

Insider

Newsletter for and about ASI employees



“A Higher Level of Service” At Fairview Southdale Hospital

American Security is always setting high standards and Fairview Southdale Hospital is a premier example. When Captain Lou Rice was transferred there in January of 2007, he said “Just give me one year and I will make Fairview Hospital American Security’s model account”. He did just that, with the help of his dedicated staff.

According to Sergeant Christen Marchio, “That’s why security officers here need to be more professional with a caring attitude. They need a sense of discipline, sympathy, empathy and to make sure this comes across. Eighty percent of the security officers duties are guest services and you can imagine the spectrum of emotions that run through guest here from the excitement of a new birth to the death of a loved one.”

Their duties are more than just customer services and include:

- Observation of “on holds” in the emergency department that may require restraint
- Patrol and parking enforcement – locked keys in cars and jump starts
- Morgue duty – transport and tracking of deceased
- Secure and Chain-of-custody of patient belongings and valuables
- After hours access control
- Security escorts to vehicles
- Assist with helicopter landings of patients

Officers can be asked by the medical staff to perform many more duties that cover a wide range of assistance involving patients, staff and visitors as well as conduct internal investigations.

Fairview Southdale first opened in the mid 1960’s and has 390 beds. It’s ranked #1 in Minnesota for vascular care, ranked #5 in the nation for clinical excellence and is a First Level III Trauma Center. They just completed a \$31 million dollar addition to their surgical unit.

“We have a tremendous senior staff here who gives 100% every-day”, as quoted by Captain Rice. He gives credit to the officers who take on the responsibility and ownership of the account.

In an interview with some of the security officers at Fairview Hospital here’s what they said:



Officers left to right are: Officer Keith Gadson, Sergeant Christen Marchio & Corporal Brandon Johnson.

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New Logo Company-Wide/New name in Wisconsin

We are pleased to announce that effective January 1, 2008 we have changed our name in Wisconsin from Janus Security Services (in Milwaukee) and Martin Security & Investigations (in Madison) to American Security & Investigations. Accompanying our name is a new logo that better symbolizes our expanding range of services and our national brand.

This change will not deviate from our long tradition and philosophy of being responsive to all of our clients' needs. It will make us uniquely placed to assist our clients in maintaining and enhancing the value of their business as they grow in other states.

There has been no change in management philosophy and we will be providing the same fine service on which we have built our reputation in the industry.

It's still the same great company, just with a new name.



American Security - new logo

Thank you for being part of the American Security & Investigations team. Should you have any questions concerning the name change, please contact your manager.

Andrew Peterson awarded for 'Beyond the Yellow Ribbon' work



Andrew Peterson

One of our area managers, Andrew Peterson received the MN Commendation Award from the Governor. He is one of 20. (Major Peterson in back row.)

Andrew Peterson, Area Manager for American Security & Investigations, was one of 20 people presented with an award for his role in implementing the 'Beyond the Yellow Ribbon' campaign.

Governor Tim Pawlenty offered an emotional salute to members of the National Guard, Air Force and civilians who are key



Minnesota Commendation Letter and Award

For Andrew U. Peterson
Area Manager for American Security & Investigations

players in the re-integration program for Minnesota troops.

The volunteers have helped the program become a national model on how to help troops readjust to civilian life after returning from Iraq. More than 7,000 Minnesota troops and members of their families have participated in the program.

Safety Milestones in 2007

With the end of 2007, we can look back on several safety milestones meriting attention. These milestones may involve statistics, but they are more important from a human perspective. All of our associates at these accounts have remained safe and healthy, proving our safety goal of zero accidents and zero injuries is a reasonable expectation.

The most recent accounts achieving:

250,000 Hours Without an Incident
Flint Hills Resources (Dave Grovum, Manager)

100,000 Hours Without an Incident
Star Tribune (Christine Brevig, Manager)
NWA (Theron Boyer, Manager)
Town Square (Peter Acosta, Manager)

The following accounts are the most recent to achieve zero accidents and zero injuries over the past five years and 50,000 hours or more of work.

180 East 5th Street, Lawson Commons, 5th Street Center, Accenture Tower, Hoffman Enclosures, Macalester College

Security Officers Start Leave

American Security has two security officers, Armando Sanchez and Andrew Corniea, who started their Military Leave of Absence on January 2, 2008. They are in their pre-deployment training period for two and a half months and will be mobilized on March 13, 2008, and deploy in April to Iraq. They are with the 704th Chemical Company from Paynesville, MN. They are both Sergeants in the US Army Reserve.

We miss them and wish them a quick and safe return.



Andrew Corniea
Security Officer



Armando Sanchez
Security Officer

Too often we can get caught up in the day-to-day routine of our assignments, doing our jobs without being certain that anyone notices. The associates at these accounts have shown us that by doing their assignments correctly and safely every day, it will be recognized.

If you commit yourself to having a safe attitude and follow that with safe behavior every minute of your assignment, the minutes will add up. You will remain safe any healthy and contribute to your account and American Security's safety goal.



Bill Zindler
Director of Safety

Applause



Christmas at Ronald McDonald House

Ronald McDonald House Project

ASI and our employees participated in helping the Ronald McDonald House purchase gifts from their special holiday gift wish list. The list is full of wishes from the children and families currently staying at the Ronald McDonald House. Ideas included toys and gifts for adults too. Many of the families staying there arrive at the House so close to the Holidays that they can not be "adopted" earlier. The gifts from the holiday wish list provide gifts for these children and families. We had what is called a "giving tree" where a Christmas tree is decorated with paper ornaments that have ideas for the families that will be staying there the week before or during Christmas. We had a van filled with toys and boxes of gifts. There were about 50 participants from the company.



Safety 1st Leadership



Timothy G. Knudsen
Director of Safety Development
and Training

Safety 1st Leadership is a system that we have been focusing on for the past three years with varying degrees of success. Many of our managers welcomed this system with open arms, embracing it and effectively applying it in the field.

The reason that I say we have had varying degrees of success has not as much to do with the managers themselves, as it has to do with our corporate culture and overall corporate focus. To solve this issue, I don't think that it's any more difficult than defining one word.

lead-er [lee-der] – noun: A person that leads

See how simple that was. A leader is a person who leads. Now that the definition process is out of the way, let's apply the word to the world in which we live and work and more specifically to safety.

When it comes to safety, its responsibility rests squarely on the shoulders of each and every one of us. When it comes to creating a safe and healthy work environment, every Marsden and American Security associate must be a Safety 1st Leader in order for any of us to be successful.

On January 15, 2005, Guy Mingo, CEO of Marsden Holding set the tone for Safety 1st Leadership, when he said:

*"Both management and associates will be involved in a safety **partnership**, as one is not effective without the other.*

*The key to a successful safety program lies in everyone's willingness to accept and carry out his or her safety responsibilities before the accident occurs. **Each associate** must ensure a safe working environment for **everyone** by accepting responsibility for their own personal actions and the actions of others. **We all** must recognize and report all unsafe work practices or unsafe conditions immediately, so that corrective actions are taken. Safe behavior will be recognized and rewarded, while at-risk behavior will be identified and eliminated.*

*At Marsden and American Security, I expect both **management and associates** will share the belief that safety is an everyday concern and integral part of every operation. We count on **all members** of Marsden and American Security to do their part to reduce hazards and eliminate accidents."*

We have been given a task. The task that we have been given is achievable and it is up to all of us to bring our companies to the next level. Don't get me wrong, it's not just about sticking to the task, it's also about caring. Caring for our safety, the safety of our teammates, and the safety of every other person that we come in contact with. It's also about caring for our companies and their success as well as our own.

Expanding Our Footprint Into Nebraska

On June 1st, American Security, L.L.C. acquired American Security Services, Inc. of Omaha, Nebraska. Founded in 1971, American Security Services, Inc. was the largest, locally owned, contract security service providers in the State of Nebraska. Based in Omaha, the company provides security services throughout the state including the cities of



Omaha, Lincoln, Grand Island, and Kearney, Sidney as well as several locations in eastern Iowa. In 2007 American Security Services was named the "Best of Omaha 2007", as the security service provider in the Omaha metropolitan area by Business 2 Business Quarterly.

Steven Klein, President of American Security, said, "This is a great acquisition for us. It strengthens our regional presence and better serves our national accounts as well as our Iowa operations. The company has a good reputation and a similar culture to ours."

We currently provide approximately 5,500 hours of security service per week, and employ approximately 250 people including field and office personnel. A number of those hours are spent at the prestigious Omaha Performing Arts Center. American Security started this account on November 1st, 2007, and it consists of two buildings – the historic Orpheum Theater and the Holland Performing Arts Center.

According to Cory Krug, Regional Vice President, "The outstanding relationships and quality service that the Omaha operation provides to their clients is the cornerstone to why they are known as the premier provider in their market."

Management staff includes the following:

Bob Feltman – General Manager. Bob has been with American Security Services for 5 years and is a fast-track, highly motivated team-oriented leader. He understands the dynamics of American Security and strives to exceed the expectations of the customers through constant communication and analysis. Bob is an active member of ASIS and currently serves as a director on the board of several civic organizations within the local area, including the Governor of Nebraska's Security Commission Council as appointed by Senator Stuhr.

Roland Irvin – Director of Operations. Roland is currently our daytime Director of Operations and has been an employee of American Security since 1991, when he retired from the Air Force. He believes partnering with our customers is of paramount importance. During his military service, he served in numerous management positions and has extensive training in security administration, policies and procedures.



In Front: Bob Feltman, General Manager
Left to Right: Roland Irvin, Director of Operations; Sam Salinas, Human Resource Manager; Tom Kay, Field Manager; Linda Dalton, Director of Business Development and Debb Frushon, Command Center Manager

Marty Wyant – Director of Operations. Marty is our night Director of Operations and has been with American Security for eighteen years. He's customer-oriented, people-minded, and devoted to total customer satisfaction. Marty retired from the Air Force with twenty one years of experience in security administrative management as well as various security supervisory responsibilities.

Tom Kay – Field Manager. Tom joined American Security in 2007 with a strong business school background and 20 years experience working in computer operations and management. During his tenure in the security industry Tom has been licensed in the State of Florida, has a Secret Government Clearance, and a gaming license in Iowa, Colorado, and Nevada. At American Security Tom strives to be an asset to the company as well as the clients.

Linda Dalton – Director of Sales. Linda joined American Security in 1998 and has an excellent rapport with all clients.

Sam Salinas – Human Resource Director. Sam joined the American Security staff in 1994 as a member of the logistics staff. His 29 year background in the Air Force included Aircraft/Missile security, nuclear security and surety programs.

Debb Frushon – Command Center and Scheduling Manager. Debb has been with American Security for nine years and works directly with the customers and operations team to ensure all desired security coverage is input into the master schedule. Debb also deals with all software issues and preparation of payroll and billing.

**Proudly announcing
the anniversary years of
dedicated service from these
ASI employees!**

SPLETT, ARTHUR	30
BIEBER, GERALD W	20
CHOREWYCZ, ALEX	20
BROWN, LINDA J	15
HELM, DALE A	15
SHELBURG, STEVEN L	15
BICHA, OCEA M	10
KELLUM, VICKY L	10
KNUTSEN, TIMOTHY G	10
MOHAMUD, ABDIRASHID O	10
BUZICKY, PAUL J	5
DANLEY, HAROLD T	5
DANTZLER, MELVIN I	5
FEE, DENNIS C	5
JOHNSON, T LOUIS	5
KANNEH, AUGUSTUS S	5
MOSS, CHARLES W	5
OLSON, KATIE J	5
OSMAN, GULED O	5
POWERS, JASON H	5
RICE, TERRY L	5
SANCHEZ, ARMANDO	5
SCHIERLAND, ROBERT A	5
WEASE, CASCI DANIEL G	5
WEBER, LEONA V	5

Sergeant Christen Marchio, Shift Supervisor:

Sergeant Marchio was part of the original crew at Fairview Southdale starting in October of 2006. She has great respect for Captain Lou Rice, " He is passionate, sets high standards, and loves the job." One can't help to catch that vibe and instill it into others on the job. There is a high level of security needed at the hospital and Sergeant Machio believes the staff trusts and depends on the security officers to get the job done. She says, " We have to be soft on the outside, but firm at the core".

Brandon Johnson, Field Training Officer:

Officer Johnson recently returned from a tour of duty in Iraq and enjoys working as a security officer at Fairview Hospital. He says it gives him the freedom to think for himself and be responsible. He feels his co-workings are professional and watch out for each other. "We make sure each of us looks good. If you look good, you feel good and people notice that."

Welcome to Marylou McWilliams

Welcome to Marylou McWilliams who started with American Security & Investigations in October of 2007 as the Operations Manager for the Des Moines, Iowa office.

Marylou's previous security experience was in the medical and casino industry.

Marylou is excited to apply her previous experience to help American Security & Investigations become the #1 security agency in Iowa. Her immediate goal is to increase employee retention by engaging our officers into the process of finding new and exciting ways to increase the value of our service to our clients.

Marylou has already gained valuable relationships with our clients and proven to them that they can depend on her to resolve concerns and bring about positive change. We are very excited to have Marylou as part of our team and to the part that she will play in our success for 2008.



Marylou McWilliams
Operations Manager
Des Moines, Iowa

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