



# USA Post

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U. S. SECURITY ASSOCIATES, INC.

## Skis, Slopes, Snow and Security: Mountain Resort Safety

In November of 2009, USA entered a new business - Ski Resort Safety and Security - when USA's Vermont Branch 575 signed an account with Okemo Mountain Resort located in Ludlow, VT Sugarbush Ski Resort in Warren, VT, followed suit a week or so later in entrusting the safety and security of their guests to U.S. Security Associates.

Ski resorts provide a host of challenges for a security officer; not the least of which is the brutal weather that is encountered on an almost daily basis "in-season". High winds and below zero temperatures are common in the high elevations necessary for a successful mountain resort. Contending with these environmental conditions and the task of operating a patrol vehicle on snowy, icy, winding roads will test the mettle of even the most seasoned officer.

Large crowds, often in excess of 10,000 people on weekends and large amounts of unattended, high value items such as skis and snowboards, make these sites attractive to thieves looking to make a quick buck on reselling ski equipment. By providing a prominent, overt security presence stationed near the traditional gathering places, such as cafeterias and ski racks, coupled with an active vehicle patrol of all parking areas, USA was very successful in deterring an untold number of thefts at both resorts this past winter.



Adam Bassler (left), from Rutland, VT and Supervisor, USA Okemo Mountain Resort Security Team and Ethan Coffey, from East Montpelier, VT, and Security and Patrol Officer, Okemo Mountain Ski Resort.

Another challenge at these resorts is the geographical layout of a typical ski area. Most have one or two base lodge complexes, complete with slope side hotels and condos, and also restaurants, retail space, bars and a large cafeteria. Hundreds of condo units, governed by separate Homeowners Associations, along with a liberal dose of luxury homes with values ranging up to and in excess of \$10 million, spread out over several hundred acres, round out the makeup of a resort. Learning the road systems and which HOA's receive patrol coverage and which don't are on one of the first things an officer must accomplish in order to provide the top notch service delivered by USA. For any questions or to find out the lessons learned, contact Operations Manager Brad Hanson.

-Article provided by the NEBU, Parsippany, NJ

## EHMC 2010 Gala Program

Englewood, NJ - USA Business Unit VP/GM Joe Arwady presents U.S. Security Associate's donation of \$5,000 to the Englewood Hospital and Medical Center (EHMC) Foundation.

offers individuals, corporations, and organizations a unique opportunity to become involved in the Medical Center community while providing essential philanthropic support. USA has a 56-officer team at EHMC.



From Left: Joe Arwady (USA Business Unit VP/GM), Margaret Bridge (EHMC Foundation Director) and Russell Stuebe (EHMC Director of Security)

This is the third consecutive year that USA has been a member of the hospital's Caduceus Society, which

-Article provided by the NEBU, Parsippany, NJ

# Loss Prevention Continues to Deliver

The Loss Prevention Service provided to clients across the country continues to provide a valuable response to the growing epidemic of shoplifting. Our retail clients rely on U.S. Security Loss Prevention Associates in their efforts to address one of the most serious problems facing retailers today: Organized Retail Crime (ORC). On June 10th, The National Retail Federation released the results of their 2010 ORC survey which sites two significant statistics: First, 89.5% of survey respondents indicated that their companies had been a victim of ORC in the past 12 month. Second, of those, 60 percent reported that their ORC problems had increased over the previous year. Almost every day, somewhere in America a USA Loss Prevention Associate makes a successful apprehension of a shoplifter believed to be involved in ORC. Below are just a few of the cases that have come to my attention and I want to share them with you.

· **Alex Martinez**, LPA, San Jose, CA recently stopped a shoplifter with \$1,500 worth of Health and Beauty Aids (HBA), commonly stolen by ORC thieves because it is so easily resold.

· **Paul Parsons**, LPA, Phoenix, AZ, apprehended a shoplifter who admitted to selling the apparel he was stealing at a local swap meet. This thief also had \$1,500 worth of stolen merchandise the day he went to jail.

· **Joel Wallace**, LPA, Seattle, WA, apprehended a local ORC thief who had stolen \$700 in fresh meat, that was being sold to small local bars and restaurants, another common trick of small time ORC gangs. Our client reported they had been trying to apprehend this particular meat bandit for a long time and was quite pleased with the result.

· **Will Hodges**, LPA, Phoenix, AZ, is credited with the apprehension of an ORC thief who was attempting to steal more than \$440 in HBA and razor blades.

· **Vinson Jefferson**, LPA, Atlanta, GA, had only worked 300 hours in a part time assignment for our client and in this relatively short timeframe he made 67 successful shoplift apprehensions recovering \$4,667 in stolen merchandise and thwarted 16 additional attempted thefts saving the client another \$2,700 in potential losses. That's an HPA (Hours Per Apprehension; a key metric to measure productivity) of 4.6 with an average dollar-value apprehension of \$69.67. Our client, for whom we provide service in many markets was so pleased that the hours were increased in this location with the promise of more to come.

John J. Lee, Vice President, Operations, Loss Prevention Service

*"My hat's off to these associates for the excellent jobs they do for our clients and for USA as we continue to grow our business and our reputation in the retail loss prevention community."*

*-John J. Lee, Vice President, Operations, Loss Prevention Service*

## Laser Sharp Observation

Jacksonville, FL - Comments from Jacksonville, FL client Jonathan Escar to Branch 172, Jacksonville, FL Branch Management:

During my last patrol this morning, Officer **James Sylvester** notified Officer **Kent Debney** that he had spotted a man walking in-between the rail cars near the 21st street

bridge. As Officer Debney responded, Officer Sylvester immediately took charge of the situation.

First, Officer Sylvester positioned himself so that he could have a clear view of his target and guide Officer Debney's response. Then, while instructing Officer Debney, he notified the Jacksonville Sheriff's Office of the situation.

I would like to make it known that not only am I proud to have an Officer of quick thinking and awareness on our team but I am astounded at the vigilance it took to spot a man in all black clothes in the shadow of a rail cart at night. I thanked both officers for their teamwork and a job well done.

Sincerely,  
Sgt. Jonathan Escar, Jaxport, Jacksonville, FL

# Bad Intentions Lead to Good Results



ShayKeitha Jones holding her Certificate of Appreciation

Fort Lauderdale, FL - comments from client, Lauderdale Tennis Club to USA Branch 161, Fort Lauderdale, FL Branch Management Team:

Recently, a suspected intoxicated driver crashed into a small vacant building located just in front of the guard house at Lauderdale Tennis Club. Officer **ShayKeitha Jones** was on duty.

Although the crash occurred very near to her booth, Officer Jones immediately ascertained the phone service had been interrupted, called 911 on her personal cell, and immediately reported the incident to her supervisor.

Thanks to the quick thinking of Officer Jones, the police arrived before the driver had time to leave

the premises (as was his intent).

I have personally thanked Officer Jones, who humbly responded that she was simply doing her job. I disagree -- she definitely reacted very quickly and efficiently.

Her service to Lauderdale Tennis Club should be noted; please thank her.

Best regards,  
Jean Nevin, President, Lauderdale Tennis Club, Fort Lauderdale, FL

*“It is a real pleasure dealing with you guys.”*

## USA Management Demonstrates Unflinching Dedication

New York, NY - comments from client 92Y to USA Branch 511, New York, NY Branch Management Team:

I wanted to send a note to let you know that last night's 92Y Gala was a great success.

USA Account Manager **Billy Autrum** was up here at 1:00pm and stayed until the very end

(around 11:00pm). Mr. Autrum made sure we were all set and offered his assistance if needed.

I made a last minute request to Mr. Autrum with a last minute time change to start the extra guards (2 hours sooner than originally planned for) for my event due to change from one of the participants.

As always, Mr. Autrum was on top of it. Your extra officers were all dressed sharp and were professional in appearance and in dealing with our gala patrons. It is a real pleasure dealing with you guys.

Thanks again!  
Kevin P. Green, Director of Security, 92Y, New York, N.Y.

*-Kevin P. Green, Director of Security, 92Y, New York, N.Y.*

## USA a Critical Partner for a Major Event

Sarasota, FL - Comments from our client who was in charge of organizing the City Commissioner's Wedding at our Client site in downtown Sarasota:

We recently planned and managed a wedding that was held on Saturday, May 15th on the 12th floor of the Ellis Building in the space formerly known as the University Club.

The event was very much a success and the client extremely satisfied.

I wanted to thank your security team and specifically Captain **Jackie Holladay** that helped us throughout the entire day and in the lead-up to the event. Officer Holladay was always professional, helpful and friendly towards us as well as the client and all of the guests.

Having good event partners such as your security representatives is so important in the overall experience to everyone involved.

Thank you again and we hope to work together again in the near future.

With sincere appreciation,  
Event Organizers Mary and Janet, Mary Kenely Events, Sarasota, FL

## The "Glue" of the Event

Southfield, MI - Comments from client DTE to USA Branch Management, Southfield, MI:

I wanted to officially commend your Advance Security Officers and in particular Officer **Liza Garcia** for their outstanding efforts in making the recent DTE Shareholders Meeting a complete success from a Security perspective.

As you know, many months of planning preceded this event and Officer Garza was the coordinator for your company in this effort. More importantly, she was the glue that held the effort

together when Todd Dusky and I rotated jobs on April 1.2010, one month prior to the event.

Needless to say, I was somewhat concerned with my new responsibilities regarding the Shareholders gathering, but soon came to realize that through Officer Garza's efforts, I had little to worry about. Some might say I had nothing to worry about and really that was the case.

The event went smoothly, no issues at all, and we received compliments from several senior executives about the professionalism displayed by the

security officers present at the event.

My thanks to you and your staff for their efforts. They reflect great credit upon themselves and your company.

Please extend my compliments to them for a job well done and we look forward to many more successful meetings here at DTE.

Michael J. Carone, Supervisor,  
DTE, Corporate Security,  
Southfield, MI

*"My thanks to you and your staff for their efforts. They reflect great credit upon themselves and your company."*

*-Michael J. Carone  
Supervisor, DTE,  
Corporate Security,  
Southfield, MI*

## USA Provides Support in a 'Catastrophic' Event

Letter from DTE energy to April 25, 2010 at the River Branch 861 Management, Rouge Power Plant. Southfield MI:

I am writing in appreciation and recognition of the exemplary performance of the following officers:

- **Gordon Guerin,**
- **Mary Filban,**
- **Helen Weiss,**
- **Ryan Leffew,**
- **William Kowalski,**
- **Jordan Hudson,**
- **Danny Shumaker,**
- **Donald Lloyd,**
- **Jereme Bartl,**
- **Roger Williams** and
- **Robert Lupher**

These officers assisted Corporate Security during a catastrophic system failure that occurred on Sunday

Their actions enabled us to maintain compliance with stringent government regulations.

The officers followed an untested contingency plan and due to their performance, we in Corporate Security – Property Protection are confident that if this type of event should take place again or at another location, we will have the upmost confidence that the event will have a successful resolution.

Sincerely,

John Bray, Lead Security Specialist, Fossil Generation, DTE, Southfield, MI

## Beyond the Call of Duty

St. Augustine, FL - Comments from Client Ponce Deleon Mall to USA Branch Management, Jacksonville, FL:

On behalf of St. Augustine's Ponce Deleon Mall Manager Robert Wilson, we would like to thank all the supervisors at U.S. Security Associates for their assistance during his recent stay in the hospital.

Especially of note was Officer **Spencer Bryant's** role during this time. Officer Bryant went above the call of duty regarding his daily activities while Mr. Wilson was out and we would like to acknowledge this. His level of responsibility overseeing the mall was outstanding.

Again, we express deep appreciation for all your help during this time.

Sincerely,

Lisa M. Manalisay, Hull Storey Gibson

Los Angeles, CA - Comments made to USA Branch 152, Los Angeles, CA Management Team:

Site Manager **Donna Wales** has been doing an outstanding job and is always available 24-7.

-comments from client Union Pacific Railroad, Los Angeles, CA

Just wanted to thank you for the quick response last night. Having Officer **Tony Depriest** communicate with me while I was alone in the elevator certainly eased the feeling of being stranded.

Thanks again for your help, it's great to know all of you are there supporting me (us) in good times as well as bad.

-unsolicited comments from client Audrey MacMechan, DTE, Southfield, MI

## Security Specialists Seek Out USA's Subject

### Matter Experts

Charlotte, NC - USA's Security Officer, **Don Parris** was invited by a German English instructor to participate via Skype in an English class for German security specialists this morning.

Don shares his experience, in his own words:

"I shared some of my background, the context of the security industry in the Carolinas and some of my experiences involving people who have gotten hostile or otherwise non-cooperative.

I also had the opportunity to learn a little about their security licensing process and limits on authority.

My discussion focused on de-escalation of (potentially) volatile situations - in English - using examples from my own experience throughout the various posts I've served here in the Carolinas.

A few of the students were somewhat proficient at English, though the instructor did have to translate some of my discussion.

Overall, it was a great experience and I anticipate other opportunities in the future.

This was just for fun for the instructor's class, but the feedback was that they found it very helpful."

Regards, Don D.C. Parris, FMP, LEED APO+M, NG Security/FM Coordinator, Charlotte, NC

## Sharp Instincts Lead to Increased Revenue

Upland, CA - comments from client National Stores to Branch 150's Operations Manager Armando Romero:

During a routine client meeting, our client brought to our attention an example of great security service provided by Officer **Travis Warner**.

This is the story from the client:

Officer Warner was on duty when I arrived on site, posted at the front door checking customer receipts as they leave the store.

A customer had just paid for a container and some other items, and upon approaching the exit, Officer Warner asked the customer nicely if he could check the inside of the container. She said no problem.

He opened the container and noticed there were clothes inside. Officer Warner asked the customer if she had paid for them. She said "I don't know?"

Officer Warner brought the container along with the clothes back to the cashier. The cashier did not charge the customer for the clothes inside the container the first time around.

Thanks to Officer Warner's great attention to detail, he was able to prevent the customer from leaving without paying for the clothes inside the container. Officer Warner is doing a great job!

-Comments provided by client National Stores, Upland, CA

## A Great Attitude Gets Noticed

Comments from Wesley Chapel, FL client Matthew Huber to Branch 304, Pinellas FL Branch Management:

I am writing to commend your team member **Peter Pennington** for his outstanding attitude and upbeat personality at Lakeshore Ranch: He is welcoming, open and inviting. In other words, he makes you feel like you're home!

Sincerely,  
Matthew Huber, District Manager, Rizzetta & Company, Wesley Chapel, FL

-Article provided by Branch 304, Springhill, FL

## Professionalism Diffuses Intense Situation

Letter to Washington, DC Branch Management from client Child and Family Services Agency:

and Family Services Agency. The officers acted to diffuse a highly emotional family matter that happened in the lobby.

I would like to thank them for their professionalism and willingness to assist the social workers and family.

Two of your officers, **Yvonne Torrence** and **Jewel Parker**, exhibited timely and professional service in a crisis at the Child

Thanks to their assistance, the social workers were able to perform their jobs and everybody remained safe.

Sincerely,

James S. Campbell, Program Manager, Child and Family Services Agency, Washington, DC.

## Farewell to a Great Relationship

Fresno, CA - Officer **Marie Zapata** has been at client site BNSF for over 4 years, and has built a solid business relationship with BNSF client Jean Daly. Officer Marie Zapata, working as the New Site Supervisor, continues to do a great job. Operations Manager Derek Degraw wishes to thank Marie for all of her hard work and dedication.

I am saddened to report that BNSF client contact Jean Daly will be retiring soon. Jean has a 34 year career in law enforcement and has been with BNSF for several years. Jean has been great to work with, and has been a great client. I would like to thank Jean for everything and wish her the best of luck in her future endeavors. You will be missed by the USA team.

*"I want to thank the BNSF team for all of their hard work and dedication. They are true leaders."*

*- Derek DeGraw, Operations Manager, Branch 206, Stockton, CA*

The new Site Supervisor, **Wendy Zapata** has done a great job with her short time at BNSF. I would like to welcome Wendy to the USA/BNSF team, and thank her for her efforts thus far. Officers **Vang Vo** and **Rene Rivera** are also doing a great job.

Regards,

Derek DeGraw, Operations Manager, Branch 206, Stockton, CA

## USA is 'Heads and Shoulders' Above Competition

Farmers Valley, PA - comments from client IGI Wax to USA's Branch Management Team:

many young people that act in such a professional manner".

We have been striving very hard to instill courtesy and pride in the guard force here and it seems to be paying tremendous dividends.

I just had one of the truck drivers complement me on **Ryan Mead's** professionalism.

We have received numerous compliments from the drivers and loaders here. "The professionalism and proficiency of the new guard force is heads and shoulders above Securitas".

-Unsolicited comments from client Todd Mead, Site Supervisor at IGI WAX, Farmers Valley, PA

He said that "you don't find too



From left: Wendy Zapata, Marie Zapata. Bottom left to right. Rene Rivera, Client Jean Daly (standing), and Vang Vo.

*"The professionalism and proficiency of the new guard force is heads and shoulders above Securitas."*

*-Todd Mead, Site Supervisor at IGI WAX, Farmers Valley, PA*

# Announcements!



Another group of 12 USA Security Officers and Client Participants receive their Crisis Prevention (CPI) Certifications from our Northeast Business Unit, Healthcare Services Division.

This training class took place at the client facility, Morris View Nursing Home in Morris Plains, New Jersey.

From Left: Tom Giliberti (USA Healthcare Safety Officer), Art VanWinkel (Safety Director of Morris View Nursing Home) and David Naprstek (USA Site Supervisor). Not pictured are Drew Lutton (Morris View Assistant Director) and Catherine Kopec (Morris View Human Resource Manager)



Security Officer Daycee Bedout receiving a Ten Years of Service award from Anthony Rivera, USA Branch Manager, Fort Lauderdale, FL



Lincoln Bennett (left), Security Site Supervisor, Plantation General Hospital and Jesus Muriel, Director of Communications Security and Safety. Lincoln received his 3 year Service Award.



Officer John Saddler was promoted to the rank of Lieutenant and to the position of Site Supervisor for client site Fairways Of Inverrary. The award is presented by Fort Lauderdale Branch Manager Anthony Rivera



Security officer Alexandre Rodgest (right) receiving the Employee of the Month award from USA site supervisor Captain Jose Dorta. Officers Rodgest and Supervisor Dorta work at USA's client site Playa Del Mar



Officer Philomene Talabert receiving her Ten Year service award from Fort Lauderdale Branch Manager Anthony Rivera

## Great Report Leads to Permanent Position

Jacksonville, FL - Comments from client Wal-Mart to Branch 301 Branch Management:

I wanted to touch base with you on a guard that I had in parking lot on 5/5/2010.

I was left a report that was so detailed that it surpassed any report that I had seen in the past years. The officer's name is Robert Jenkins.

I would like for Officer Jenkins to become a permanent part of the team that patrols my lot.

In my opinion, this report is by far one of the best reports that I have seen. All of the facts are there; what he saw, who he came in contact with, tag numbers, of any and all suspicious vehicles that were in the parking lot.

This shows me that while Officer Jenkins was working in the parking lot he was very aware of his surroundings.

Thank you, Brian Waddell, Asset Protection Coordinator, Wal-Mart Stores, Inc., Jacksonville, FL

# Anniversaries!

## 10+ Years of Service

Employee	Years of Service
Paula Witt	23
Brian Piotrowicz	21
Scott Bradley	17
John Parretti	17
Alex Poarch	16
Dhanpaul Khemraj	15
Tammy Cotter	15
Carol Longmore	14
Martin Legger	13
John Bellamy	13
Chiquita Bolden	12
Nicole Gresham	12
Greg Reynolds	11
Nicolas Duby	11

Fortunately, we have a great deal of experience within the company. I am proud to say that last year alone, we recognized 1,900 Associates for five or more years of service. This strong experience base is an important reason why the U.S. Security Associates team is the “best in the business.”

-Chuck Schneider, President and CEO,  
U.S. Security Associates, Inc.

## Experience Counts!

Experience is important in any job, but never more important than in the security business. Not only does experience help us to perform our daily responsibilities better, it really counts when “the chips are down” and we must react to a fire, forced entry or other emergency at a client site. Our clients recognize this and love to see the same security officers, supervisors and branch office representatives on their site year-after-year.

## 5+ Years of Service

Employee	Years of Service
Wanda Allen	9
Hilary Threatt	9
Bernard Baines	9
William Taylor	8
David Noland	8
Mike Lopez	8
Virgil Anderson	7
Stacy Bueno	7
Jim Rice	7
Fernando Tapia	7
Don Reid	6
Andrea Wolvovsky	6
Alida White	6
Lucille Carpinelli	6
Susan Sinclair	6
Victor Lay	5
Stephen Pinaha	5



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*The Most Trusted Security Company in  
the Business.*

U.S. Security Associates, Inc. (USA)

engineers high-value security solutions for over 3,400 clients throughout the country. As one of the nation's largest uniformed guard service providers, we attribute our success to continually investing in security program design and support, offering above-average security officer wages, providing superior background screening, training and supervision, and the having most responsive customer service in the industry.



# Officer of the Month!

Memphis, TN - Memphis client Mira Loma Microsoft Operations, Loss Prevention department has awarded its first winner of the newly initiated Officer of the Month Program!



April's Officer of the Month Mark Strickland being congratulated by Microsoft's Phil Lawrence

This new program is designed not only to reward performance but also to recognize excellence. April's winner was a unanimous choice made from a board consisting of Leaders from both CEVA Logistics Loss Prevention and U.S. Security Associates.

The Officer of the Month was judged on his Key Performance Indicators (KPI), that is his successful exit searches, false badges caught, concealed test items found verses total number of searches performed, etc.

Additionally, the candidate was evaluated on his professionalism, attitude, and adherence to dress code policy, attendance and overall performance.

It is with great pleasure that we announce that the Officer of the Month for April 2010 is one of our first shift officers, **Mark Strickland**. Mark was presented the following with a Certificate of Award and a gift certificate by Loss Prevention Manager Gary Wolf during an award ceremony May 5, 2010.

Mark's name has been emblazoned on a tag that has been affixed to the walnut plaque that will be hung in our lobby for years to come, and his very own Officer of the Month parking space for thirty days.



Loss Prevention Manager Gary Wolf (right) presenting the Security Officer of the Month award to Mark Strickland

Additionally, a picture of Mark being congratulated by Microsoft's Phil Lawrence will be on display at the Loss Prevention Communication Board.

Congratulations to Mark Strickland for a job well done.

*-Comments provided by client Gary S. Wolf, Security Manager, CEVA Logistics, Memphis & Mira Loma Microsoft Operations, Memphis, TN*

