

BLACKSTONE POST



The Voice of Blackstone Security



The Secret to Our Success is in Our People

WINTER 2019

Where's the Beef?

This Ain't No Bull – Wait, Yes It Is!

Gallup, NM – Known for his wry sense of humor, the famous comic actor W.C. Fields once said: "There comes a time in the affairs of man when he must take the bull by the tail and face the situation."

And so that might have been the outlook for Blackstone security guard and bull rider Lane Benally, except that at the tender age of 11 years old, the first thing Lane figured out about a bull was that the business end of the beast was the one with the horns on it – usually the last things Benally saw when he was falling off.

"I started riding smaller steers," Benally said. "It looked like fun and I thought it was cool. My first attempt was awfully funny. The steer bucked twice, and I fell off. When I turned 12, I got into the junior bulls and that's when I started picking it up and that's when I started to really like the sport."



Lane Benally in action

For the next 14 years Benally got to know some of the meanest bulls and some of the hardest arena turf in the southwest and he's got the scars to prove it. "I've had a broken collar bone, head injuries, shoulder injuries and a groin injury," he recalls. "The groin injury was the worst."

The last time Benally rode was at the 2017 Arizona State Fair where he received the groin injury and \$1,000 in prize money to ease the pain. "That was my biggest win," he said.

The past couple years, Benally has been healing and traveling around the Navajo Nation with his sister and his nephew, both of whom have their own stock of bucking bulls.

"I've slowed down in riding the past couple years but this year I'm going to get

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VETERAN'S CORNER

Hiring Our Heroes, Empowering Their Spouses

By Raquel Deal, Sales Manager, Division 52



(L-R) MSEEZ Program Director Natalie Ryan, Raquel Deal, Maj. Gen. Patrick Matlock, El Paso CofC Pres. David Jerome and Vincent McConaughy.

El Paso – Allow me to start by saying, that our military personnel are constantly being uprooted and relocated. Their spouses move with them to keep their families together. Many spouses must find work to subsidize the family with a second income just to make ends meet. That being said, when they end up in a new community having to find a job, employers usually

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POST ORDERS

Dan Swindall, President & CEO

Company Growth is more than Physical Expansion

"If you're not growing, you're dying."

I did not coin this phrase, but it has been a guiding principle since I started this company more than 25 years ago at my kitchen table. Since then, Blackstone has come a long way, a distance that is measured more accurately in degrees than in years or miles.

Several years ago, Blackstone was in a serious expansion mode that saw us increase our presence in southern Arizona, northern New Mexico and southeast Texas.

Blackstone has permanent operations in Phoenix, Tucson, Albuquerque, Gallup, Houston and El Paso.

That expansion was part of a planned pattern of steady growth during the past decade. The exclamation point was provided by Inc. Magazine recognizing Blackstone as one of the nation's 5,000 fastest growing private companies for an unprecedented three times in a four-year span. That recognition is not predicated on the size of the area covered, but on the size of the staff.

This brings us to the other aspect of growth. Physical growth is a tangible that can be seen and measured. But a company does not expand unless the people who work for that company grow. That is a major intangible.

Every member of the Blackstone Family can be proud of our accomplishments, and here's why: From my viewpoint, successful expansion cannot happen without the growth of the people who will staff those new territories.

I say this because Blackstone is now active in Colorado. We

recently qualified for licensing in Nevada. Alabama and Louisiana are next. Where we are and where we are going represent the types of healthy, competitive markets that Blackstone thrives in serving.

Without Team Blackstone – from the managers to the administrative support staff to the supervisors to the sales staff to the security officers standing their posts – none of this would have been achieved.

To Team Blackstone, I extend a very heartfelt, "Thank you!"

Over the years, I have witnessed the individual growth of many people at all levels of service to Blackstone. I have seen individuals become team players. I've seen people doing the right thing even when they did not know I was paying attention and I've been impressed by others stepping up to take on additional assignments to get the job done.

And we have responded to show our gratitude. We have initiated incentives, such as recognizing the Officers of the Quarter for each division, and from that pool of candidates, we select the Officer of the Year. We established an Employee Satisfaction Committee that is tasked with developing new and innovative employee incentive and appreciation programs to further recognize individual growth. We've initiated the Bill Richards Memorial Scholarship Fund to help employees who want to further their education. We make available to our supervisory staff seminars and workshops to hone their management and interpersonal skills. Community involvement is also part of our corporate DNA.

So, you see, company growth, while a good thing, is contingent upon more than physical expansion. You need a solid base to build upon. That base at Blackstone is the people who work here. Hence, "the secret to our success is in our people."

I hope I have provided the leadership to get us here, because I've learned that I work for the people who report to me. I've learned to put them in a position and provide them with the tools to succeed. And with all due respect to Moses, Charlton Heston and Cecil B. DeMille, I've added a new catch phrase to the Blackstone Legacy: "Let my people grow!"



Command Presence

By Scott Clark, Area Manager, Division 42 New Mexico

All security personnel can guide their peers within this ever-changing profession.

The veterans can explain why security officers conduct business in a certain way along with some examples and the younger



Scott Clark

generations can help with things such as technology.

Command Presence is the key to being an effective and successful Security Officer. Command Presence is taught during field training and some live by this code on and off duty throughout their careers.

LOOK SHARP – Officers who are well-groomed and wearing a clean,

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Dallas Division Mgr. Open

ALBUQUERQUE, NM
Division 42
Scott Clark – Area Manager

GALLUP, NM
Satellite
Scott Clark – Area Manager

To Protect and to Serve**Blackstone's Pineda is a Lifelong Educator****Antonio Pineda**

El Paso – Antonio Pineda has been a dedicated security professional for 22 years, never missing a day since he came to work for Blackstone three years ago. That's his night job.

By day, Pineda has an alter ego that came to light when he was selected as Officer of the Quarter last spring – he is also a dedicated educator who has taught GED classes at El Paso Community College for the past 18 years.

Pineda sees both roles as outlets for his passion of ser-

vice to the greater El Paso community. "I balance teaching and working in security by teaching during the day and working security at night," Pineda said. "Both jobs help me to serve society."

Pineda said he loves his role as an educator because it affords him the opportunity to produce citizens capable of making positive contributions to their communities.

"I enjoy helping people to progress in their lives by motivating them to get a career," Pineda said. "I motivate my students by giving individual attention to each one. Some need more individual attention than others."

Pineda, who was educated as an Industrial Engineer, began teaching when he was a high school student in his hometown of Ciudad, Juarez Mexico. A standout student, Pineda was asked by the principal to help with the other students. For this, he received a scholarship. "I was assisting in teaching math, science, social

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Celebrates Third Year on Board**Swindall Elected Secretary of State Hearing Board**

Phoenix – Blackstone President & CEO Dan Swindall has been appointed secretary of the Arizona State Private Investigator and Security Guard Hearing Board, the governing body that determines disciplinary actions for individuals and businesses accused of straying from the rules.

Swindall is in the third year of a five-year appointment to the seven-member board. Swindall, whose appointment was made by the head of the Arizona Department of Public Safety, said he has enjoyed his time on the board and has learned a lot about the industry.

"It's been very enlightening," Swindall said. "Enlightening because the primary function of the board is disciplinary action. But I've found that the amount of disciplinary actions that come before the board is quite small considering the number of private security guards and private investigators in Arizona."

Swindall estimated that during his time on the board maybe three private investigators had come before the board for discipli-

nary action. Saying that though the board did revoke the license of a company for ethics violations, more individual guards come before the board than companies.

"Domestic violence is by far the most common offense,"

Swindall said. "If you are arrested for domestic violence you must come before the board, whether you are a new applicant or a licensed guard."

Swindall said he expected his time on the board to be a positive experience and he has not been disappointed.

"It's been quite enjoyable," Swindall said. "The board members are fair and impartial, the DPS investigators are thorough, the board attorney and the attorneys from the AG's office are extremely professional."

Prior to his appointment to the hearing board, Swindall served six years as chair of the Arizona Private Security Professionals' Association Board of Officers. Hearing Board meetings are held monthly and are open to the public.



Hearing Board members (L-R) DPS Dep. Dir. Heston Silbert, Asst. Mesa Police Chief Anthony Lythgoe (ret.), Bd. Chair Rich Robertson, Debra Allen, Tim Mickelsen, Bd. Sec. Dan Swindall and Ben Gray.



Sandy Price

**Officer of the Quarter
Division 32 Phoenix**



Phoenix – When Blackstone Director of Operations Ken Vandiver compliments a security guard, he uses the term “ownership.” To Vandiver, a guard stands out when she or he takes ownership of a post. That’s why he selected Sandy Price as Officer of the Quarter for Blackstone’s Division 32.

“Since Sandy started with Blackstone, she has worked sites from construction, hotels, property management, store loss prevention and lastly to a call center where she has taken ownership since she was promoted to Officer in Charge,” Vandiver said of the seven-year security professional. “Sandy has trained new hires and taken ownership of this site.”

Sandy came to Blackstone from the retail industry where she honed her leadership and customer service skills by managing a discount store. “That prepared Sandy for her current assignment in security,” Vandiver said.

A native of Fayetteville, NC, Sandy says she likes Blackstone because she was exposed to a variety of sites and different forms of security. Her customer service skills are evidenced by what she enjoys most about her job: “I enjoy the people I meet,” she says.

Sandy’s philosophy on security is simple: “Always challenge yourself to be the best for the client and make a difference.”

When this mother of two is not on the job, she enjoys taking walks, swimming and gardening.

Congratulations, Sandy, and thanks for being a Blackstone ambassador.

Presence *Continued from Page 2*

pressed uniform present a great image to the community and clients.

Many years ago, I heard an interesting story during an officer safety class. In an interview with a convicted felon, the inmate stated that he sized up an officer by looking at the officer’s shoes. If the shoes were dirty and unpolished, he figured he can take this officer on because he shows no self-discipline. When he encounters a security officer who is dressed well and wearing clean, polished shoes, the inmate stated that he would not challenge that officer. The inmate’s reasoning was that if an officer’s appearance was squared away, the officer would be squared away.

ACT SHARP - Behavior on and off duty reflects the profession. Security officers encounter people in many situations who display various behaviors. With surveillance cameras everywhere along with the Internet and social media, security officers need to be on top of their game with their communication skills and their conduct and they must project a strong image in the way they walk and talk. Behaving and speaking professionally while showing respect to everyone may help avoid a potential security incident.



Aaron Thompson

**Officer of the Quarter
Division 42 Albuquerque/
Gallup**



Albuquerque/Gallup – When ranking the qualities of a good employee, “dependability” is high on the list along with “low maintenance.” Aaron Thompson has these qualities and then some, according to Blackstone Area Manager Scott Clark. That’s why Clark has named Thompson Officer of the Quarter for Blackstone’s Division 42.

“Mr. Thompson is very dependable and always goes above and beyond his duties,” Clark wrote. “I never have to worry when Aaron is on duty as I know that he will perform his duties as a professional and will follow all procedures as requested by the client.”

Clark went on to say Thompson is very personable and he’s always noticed a very high level of respect in Thompson’s interactions. “Aaron always takes his duties very seriously,” Clark continued. “He is on-site to provide security for staff and visitors and he shows that he cares for the well-being of both.”

Thompson is a native of Farmington, NM who has been in security for eight years, the past four with Blackstone. When asked what he liked most about Blackstone, Thompson wrote: “Location, hours and great management.” When asked what he liked most about his job, he responded, “communicating with employees and customers.”

Thompson’s philosophy on providing good security is “good work ethics and communication with others.”

Clark said Thompson is always ready to go the extra mile whenever needed. “I am so honored to have a person of his caliber working with me, providing the best security services in this environment as best we can,” Clark said.

Thompson’s hobbies are silversmithing and golf. He and his wife, Huberta are the proud parents of three children.

Congratulations, Aaron, and thanks for being a Blackstone ambassador.

BE SHARP - Everyone has the opportunity to change and improve themselves. This includes work performance. Remember that somebody is always watching you and your actions.

If you talk the talk and walk the walk each and every day the client feels safer and potential security events may be minimized.

Editor’s Note: Scott Clark also spent 12 years as a corrections officer and deputy warden at the McKinley County Adult Detention Center in Gallup, NM.

“The only place Success comes before Work is in the dictionary.”

Vince Lombardi



Miguel Angel Pacheco

**Officer of the Quarter
Division 52 El Paso**

El Paso – Whenever possible, Blackstone Security Services, Inc.® seeks to hire military veterans because of their sense of duty and discipline. Those two qualities came into play recently when Miguel Pacheco was selected the Officer of the Quarter for Blackstone's Division 52.

"Mr. Pacheco was chosen because he is always willing to help us out at any location," wrote Division Manager Vanessa Polanco, who comes from a military family. "He has military discipline and is always dedicated to Blackstone. We are proud to have him on our team."

Pacheco, who spent a year in the U.S. Army and six years in the U.S. Navy, has spent the past three years with Blackstone. He has been in security for more than 10 years. He is a native of El Paso and has an associate degree in criminal justice.

He spends his time now patrolling the halls of an elementary school near El Paso. "I enjoy learning about new sites and the ability to interact with other people," Pacheco said of his job. "Also, management is here to help if you need it."

Pacheco added that he enjoys the school environment.

"I really like interacting with the kids, parents and employees," he said. "I also like getting the trust of the kids, parents and staff at this site."

Pacheco and his wife, Linda, have three children.

Congratulations, Miguel, and thanks for being a Blackstone ambassador.

Names of U.S. Military Forces Demystified

Did you know that terms people use to describe the services collectively aren't interchangeable? For instance, "the military services" and "the armed forces" don't mean the same thing.

Here's a quick guide to the various terms:

1 Military Services

There are four military services: The Army, Marine Corps, Navy and Air Force.

The military services are all part of the Defense Department.

Just three of the military services are departments: The Department of the Army, the Department of the Navy and the Department of the Air Force. The Marine Corps falls under the Department of the Navy.

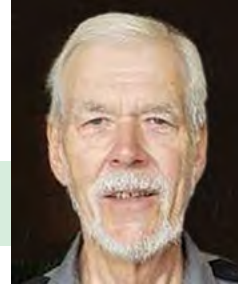
2 Armed Forces

There are five armed forces: The four military services plus the Coast Guard.

The Coast Guard is not administered by the DOD. Instead, it is part of the Department of Homeland Security.

During wartime, the president or Congress may direct that the

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Ken Bartelt

**Officer of the Quarter
Division 54 Houston**

Houston – Ken Bartelt's enthusiasm for his work is evident in his words, whether they are spoken or written. When asked what he liked most about Blackstone, the veteran of only six months in the industry wrote, "First off, the man, the boss...fantastic! He worked really hard to get me started with my security guard career. The support staff is just as great, and the company's HQ is great as well."

This is the kind of enthusiasm that helped garner Bartelt the distinction of Officer of the Quarter for Blackstone's Division 54.

Division Manager Tony Browe called Bartelt a "great worker."

"He's always so helpful," Browe said. "Very diligent. The clients can't say enough about him."

And Bartelt returns the sentiment because one of the things he like about his job is "I meet so many good people."

Bartelt is an active member of Our Savior Lutheran Church and volunteers there often. He is also a railroad enthusiast, including model trains. He became interested in trains because in the 1940s, his dad would ride a steam train from Chicago to Bartelt's native Milwaukee and it was twice as fast as driving a car. He has not lost any of the enthusiasm he felt as a child.

"I just thought going 110 miles per hour in a train was so cool," he said.

There is another side to Bartelt that is revealed in his philosophy on security. "Keeping the area and people safe. It is very fulfilling to know I am protecting and helping people," he said.

Bartelt tells of an encounter he had with a woman whose son was ill.

"I saw a mother who was really upset about her son, who was sick. I reassured her that everything would be fine, and it was very important that she take him to the doctor. It made me think of my son before he passed. It felt really good just being there for her."

Well said, Ken. Congratulations and thanks for being a Blackstone ambassador.

Pineda Continued from Page 3

studies and physical education," Pineda said. "After a teacher got hurt, they needed a teacher, so they offered me the job."

That was the beginning of a 17-year teaching career in Mexico.

None of Pineda's students are security officers, but Pineda advises anyone seeking a GED to follow through and get it done. "My advice would be to get your education in whatever area of study you choose," he said. "This will aid you in your contribution to society and to the world."

When Officer Pineda is not teaching or on duty, he enjoys spending time with his family. He and his wife, Maria Angela Jimenez, are the proud parents of a son and a daughter.

Empowering

Continued from Page 1

never give a second look or provide the spouses with work because their work history looks “choppy” or they appear to be “job jumpers”.

Well no more!

The City of El Paso, The El Paso Chamber of Commerce, The U.S. Chamber of Commerce Foundation’s Hiring Our Heroes and Fort Bliss have collaborated to launch a new Military Spouse

Economic Empowerment Zone (MSEEZ), in the El Paso community. This initiative will help military spouses have an easier time finding work. A coalition of ambitious employers in the private sector is working to identify best practices for career opportunities to hire military spouses.

Blackstone is a Certified Veteran-Owned Small Business that takes pride in offering employment opportunities, training, and work experience for veterans and their spouses to prepare them with a skill set they can take with them when they are transferred to a new location anywhere in the country. I and Vincent McConaughy, our administrative operations manager, were honored to attend and witness the signing of the declaration of this initiative earlier this year.

“The City of El Paso is honored to be named the nation’s newest Military Spouse Economic Empowerment Zone,” said Mayor Dee Margo. “This designation reinforces our continued effort of providing quality services to our veterans, our active military, and their families with career opportunities and valued services to improve their quality of life.”

The El Paso Chamber is pleased to partner with the Hiring Our Heroes initiative, through the US Chamber of Commerce, in order to cultivate meaningful employment opportunities for ser-



Blackstone’s Raquel Deal (foreground) listens as MSEEZ members adopt a resolution assisting military spouses.

vice members, military spouses and veterans in the greater El Paso region. As the premier hub for connecting, coaching, advocating and innovating, the El Paso Chamber is proud of its work with the Army and Department of Defense not only to maintain Fort Bliss’ rich presence in our community but also to ensure that it is a post of choice in the Army.

“There is no better way to support our warrior men and women and their families than to ensure economic opportunities for all through job creation and connections,” said David Jerome, president of the El Paso Area Chamber of Commerce. “The Chamber has supported endeavors not only to connect Fort Bliss personnel to the services and support systems of El Paso, but to foster an environment where spouses and veterans can find employment and their own connections to the El Paso

economy. Our efforts and those of the US Chamber of Commerce are valuable not only to those in the military and their families but they are invaluable to add to the El Paso economy as well.”

Natalie Ryan, the MSEEZ program director, said she was impressed at how many entities in a wide variety of stations within the El Paso community are already helping veterans, their spouses, and their families. “Now it’s just a matter of bringing them all together as a united front for the common good,” Ryan said.

Blackstone Security Services will serve as a proud member to continue and further our resolve to make El Paso and Fort Bliss veteran ready, by properly training those who are hired by us for portability. And they will know when they choose a place to live after military life that El Paso, Fort Bliss, and Blackstone are here for them as we always have been.

Military

Continued from Page 5

Coast Guard operate as part of the Navy. During peacetime, the Coast Guard and the Navy often coordinate their activities.

3 Uniformed Services

There are seven uniformed services: The five armed forces plus the Public Health Service Commissioned Corps, which falls under the Department of Health and Human Services, and the National Oceanic and Atmospheric Administration Officer Corps, which falls under the Commerce Department.

Officers in the PHS Corps and NOAA Corps wear Navy uniforms and use Navy ranks. There are no enlisted or warrant personnel in these services.

The U.S. surgeon general, a vice admiral, directs the PHS Corps, which provides licensed medical and health sciences professionals to the PHS, DHHS, other uniformed services and other government agencies.

The NOAA Corps comprises technically skilled science officers who can be incorporated into the armed forces in wartime. In peacetime, the corps supports defense requirements in addition to its purely nonmilitary scientific projects at sea, in the air and in laboratories.

4 Federal Service Academies

- The U.S. Military Academy in West Point, New York
- The U.S. Naval Academy in Annapolis, Maryland
- The U.S. Air Force Academy in Colorado Springs, Colorado
- The U.S. Coast Guard Academy in New London, Connecticut
- The U.S. Merchant Marine Academy in Kings Point, New York

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Fringe Benefits with Blackstone



Baseball is Back!



Blackstone clients attend Arizona Diamondbacks baseball games, Arizona Cardinals' football games and the Arizona Rattlers' Indoor Football League games with family and friends as guests of Blackstone Security Services, Inc.® where treating clients to these top-notch sports venues has become a tradition. Attending MLB, NFL and IFL games is a great way for family members to bond with each other and with BFFs. This is just one of the ways Blackstone demonstrates its appreciation to clients. Yell if you see anyone you know!



Employee Anniversaries

Fourteen Years

Mitzi Hagan

Eleven Years

Tony Browe

Nine Years

Steven Jones Ken Vandiver

Eight Years

Manuel Zamarron

Seven Years

Francisco Bernal Suzi Gartman

Six Years

Christopher Boyes Lulzim Mulliqi
Travis Ellington Jennifer Jones Reger

Five Years

James Brockmeyer Timothy Murphy
Thomas Delgado

Four Years

Jeremiah Butler James Walsh

Three Years

Edison Bayas David Garcia
Herman Chee Jr. Phillip Wulfers
Leonor Escobar

Two Years

Alexander Anaya-Dominguez Sharon Joe
Brittany Bennett John Leu
Alexander Beristain Keith Rohrman
Natalie Gee Lesly Torre

One Year

Mohamad Alwali	Sarah Kelley
Timothy Antone	Jacob Kyyitan
Othman Azeez	Tammy La Fon
Mustafa Azizulla	Maria Marroquin
Jonathan Bernal	Teressa Mason
Evelyn Betancourt	Steven Mendoza
Walter Burnett	Ahmed Mohammed Ali
Joseph Coley	Debra Randolph
Mitchell Cruz	Nelson Rodriguez
Desean Flemings	Storm Shifflett
Susie Garcia	Barbara Stevens
Naizary Garibay	Everett Stone
Joseph Grandinetti	Andrew Valdez
Timothy Hogan	Jose Velez Pino
Carlos Juarez	Anthony Zarco

No Bull

Continued from Page 1



Lane Benally

back in it on a regular basis,” Benally said. “I’m still improving.”

Benally participates in the Navajo Nation Junior Bull Riders Association.

Benally said that occasionally he gets on one of his sister’s bulls just to work himself back into shape. “Their bulls are pretty good, they bucked me off every time. They are improving their stock.”

Benally may have a little rust, but like riding a bicycle, when you fall off, you get back on it and you never forget how it’s done.

He’s lost almost 30lbs to get back to his riding weight of 148lbs and he’s getting regular workouts. “Every weekend we’re on the road,” he said. “Now that I’m down to 148 I will

get back into my riding. I keep telling myself to get better.”

While 25 is a young age for many sports, Benally said the years have taken a toll on his body, but he would like to compete until he’s 29. “That’s what I’m thinking,” he quipped.

Benally said he became a security guard at the suggestion of a coworker and because it looked interesting. “It was something new and I thought it would be a good job and something cool to do,” said Benally, a former Officer of the Quarter for Division 42. “I like it and I have a great boss.”

Benally doesn’t talk much about his bull riding except with his coworker. “I stay humble about it,” he said. “My coworker used to be a rider so I talk about it with him. But I don’t talk about it otherwise.”

Benally is from Naschitti, NM. He graduated from Newcomb High School in 2012.

Military

Continued from Page 6

5 What’s the Merchant Marine?

The Merchant Marine comprises civilian mariners and merchant vessels engaged in commerce or transportation of goods and services in and out of the navigable waters of the United States.

While the Merchant Marine isn’t a government agency or mil-

itary service, in wartime it can become a Navy auxiliary service to deliver military personnel and materiel. The Navy also maintains a Department of Naval Science at the Merchant Marine Academy.

Merchant Marine Academy graduates are required to spend eight years as a commissioned officer in the reserve or National Guard component of any branch of the armed forces.

Blackstone Security is a Proud Member of:

