



THE U.S. SECURITY POST

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The US Security Associates Team at Quaker Foods

After exhaustive reviews by an independent auditor of our service delivery processes which are supported by our [Quality Assurance System](#), we became the first uniformed security company to be certified ISO 9001:2000 at both our corporate headquarters and all of our field offices in December 2004.



FLOODING IN CEDAR RAPIDS

6/9/08 – The Cedar Rapids area was preparing for a potentially disastrous flood from the Cedar River. Cities upstream were already experiencing high flood waters. The last major flood experienced was in 1929. Unfortunately, now water levels reached 12 feet higher than the previous record set in 1929. Ironically, the Quaker Foods plant flooded both times.



Flooded Quaker Foods

In the days preceding the flood, U.S. Security Associates Officers assisted the Quaker Foods Maintenance Staff hauling items to safety and moving cars away from the construction area. The team worked feverishly using dirt and rocks to help build the Cedar River dike up to a height of 26 feet.

The Cedar River crested on Thursday June 12th and flooded the entire Quaker Foods building. Wading through three feet of moving water, Sergeant Wallace and Officers Cole and McPoland vacated the building to safety. An inspection of the facility three days later revealed the river water had actually entered the second floor and destroyed the Security Office. The other portions of the twenty seven acres of building also suffered similar damage. USA's Officers worked round the clock out of their personal vehicles protecting the site.

U.S. Security Staff from nearby Rockwell Collins provided support as well. Working out of a temporary office, the

- Article submitted by Branch 120 - Gainesville, GA

officers worked closely with the Quaker personnel with various tasks such as directing traffic, controlling over 500 daily laborers, and even putting together emergency generators.



Flooded Quaker Foods Plant, June 9, 2008

Quaker Foods is pleased with U.S. Security Associates contributions. This successful team was led by Sergeants Wallace and Jennings.

The facility expects to return to 100% operation by November. Though the reconstruction costs are significant, the plant has decided to remain open. The security team operates out of a temporary trailer located on site. They continue to provide support to the Quaker Staff, conduct all of their contractual duties, and man all entrances and exits. On any given day, the plant is managing 300-450 contractors working on the plants reconstruction. **Great Job by the U.S. Security Associates Staff at this site!**



Officers Jim Burnside, Tina Wallace, and Dan McPoland put together an emergency generator.

DANGER DIFFUSED!

4/12/2008 - As nighttime approached, a customer stopped Officer Doyle to report a suspicious pipe. Officer Doyle recognized it as a potentially deadly device, took it to the back of the parking lot, and called 911. Within 15 minutes, a Deputy arrived, inspected the device,

- Article submitted by Branch 203 - Oregon/Washington

confirmed its legitimacy, and taped the area off. Due to the large amount of customers in close proximity, the situation was kept low key.

Officer Doyle notified Field Supervisor Carla Day and Senior Operations Manager Mike Grossman, who reported to the site immediately. The Store Manager



and Assistant Store Manager were also notified.

The Bomb Unit confirmed the device was real, and safely detonated it with a remote robot. Due to the quick thinking of Officer Doyle, a dangerous situation was resolved within an hour. Great job, Officer Doyle!



Officer Josh Isham

- Article submitted by Branch 807 - Phoenix, AZ

OFFICER JOSH ISHAM H O N O R E D

5/17/08 - Family, friends, and members of the Elks Lodge #477 gathered for the Antlered Guard Regiment Annual Black and White Ball. USA Officer Joshua Isham, who served our country in Korea from 1950–1957, is a 50 year member of the Elks, serving in both Phoenix, AZ and in Las Vegas. While in Las Vegas, Isham became the first black food and catering manager at the Stardust Hotel and the first black Captain in a major showroom on the Las Vegas Strip.

During his tenure in the Elks and Antlered Guard, Isham was awarded the coveted Beverly Award (the highest award you can receive in Elkdom).

He has also been titled Past Grand Lodge Exalted Ruler, Grand Inspector (Emeritus) General. He is especially proud of the positions he's held; Cadet LT in Police Dept. at Dunbar Elementary School, Cadet Major in ROTC at Carver High School. He states "My main objective in being with the Antlered Guard is working with the youth, training drill teams and teaching military courtesy." After receiving the plaque presented by Elk Commander Ward, Isham acknowledged those that have helped him on the way; particularly his son, daughters, and wife Blanche, of 57 years. Joshua Isham has been employed with Advance

Security since Feb. 14, 2000. His duties include Access Control, CCTV Monitoring, Foot and Motorized Patrols. Joshua is the "Lead day shift" officer at the JP Morgan Chase Sky Harbor Operations Center (SHOC).

"My main objective...is working with the youth, training drill teams and teaching military courtesy."

- Josh Isham

WILSON CAMPUS SAFETY AND SECURITY

Wilson College takes campus security very seriously. Campus safety and security are coordinated by the Wilson College Department of Campus Safety and the local US Security Associates branch office. Wilson college prefers to use the term "Campus Safety Officer" for their security staff. Campus safety officers conduct both foot and vehicular patrols of the entire campus and residence hall areas around the clock. The campus safety officers enforce all policies and regulations not only of the college, but also the laws of the Commonwealth.

Any individual on campus can make a call from designated emergency telephones located around the campus. When the security office receives a call, an officer is immediately dispatched to the site of the complaint. They have the authority to call the police as necessary. Wilson College was ranked 15th in the "Best Colleges" report by U.S. News and World Report. It is the sixth consecutive year that Wilson College has been recognized for this award.

- Article submitted by Branch 526 - Harrisburg, PA

\$1000 IN CASH FOUND!



Site Lead Roy Lassiter found a notebook at the entrance of one of our clients, that contained credit cards and over \$1000.00 cash in it.

He turned the notebook over to the in-house security personnel and the credit cards and cash were returned to the owner.

Honest Work, Officer Lassiter!

- Article submitted by Branch 191 - Colorado Springs, CO

SECURITY BREACH AT SOUTH SAN FRANCISCO COURTHOUSE



July and August brought a rash of security breaches at the South San Francisco Courthouse in San Francisco, CA. USA Officers Allen Lansang, Paul Renault and John Moras detected weapons or drugs five times in just over 1 month. All of these incidents occurred during routine inspections using an X-Ray machine.

The attentive eyes of Officers Lansang, Renault, and Moras detected and confirmed each threat.

- * 7/5/08 - a fully loaded .22 caliber revolver was found in a woman's purse. The woman was taken into custody.
- * 7/29/08 - a detachable 3-inch switchblade found on a woman's belt. The woman was cited.
- * 8/7/08 - what appeared to be a set of brass knuckles was brought in by a male visitor. The Deputy Sheriff took over the investigation
- * 8/14/08 - Upon closer inspection of a belt left in a x-ray machine bin, a small button on the buckle was found to contain an unknown substance. The Deputy Sheriff took possession of the substance and the individual.
- * 8/19/08 - a hunting knife with a 6 inch blade was found in a backpack. The Deputy Sheriff took over the investigation.

- Article submitted by Branch 205 - San Mateo, CA

ONE ENERGY PLAZA "UPGRADES"

3/18/08 - Earlier this year, One Energy Plaza was searching for the best possible security company. U.S. Security Associates, which operates under the name "Advance Security," was chosen for One Energy Plaza and other company buildings. Plaza Corporate Security considers it an upgrade. "There are no signs of any changes as far as our day-to-day operations," said Michael Williams, Director of Corporate Security. While the Energy Plaza customers may not notice the change, the same smiling officers are greeting employees in different uniforms. Procedurally, the job responsibilities did not alter—just the provider name on their uniforms and on the patrol vehicle.

As Director of Corporate Security, Michael Williams believes the security change will benefit all employees, companywide. "The company has a very strong training program," he said. "They are also very good at overseeing more security drills and exercises for the officers." Changing to Advance Security Associates affects not only One Energy Plaza, but Parnall, and other company generating plants. Bob Trowbridge, Quality Assurance and Compliance Program Manager, states the importance of keeping the current security officers on board, though the security provider changed. "We know our security officers are the best," Trowbridge said. "It was not about the money. We went with the firm that had the better programs." After the existing security contract, Corporate Security staff evaluated eight different

security vendors in an effort to find the best program.

Starting over with a new firm can sometimes be loaded with snags. "A lot of these transitions come with cutbacks on employees' salaries and minimizing health benefits," he said. "We weren't going to let that happen."

Despite the security provider change, security officers remain dedicated. "To them, they are members of the utility's security team and not just contractors," he said.

One Energy Plaza values the Advance Security team, and the services we provide. Here's to a long and prosperous relationship between Advance Security and One Energy Plaza!

"It was not about the money. We went with the firm that had the better programs."

-Bob Trowbridge



Officer Michael Maske at One Energy Plaza

- Article submitted by Branch 432 - Detroit, MI

CLIENT RECOGNITION!

South Carolina client Del-Webb Gated Community loves Site Supervisor John Quick!

John has worked at the main entrance gatehouse since it opened. John has a plethora of experience including a tour of duty with the US Navy, 20 years as a policeman in New York City, he sold real estate, and worked for Northwest airlines as a customer service agent for more than 10 years!

John is married with four children—2 girls and 2 boys. John has been with US Security Associates for 2 years at Del-Webb Gated Community in Charleston, SC.

- Article submitted by Branch 812 - Charleston, SC



Site Supervisor John Quick

USA OFFICERS PICTURED WITH PENNSYLVANIA GOVERNOR ED RENDELL!



(left to right): Mike Riess, Tony Cirino (front), Lew Gibson, Gov. Ed Rendell, Ed Farrell (front), Dave Smith, Nick Altomare, and George Redner.

-Picture submitted by Branch 543 - Willow Grove, PA

GRAFFITI & VANDALISM AT LOCAL WAL-MART

The Asset Protection team at Wal-Mart was recruited by the store management at Wal-Mart to provide assistance in resolving a graffiti and vandalism problem. The vandalism was costing Wal-Mart hundreds of dollars.

Operations Manager Ampah Lewis put a plan in place with the store management with the primary focus being regular checks of all of the store restrooms. Within days, they were able to narrow the vandalism down to one individual. Although the individual did not confess to the crimes, the graffiti and vandalism coincidentally stopped.

- Article submitted by Branch 150 - Inland Empire



Officer Jesus Rivas, Shift Supervisor Hilda Molina, and Operations Manager Ampah Lewis

HURRICANES GUSTAV AND IKE RECOVERY EFFORTS

The recent double-whammy of Hurricanes Gustav and Ike required the activation of USA's National Emergency Response Team (ERT.) For these two events, USA's ERT was based out of Central Texas and strategically placed assets throughout the SWBU to allow USA to quickly and effectively respond to any of our clients' needs.



The ERU was able to initially respond to the needs of Hurricane Gustav by deploying 50 additional officers and supervisors to the effective areas of Louisiana.

In response to Hurricane Ike's direct hit on Houston - the fourth largest city in the United States - the needs were for more officers and more urgently.

The Texas-based ERT deployed in excess of 100 additional officers to support a number of National Clients including JP Morgan Chase, H-E-B Grocery, Randalls / Tom Thumb, and Guaranty Bank.



USA established a mobile command center and strategically placed bunk houses around Houston to allow a more effective response when requests were made. USA was able to respond to requests almost flawlessly far surpassing our clients' expectations.

Each Natural Disaster will bring its own set of unique challenges. Our willingness to adjust to the situation as it changes and veteran

leadership, allows USA to continue to Successfully respond to all of our employee and clients' needs.

A phenomenal JOB WELL DONE by the ERT!



- Article submitted by Branch 308 - Austin, TX

H-E-B GROCERY RECOGNIZES USA'S HURRICANE RECOVERY EFFORTS

9/19/08 - Darrell S. Taylor, Vice President Loss Prevention and Security for HEB recently sent a letter to USA CEO, Chuck Schneider. The letter served as recognition for the outstanding job done by USA Officer and Management Staff during the most recent Hurricane, Ike. He states "Although HEB has come to expect the outstanding leadership and customer service given our account by U.S. Security Associates, it is during the truly intense and difficult situations ...that we truly

understand how important it is to have the right security provider." Mr. Taylor goes on to explain the numerous times H-E-B has made "impossible" requests, and we deliver every time. As does every client, HEB acknowledges that there are thousands of security providers that they perceive as having comparable quality, costs and effectiveness. What cannot be compared is



Here Everything's Better.™

the level of service. Our use of technology improves the quality of the service we provide. At any given time, the status of a managers communication with the client may be observed, as well as the clients satisfaction, and the resolution of any outstanding issues. Its recognition from valued clients like HEB that makes the work we do WORTH IT!

More times than I can count, my team and I made impossible requests during Ike to USSA with almost no time to complete the task only to be met with a successful outcome.

- Darrell S. Taylor, Vice President Loss Prevention and Security for H-E-B

- Article submitted by Branch 308 - Austin, TX

EMERGENCY RESPONSE TEAM

Did you know what USA has its own Emergency Response Team? Created in 2005, the Emergency Response Team, or ERT, details responsibilities and decision making authority in the events of Natural Disasters, Man Made Disasters and Union Strikes.

ERT Program Requirements:

All branches must identify and designate at least one security officer per 5000 permanent hours per week. Officers selected must demonstrate maturity, good judgment, have excellent technical skills, and will effectively represent U.S. Security Associates. Officers must be able work extended hours under adverse conditions. Special skills, certifications and licenses are preferred. For everyone's protection, those with medical limitations are restricted from joining the team. All associates accepted onto the ERT must be ready to deploy within 8 hours of notification.

Each deploying individual must have a minimum of:

- Complete uniform sets (enough for 2 weeks)
- Undergarments, socks (enough for 2 weeks. Extra socks strongly recommended.)
- At least one extra pair of shoes (sturdy, waterproof. Extra set of shoelaces recommended.)
- Toilet Kit (consider essentials that do not require power or water)
- Rain Gear, Bug Spray, Sun Screen
- Weather gear and other equipment will be stored locally for issue upon deployment.

Rosters of designated Officers should be updated monthly. The deployment of these emergency resources will be controlled by a National Emergency Response Coordinator who has been designated by the CEO. It is essential that the Business Unit President of the geographic area affected utilize all available local resources *first* to meet the obligation and allow time for activation of the ERT. Not all emergencies will require activation of the ERT.

Using the following tier, the level of response will determine tactical and support responsibility.

Level I - Low Response:

- Local in nature, involves operational increase to a single branch within its' area of operation.
- Estimate of 10-15 additional temporary sites locally.
- Response is administered at Branch level.
- Payroll/billing, AP, AR remains a local branch responsibility.
- Business Unit continues to exercise direction over branch operation and augments their resources if necessary.
- Business Unit provides interface with corporate staff to facilitate support to this increased service requirement.

Level II - Medium Response:

- Multi-branch responsibility but within single Business Unit
- Business Unit to establish an Emergency Operations Center (EOC) to exercise tactical command and control over the emergency response.
- EOC should be 24/7 operation and will be staffed from within the business unit.
- Separate P/L established to process all costs for operation.
- EOC operating 24/7 will organize the response, schedule personnel, supervise execution of the contracted operation.
- Roving supervisors should be assigned for each grouping of 10-15 service sites. Special attention must be afforded to the health, safety and welfare of all employees at all times.

Level III - Highest Response

- Expected impact is in multi branches, several states or multiple Business Units.
- Requires complete implementation of National Emergency Response Team.
- An Emergency Response Tactical Command Control Cell will be staffed and positioned as close to the potential area of operation as possible.
- This EOC cell will be managed by the National Emergency Response Coordinator.
- A chain of command will facilitate a timely response to client requirements and proper concern for the health, safety and welfare of committed personnel.
- National Emergency Response Coordinator, Business Unit Presidents and CEO, will activate the ERT at the earliest possible date.
- Upon deployment of National Emergency Response Coordinator to tactical area, a separate emergency logistical team should be organized at designated offices.

Field Client Service Excellence

Awarded to branches that achieve an exceptional client retention level while maintaining a high level of profitability.

<u>Office</u>	<u>Retention</u>	<u>Office</u>	<u>Retention</u>
Columbus, OH	98.49	Kinston, NC	96.09
Pittsburgh, PA	98.25	Smyrna, GA	93.77
Brooklyn, NY	97.95	Denver, CO	93.37
Joplin, MO	93.84	Gainesville, GA	93.24
Las Vegas, NV	96.70	Buffalo, NY	93.00
Lakeland, FL	96.63	Columbia, SC	93.00

National Leader!

<u>Office</u>	<u>Retention</u>
Atlantic City	100%



Large Offices

**Atlanta-Decatur, GA
Gainesville, GA**

Medium Offices

**Nashville, TN
Las Vegas, NM**

Small Offices

Corporate Client Service Excellence

The Corporate Client Service Excellence program awards Corporate Employees based on anonymous surveys from Field Associates. Corporate Employees are Ranked in 3 areas:

1. Takes Calls and/or Responds Promptly to Voicemail and Email Messages
2. Answers Questions or Gets me to the Right Person
3. Displays a willingness to help the field office

Q1 Winners

Large Group

<u>1st Place</u> Heidi Wilson	<u>Honorable Mention</u> Deanna Van Spyk
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Small Group

<u>1st Place</u> Anthony Harrington	<u>Honorable Mention</u> Phillip Davis
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Most Improved
Tim Reed

Q2 Winners

Large Group

<u>1st Place</u> Laura Briel	<u>Honorable Mention</u> Deanna Van Spyk
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Small Group

<u>1st Place</u> Anthony Harrington	<u>Honorable Mention</u> Melanie Bentick
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Most Improved
Karen Saboor

Repeat Winners!

Anthony Harrington - 1st
Place, Small Group

Way to Go, Anthony!

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Our Vision

To become the best, not necessarily the biggest provider of uniform guard services in the United States that uses a unique formula of service and technology to achieve our mission of delivering excellence.

Our Mission

To maintain and constantly improve our partner relationship with both our clients and our employees via communication tools, state of the art technology and accessibility to senior management.

Our Values

Throughout our organization, we adhere to the principles of trust, ethics, lawfulness and honesty in every action and decision we make.

NEW Training Subjects Available!

- Personal Safety and Awareness
- Business Development
- LP Associates Training
- Client Database
- Red Zone Sales Focus
- Sales Process Playbook
- Site Supervisor Training—Eliminating Pay-roll Errors

Trainer Bio:
Robert Low
Jason Linda
Kathy Hicks

Academy Sup:
Katherine Partridge
Kelly Murph

Good to Know
SOBT Sched



An informal "Thank you and Good Luck" get together was organized in Charleston on 9/18/08.

Cathy Cook received an Excellence Award signed by CEO Chuck Schneider.



Management Training Class , August 20-22, 2008

Did You Know?

Developed For, and By, Those with a Dedication to Knowledge Sharing and Continuous Improvement.

Topics Covered this Quarter:

September: Client File Documentation

Marriages:

- Sarah (Hanratty) Turner— 6/8/08
- Jaci (Berzinski) Brecht - 9/13/08

Anniversaries:

- Chuck Ruth (District Manager, Branch 812) celebrated 36 years of marriage to wife Diane on 9/16/08
- Jim Kelly (VP, ESBU Business Development) celebrated 22 years of marriage to wife Nancy on 9/20/008

Births:

- Lynn Flett (Office Manager, Branch 534) gave birth to baby girl Annabelle on 7/2/08

Promotions:

- Donna Peoples promoted to Operations Manager, Branch 503
- Claytonia Cherry promoted to HR Manager, Branch 538
- Carl Thompson promoted to Operations Manager, Branch 014
- John Cochran promoted to Sergeant, Branch 059
- Soames Navarro promoted to VP Operations of the West Coast Business Unit

Military Leave:

- Cathy Cook (Branch 812) was called in for reserve duty and left for Iraq on Thursday 9/17/08 for one year deployment. Thank you for serving our country!

Tenure:

- Security Officer Richard Warner celebrates 31 years of dedicated service to client Consumers Energy!

Announcements

Tell Us!

Please send all comments, suggestions, notable events, recommendations, accolades, etc. to:

KMurphy@ussecuritvassociates.com

We Value Your Feedback!



We're on the Web! www.ussecurityassociates.com