



Account Activation Request

By executing and submitting this Account Activation Request ("Activation Request"), Customer hereby requests that Guardian Alliance Technologies, Inc. ("Guardian") establish and activate an account on Guardian's cloud-based software platform (the "Guardian Platform") for use by Customer and its Authorized Users (the "Customer Account").

Galveston County Sheriff's Office (County of Galveston)		
Customer Name (Agency Name) 601 54th St Galveston, TX 77551		
Street Address, City, State, Zip Mark Henry County Judge		409-766-2244
Authorized Representative Name and Title Clayton Pope		Authorized Rep Phone Number 409-342-4423
Contact Name for Billing clayton.pope@galvestoncountytx.gov	Billing Contact Phone #	Ext
Billing Contact Email Address		
Agency Size Total Personnel (check one): ☐ 1-49 ☐ 50-99 ☐ 100-199 ☐ 200-399 ☒ 400+		
Please provide the figures below based on best estimates if you don't know actual numbers.		
Total Agency Personnel: <u>560</u> Authorized Sworn Strength: <u>360</u> Sworn Officers Actual: <u>354</u>		
Approximately how many backgrounds did your agency conduct in the last 12 months? <u>180</u>		

Upon receipt of a signed copy of your Activation Request, Guardian will establish a User Account for an Account Administrator. The "Account Administrator" will be the individual responsible for authorizing and managing activity occurring under the Customer Account.

The Account Administrator will have the authority and ability, through their User Account, to establish a User Account for each other individual authorized by Customer to use the Guardian Platform on Customer's behalf (each, an "Authorized User"). Additionally, the Account Administrator shall be responsible for deactivating Authorized User accounts when necessary.

1. General.

- 1.1 Fees.** Customer agrees to pay all of the fees associated with its use of the Guardian Platform in accordance with the Platform Pricing set forth on Exhibit A, as may be updated as set forth herein (the "Fees").

- 1.2 Price Assurance.** The prices reflected in Exhibit A shall remain in effect for a minimum of 12 months ("Price Lock Period") from the Effective Date on the signature page hereof.
- 1.3 Price Changes.** After the expiration of the Price Lock Period, Guardian reserves the right to change any price/fee, provided that Guardian provides Customer with written notice of the change at least 60 days prior to the date the change is to become effective.
- 1.4 Payment Terms.** Unless opting for an Annual Payment Plan, Customer will be invoiced at the end of each calendar month for all use of the fee-based features that occurred during such calendar month. Invoices will be due upon receipt. Invoices shall be considered past due after 45 days after issuance. NOTE: The Annual Platform Fee will be billed at the end of the calendar month in which your signed Activation Request is received.
- 1.5 Failure to Pay.** Guardian reserves the right to deactivate Customer's access to the Guardian Platform if any payment is not received within 60 days of the invoice date.
- 1.6 Terms of Service.** By accessing and using the Guardian Platform, Customer agrees to be bound by the Guardian Terms of Service and Privacy Policy to the extent such terms do not conflict with applicable law or Customer's mandatory legal requirements.
- 1.7 Termination by Customer.** Customer may terminate this Agreement and request that their Account be deactivated at any time, for any reason. In the event of Termination by Customer, Customer agrees to pay for all system use that occurred prior to the date of Notice of Termination.
- 1.8 Notice of Termination.** In the event Customer wishes to Terminate this Agreement and deactivate their Account, a Notice of Termination ("Notice") shall be delivered to Guardian by emailing billing@guardianalliancetechnologies.com
- (a) Customer shall receive acknowledgement of receipt by Guardian on the same business day that Notice is sent.
 - (b) In the event that Customer does not receive an email response acknowledging receipt of Notice of Termination, Customer shall call 415-655-2733 to confirm receipt verbally and request an email confirmation. With or without "same day" confirmation, Customer will be deemed to have Terminated on the date that Notice is sent.
- 2. Whitelist.** Content filtering systems in use by Customer, if any, may unexpectedly cut parts of html pages out of the user interface as well as some email traffic, lead to unexpected errors, broken links, unclickable buttons, partially loaded pages or other unintended/unpredictable behaviors with the Guardian Platform. These issues are completely resolved by "whitelisting" all Guardian domains. By whitelisting the domains below, these potential problems can be avoided.
- (a) guardian.network
 - (b) www.guardianalliancetechnologies.com
 - (c) www.guardianalliancetechnologies.com
- 3. Marketing.** Guardian may use Customer's name as part of a general list of Customers and may refer to Customer as a user of the Services in its general advertising and marketing materials, subject to Customer's prior written approval.

IN WITNESS WHEREOF, Customer is causing this Account Activation Request to be executed by its duly authorized representative:

Customer:


Signature of Authorized Representative

July 20, 2026

County Judge Henry

Print Name
Date

Title

Effective

IMPORTANT INFORMATION ABOUT GUARDIAN PRICING

Guardian's unique pricing and system deployment model allows you to maximize system functionality and value, while minimizing your costs. One of the major advantages of using the Guardian Platform is that **you can add all of your applicants to the system and pre-screen them at no cost.** This is a very important distinction as compared to other pricing models as it maximizes the value of the system while minimizing your costs of deploying technology in this area.

When agencies must pay a fee for every applicant added to a system, one of the following occurs:

- 1) Either the agency will perform manual prescreening (wasting precious man hours in the process) in an effort to keep applicants out of the system and thereby reduce system costs; or
- 2) The agency will pay the same fee for an applicant that is immediately DQ'd as they do for one that undergoes a full background investigation.

Neither scenario is ideal.

With Guardian, you only incur a fee when you perform an in-depth background investigation on an applicant. This paves the way for your agency to add all applicants to the system without concern over costs.

Key Advantages of Adding All Applicants to the Guardian Platform are:

- 1) Rapid pre-screening of the full applicant pool using tools in the Triage Center.
- 2) Immediate visibility as to whether the applicant has applied at any other Guardian agencies (including yours).
- 3) Immediate visibility of a "change report" for applicants who have applied with a Guardian agency before. The change report presents any/all changes applicant has made to information in their PHS since the last time they certified and submitted. This enables you to detect applicants who are attempting to work their way into your agency through deception.
- 4) Having 100% of your applicant pool in the system will give you the ability to pull comprehensive reports regarding who is applying with your agency and related statistical data.

We are excited about the possibility of welcoming you to the Guardian Alliance. Should you have any questions or require further information, please don't hesitate to reach out. We look forward to assisting you in enhancing your background investigation processes.

EXHIBIT A

Guardian Background Investigation Software

Major System Features and Line Item Prices

Agencies only incur a fee for those applicants who survive pre-screening and are moved to the Investigation Center and assigned to an investigator to undergo a more in-depth investigation. As an example, if you add 300 applicants to the system, and only 100 of them pass pre-screening, with Guardian you only incur a fee for the 100. This unique model ensures that you can maximize use of the system while minimizing your costs.

Both Monthly and Annual payment plans are available. Fees for annual plans are based on your anticipated system usage during the 12 month term. Please reach out to us for price quote if you are interested in an annual payment plan.

TRIAGE CENTER (APPLICANT PRE-SCREENING)	Invite an unlimited number of applicants to submit their information electronically at no cost, prescreen them and send only those eligible for a background into the Investigation Center. Includes, smart PHQ™, Concerns Report, Document Management, Access to Guardian's National Applicant Information Center (NAIC), and easy access to the National Decertification Index (NDI)	FREE UNLIMITED USE
INVESTIGATION CENTER	Once an applicant has been deemed eligible for a full background through pre-screening, they are assigned to an investigator and the applicant file moves to the Investigation Center which contains tools to automate and manage investigation assets. Includes checklist of areas completed, Online forms for references, Auto-generates final report, simplify repetitive tasks, store and retrieve documents, tools for building and using templates.	\$65.00 per investigation (no minimums)
APPROVAL CENTER	Send a link to a complete investigation report up the chain-of-command for approvals. Customize chain-of-command sign-offs, re-open an investigation any time, log & access all approval attempts.	INCLUDED
SOCIAL MEDIA SCREENING REPORTS	Advanced machine learning easily identifies pertinent information from popular social media sites and compiles a summary report including links to relevant posts, based on agency preferences (available within the investigation file). SMS Reports comply with FCRA & EEOC.	\$45.00 per screening (no minimums)
CREDIT REPORTS	Order credit reports on any applicant without leaving the applicant investigation file. Reports automatically populate to the final investigation report. Reports comply with FCRA.	\$15.00 per report (no minimums)
TRAINING, SUPPORT, AND DATA STORAGE FEE (always billed annually)		AGENCY SIZE
		1-49
		50-99
		100-199
		200-399
		400+
		FEE
		\$500
		\$750
		\$1,000
		\$1,500
		\$2,500

THE FOLLOWING DOCUMENTS ARE REQUIRED
IF YOU WOULD LIKE TO ORDER CREDIT REPORTS
FROM WITHIN YOUR GUARDIAN ACCOUNT
THE FEES OUTLINED ON PAGE 4 ABOVE WILL APPLY
ONLY IF YOU ELECT TO USE YOUR CREDIT REPORT FEATURE