

The U.S. Security *POST*



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Everyday Heroes

Security Officer Reel Prevents Further Injury

September 22, 2006- Dayton Ohio

Security Officer Shawn Reel prevented a woman from sustaining further injuries due to an ulcerated varicose vein.

...put pressure on wound to stop the bleeding.

When Officer Reel approached the lady she was unaware that she was bleeding

Although she stated that she was okay, Officer Reel asked the lady to sit down so they could discover the source of her bleeding.

Once he found that she was bleeding profusely from her leg, Officer Reel contacted his supervisor, Charles Mel-

son, and retrieved the first aid kit from the reception desk.

Reel asked that 911 be called and preceded to elevate the lady's leg and put pressure on wound to stop the bleeding.

Soon the medical technicians arrived and escorted the lady to the hospital.

Later it was discovered that the lady had a ruptured, ulcerated varicose vein.

Varicose veins are twisted, enlarged veins near the surface of the skin. These veins usually occur in the legs and ankles.



From Left to Right: Neyer Realty Rep, Heather Mahlich and Shawn

A varicose vein is caused by the improper

Security Officer McDowell Aids in Capture of Suspect

October 29, 2006 – Joplin MO

Officer Clay McDowell aided in the capture of a suspect while on duty at the client site, Construction Freight, Inc.

Officer McDowell was conducting his patrol and watching the client property when he observed a man attempting to enter the property through a gate.

The man's attempts to enter the property were fruitless; therefore he went across the street and entered the adjacent Crossland Construction site, where he was trespassing.

Meanwhile, Officer McDowell turned the video camera to the sus-

pect, followed him to the adjacent property and watched as the man climbed into a crane.

McDowell called the Joplin Police Department and told them about the suspect and where to find him. When the police arrived they found the suspect in the crane and apprehended him.

McDowell received a Certificate of Commendation from U.S. Security Associates, a placard and a letter of appreciation from Construction Freight Inc, as well as a gift certificate for Lowe's Home Improvement from Crossland Construction.

Congratulations Officer McDowell!

functioning of the vein valves, causing blood to pool up and build pressure, which caused weakening in the vein walls. Soon the vein wall could have a hole or opening (becomes ulcerated) causing bleeding under the skin. If one of these veins ruptures it causes severe bleeding.

Because of his quick response and actions, Officer Shawn was awarded a Meritorious Service award as well as a monetary award from the Dayton branch office. Congratulations Shawn!

—Tim Reed

(cont'd on page 2)



“There are some things one can only achieve by a deliberate leap in the opposite direction.”

— Franz Kafka

“Try not to become a man of success but rather try to become a man of value”

—Albert Einstein



From Left to Right: Security Officer McDowell and David Bruton

Are You a Good Listener?



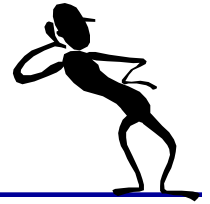
It Takes Energy to Be a Good Listener

Effective listening is an active, rather than passive, activity.

Reprinted with permission from *Communication Bulletin for Managers and Supervisors*. 1-800-220-5000

Good listeners lean forward and let their expressions reflect the full range of emotions the speaker is trying to convey.

And when you listen intently you're likely to feel a little tired after your speaker has finished.



Reflections

Holiday Madness in Retrospect

Imagine hundreds of people rushing into the stores knocking each other over, attacking one another and fighting to the death to win the possession of a toy. Perhaps, even two cars racing to one spot almost colliding just to reach the only parking space in site. Some side effects may include yelling, the tossing about of obscenities, and in some cases actual fist fights. Often times it looks like a fight scene from a movie, footage from looters in the aftermath of a natural disaster or a concert when the crowd gets out of hand and rushes the stage. Though it may look like all of the above, it's merely the holiday madness that seemingly gets worse year after year.

The holiday season is full of frenzy. It begins the day after Thanksgiving, worsens just before Christmas and continues into the New Year. Everyone rushes around doing last minute shopping, trying to find the perfect gifts for their loved ones, creating the hustle and bustle that we all have to endure.

One might assume that once Christmas passes everything will settle down. However, it is quite the contrary. Due to the closeness of the holidays, a great mass of people are off work shopping and visiting family, which extends the hustle and bustle well into the New Year.

Personally I have had to bare the chaos numerous times this past holiday season, vying for parking spaces. Fortunately though, security or the police have never had to intervene, but at times it happens.

Our own officers have to deal with this madness during the season while guarding the parking lots. Our very own Officer Anthony Redmond guards a Near North Side parking lot, which the most vicious parking lot in Chicago. According to Mary Schmich in the September 26th, 2006 issue of the *Chicago Tribune*, Redmond deals with stubborn and ruthless individuals, who fight over a single parking space as if it is a matter of life and death.

Sometimes people become so self-involved and so stubborn that they refuse to move out of the way and soon tempers flare. Officer Redmond is there to do anything he can to defuse the situation. Many times he will offer to park the car for the individual and take their keys to them. He has even been known to move his own car to make room for the angry, hurried shopper; Kudos to

Officer Redmond for his selflessness.

A little selflessness is precisely what we all need. The entire world would be a better...wait...(we must crawl before we walk) the entire community would be a better place if we all just slow down and take a moment to realize that we are not the only ones in the world. Eventually the world would become a better place.

Ladies and Gents, I leave you with some things to think about throughout this year to prepare yourself and to help reduce the madness and stress of the next holiday season:

Slow down. You will get where you are going sooner or later. Rushing into the store is like rushing to a red light. It is pointless to speed to the store and expect to beat the crowd because it's there whether you like it or not. Chances are, the store is busy before you get there and it will probably be busy long after you leave.

Be easy. Yes there are a limited number of parking spaces; however I promise you that someone will be leaving the store eventually. As sure as there are people going into the store there will also be people leaving.

Exercise a little selflessness. If you see someone else trying to get a parking spot do not slam your gas and hope to get to it first, just let them have it. If you charge for the space one of two things are likely to happen: 1.) A crash or 2.) A verbal or physical altercation. You may get the spot, but you may also return to your car to find a message written in your paint with a key; and chances are the message will not read, "Merry Christmas."

Be considerate. Allow people to cross the street instead of gassing it so you don't lose the parking spot. Keep in mind that kids run out into the parking lot without looking, so you need to be more vigilant.

Be mindful. Don't park in a handicap parking spot so that you don't have to walk an extra ten feet, after all a little exercise won't kill you. In fact, I hear it is actually quite beneficial to ones health. And don't park in a handicap parking spot because you don't see any other spots. There may be a good deal of handicap spots, but they are there for a reason.

Be reasonable. Don't fight over toys. I know little Bobby really wants a Tickle-Me-Elmo, and James Jr. really wants a Playstation 3; but do you really want a black eye, a busted lip, or worse, an arrest record? Seriously it's just a toy, people have been killed over these things and it's not worth it.

—Tim Reed

Welcome New Clients

U.S. Security Associates welcomes the following new clients:

Active USA
Alpha Management
Di Carlo Distributors Inc.
Greyhound
Heald College
High Museum of Art
Indiana Glass
Jackson Towers Los Olas
Marquis Apartments
Marshfield Door Systems



Massimo Zanetti
Merial, LTD.
Modtech Holdings
The Myrtle Beach Resort
New Penn Motor Exp
NY Structural Biology
Oak Park Public Library
Ocean Walk Shoppes
One City Plaza Condo Association
Pageantry Cos
PC Campana, Inc
Peachtree Towers



Peco Foods, Inc
P Group
Profile Extrusion Co
PTI Group
San Antonio Country Club
Sand Bar Material
Save Mart
Starcrest Products
of Cal
Trent Center
The Village at Lake Park
Wilton Station



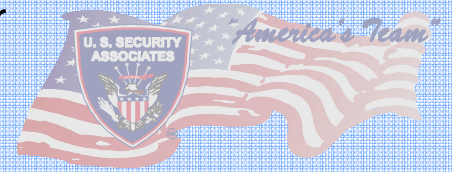
Announcements

Welcome new U.S. Security Associates employees:

- Gerald Boyd
Ops. Manager
Atlanta
- Jim Healey
Business Dev.
Mgr.
Boston
- Ruben Escandon
Ops. Manager
El Paso
- Paul Hill
Ops. Manager
Falls Church
- William Adams
Ops. Manager
Kissimmee
- David Balentine
Ops. Manager
Las Vegas
- Kevin Cardiff
Branch Manager
Miami
- Bill Elise
Branch Manager
Phoenix
- Cindy Panasik
Ops. Manager
Phoenix
- Adam Webber
Branch Manager
San Diego
- Danny Sola
Ops. Manager
San Diego
- Leo Flury
VP-GM
WCBU

Congratulations to those who have been promoted:

- Jack Burton
Branch Manager
East Hartford
- Steven Bowman
Ops. Manager
Dallas



ISO 9001:2000 News



Congratulations to everyone! At the end of 2006 we completed our QMI External Corporate Audit. We did EXCELLENT! In fact there were 0 non-conformances!

Communicate, Communicate!

Discussing mistakes promptly pays off

Addressing an employee's mistake right after it happens is more likely to improve performance than compiling a list of mistakes and dumping it on the employee later.

Yearly reviews are good time to recap on things you've already discussed, but not the time to be bringing up issues for the first time.

Here's a good guideline: If its important enough to bring up later, its important enough to talk about when it occurs.

Emergency Landing

UH-60 Black Hawk Makes Emergency Landing

July 13th, 2006 – Fairless Hills, Pa. at Laclade Steel, security personnel received notification that a Black Hawk helicopter had safely made an emergency landing in the parking lot of the old pipe mill. The first responding officer, Lieutenant Laird did not notice any visible signs of damage. The crew informed Lieutenant Laird that they had some engine trouble and another Black Hawk was in route with mechanics on board to troubleshoot the problem. The military personnel were provided with security while on the grounds. Once the mechanics resolved the problem both Black Hawks successfully left the scene.



Top Performances

Client Service Excellence

Client Service Excellence is awarded to branches that achieve an exceptional client retention level while maintaining a high level of profitability. Fourth Quarter 2006 winners are:

National Leader: Retention 95% or higher
Atlanta-Decatur, GA²

Excellent Performers:

- | | |
|-------------------------------|------------------------------------|
| Allentown, PA ⁸ | Pinellas, FL ¹¹ |
| Bridgeville, PA ¹² | Rockwell Collins, IA ¹⁵ |
| Buffalo, NY ⁸ | Springfield, NJ ¹⁵ |
| Columbus, OH ¹⁰ | San Antonio, TX ⁸ |
| Gainesville, GA ¹⁵ | Tulsa, OK ⁴ |
| Wilmington, NC ⁷ | |

Superscript Number indicates number of awards received, including this award.



The Top Gun designation is awarded to the best performing branches in large, mid-size and small office categories for net growth (total sales less terminations). Fourth quarter 2006 winners are:



Corporate Client Service Excellence

Corporate Client Service Excellence is awarded to Corporate employees who have shown outstanding responsiveness to the field.



Fourth quarter 2006 winners are:

First Place Winners

Denise Cash—Credit/Collections
 Sarah Chambers—Executive Dept

Honorable Mention

Margie Charles—Administration
 Jay Kumar—Finance and Accounting

Most Improved

Ginny Cummings—Payroll/Billing

