



THE U.S. SECURITY POST

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Slippery Suspect!

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Los Angeles, CA - On 9/8/09 a suspect entered the Macarthur Park, CA Ross store. The suspect was being pursued by LAPD for allegedly approaching a female about a block away from the store stating he was from the 18th Street Gang and carrying a gun. The suspect approached the front door Security podium where Security Officer Michael Pina was positioned then walked back towards the sales floor.

Recognizing the risk, Officer Pina left the Security podium to notify the store manager and the undercover agents that LAPD was looking for a male suspect with a gun. Officer Pina gave a description of the suspect and remained in the office as the undercover agents and store manager returned to the sales floor to locate the suspect and notify the police about the suspect inside the store.

The LAPD asked the Store Management to evacuate the store to protect its employees and customers and help locate the suspect. After all associates were accounted for, the USA staff relocated them to a shopping center located across the store for their safety and security.

Approximately 12 officers and K-9 units entered the store and the LAPD and SWAT fanned out to cover the stores outer perimeter. The LAPD conducted a thorough search of the store however realized that they had been given the wrong description of the suspect. A review of the CCTV tapes found that the suspect exited the store during the evacuation.

Though the suspect was not captured in this situation, Officer Pina put his personal safety at great risk as the suspect saw him and likely knows he was the one that provided the physical description and initiated the search process. His bravery and concern for the greater good is commendable!

-Article submitted by Branch 152, Los Angeles, CA

Unlimited Withdrawals? Denied.

Seattle, WA - On July 20th, our Washington/Oregon branch, received a call for emergency round the clock coverage at Chase Bank in Medford OR. The branch sprang into action and dispatched 5 Officers which were packed and on the road by within an hour and a half of receiving the call.

The length of this assignment was unknown and was very sensitive due to the compromise of the bank vault. The team worked with the local police, FBI and news media keeping the site secure. At night, the officers were locked down in the bank, unable to leave for the entirety of their 12 to 13 hour shift. All officers were given a Certificate of Appreciation for their quick response and professionalism.

-article submitted by Branch 203, Seattle, WA



Field Supervisor, Mike Frampton (left) and Officer Coty Fisher (right) Not pictured, Peter Moran, George Russell, and Jack Crawford.



You never know who's watching....

Chicago, IL - Recently, a member of the Board of Directors for one of USA's major clients happened to have an encounter with USA Officer Illana Purdy.



O'Hare Airport Avis
Site Manager Ilana Purdy

Here are his comments:

"I just left the Avis lot at O'Hare and was pleased to see that we have the exit post. The guard on duty, [Illana] was efficient and charming - reflected very well on USA. Good work!"

Situations like this illustrate the importance of looking and being sharp at all times! Don't underestimate your value to the company!

-unsolicited comment from client Jim Tenbroek while in Chicago, IL

Longboat Key, FL - At 5:44 am on 8/16/09, one of our residents fell and hit her head causing a gash on the back of her head. Officer Gineo immediately called 911 then proceeded to her unit to assess the situation. Since our resident was conscious and lucid, he opted not to move her.

When our guard arrived for the 6:00 am shift, Officer Gineo offered to stay until the paramedics arrived in order to direct them to the correct unit, while our guard remained with the resident. We could not have expected a more professional response to this situation.

So often people are quick to complain and criticize, but rarely praise. We just wanted to let you know how pleased we were with Officer Gineo and his handling of this situation.

-Unsolicited comments from client Pat Paolozzi, Longboat Key Towers Association, Inc., LongBoat Key, FL

Officer of the Year Nominee

Major [Tanya] Hanna is organized, efficient, competent and possesses an excellent rapport with her co-workers and people in general. Major Hanna is a Support Patrol Officer for branch 869 and 062 respectively, in the Myrtle Beach area. Her previous experiences and training have equipped her to deal with difficult and sensitive situations. Major Hanna is respected by her co-workers and the public alike.

She is diligent in the performance of her duties, accessible, punctual, and willing to work when needed. Major Hanna possesses leadership potential coupled with excellent Interpersonal communication skills.



Major Tanya Hannah,
nominated for Officer of the
Year, Branch 869

Her accolades include:

- Associate of Science Degree in Criminal Justice,
- Five years experience as EMT, Emergency Dispatch,
- Completion of the T.E.S.T. Program
- Completion of the C.P.O. Exam.

Major Hanna has shown her dedication in many of her efforts, she was one of the patrol supervisors on duty during the recent Horry County wildfires of 2009, assisting Colonel Roy Goss and Area Operations Manager Leo Burgess by insuring that all sites and Officers that were deemed to be in harms way emerged unscathed. Major Hanna has Recently qualified to assist branch 062 in the effort to control overtime at armed sites. Major Hanna is one who not only leads, but leads by example.

- Security Officer Recognition by Branch 062, Myrtle Beach, SC

Lower Prices: Higher Security

Jacksonville, FL – Officer Eric Brown had just begun shift change when he observed a fight break out among a group of men near the entrance of Wal-Mart. He immediately called the police, providing descriptions of each individual in the group. At one point, one individual left only to return with a handgun. Officer Brown noticed the handgun and, with the assistance of Officer Andrew Foster, immediately rushed employees and customers back inside the store.

Officer Brown heard 2 shots fired and continued to advise the police by phone. When the entrance doors opened up a short time later, a customer advised Officer Brown of 2 shell casings and blood. Officer Brown immediately marked the evidence with plastic bottles found on the ground and kept customers away from the area.

Once the police arrived, Officers Brown and Foster provided them a description of the suspects and keeping curious customers away from the area. Due to Officer Brown's quick thinking and actions, no customers or employees were injured in the shooting.

-Article provided by Branch 301, Jacksonville, FL



Thank Goodness for Nosy Neighbors!

Myrtle Beach, SC - On May 18, 2009, Security Officer Spain and Mongelluzzo were on duty at Shorecrest Resort in Myrtle Beach, S.C.. A guest heard cries for help coming from a neighboring room and called the front desk.



Officer Mongelluzzo

The front desk called 911 and dispatched Officers Spain and Mongelluzzo to investigate. Upon arrival to the unit both officers could hear someone inside the unit crying for help. They attempted to open the unit door at which time they realized that the safety latch was engaged. They used their baton to force open the door.

Upon entry, the officers discovered a woman lying on her back in bed. The woman was vomiting, choking, crying and could not move. The officers rolled her onto her side and assisted in helping her breathe.



Officer Spain

Thanks to these officers quick response to this incident, the victim was breathing on her own and was transported to the medical facility. She is doing fine now. Kudos to these officers for a job well done. The outcome could have been drastically different had these officers not "stepped up to the plate"

-Article provided by Branch 869, Myrtle Beach, SC

25 Years of Superior Service



Field Supervisor James Benton awarding Captain McNeill his 25 year USA Service Pin and Recognition Certificate on 9/02/09

"Captain McNeill has been with USA for many years, through the various name changes and company acquisitions. Captain McNeill is the Site Supervisor at Wal-Mart in Lumberton, NC and has proven his worth, both with the client representatives and with his staff members.

Captain McNeill always maintains a positive attitude and is one of our "Go-To" Officers who can be counted on to carry out any mission assigned and produce the desired results.

We are fortunate to have an Officer of Captain McNeill's caliber within our assigned workforce."

- Mitch Simmons, District Manager, Branch 045, Wilmington, NC

Continuing Client Satisfaction Goals

Major Taylor's commitment to excellence, attention to detail, and high personal standards mirror the company philosophy to continually improve service and deliver the best service possible to our clients.

Major Taylor's ability to achieve strict adherence to our client's access control policy and procedures, while making every effort to accommodate the personnel seeking entry to a limited access Safeway facility, was paramount in striking a balance of service and security.

The personnel were later identified as a company vice president and spouse who later commented that "this was exactly the quality of security wanted at the facility". Great job Anthony!

-comments provided by Branch 807, Phoenix, AZ



Major Anthony T. Taylor (middle) accompanied by wife Mary, accepts a Certificate of Appreciation from Phoenix District Manager, Larry Longo



EMPLOYEE APPRECIATION

Kurt is very professional in his response to any problem you may or may not have with computer.

He[']s always there when you need him. He never forget[s] you called or emailed him about your situation.

-Corporate Payroll employee Inez Gleaton complimenting IT Dept. Help Desk Employee Kurt Riedel



From Left: Branch Manager Boris Yagudayev, August Employee of the Month Doris Jones and client Darryl Love.

New York, New York – The New York Branch recently started a Security Officer of the Month Program. Each month, Clients, Security Officers or management staff, nominate Officers for the award. Two Officers are selected.

The winning Officers receive a monetary reward, a Certificate and have their name embossed on the 'Officer of the Month' plaque displayed in the entry foyer of the office.

The number of nominations from clients has been substantial. In any business it is a pleasure to get nice letters from clients, stating how much they appreciate the services of the Security Officer.

-Article Submitted by Branch 511, New York, New York

Mirant Employee Appreciation day as the employees celebrated a year free of accidents outside the main plant office. They invited Security as we play a major role in helping the site be accident free.



From Left: Doug Agnes, Hagerstown Branch Manager Jim Mills (standing) and Site Supervisor Rick Binder



Mirant Gate Staff from Left: Rick Binder, Site Supervisor, Officer Dehostos, Officer Hernandez and Officer Justin Bear



Chicago, IL: S/O David Hemby (left) and Christopher Murphy, Store Manager for Original Penguin (a Perry Ellis Company), (right).

USA was contracted to provide security for their one year anniversary, in-store celebration on Thursday August 20. Officer Hemby provided the service.



Manhattan JC Penney Employee of the Month Gerrod Cooper (left) with Account Manager, Michael Austin

BRANCH 814 Welcomes a new U.S. Citizen

Making this a truly special day, Officer Kueth received his U.S. Security 3-year Longevity Certificate and pin. Officer Kueth also proudly received his Certificate of United States Citizenship.

Officer Kueth's commitment to achieve his goals, both personal and professional, makes him a valued U.S. Security [Associates] employee.

- Article submitted by Branch 814, Phoenix, AZ



Patrol Officer Sebit Kueth (left), is congratulated by the Phoenix District Manager, Larry Longo.



Client Raves!

Ft. Myers, FL - Supervisor responsiveness to changes has been excellent. Willingness to listen to needs and make adjustments accordingly has been much appreciated as we have recently performed upgrades to our logging systems and guardhouse / front desk appearance. Eileen Kappenman has helped us "raise the bar" on our professional first impression for our visitors and residents.

Thank you for your good work!

- Client Horizon House, Naples FL complimenting Ft. Myers, FL Branch Manager Eileen Kappenman

Tarpon Springs, FL – Below is the client rave from a Kmart Store Manager regarding our uniformed officers Daniel Boham. Raymond Starnes and Joshua McCall.

“These guys are doing a great job. They are extremely courteous and their job performance is very good.”

Nancy A Kennedy, Kmart Store Manager, Tarpon Springs, Florida

Columbus, OH - I wanted to let you know that the Facilities Manager (Paul Mellor), the Chief Engineer (Carl Bowman) and the Chief Technician (Charlie Brown) each complimented the "professionalism" of the guard staff throughout the weekend's events. They did an excellent job of engaging and challenging people attempting to enter the building (most were on the authorized list but that's still a good thing). They also did a great job of assisting the various groups of essential workers to get into certain areas and directing the ones not familiar with a building of this size.

Congratulations to your team and I'd like to add that Captain Buehler worked very hard with me to organize this effort that turned out very well.

- Bill Hunter, Global Corporate Security & Investigations, Asset Protection Group, JPMorgan Chase, Columbus OH

I appreciate the time and dedication you have set aside for our site (Borders). The transition has gone smooth[ly] and although we have had some minor guard changes, you're building a great team.

I've found that clients are quick to call out deficiencies, but I wanted to ensure you that you and your team are providing great service.

-unsolicited comments from client Corey Richardson. Manager, DC Loss Prevention, Borders, Harrisburg, PA

Pittsburgh, PA -

On Tuesday, September 15th while returning my car to the...Pittsburgh Airport I accidentally drove over an abutment in the garage which resulted in hanging up the car. [Officer Jerry] Dantry quickly came to my aid and saw me through the ordeal in a most professional way. I can't begin to thank him enough for his guidance and support. [Officer] Dantry went above and beyond the call of duty.

You can be proud of your employee, [Officer Jerry] Dantry. He did an exemplary job for U.S. Security Associates.

-Arlene K. Shaw, Palm Harbor FL

I would like to thank all of you...for during a great job during our inspection and recertification by Home Land Security.

All of the officers looked sharp (as always), were knowledge[able] and withstood some detailed questioning by Customs. We appreciate all you do.

The officers who stood out were Renorah Wahls, Rafaela Mena, Sara Estrada and Marisela Acosta. This was very important to us. Keep up the good work.

- Alex Sykes, Wal-Mart, Inland Empire, CA

The U.S. Security team, under the command of Supervisor Frank Patrick did a fine job for Canisius College on 9-22-09 in the Cultural Center. I enjoy working with your organization. The concert went off without a hitch because of the fine effort of all your staff. This is why I call upon former Deputy Commissioner Robert Chella and his crew from U.S. Security .

- Gary M. Everett, Director of Public Safety, Canisius College, Buffalo NY

Mark is doing an excellent job at the front door. I have observed and other managers have commented on the fact that he always has a positive attitude, appropriate amount of interaction with everyone and great "a sense of urgency."

- Unsolicited comments from Sears LP Supervisor Susan Staton, Chicago, IL



From Left: Sears Site Manager Tarsha Lee , Sears LP Manager Susan Staton, USA Officer Mark McCalieb and USA Asst. Branch Manager Darian Sims



USA'S PROTECT® ACCOLADES



Hagerstown, MD - I would like to recognize Frank Squibb for an outstanding job handling the guard duties at the Staples Hagerstown, Maryland Distribution Center. Frank handles a large volume of inbound and outbound trailers in a pleasant and professional manner. He's willing to go above and beyond to ensure all trailers are processed correctly in a timely and effective manner.

The first Monday of every period involves a large volume of inbound and outbound trailers. Even though Frank is very busy he takes the time to ask questions, make calls, assist fellow coworkers, associates, drivers, or whatever is needed to process the trailers and get the drivers on their way.

On Monday August 3, 2009 Frank was speaking to a driver who spoke very little English and was attempting to deliver a load at the DC. Frank called me and together we tried to figure out what day and time the driver was scheduled for. While we were trying to figure this out; Frank had the driver pull up a little so that he could keep the line of trailers moving. After he got caught up, Frank went back to the driver and by using a different means to communicate, he was able to call me back and give me the appointment number for this load and we were able to get the driver on his way.

Frank is a team player and is always willing to help out his fellow associates and we thank him for that.

- Unsolicited comments from client Mary King, Inbound Scheduler, CFI, Hagerstown, MD

I wanted to share...a recent incident where...[Officer] Mike Piazza should be commended.

We had a customer [and his female companion come in to] pay [a] bill. For no apparent reason [the woman] start[ed] to scream at [our clerk,] yelling profanities and stating in broken English that [our clerk] should not laugh at her. [Our employee immediately] stated she was not laughing at her. Her [companion] tried to calm her down, however she continued to scream and point fingers.

When I heard this I immediately went up front along with [Officer Piazza]. I calmed [my employees] down and Mike calmly asked [the woman] to...walk outside [with him to wait] for her husband. I liked how [Officer Piazza] remained calm and [diffused a tense situation].

- Unsolicited comments by client Joan Cinek, LCEC, Cape Coral, FL

USA In the Community

For the past two years, Jay Kumar (Tax Dept., Corporate) has donated at least 10 inches of her hair annually to Locks of Love. This non-profit organization provides hairpieces to financially disadvantaged children that suffer from long-term medical hair loss.

For more information, please visit: <http://www.locksoflove.org/>

- Information provided by Jay Kumar, Corporate

Cooperative Effort Saves Lives and Property

Philadelphia, PA – Clients Barbara Boston, Steve Morrissey and Safety Officer Nelson Darrow would like to recognize Security Officer William Kates and 2nd shift Maintenance Keith Dilallo, were the first responders to the floor and the ones that actually extinguished the fire.

Several Weeks ago, a fire originated in the AC unit at Hahnemann Hospital in Philadelphia, PA. The fire was between the AC unit and the drop ceiling. The fire melted the cover of the AC unit and activated the sprinkler system. As the sprinklers are below the drop ceiling, the AC unit continued to burn above the dropped ceiling.

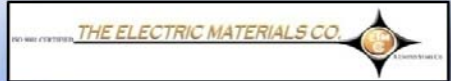
While Officer Kates blocked the water coming from the sprinkler head with a plastic back board, Hahnemann maintenance employee Keith Dilallo used several Fire Extinguishers to extinguish the fire. The fire could have easily spread to floors above and damages could have been a lot worse.

Keith was quick to point out that the Fire Extinguisher classes that are provided annually by the Safety Department are extremely valuable and helped him build enough confidence to use the extinguisher.

- Article submitted by Luis F. Gonzalez, MS, MBA, Director, Plant Operations, Hahnemann University Hospital, Philadelphia, PA



Buzzing Right Along...



North East, PA - As [the Electric Materials] company continues to review the performance of our contract employees, U.S. Security Associates has been subject to many concerns due to the major role they play in our organization. The protection of our proprietary and intellectual assets is equally important to the vigil we require for the protection of this facility and its employees.

It was obvious to us that you were dedicated to maintaining this account...[and] to find that "special" leader that could step in and put all the needs and requirements into motion. We would like...[to announce that] the "special" person...[is]...Ray Hayes. He was provided a staff that ...[has] a high work ethic and a commitment to duty and has taken them to a level of achievement that this company was looking for. Ray demonstrates attention to detail; a sense of urgency on all matters; the desire to execute all responsibilities to the highest level. He has applied himself and positioned himself for only positive results.

Because Ray is the eyes, ears and spokesperson on a daily basis that represents [U.S. Security Associates], he has provided the management of this company with a sense of confidence that our facility is secure and in good custody. We thank you for your commitment to working through some difficult times and we both should be quite happy regarding the overall performance of Ray Hayes.

-Unsolicited comments from clients Ron Alcorn & Daniel Drab, The Electric Materials, Co., North East, PA



Supervisor
David Dobbs

Security Service? The Sky's the Limit in Detroit

Over the course of the past year, Mr. Dobbs has been responsible for observing and reporting as many as four incidents that may have resulted in serious consequences had they gone unnoticed.

Due to Mr. Dobb's diligence and attention, these incidents were averted and properly attended to by the WCAA with much appreciation.

Mr. Dobbs has displayed the kind of work ethic and performance that we expect and our Clients deserve! We celebrate and appreciate who is an example of what our company represents.

- Unsolicited comments from client Janet Baxter, Security Director, Wayne County Airport, Detroit, MI

Compass is a new training module designed for our new company wide Store Greeter Service offered by the Loss Prevention team. This module provides the officer with the primary responsibilities of the store greeter position.

It covers:

- Maintaining a constant presence at the entrance
- Officer appearance
- Professional conduct
- Deterring crime
- Greeting patrons
- Preparing incident reports
- Responding properly to EAS alarms
- Validating receipts
- Performing store tours
- Observing shoplifters.



This training module is approximately 45 minutes in length, and comes with a student test, instructor's answer key, and a certificate template.

USA Welcomes New Clients Forever 21, H&M, Big Lots, Rugged Warehouse, The Children's Place, Fiesta Mart, and Vanity Fair Outlets!

-information provided by the USA Security Academy, Corporate



Announcements

Winner's Circle V Honoring the Best of the Best

Winner's Circle V, honoring USA's "Best of the Best" will be held March 26-28, 2010.

The purpose of our annual Winner's Circle is to recognize outstanding performance by individuals and operating units, throughout the company.

The event includes recognition of each "winner", plenty of recreation and "fun in the sun" and camaraderie among the company's top performers and leadership.

We look forward to welcoming "USA's Best" to the Four Seasons Atlanta.

To request a nomination form, please contact Sarah Chambers at [schambers\[at\]ussecurityassociates.com](mailto:schambers[at]ussecurityassociates.com).

Births:

Branch Manager Jim Mills, Hagerstown, MD welcomed granddaughter Braylynn Leann on August 11, 2009.

Tell Us!

Please send all comments, suggestions, notable events, recommendations, accolades, etc. to: KMurphy@ussecurityassociates.com

We Value Your Feedback!

Anniversaries

10+ Years of Service

<u>Name</u>	<u>Years Worked</u>
George Huggins	35
Al Bittner	31
Katie Knight	28
Ramkellawan Raghubir	23
Jackson Gonzales	20
Carlos Saborio	18
Jack Wylie	15
Bobby Eddins	12
Sharon Beyer	12
Kenneth Helfrich	10
Harold Howard	10
Arcena Pyles	10
Timothy Toine	10
Kirk Gatchell	10

5+ Years of Service

<u>Name</u>	<u>Years Worked</u>
Frank Vitko	9
James Vitko	9
Martin Passmore	9
Tiffany Irving	8
Sharsheen Gist	8
Teresa Hurst	8
Robert Lowrey	8
Linda Dial	7
Sana Usta	7
Gloria Johnson	7
Michael Ellis	6
Carolyn Slaughter	6
Roy Adams	6
Cesar Espinoza	6
Kirby Sandvik	5
Lisa Wojick	5
Tia Johnson Waller	5



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