corner of Flagler and 37<sup>th</sup> Avenue)

before returning it to the company lot.

Driver will uncouple the trailer from the van and put it in line with the other trailers.

Driver will park the van in line with the other vans to allow maximum use of the parking lot space.

Driver will complete the vehicle inspection report noting any damage caused, ending mileage and fuel level.

Driver will return the keys to the peg board file all paperwork and forms and punch out.

### Overview of State and County regulations

State of Florida driver's license must be carried in vehicle with driver at all times.

Chauffer registration (CR) must be displayed, current and valid

Proof of insurance must be in vehicle, must be current and valid

Vehicle registration must be in vehicle, current and valid

Must display current valid registration sticker, (license plate)

Must display current valid inspection sticker (windshield)

Vehicle exterior must be free of body damage

All doors must work

Tires must have at least 2/32nds of an inch of tread to be considered functional.

Horn must work

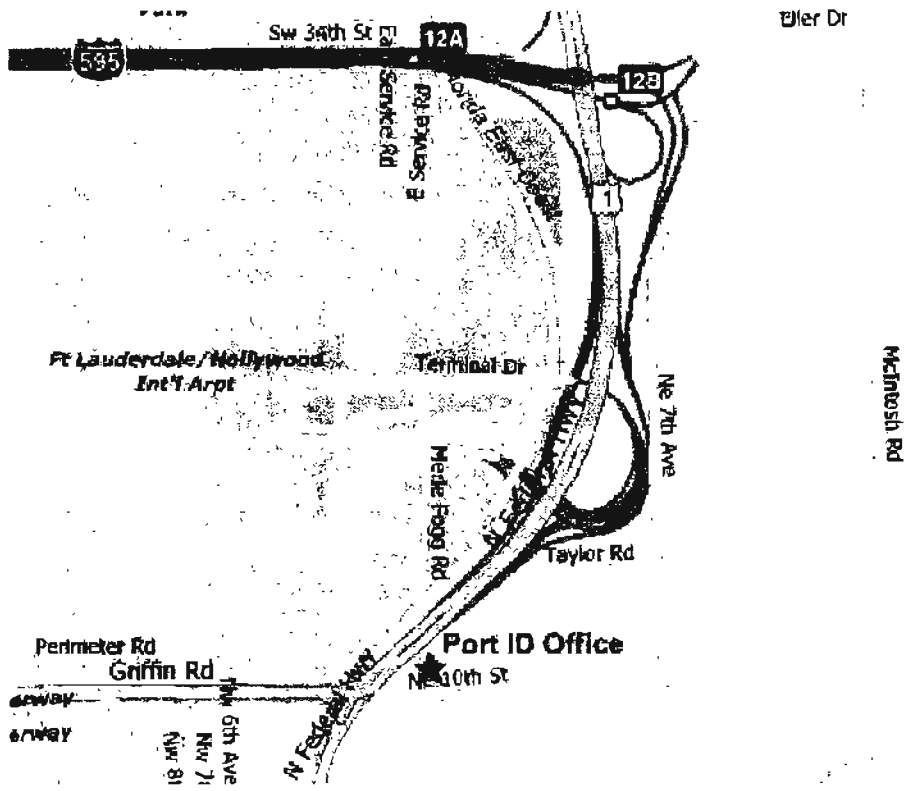
All lights must work

Fire extinguisher must be in vehicle, charged, and have a valid inspection tag

Driver must carry a charged working two way radio when transporting passengers.

The next pages are excerpts from Dade County PTRD instruction documents and should not be considered to be complete  
Complete information is available at PTRD/PMC Department  
140 W Flagler Street Miami FL.

PORT EVERGLADES ID OFFICE  
ADDRESS: 1030 Taylor Road, Dania Beach  
PHONE NUMBER: 954-765-4604



Americas Transportation Guest Hotels

## HOTELS BY ADDRESS, 2007/2008

Wyndham Grand Bay Coconut Grove  
2669 S Bayshore Drive  
Coconut Grove

Doubletree Hotel - Downtown  
1717 N Bayshore Drive  
Miami

Marriot Biscayne Bay  
1633 N Bayshore Drive  
Miami

The Westin Coral Gables  
180 Aragon Ave  
Coral Gables

Courtyard Marriot – Downtown  
200 SE 2<sup>nd</sup> Ave  
Miami

Hyatt Regency Hotel – Downtown  
400 SE 2<sup>nd</sup> Ave  
Miami

Doral Golf Resort and Spa  
4400 NW 87<sup>th</sup> Ave  
Doral

Crowne Plaza Hotel  
950 NW Le Jeune Rd

Embassy Suites Hotel  
1100 SE 17 St  
Fort Lauderdale

Renaissance Hotel  
1617 SE 17<sup>th</sup> Street  
Fort Lauderdale

Sheraton Yankee Clipper  
1140 Seabreeze Blvd  
Fort Lauderdale Beach

Bahia Mar Beach Resort  
801 Seabreeze Blvd  
Fort Lauderdale Beach

Renaissance Plantation Hotel  
1230 S. Pine Island Road  
Fort Lauderdale

Westin Hotel Fort Lauderdale North  
400 Corporate Drive  
Fort Lauderdale

Marriot Fort Lauderdale North  
6650 North Andrews Ave  
Fort Lauderdale

## DRUG AND ALCOHOL ABUSE POLICY

### 1. Policy

#### **Safeguard America Security and Investigations DBA Americas**

**Transportation (the company (s))** employees are our most valuable resource and it is our goal to provide a healthy, satisfying working environment, which promotes personal opportunities for growth. In meeting these goals, it is our policy to: (1) Assure that employees are not impaired in their ability to perform assigned duties in a safe, productive, and healthy manner. (2) To create a workplace environment free from the adverse effects of substance abuse and (3) To prohibit the unlawful manufacture, distribution, dispensing, possession, or use of controlled substances.

### 2. Purpose

The purpose of this policy is to eliminate endangerment to our employees and the public from the risks posed by the misuse of alcohol and prohibited drugs. This policy is also intended to comply with all applicable Federal regulations governing workplace anti-drug and alcohol programs.

### 3. Applicability

This policy applies to all employees, paid full time, part-time employees, and contract employees. This policy applies to off-site lunch periods or breaks when an employee is scheduled to return to work. Visitors, vendors, and contractor employees are governed by this policy while working on behalf of the company at any location and will not be permitted to conduct business if found to be in violation of this policy.

### 4. Prohibited Substances

"Prohibited substances" addressed by this policy include the following:

#### 4.1 Illegally Used Controlled Substances or Drugs

*The use of any illegal drug or any substance identified in Schedules I through V of Section 202 of the Controlled Substance Act (21 U.S.C. 812), as further defined by 21 CFR 1300.11 through 1300.15 is prohibited at all times unless a legal prescription has been written for the substance.*

These include, but are not limited to: marijuana, amphetamines, opiates, phencyclidine (PCP), and cocaine, as well as any drug not approved for medical use by the U.S. Drug Enforcement Administration or the U.S. Food and Drug Administration. Illegal use includes use of any illegal drug, misuse of legally prescribed drugs, and use of illegally obtained prescription drugs.

#### 4.2 Prescription/Over the Counter Drugs

The appropriate use of legally prescribed drugs and non-prescription medications is not prohibited. However, the use of any substance, which carries a warning label that indicates that mental functioning, motor skills or judgment may be adversely affected, must be reported to a supervisor. In addition, the employee must obtain a written release from the attending physician releasing the person to perform their job duties any time they obtain a performance-altering prescription.

A legally prescribed drug means that individual has a prescription or other written approval from a physician for the use of that drug in the course of medical treatment. It must include the patient's name, the name of the substance, quantity/amount to be taken, and the period of authorization. The misuse or abuse of legal drugs while performing transit business is prohibited.

#### 4.3 Alcohol

The use of substances containing alcohol, or any other substance that causes alcohol to be present in the body while performing business is prohibited. The concentration of alcohol is expressed in terms of alcohol per 210 liters of breath as measured by an evidential breath-testing device.

### 5. Prohibited Conduct

#### 5.1 Manufacture, Trafficking, Possession, and Use

Company employees are prohibited from engaging in the unlawful manufacture, distribution, dispensing, possession, or use of prohibited substances on company premises, vehicles, in uniform or while on company business. Employees who violate this provision will be discharged. Law enforcement shall be notified, as appropriate, where criminal activity is suspected.

## 5.2 Intoxication/Under the Influence

Any employee who is reasonably suspected of being intoxicated, impaired, under the influence of a prohibited substances, or not fit for duty will be subject to termination. An appeal will require the immediate testing of the employee at the nearest facility equipped to perform such tests, this would include but would not be limited to any area hospital or the Drs' office which currently performs our fit for duty medical examinations. Employees found to be under the influence of prohibited substances or who fail to pass a drug or alcohol test will have their termination for cause upheld. A drug or alcohol test is considered positive if the individual is found to have a quantifiable presence of a prohibited substance in the body within 50 percent of the legal threshold for being under the influence of a controlled substance.

Note: The consumption of 12 ounces of beer or 1.2 ounces of alcohol ingested with a meal would violate company policy in 2 ways and would be grounds for immediate termination.

1 Consumption of alcohol or drugs as defined above while on duty is prohibited and grounds for termination.

2 Consumption of this amount of alcohol would measure above the generally recognized defined threshold for intoxication or impairment (.04% = 50% of recognized defined threshold for intoxication or impairment to operate a motor vehicle, breath analysis)

## 5.3 Alcohol and Drug Use

No employee should report for duty or remain on duty when his/her ability to perform assigned functions is adversely affected by alcohol or when his/her breath alcohol concentration is 0.04 or greater. No employee shall use alcohol while on duty, in uniform, while performing functions, or just before or just after performing a function. No employee shall use alcohol within four hours of reporting for duty, or during the hours that they are on call. Violation of these provisions is prohibited and grounds for immediate termination.

## 5.4 Compliance with Testing Requirements

All employees will be required to take urine drug testing and breath alcohol testing as a condition of employment. Any employee who refuses to comply with a request for testing shall be removed from duty and their employment terminated. Any employee who is suspected of providing false information in connection with a test, or who is suspected of falsifying test results through tampering, contamination, adulteration, or substitution will be required to undergo an observed collection. Verification of these actions will result in the employee's removal from

duty and their employment terminated. Refusal can include an inability to provide a sufficient urine specimen or breath sample without a valid medical explanation, as well as a verbal declaration, obstructive behavior, or physical absence resulting in the inability to conduct the test.

#### 5.5 Treatment Requirements

All employees are encouraged to make use of the available resources for treatment for alcohol misuse and illegal drug use problems. Programs are available through Miami-Dade County, alcoholics anonymous and narcotics anonymous. The cost of any treatment or rehabilitation services will be paid for directly by the employee or their insurance provider. Employees will be allowed where necessary to take sick leave and vacation leave to participate in a rehabilitation program.

#### 5.6 Notifying the Company of Criminal Drug Conviction

All employees are required to notify the Operations manager or general manager of any arrest or criminal drug statute conviction within five days after such arrest or conviction. Failure to comply with this provision shall result in disciplinary action, including suspension and termination.

#### 5.7 Proper Application of the Policy

The Company is dedicated to assuring fair and equitable application of this substance abuse policy. Therefore, supervisors/managers are required to use and apply all aspects of this policy in an unbiased and impartial manner. Any supervisor/manager who knowingly disregards the requirements of this policy, or who is found to deliberately misuse the policy in regard to subordinates, shall be subject to disciplinary action, up to and including termination.

### 6.0 TESTING PROCEDURES

Analytical urine drug testing and breath testing for alcohol may be conducted when circumstances warrant. All employees shall be required to take testing prior to employment, for reasonable suspicion, and following an accident if warranted. All employees shall be subject to testing on a random, unannounced basis. Testing shall be conducted in a manner to assure a high degree of accuracy and reliability and using techniques, equipment, and laboratory facilities which have been approved by the U.S. Department of Health and Human Service (DHHS). The drugs that will be tested for include marijuana, cocaine, opiates, amphetamines, and phencyclidine, (Urine Test). A qualified Medical Professional, (the DR administering the test) will review the results and any other pertinent information to determine whether there is a legitimate medical explanation for a confirmed positive test result. The Dr. will contact the operations manager or the general manager with the results. If the test is positive the employee will have a chance to respond with any pertinent information and have it reviewed by the

Dr. to explain the confirmed test result. The Dr. will subsequently review the employee's medical history/medical records if any and any information supplied by the employee determine whether there is a legitimate medical explanation for a positive laboratory result.

Drivers, regardless of medical explanation will remain subject to suspension and termination as it is a violation of company policy to operate a motor vehicle on behalf of the company while under the influence of drugs or alcohol as defined and described above (See section 4).

Tests for breath alcohol concentration will be conducted utilizing a National Highway Traffic Safety Administration (NHTSA)-approved testing device operated by a trained technician.

#### Summary of Policy

Alcohol and drug use before or during work hours is prohibited and grounds for suspension and or termination.

#### 7. Privacy

All drug and alcohol testing records will be maintained by the general manager. Information will only be released in the following circumstances:

- By subpoena

- By written request from the employee

- To a subsequent employer upon receipt of a written request from the employee;

#### 8. Employee And Supervisor Training

All employees will undergo a minimum of 60 minutes of training on the signs and symptoms of drug use including the effects and consequences of drug use on personal health, safety, and the work environment. The training must also include manifestations and behavioral cues that may indicate prohibited substance use.

Supervisors will receive 60 minutes of reasonable suspicion training on the physical, behavioral, and performance indicators of probable drug use and 60 minutes of additional reasonable suspicion training on the physical, behavioral, speech, and performance indicators of probable alcohol misuse.

Information on the signs, symptoms, health affects and consequences of alcohol misuse is presented in Exhibit 1 of this policy.

#### 9. Re-Hire Conditions

Any employee re-hired after termination for any violation of this policy will agree to the following

- Provide evidence of treatment

Submit to random testing  
Submit to pre-rehire testing

Any questions regarding this policy or any other aspect of the drug free and alcohol-free program should contact the following representative:

Steven Masdeu  
General Manager  
Safeguard Security and Investigations DBA/Americas Transportation

## Exhibit 1

### Alcohol Fact Sheet

Alcohol is considered a recreational beverage when consumed in moderation for enjoyment and relaxation during social gatherings. However, when consumed primarily for its physical and mood-altering effects, it is a substance of abuse. As a depressant, it slows down physical responses and progressively impairs mental functions.

#### Signs and Symptoms of Use

- Dulled mental processes
- Lack of coordination
- Odor of alcohol on breath
- Possible constricted pupils
- Sleepy or stuporous condition
- Slowed reaction rate
- Slurred speech

(Note: Except for odor, these are general signs and symptoms of any depressant substance)

#### Health Effects

The chronic consumption of alcohol (average of three servings per day of beer ( 12 ounces), whisky (1 ounce), or wine ( 6 ounce glass) over time may result in the following health hazards:

- Decreased sexual functioning
- Dependency (up to 10 percent of all people all people who drink alcohol become physically and/or mentally dependent on alcohol and can be termed "alcoholic")
- Fatal liver diseases

Increased cancers of mouth, tongue, pharynx, esophagus, rectum, breast, and malignant melanoma

Kidney disease

Pancreatitis

Spontaneous abortion and neonatal mortality

Ulcers

Birth defects (up to 54 percent of all birth defects is alcohol related).

#### Social Issues

Two-thirds of all homicides are committed by people who drink prior to the crime

Two to three percent of the driving population is legally drunk at any one time. This rate is doubled at night and on weekends.

Two-thirds of all Americans will be involved in an alcohol-related vehicle accident during their lifetimes.

The rate of separation and divorce in families with alcohol dependency problems is 7 times the average.

Forty percent of family court cases are alcohol related.

Alcoholics are 15 times more likely to commit suicide than are other segments of the population.

More than 60 percent of burns, 40 percent of falls, 69 percent of boating accidents, and 76 percent of private aircraft accidents are alcohol related.

#### The Annual Toll

24,000 people will die on the highway due to the legally impaired driver.

12,000 more will die on the highway due to the alcohol-affected driver.

15,800 will die in non-highway accidents.

30,000 will die due to alcohol-caused liver disease.

10,000 will die due to alcohol-induced brain disease or suicide

up to another 125,000 will die due to alcohol-related conditions or accidents

#### Workplace Issues

It takes one hour for the average person (150 pounds) to process one serving of an alcoholic beverage from the body.

Impairment in coordination and judgement can be objectively measured with as little as one drink in the body.

A person who is legally intoxicated is 6 times more likely to have an accident than a sober person is.

This policy has been reviewed and was adopted by Safeguard America Security and Investigations, DBA Americas Transportation Management on November 28<sup>th</sup> 2007 at the company offices, 3936 NW 26<sup>th</sup> Street Miami Florida and will serve to replace any pre-existing policy or policies.

\_\_\_\_\_  
Steven Masdeu General Manager 11/17/08

\_\_\_\_\_  
Jose Figueroa Operations Manager 11/28/07

## SIGNATURE PAGE

I have read and understand the terms and conditions set forth in the drug and alcohol abuse policy.

\_\_\_\_\_  
Employee name (please print) Signature \_\_\_\_\_ Date

I have received a copy of the drug and alcohol abuse policy.

\_\_\_\_\_  
Employee name (please print) Signature \_\_\_\_\_ Date

I have received 60 minutes of training on the signs and symptoms of drug use

including the effects and consequences of drug use on personal health, safety, and the work environment.

---

Employee name (please print)      Signature

Date

## Q. Environmental Documents, Environmental Commitment Statement

Safeguard America is committed to protect the environment. As a U.S. Merchant Marine Officer I am dedicated to protecting the environments from waste, oils and fluorocarbons.

As Steamship Agent it is our duty and obligation to report the same and arrange for cleanup.

# Refrigerant Transition And Recovery Certification

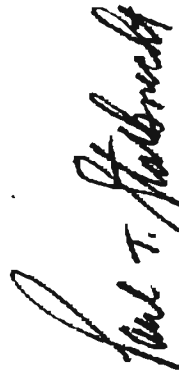
This is to attest that **Steven Masdeu**  
is certified as a:  
**Universal**

technician as required by 40 CFR Part 82, Subpart F

Certification Number: 101143452      Test Date: 8/4/2008  
Date Certified: 10/3/2008      EPA Program Approval: November 21, 2000

Section Q (Cont.)  
(EPA program training [refrigerants])

Type I - Small Appliances  
Type II - High Pressure and Very High Pressure Appliances  
Type III - Low Pressure Appliances  
Universal - Type I, II, and III



Paul T. Stalkrecht  
Executive Vice President and CEO  
Air Conditioning Contractors of America



Larry Michael  
Executive Director, Workforce & Economic Development  
Workforce Development and Continuing Education  
Pennsylvania College of Technology

**Pennsylvania College  
of Technology**

PENNSTATE



## R. Promote and Develop Growth Statement

We are seeking this application as part of our growth in the international carrier industry (cruise lines). We are making our contribution by developing as full service ground handler by introducing management, Industry standards, technology, equipment to create a seamless passage for guest crew and ships.