

BLACKSTONE POST



The Voice of Blackstone Security



The Secret to Our Success is in Our People

Fall, 2021

Annual Managers Meeting Unites all Blackstone Offices for a Three Day Conference at the Luxurious Embassy Suites in the Arizona Biltmore Area

Blackstone Security celebrates their 28th anniversary in business with the most successful Managers Meeting they have ever

had in the past. Starting on May 2nd, the group gathered in Phoenix, Arizona at the Embassy Suites in the beautiful Biltmore area. This Embassy Suites is known for its elegant indoor garden with peaceful ponds located just after entering the main lobby. The beautiful indoor garden area became a great place to take Blackstone's new corporate team photos and a nice place to gather before events.



Team Blackstone honoring Thomas Moran at the T-BEST Award Ceremony

Beginning with a healthy breakfast each day, the group then

assembled in the spacious conference room with a giant projector for individual presentations, all created by the Blackstone staffers. The presentations spanned from what is currently happening within the company to new recruitment ideas and safety tools as Blackstone gears up for another busy year while the world continues to resume to normal after the global pandemic of 2020.

The conference lasted three days with an award ceremony at Season's 52 on the night of the 3rd for the

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Blackstone Soars Across Country with New Office Space Opening in Nashville, Tennessee!



Mason Appleby

Just this year, Blackstone sealed the deal for licensing in Tennessee and celebrates new opportunities in Nashville. Heading the office is Mason Appleby, the new Division Manager, a veteran who has been in the security industry for over 16 years. Beside Appleby is Emerald Zellers, who grew up in the security industry and is Blackstone's new Business Development Manager.

Appleby joined the Blackstone team in early August of this year and has had his nose to the grindstone since day one. With years of experience in the security industry and growing up in Tennessee, Appleby has built an honorable reputation amongst his peers and clients, truly holding a high regard for client relationships and being "friends as opposed to just business partners." Already booked with meetings through the end of October, Appleby may seem to have "eyes bigger than his stomach," but he prides him

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Team Blackstone gathered outside the Embassy Suites at the 2021 Managers Meeting.


T-BEST (Tony Browe Excellence in Security Tribute) award. Formerly known as the “Officer of the Year Award” this award recognizes the best officer of the year who has gone above and beyond the normal duties and was renamed in 2020 in Tony Browe’s memory.

Browe was a US Army veteran and the former Vice President of Blackstone Security Services of Texas, Inc. One to never be forgotten, Browe lost his battle with pancreatic cancer in November 2020. Browe’s memory resides in all the Blackstone staffers that worked with him as “he epitomized the spirit of Blackstone” states Dan Swindall, Blackstone Founder and CEO. Browe was one of

the best employees and much of Blackstone’s successes can be attributed to him, which is why the award has been renamed in his memory.

This year, the TBEST award goes to Officer Thomas Moran of El Paso, Texas who has been with Blackstone for three years and truly demonstrates what it means to be an outstanding Blackstone employee. “T-BEST means you go above and beyond to not only cover your post, but show the general public as a whole that wearing the Blackstone Security uniform means you are dependable, kind, helpful, empathetic and just an all-around good egg,” states

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Raul De Leon
Division Manager, El Paso, Texas

Brand Ambassadors



Blackstone Security guard wearing his uniform with pride.

Along with the noteworthy quote by Blackstone’s founder and CEO, Dan Swindall, “The Secret to Our Success is in Our People” Blackstone’s brand is an integral division of how we as a team will differentiate ourselves from every other security company.

Always represent yourself to those you serve (our clients) and your organization (Blackstone Security) as a whole.

Your appearance and how you look in your uniform each time you report to

your assigned location is imperative on overall customer service and brand awareness. Feel proud in the uniform you wear, and you can and will impose an effect on others as a person with authority and possibly change the mood and demeanor of others around you.

Also, a dispirited and one of my biggest “pet-peeves” is security officers wearing our uniform in poor taste. Anywhere you wear



Tracey Watt, Regional Business Development Manager, checking in with her security guards in Dallas, Texas.

our uniform, you are an ambassador to our brand. You are basically a walking advertisement for Blackstone Security. Wear it with pride!

Whether you are stopping at the local 7-11 or reporting to the branch office, remember this, the public will judge our company on presentation and representation, and seeing friendly security officers in a well-dressed uniform in or outside of the work environment can have

a lasting positive impression, or not!

In closing, when you put on a Blackstone Security uniform, you are becoming a brand ambassador and your actions will determine your success and live up to our company motto, “The Secret to Our Success is in Our People.”

New Office

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Emerald Zellers

self on finding the next challenge, “Go as big as you can, but also know when it is too much.” Appleby has a great passion for security and inspires others in the field with his energy and knowledge, making him the perfect addition to the Blackstone team.

Zellers comes to Blackstone with years of experience in the security industry as her family owns a local security company in Phoenix who is a friendly competitor of

Blackstone. Originally from Arizona, Zellers attended school in California and then traveled across country to further her career in journalism and news media. Zellers joined Blackstone in early May of this year when the opportunity arose to pursue her passion in security and business development, a career in an industry that she knows like the back of her hand and a management position that truly makes her happy. Continuing the relationships she had built in her previous job, Zellers has had many great mentors shape her into the headstrong woman she is today. Zellers has kept herself busy out in the field and has already developed a strong business strategy and a set of goals for the new office, actions that align with the Blackstone core values and making Zellers a great asset to the team.

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Hali Steen

**Officer of the Quarter
Division 32 Phoenix**



Phoenix – There are two words Blackstone Operations Manager, James Pilon uses when asked to describe Hali Steen: “professionalism” and “dedication.” Being in the security industry for 6 years, Steen is quickly rising to the top and it has been recognized by many. “Her dedication is reflected in her professionalism” at work each day.

That’s why Steen is the Officer of the Quarter for Blackstone’s Division 32 in Phoenix, Arizona.

Steen’s dedication to the sites she is assigned to is apparent and she is always professional when handling any given situation. Steen has a great sense of awareness and her attention to detail while performing her duties is “a blessing to our division,” states Pilon.

An Arizona native, Steen grew up in Glendale and truly enjoys talking with the general public. She is passionate about the security industry and loves the “good, friendly people” she has met at Blackstone. Her favorite part about working for Blackstone is the opportunity to work at various different locations as it allows Steen to interact with the public in many different areas of Phoenix.

“She is a blessing to our division.”

Truly enjoying what she does, Steen is always willing to help whenever she can and can be called upon last minute to help get a job covered.

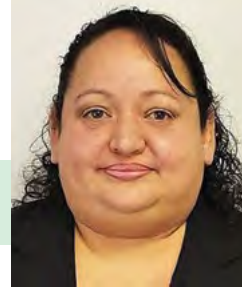
Congratulations Hali, and thanks for being a Blackstone ambassador.

“The difference between who you are and who you want to be is what you do.”

Unknown

“If you really want to do something, you’ll find a way. If you don’t, you’ll find an excuse.”

Jim Rohn



Kristy Ortega

**Officer of the Quarter
Division 53 Dallas**



Dallas – Often titled her “right arm,” Division Manager Edith Fikes could not have a better Operations Manager standing by her side. Kristy Ortega has been with Blackstone for over two years and has been a godsend to Fikes ever since she started. Ortega goes above and beyond and will do whatever it takes to get the job done. She is the ultimate team player and will cover any post when there is no one else to complete the job.

Excelling in training, Ortega helped open up numerous new sites with Fikes and made sure everyone was properly trained to work at those sites. Ortega is also a great self-starter and took it upon herself to take online courses to further her education and be of more use to Fikes and to Blackstone as a whole.

A Texas Native, Ortega grew up in Grand Prairie and Mission Texas. She has an associate’s degree in business accounting and medical billing, and graduated in the top five percent of her class.

Joining the security industry four years ago, Ortega’s favorite thing about working for Blackstone is having the opportunity to grow with the company. Ortega has been with Blackstone since the opening of the office in the Dallas-Fort Worth Metropolitan Area and truly enjoys working alongside Fikes stating, “she is a phenomenal person who has taught me a lot about this industry.”

“I will never ask you to do anything that I am not willing to do myself.”

Ortega is passionate about the security industry and proudly carries the same philosophy she has held throughout her life, “I will never ask you to do anything that I am not willing to do myself.” Ortega has done it all and would gladly step up to do it again to get the job done. She has been called in last minute and has worked overnight, weekends, and long hours. With dedication and commitment like this, Dallas is surely in good hands.

When Ortega is not standing post, she enjoys spending time with her family and son. She is an excellent baker and woodworker and even makes her own cleaning supplies such as laundry and dish soaps.

Congratulations, Kristy. And thanks for being a Blackstone ambassador.



Ralf Genz

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



El Paso – Blackstone Security Services of Texas, Inc. (El Paso) is lucky to have Ralf Genz on their team. According to his Division Manager, Raul De Leon, Genz “truly defines the meaning of work ethic as the definition by Merriam-Webster states: a set of values centered on importance of work and manifested by determination or desire to work hard.” Genz has an amazing work ethic, he is always ready to cover a post even if it is last minute. He is determined to work hard and make a difference every day and always has a good attitude on the job.

Originally from Berlin, Germany, Genz has been in the security industry for ten years. An Army veteran, Genz

“He truly defines the meaning of work ethic.”

served in the military for 22 years and has excellent leadership skills. Genz aims to be “the best, trustworthy, reliable security officer” and truly wants to help to his clients and his company feel safe.

Safe is defined by Merriam-Webster as “secure from threat of danger, harm, or loss” and this is exactly what it feels like when you are in the presence of Genz, completely secure under his watchful eye. Genz is the type of guy you know won’t leave a man behind and he’s always there when you need him, even if it is last minute.

After serving 22 years in the military, Genz describes his current security job as “stress-free” and plans to stick around with Blackstone as he enjoys working for the company and using the skills he has acquired from the military in his security duties.

When he is not on duty, Genz can be found watching his favorite soccer team, FC Bayern Munich or reading about history.

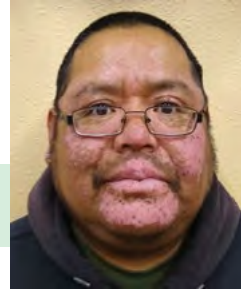
Congratulations, Ralf. And thanks for being a Blackstone ambassador.

“All progress takes place outside the comfort zone.”

Michael John Bobak

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

Vince Lombardi



Herman Chee Jr.

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



Albuquerque – Herman Chee Jr. is very dependable and always goes above and beyond his duties. Passionate about the security industry, Chee loves working with others, keeping the facility and staff safe and truly enjoys interacting with the public, which is why he was nominated for Officer of the Quarter for Blackstone’s Division 42.

Division Manager Scott Clark could not be more proud of Herman as “he is very personable, I have observed various interactions with Chee, and I see an exceedingly high level of respect.” Clark often receives positive feedback from those who have interacted with Chee on the jobsite. Chee’s professionalism and the way he handles difficult work situations makes him an outstanding role model for the other officers.

A New Mexico native, Chee grew up in Rock Springs. He has been working with Blackstone for the past seven years and doesn’t plan on leaving as he enjoys working alongside Clark who is “very understanding, if we need to change our schedule he will find a way and he always has a positive attitude.” With shared respect for each other, Clark and Chee make a strong team in the Blackstone Security Services of New Mexico, Inc. (Albuquerque) office.

“He is always ready to go the extra mile, whenever needed.”

Clark said Chee is one of his “go-to people” that he can call on whenever a new post is started or whenever one needs to be filled at the last minute. Chee is “always ready to go the extra mile, whenever needed, as I have called upon him various times when additional security was needed for various functions and in emergency situations.”

When Chee is not standing post, he enjoys going to rodeos and roping with his kids. Valuing family time, Chee and his wife Jonelle are the proud parents of five children.

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

“Someday is not a day of the week.”

Janet Dailey



Angela Thomas

**Officer of the Quarter
Division 62 Las Vegas**



Las Vegas – With client satisfaction in the security she provides being her number one goal, Division Manager Matt Clay could not have a better guard standing by his side. Angela Thomas has been with Blackstone for just under a year, but has already impressed everyone she has interacted with. She is a team player and demonstrates “excellent worth ethic, going above and beyond to ensure client satisfaction,” remarks Clay. She handles every situation with ease and patience and “has shown great customer service to all the customers at her assigned locations.”

Thomas takes pride in her work and this is why Thomas has been named Officer of the Quarter for Blackstone Division 62 in Nevada.

“She demonstrates excellent worth ethic, going above and beyond to ensure client satisfaction.”

A Florida Native, Thomas is from Panama City. She has a business degree and served in the US Army for 6 months obtaining

the rank of Private 2nd class before a medical discharge, but this has not stopped her from excelling. Thomas has been in the security industry for three years and truly enjoys the hardworking team she is surrounded by. Working together with people that are all focused on the same goal of providing the ultimate security for the general public is empowering and enjoyable for Thomas and her team.

When Thomas is not standing post, she can be found singing, exploring the latest fashion trends and hair dressing. A mother of seven, Thomas enjoys spending time with her beautiful family.

Congratulations, Angela. And thanks for being a Blackstone ambassador.

“When someone tells me no, it doesn't mean I can't do it. It means I can't do it with them.”

Karen E. Quinones Miller



**By Ken Vandiver
Corporate Training Coordinator**

Training: Does it Cost or Pay?

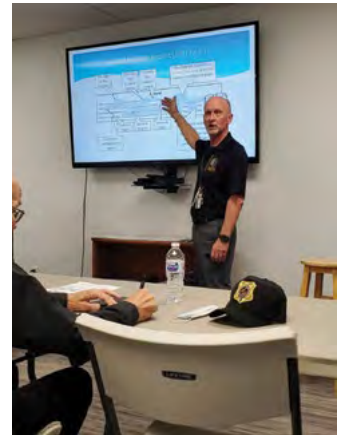
We all understand the need for training our guard force, but we regularly push this back due to time restraints on filling open shifts. Giving an orientation and onboarding new guards gives these new guards the basic information that they need to know about the operations of the company. Giving the new guards 15-30 minutes to ask questions, understand the policies and procedures, documentation requirements, and who to contact for any issues will save endless calls to operations and the front desk asking “what do I do?”

Onsite training by Supervision or FTOs gives the guards the reassurance that they understand the duties of the site and post orders to complete the tasks the client wants accomplished, not to mention the safety and emergency procedures. In addition, follow up contact is important days after to ensure the guard understands the required tasks and allows the guard to ask any questions. Should there ever be any issues with the guard's performance we default to say “they need more training”; when

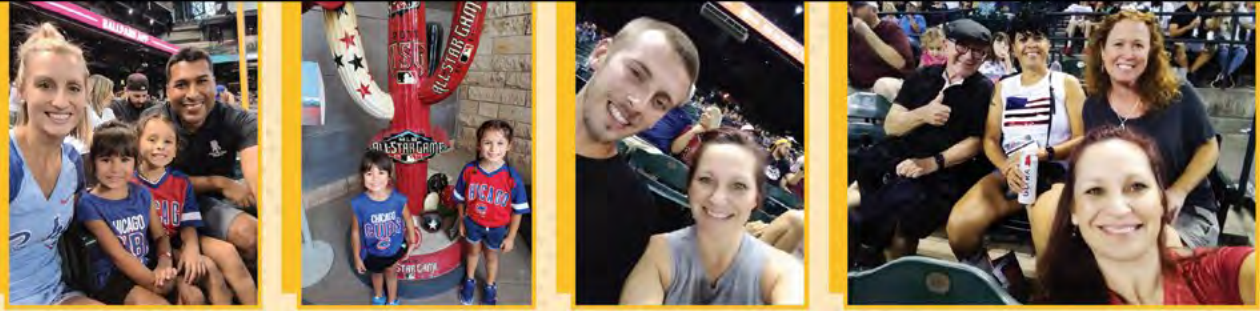
we should have trained more from the beginning. The powerful statement made by an unknown source, “inspect what you expect” couldn't be more true as I believe that we let our guards down because we don't follow up to inspect what we expect our guards to be doing. This is called good supervision.

Does Training Cost? Indeed is one of the leading career websites and they suggest that, “Training is important because it represents a good opportunity for employees to grow their knowledge base and improve their job skills to become more effective in the workplace. Despite the cost of training for employees, the return on investment is immense if it is consistent.”

It is important to make sure each of our employees knows what is expected of them. We need to be consistent in our training and follow up to ensure they understand their duties and requirements. Lastly, remember knowledge is power; and we need to empower our employees to be able to do their best work.



Corporate Training Coordinator, Ken Vandiver explaining the importance of Special Incident Reports (SIRs).



Blackstone clients attend Arizona Diamondbacks baseball 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 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!



Team Blackstone at the Annual Chili Cook Off in Sunnyslope, AZ.



Team Blackstone cooling off on those hot summer work days.



T-BEST Award Ceremony honoring Thomas Moran in Phoenix, AZ.



Emanuel Ruiz receiving extra appreciation for going above and beyond.

Meeting

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Colette Johnson, Blackstone's HR Coordinator. Mirroring the type of person Browe was, it is evident why Moran was nominated for this award. "He is incredibly genuine, humble and really funny. Mr. Moran and his wife are absolutely lovely people," recalls Johnson as she reminisces on the successful turnout of the ceremony.

There are many reasons Blackstone holds this conference each year. One of the best reasons to have this meeting is to bring everyone together from each division. Blackstone has offices in 5 different states and holds licenses in an additional 12 states. The team interacts with each other throughout the year through email and by phone, but it is really great to have everyone together for a three day conference each year.

"I was completely blown away by the generosity and welcoming vibes from all the staffers."



Mike Quattrocchi, President of the company, and Lisa Miller, Vice President of Business Development, presenting at the Annual Managers Meeting.

"The atmosphere in this conference was absolutely incredible. Joining the team in the middle of 2020, I did not know anyone from the other divisions and I was completely blown away by the generosity and welcom-

ing vibes from all the staffers. All I could think about was, 'Wow, what a great company to work for!'" says Suzy Maiers, Blackstone's Graphic and Web Designer.

Unanimously, everyone who was able to make this year's Managers Meeting seems to have the same outlook on the conference. Business Development Manager, Emerald Zellers states this conference also serves as a "great intro to the company" with plenty to learn in a fun work and extracurricular environment. Johnson furthers this thought and adds, "It's always so much more of a connection putting a face with the name and having the personal time to hear these folks' stories, backgrounds and experiences was not only

entertaining, but very informative."

With the staff all in agreement about how great and successful the conference was, the Blackstone motto continues to ring true, "The Secret to Our Success is in Our People."

There is no doubt that this conference will continue to bring everyone closer in the coming years uniting the Blackstone staff with a team stronger than ever before.

New Office

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Working together, Appleby and Zellers have been joined by Jeanne Croft, COO, and Lisa Miller, VP of Business Development, in finding the perfect office space for Blackstone to call home in Nashville. Weighing in the pros and cons of each location, while reflecting on their business strategy, there is no doubt that this team will be able to find the best location to house Blackstone Security Services of Tennessee, Inc. (Nashville).

With the time and dedication Appleby and Zellers have already put into the new Nashville office, it is no wonder Founder and CEO, Dan Swindall has had little stress about the future successes

in the Nashville office. "We have known Emerald and her family for many years and have complete confidence in her and Mason working out of the Nashville Office" remarks Swindall when asked about if he had any worries for the opening of the office across the country in Nashville. "We have enjoyed getting to know Mason and admire his courage, work ethic and attitude he has had from the second he started with us," adds Swindall. With people like this on his team, there are no questions to how the Blackstone motto came to be, "The Secret to Our Success is in Our People."

Blackstone Security is a Proud Member of:

