

The Secret to Our Success is in Our People

SUMMER, 2015

Diversity a Mission Pursued by Blackstone and SRP

SRP Inaugural Diverse Business Expo a Success

Phoenix – Salt River Project is always looking to improve its

services, community involvement and its partnerships with local vendors. One of SRP's goals is to widen its supplier base by increasing the number and diversity of suppliers. That's why the state's utility icon took another step into the future this summer when it hosted its first Diverse Business Expo.

Blackstone Security Services, Inc. was among 43 diverse businesses invited by SRP to exhibit their wares and interact with SRP's buyers and procurement personnel June 10. The event was held at the SRP's PERA Club in a "let's get acquainted" atmosphere to level the playing field a bit more when contracts

come up for bid. The mission of the SRP Supplier Diversity Team is to encourage "corporate spending reflective of the community we serve by utilizing diverse businesses." This includes small business-



Blackstone's Fred Huff (I) and Jeanne Croft (r) converse with SRP Senior Contract Analyst Brett Fuller at SRP's Diverse Business Expo.

es, minority suppliers and contractors, woman-owned businesses, veteran and service-disabled veteran

enterprises.

SRP Senior Contract Analyst Brett Fuller said the Expo was a great way to meet the full spectrum of suppliers. "We're always looking to improve our supplier base," Fuller said. "(The Expo) is a great way to support local suppliers."

SRP Analyst Michael Angulo said the Expo will be held each year in conjunction with the company's annual purchasing meetings when all hands would be present. He said the idea is to make the purchasing process more efficient to the supplier division. "Instead of cold calls the vendors are able

to meet face-to-face so the next time they see each other, they are already acquainted," Angulo said.

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Multitalented at Multimedia Art

Blackstone Security Officer is Still an Artist at Heart



Michael Randall with one of his Multimedia Art creations.

Michael Randall is a perfectionist and an innovator. He's also a patient person who pays attention to detail. Michael has needed each of these qualities during his lifetime as an artist and again as a security officer for Blackstone.

Michael is a former graphic designer for major Hollywood production studios such as Filmation and Hanna-Barbera where he did the title work on popular animated productions such as Fat Albert, He-Man & Masters of the Universe and The Lone Ranger.

He found those jobs after graduating from The Art Center in Los Angeles, one of the premier schools of its kind in the world, where he studied illustration, advertising design and film. "When I applied for the school I did not expect to be accepted," he said. "I was living in Baton Rouge at the time and did not hesitate to move to



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POST ORDERS

Dan Swindall, President & CEO

Employees: Blackstone's Most Important Commodity

No doubt that anyone who has been with the company any length of time knows that our catch phrase is "the secret to our success is in our people." That is not an idle statement meant to convey a false sense of value to our employees. The intent behind those words is important, because without an honest intent, they are just empty words. Showing appreciation for our employees and their efforts is nothing that hasn't been said before, but some things bear repeating.

I informed our district managers earlier about a renewed push to develop and maintain programs that encourage and reward our employees for their efforts in the field. Here is the text of that email:

With so many accounts coming on board, I want to make sure that no one loses sight of one of the main commodity that is important and stands out for our company.

That commodity is "our employees!"

Blackstone employees are professional, customer service oriented, well trained and ensure they do the best job possible for our Clients.

With this in mind, we are forming an Employee Satisfaction Team (ESAT), beginning at the corporate level, to:

- Make a list of benefits we currently provide our employees and establish how to relaunch those so all employees are aware.
- Once established an Email will go out to all of you with the information and how we propose to the relaunch these benefits to all employees
- Then we want to add to that list, ensuring that it spreads across the company even though we are in several states.

Blackstone is committed to maintaining the connections we find to provide these services (so assigning various management staff to be the contact with the "vendor") to our employees and evolve as we move forward, changing with the times. However, to accomplish this a commitment from management in the District Offices is necessary. Research will be necessary for ideas and benefits that can be added so no Blackstone employee, no matter what site they work, will be left out if they choose to participate. Please be thinking about this and feel free to make some connections if you deem appropriate. Laurie Suppes is heading up this effort so reach out to her if you have questions.

Your commitment to our employees is noted and appreciated!

"Your number one customers are your people. Look after employees first and then customers last."

-Ian Hutchinson, author of People Glue



Accuracy is the key!

Reporting Standards

By Tony Browe, Houston Area District Manager



Houston – I watch "The Simpsons" or at least I used to on a regular basis. One of my favorite quotes from the show is when Ralph Wiggin, the son of the Chief of Police, looks at his Report Card and says "Me fail English? That's unpossible!" (For the record I just laughed right now thinking of it)

Not everyone has English as a first language...and even when English is their first language it doesn't mean it's the same English that everyone else uses. My wife is from England and trust me, there are many times in the past I've had to ask for clarification on something she said. Obviously since we live in the United States and almost always communicate in English, as do our clients, client representatives, and clients' visitors, it is important that we use the best form of English that we can. No one is going to get mad or punish you for failing to be picture perfect in your grammar, punctuation or spelling. However we do ask that you take the time to do your best. If English is not your first language it may be in your best interests to purchase a pocket-size, multi-language dictionary such as Spanish to English.

It's always helpful to carry a pocket-size notebook with you on patrol to jot down any details of things you see and note the exact time of the occurrence. Then you can take your time when you return to your station and fill in your Duty Log neatly and accurately (Remember that any notes taken while on duty even in a personal notebook can be subpoenaed as evidence).

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BLACKSTONE *SECURITY*

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"This is all about the opportunity for suppliers to get a seat at the table and compete for bids on their own merit."

Blackstone Executive Vice President Jeanne Croft attended the Expo along with Fred Huff, Blackstone Quality Control Manager. Croft said it was a natural fit for Blackstone to attend the Expo because it shares SRP's dedication to diversity. "SRP wants its corpo-



Blackstone Executive VP Jeanne Croft (c) and Quality Control Manager Fred Huff (r) chat with a patron at SRP's Diverse Business Expo.

rate spending to reflect the diverse businesses in its communities," Croft said. "And we want our hiring to reflect the cultural composition of the communities we serve."

C r o f t said the Expo was a dynamic event and

thanked SRP for giving the attendees an opportunity to put their best foot forward. "Blackstone fully supports this Expo and we'd like to see it grow in popularity and participation," Croft said. "This was also an opportunity for the exhibitors to mingle and get to know each other. You can never tell when we might be able to exchange services."

About SRP

SRP is the oldest multipurpose federal reclamation project in the United States. Serving Arizona since 1903, SRP is one of the nation's largest public power utilities. SRP provides power to more than 984,000 retail customers in a 2,900-square-mile service area. SRP's water business is one of the largest raw-water suppliers in Arizona. It delivers about 800,000 acre-feet of water yearly to a 375-square-mile service area and manages a 13,000-square-mile watershed.

(Source: SRP website)

Reporting Continued from Page 2

Accuracy is as important in writing your reports as it is in anything and the same goes for your timesheets. Let's start with your Duty Log by offering a scenario:

You leave the guard shack on patrol at exactly 0134hrs. While on patrol you spot two individuals jumping the fence leaving the property with a box at 0140hrs. You immediately call the police, dispatch and client. You return to the guard shack at 0145hrs so you can open the gate for the police and/or your supervisor. The police take your report, put out a description, and another unit finds and arrests the two suspects. Eventually a court date arrives and the lawyer for one of the suspects calls you to the stand to discuss what you saw, and how you reported it. He asks you to explain why your report says "0100-0200hrs - On patrol. Saw two suspects at 0140hrs jumping fence on north side of perimeter next to fire hydrant on Elm Street. Further details in Incident Report." You verbally explain in great detail what you saw and when, you give a fantastic testimony and feel like a star witness. Then the defense attorney shows a portion of the CCTV video which shows you sitting in the guard shack from 0100-0130hrs when you finally DID actually leave to go on patrol. He asks that since your reporting is obviously inaccurate and falsified, either intentionally or accidentally is regardless, that your written Duty Log be dismissed as evidence. Now that the written account of events has been dismissed, and you swore it was true, your verbal account is called into question.

Is this a fictional account and unlikely to happen? When I was the general manager of a security company in Detroit that exact scenario DID happen. The two suspects both entered a plea deal before the end of the case with both receiving 40 hours of community service instead of the punishment they deserved as repeat offenders. The district attorney became desperate for a conviction, and since they lost all of the testimony of the security guard they were willing to make a silly deal.

Always remember that the number one function of a security guard is to OBSERVE & REPORT. Your first duty above all else is to be a good witness. Observe your area of operations and report what you observed in accurate detail in regards to the six elements of a good report:

Who, What, Why, When, Where, and How.

United for Change

EVETERAN'S CORNER

Help Nonprofit Organization Help Homeless Vets



Phoenix – Homeless Veterans in greater Phoenix are getting some much-needed help from a nonprofit service organization.

United for Change is a nonprofit organization founded to assist homeless Veterans. The Veteran Furniture Center is a program begun by UFC Founder Barb Sesate to help homeless Veterans transition from living on the street to housing by providing them with furniture and other household items.

Sesate said she was compelled to take some type of action to help Veterans. "I saw homeless Veterans and I knew I had to do something to make a difference," Sesate said. "It is a travesty that these Veterans who are willing to lay down their lives for this country are sleeping on the street."

Barb Sesate See VETERANS Page 6





Edgardo Martinez

Officer of the Quarter Division 32 - Phoenix

Phoenix – To say Edgardo Martinez is a man of few words would be an understatement. The most he will say about being selected as Blackstone Officer of the Quarter for District 32 in Phoenix is that he will go anywhere. He has and that's good enough for Blackstone Operations Director Ken Vandiver, who is more than happy to sing Edgardo's praises.

Vandiver said the 20-year security veteran has worked several sites since he was hired almost five years ago. Edgardo's versatility was put on display because some sites required at-

"Edgardo has proven himself to be a dedicated employee and team player who never turned down a request to cover a shift."

tentive customer service while others required more of a strong disposition. "Edgardo has proven himself to be a dedicated employee and team player who never turned down a request to cover a shift," Vandiver said, adding that Edgardo has taken off sick a total of 10 hours in more than four and a half years. "This is unheard of in this field of work," Vandiver said. "Thank you for your continued hard work that you provide for our clients and Blackstone Security."

Congratulations Silent One, and thanks for being a Black-stone ambassador.





Juan Gutierrez

Officer of the Quarter Division 42 – Albuquerque

Albuquerque, NM – When security officers elicit high praise from federal agents and local law enforcement, they must be doing something right. Such praise is rare to say the least, yet that is exactly what happened to Blackstone's Juan Gutierrez. And it is a major reason why Juan is Blackstone's District 42 Officer of the Quarter.

District Manager Shana Kohlman said Juan was selected for Officer of the Quarter after receiving an excellent review from a client and groom of a wedding Juan worked in Bernalillo. She said the groomsman called and left a message that he was very happy with the security he was provided, noting Juan's professionalism. "He stated that someone should give Juan a big pat on the back because he was very happy," Kohlman said. "His wedding was full of federal agents and police officers all of whom commented on how





Avery Garrison

Officer of the Quarter Division 52 - El Paso

El Paso, Texas – Avery Garrison has been selected Blackstone Officer of the Quarter for Blackstone's District 52 in El Paso. A native of Pulaski, Tenn., Avery has been in the security industry one year, but she is well-suited for the job. She likes controlling her situation and does not enjoy the confines of an office. She said Blackstone gives her opportunities to do both and that's what she likes about the company. "I enjoy being in charge and being able to run my site independently," she said. "And staying out of the office while still being a team player."

Blackstone District 52 Manager Vanessa Polanco said she selected Avery because she saw a lot of the same qualities as she had when she was standing post. "We never forget where we come from,"

"There were lots of interviews for the position and the client chose Avery. I was very proud of her. Her success is our success. I am very happy she was chosen."

Polanco said. "I was a guard with great potential, loyal and eager to be a part of a great team to support me. I saw that same drive in Avery, so we brought her onto our team."

Polanco said there was a supervisor's position open at a major client's site and recommended Avery. "There were lots of interviews for the position and the client chose Avery," Polanco said. "I was very proud of her. Her success is our success. I am very happy she was chosen."

Avery said every day is different on the job and she enjoys that. Her philosophy on security is simple and to the point, but reflects the insight of a 20-year security veteran: "You are only as secure as your sense of awareness of your surroundings," she said.

When Avery is not standing her post, she enjoys spending time with her kids, reading and playing strategy games.

Congratulations Avery and thanks for being a Blackstone ambassador.

"What I like most about Blackstone is the opportunity they gave me to show my work ethic and how they take my concerns and knowledge into consideration."

professional Juan was and how well he represented Blackstone."

Juan is a five-year veteran of the security industry. He has served one year with Blackstone and has sustained the same

level of excellence since he joined the company. He is a native of

See JUAN GUTIERREZ Page 5





Patricia Benoy

Officer of the Quarter Division 53 – Dallas

Dallas – Pat Benoy is the consummate security professional. The 20-year veteran of the industry simply goes about her job and does not talk much about it, even though she excels at it. She is just the type of employee a security company needs when opening a new office, which is what Blackstone did in the greater Dallas/Fort Worth area this past year. That's why Pat is Blackstone's Division 53 Officer of the Quarter.

Dallas District Manager Bobby Holley says Pat was a team player from day one with Blackstone five months ago. He said Pat began working her current site four years ago with other companies but stayed on when Blackstone was awarded the contract. "Although she has been with Blackstone for only a few months, Pat has extensive knowledge of the site and the client's staff," Holley said

A native of Garland, Texas, Pat says what she likes most about Blackstone is that the company cares about employees. When asked what she likes most about her job, she responded, "Making sure people are safe." She said her philosophy on security and a person's right to feel safe is that it is "very important." She's a woman of few words.

"She has never er refused to assist in any situation to further the team's reputation."

Holley tells a story about Pat being initially assigned to a construction gate where she waded through mud and water to get to the vehicles to process the personnel onto the site. Since then a new facility has been installed that is operational 24 hours a day. Pat has taken on the responsibil-

ity of enforcing cleanliness and maintenance issues with all persons working the location as well as maintaining the site vehicle on her own. Holley said Pat has stepped up and assumed these responsibilities on her own because in her words, "It had to be done."

"Pat demonstrates the qualities we seek in our security officers," Holley said. "She has never refused to assist in any situation to further the team's reputation."

Pat and her husband, Stephen, have a daughter, Brandee. When she is not enjoying her family or protecting client property, Pat relaxes by reading and is something of an artist.

Congratulations Pat and thanks for being a Blackstone ambassador.





Yolanda Shoals

Officer of the Quarter Division 54 - Houston

Houston – Congratulations to Yolanda Shoals for earning Officer of the Quarter honors for Blackstone's District 54 Houston Office. Yolanda, who is a site supervisor, was a guard working for another company when Blackstone assumed responsibility for the site.

"During the transition Yolanda showed a real willingness to help," said Blackstone District 54 Manager Tony Browe. "She also demonstrated the intelligence and savvy to help make the move from the previous company to ours a real success."

Browe said he had to replace the entire team at Yolanda's site and she stepped up and accepted a "But Yolanda has really showed how much she cares about being part of a successful team and I am very appreciative of all she has done."

promotion to site supervisor to lead the new team forward. "I am very fortunate to have been able to hold on to so many good staff, and this was a tough decision," Browe said. "But Yolanda has really showed how much she cares about being part of a successful team and I am very appreciative of all she has done."

Yolanda is a Houston native who enjoys reading and watching movies when she is not on the job. She likes Blackstone because she feels Blackstone is "extremely fair, cares about staff and follows through on everything it says."

Congratulations again, Yolanda, and thanks for being a Blackstone ambassador.

Juan Gutierrez Continued from Page 4

Los Lunas, N.M. "What I like most about Blackstone is the opportunity they gave me to show my work ethic and how they take my concerns and knowledge into consideration," Juan said. "What I enjoy most about my job is working special events and the family oriented environment."

Juan said security is necessary for business owners' peace of mind. When he is not impressing the public with his security skills, Juan enjoys computers, riding motorcycles, fishing, hunting and visiting the gun range.

Congratulations Juan, and thanks for being a Blackstone ambassador.

"We are what we repeatedly do. Excellence, then, is not an act, but a habit" - Aristotle

"To win in the marketplace you must first win in the workplace." - Doug Conant, CEO of Campbell's Soup

"The way your employees feel is the way your customers will feel. And if your employees don't feel valued, neither will your customers." – Sybil F. Stershic

Artist at Heart

Continued from Page 1

Los Angeles. When I finished at the Art Center I entered the film industry and was there for 19 years before spending another couple years at television studios."

Michael says the reason why he left the film studios was technology. Computers were introduced to the industry so Michael and a number of his former co-workers were let go. "I still look up some of my classmates on the Internet and they have been replaced by

technology," he said. "There are no more hand illustrators. Almost any commercial artwork for movies is now done on computers."

This is where the innovative side of Michael comes into play. He moved to Arizona in 1985 and was totally taken by the Sonoran Desert. "That's where I get most of my inspiration," he said. "I love the desert." Michael was also inspired by Native American Art and developed his own original art form called Multi-Media.



Multimedia Art by Michael Randall

"Multimedia is a form of sculpture that is influenced by Native American Petroglyphs," he said. Michael's creations are made of clay and Popsicle sticks that he gets at Michael's and matt pins from Staples. He transforms these into miniature, multi-dimensional sculptures. Each one is hand-painted. "I use all kinds of materials, anything I can find," he said. "I've always tried to be a little different. I've never liked to take the same path as others."

Michael's creations can be seen at the Sunnyslope Art Walk

in June and October, an event he says is the best art walk in the state. His work is also for sale at the Hive and the Unique Boutique in Phoenix. His artwork is still evolving. "I've worked on numerous pieces that focus on the desert and its wildlife," he said. "The past two months that's been the direction. I did one piece recently that's a desert arroyo with orange desert poppies. That's hand-painted too."

The Air Force Veteran

says that even if people don't buy your art pieces, a compliment can go a long way. "Artists work on ego so if someone reacts and says they like your work, that makes your day," he said.

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Veterans Continued from Page 1

The daughter of a World War II Veteran who fought in the Battle of the Bulge, Sesate formed UFC in 2009 and dedicated it to helping Veterans. A short time later she organized the Veteran Furniture Center to provide furnishings to Veterans who recently found housing. In many cases, the apartments these Veterans are housed in are unfurnished. To date Sesate said UFC has provided furnishings to 1,436 male and female Veterans.



A number of military campaigns are represented by her clientele including Operation Iraqi Freedom, Operation Enduring Freedom, the Korean War and Vietnam. Sesate said she even had a couple World War II Veterans visit the Center. "One was 90 years old and living in his Van," she said. "We have youngsters come in and families come in. It's very, very sad."

Sesate said she had a young female Veteran come in recently with a

3-month old baby. "She had just gotten housed in an unfurnished

apartment," Sesate said. "Someone had given her a crib for the baby but she was sleeping on a blanket on the floor." Sesate said she does not ask any personal questions when a Veteran comes to the VFC. All they need is proof of service such as a DD214 form and a lease dated within the past 30 days.

Sesate said UFC works with transitional housing facilities for homeless Veterans such as U.S. Vets and MANA House (Marines, Army, Navy & Air Force). She serves on the Veterans Advisory Council for Congresswoman Kyrsten Sinema, the Executive Committee for Arizona Standdown, the Advisory Committee for MANA House and she serves as secretary for the Arizona Chapter of Veterans of the Battle of the Bulge.

UFC has been named by the Arizona Republic as one of the top five Veteran's service organizations in the state to donate to. "One hundred percent of all donations go directly to Veterans," She said. "Not to administrative costs or salaries." Sesate is an unpaid volunteer. When she's not at the VFC, she earns a living selling dash covers and custom seat covers for cars at Leo's Dash Covers at the Mesa Marketplace.

The VFC needs all types of furnishings and kitchenware. They do pickups or you can bring donations to the Center. The VFC has grown over the years and is now housed in a 10,000 square foot warehouse at 2319 W. Holly Road in Phoenix. The Center can be reached at 602.303.6112. It is open from 9 until 2 p.m. Tuesday through Thursday.

Maintaining an Award-Winning Form

Blackstone Supervisors Stay Sharp with Refresher Training

Phoenix - Thoroughbred horses stay in competitive form by running. You can see them at all the best racetracks in the country. World class athletes stay in shape by practicing their craft. They can be seen at the Olympics, the Super Bowl and Wimbledon, among other high-profile sports venues. And Blackstone Security maintains its award-winning, nationally recognized form by training its supervisors who pass that knowledge along to its guard force. You can catch them standing post at some of the most coveted client sites throughout Arizona, Texas and New Mexico.

Blackstone supervisors are given refresher training a minimum of twice a year to keep them

on top of developments in the industry and review their performances to improve client service and employee relations. "These are mental refresher courses to keep supervisors abreast of customer service performance and issues that have arisen since the previous training session," said Blackstone Phoenix Operations Director Ken Vandiver. "That includes their fiscal responsibilities, dealing with clients and the guard force. This is a good exercise and we'll do this as often as we can without disrupting service."

Houston District Manager Tony Browe said the training is valuable because it keeps motivated. supervisors "Good leadership is invaluable," Browe said. "We all get complacent from time to time no

matter where you are in the corporate structure. Ensuring supervisors are receiving refresher training allows them to become re-energized and refocused on their duties."

Browe said the refresher training given to supervisors eventually trickles down to the employees they supervise. "By making certain that supervisors have knowledge of the latest trends in crime, securi-



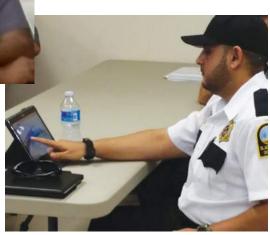
diver leads supervisors and patrol drivers in a refresher training class.



Patrol Driver Steve Erickson listens intently during refresher session.



Patrol Driver Leotis Wells.



Field Training Officer Gasan Issa follows instructor Ken Vandiver on his mobile device.

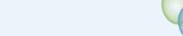
ty procedures, and laws we can more easily pass that knowledge on to the guard force," Browe said. "This is just one of the many ways we are able to maintain the "Blackstone Edge."

Dallas District Manager Bobby Holley said refresher training for all security personnel is a must. "The only way to remain at the top of your game in the security industry is through continued education," Holley said. "This includes something as simple as a roundtable session with management and other supervisors to discuss previous issues encountered, to out-of-the box solutions used to accomplish the mission." Holley added that supervisors are expected to react immediately to such a wide variety of situations, it is essential that solution-based information is shared on a regular basis. "This allows supervisors to convey solutions to the guard force rather than asking them to wait until management can be contacted," Holley said.

Vandiver said knowledge is useless, unless it is shared. "Training updates are instrumental in keeping supervision, patrol drivers and field training officers up to date on all changes to client needs," Vandiver said. "We all know the only thing constant with security is change. So in the end, constant training and a fluid information process is the backbone of getting client needs to supervision and down to the guard force."



Happy Anniversary!





EMPLOYEE ANNIVERSARIES

Ten Years

Jerry L. Snyder

Eight Years

Franklyn Roberts

Seven Years

Daniel M. Hernandez

Six Years

Michael R. Randall Joseph E. Sojack Kenyatta J. Williams

Five Years

Diane Gonzalez Brian L. Wallace Luis M. Salas Richard Washington Jack L. Thurston

Four Years

Daniel S. Calderon David Lopez
Michelle Chatham Zesbel Martinez
Steven P. Erickson James P. Pilon

Three Years

Gerald J. Pieruccini Shirley M. Wood

Two Years

Damien N. Davis Anthony Nicholas Lawrence George Edward T. Risley Jeremy Mirabal Stephen A. Turney

One Year

James F. Bellone Emery Jackson Cody Kendrick John A. Boatman Lana J. Callen Kimberly Kennedy Kimric Carr Don Kirkpatrick Warren Lee, Jr. Brenda Cavanaugh Mose Clark Lucinda Merritt Tyson Clark Donovan Singer Robert Thomas III Kevin Cody Samantha R. Crespo Aaron Thompson Steven Gonzales Audrey Tortez James Henderson Lance Turner Benson White Jose L. Hernandez

Artist Continued from Page 6

Michael got into security because it seemed like stable work. That was six years ago when he applied at Blackstone. He says there is symmetry between the skills he's learned as an artist that make him a better security officer – patience and attention to detail.

"Definitely patience. An artist and a security officer both need patience whether you're working on a project or dealing with people," he said. "Both need to pay attention to detail because art and security are about details. Being at a site where there's no one else but you and you must perform your duties. That requires some patience. My site right now is in the desert and the desert inspires me. I've always loved the desert. It's physical work and you're dealing with desert wildlife but I really enjoy it."



Lights, Camera, Action!



Surprise!



Quiet on the Set!

Blackstone Security is a Proud Member of:













