The Secret to Our Success is in Our People

WINTER, 2017

Keeping Students Safe at School

"Sarge" Maintains Order, Safety in the Halls of Newcomb High School

Gallup, New Mexico – The students here call her, "Sarge." The school principal calls her "outstanding," and her supervisor calls her "dependable and personable."

She is Blackstone Security Officer Virginia Tsosie, and she has mastered one of the most challenging posts that any law enforcement or private security officer can draw as an assignment – high school security.

At a time when school districts across the nation are turning up the volume on student safety by hiring private security officers to supplement sworn school resource officers, Officer Tsosie has mastered the art of transitioning from standing a post to operating in an educational environment. Educational

environments are the most difficult for any security personnel because besides protecting students from lethal incursions, you must be able to distinguish a disciplinary problem from criminal activity.

Tsosie, who lives and works in the Sheep Spring community she serves, has gained the respect and admiration of both students

and staff at Newcomb High School, on the Navajo Reservation.

"She's just an outstanding community member and security guard," said Newcomb High School Principal Tamera Allison. "What makes her effective is she helps us enforce school policies and she's very courteous with students. The students know and respond to her. Even the high school boys listen to her because they respect her."

That respect is reflected in the nickname students gave Tsosie. "Someone called me "Sarge" one day and it stuck with me," Tsosie recalls. "They've

called me "Sarge" for about eleven years now."

Tsosie, who was Blackstone's Officer of the Quarter for the

See SARGE Page 6



Virginia Tsosie keeps a watchful eye as students pass in the hall.

The Secret to our Success is in Our People

Richard McKay's Courageous Act Rescues Client's Employee's Wife; Nabs 2 Illegal Immigrants



Richard McKay

El Paso, Texas – What began as a normal, quiet evening at work for Blackstone Security Officer Richard McKay suddenly took on the characteristics of a potentially out of control situation that is indicative of the fine line private security officers must sometimes walk to protect themselves and the people who patronize the facilities they protect.

It also emphasized the fact that the security guard is a true first responder.

At about 9:30 p.m. on Dec. 14, 2016 McKay's quiet evening at his post guarding a warehouse near the Mexican border got dicey. A frantic employee rushed up to his post seeking his assistance. McKay doesn't speak Spanish and had to find someone to translate. The em-

ployee said his wife was being threatened by two men while she waited for him in their vehicle, a black Ford F-150. The men, who suddenly appeared out of the darkness, had tried to force their way into the truck and threatened to "pull her out" if she did not open the door. As per procedure, McKay called his Blackstone supervisor David Garcia who instructed him to call the sheriff's

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POST ORDERS

Dan Swindall, President & CEO

Private Security being Tapped to Help Keep Schools Safe

Those of us who have been paying attention for the past two decades have seen school districts and college campuses beef up security with everything from armed law enforcement to armed staff. This is not a phenomenon that is characteristic of a single region, it's coast to coast.

But with it comes inherent concerns. The problems with arming staff is liability and training. Just because someone can shoot a gun, does not mean that person has the judgement to know when to shoot.

The concern with law enforcement or school resource officers is one of tolerance and cost. So, school districts are turning to the next best alternative – unarmed private security guards. Private security companies, Blackstone included, have provided security after hours for buildings and bus yards. But, as indicated by the feature article about Blackstone Security Guard Virginia Tsosie (Page 1), school districts are taking a hard look at bringing private security guards inside the schools during school hours. Some school districts already have.

This can be a game-changer. Just because you are a good cop or a good security guard does not mean you can operate in an educational environment around students whose hormones are raging out of control. There have been a number of reports and incidents caught on cell phones, of trained school resource officers getting physical with students and losing their jobs.

One of the most difficult decisions a resource officer must make is determining a disciplinary problem from criminal activity. Disciplinary problems are in the realm of instructional staff.

Officer Tsosie has successfully taken on this responsibility without any assistance from a trained school resource officer, and in many cases in the absence of a prompt response from an understaffed Navajo Nation Police Department. You can say Security Officer Tsosie is ahead of the curve because she's been doing this for 11 years.

This trend may signal the next opportunity for private security. School districts are in a perpetual budget crisis and private security guards are more economical than sworn law enforcement officers. The role of the private security guard in most cases is to be an extra set of eyes and ears for the resource officer, to observe and report. It would be more budget-wise to hire one or two private security guards to assist one school resource officer than to have several sworn police officers.

When that happens, Blackstone will be ready. We are looking at a training course provided by the National Association of School Resource Officers that will prepare private security guards for service inside the school buildings. School resource officers are also educators and counselors. There are some of those same course offerings in the curriculum.

As this new frontier continues to open for private security, we must always keep in mind that: just because you're a good security guard, does not mean you can operate in an educational environment. We will be ready.

Walk the Walk



Command Performances begin with Commanding Attitudes

by Scott Clark

Gallup, NM – Each of us has an opportunity and obligation to mentor each other constructively whether an experienced, well trained, and problem-solving veteran like me (THE OLD GUY) or a new recruit, cadet, Explorer or volunteer. All security personnel are able to 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 (easy on the war stories) and the younger generations can help with things such as technology (patience, as I need to be shown a few times for me to catch on).

Command presence is 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.



Scott Clark

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BLACKSTONE *SECURITY *

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Blackstone Security Services, Inc.® Featured in Landmark Video Project by the Better Business Bureau

Phoenix – Blackstone Security Services, Inc.®, a leader in providing private security guard services throughout the Southwest, is the subject of a landmark video project that signals a new beginning in the way the Arizona Better Business Bureau features its accredited businesses.

BBB Video Producer Jake Roberts said he wanted to break away from the previous format which was more like a long commercial for a company rather than telling a company's story. "I wanted something that would really tell the story of the company from the beginning, through accreditation to where the company is today," Roberts explained. "I wanted something that would tell people who the business owners are and what they wanted to accomplish with

The two-and-a-half-minute video tells the Blackstone story as seen through the eyes of
President and CEO Dan Swindall, a U.S. Air Force Veteran who
founded Blackstone in 1993 with \$500 and his kitchen table for a
desk. Blackstone now has offices in Phoenix, Tucson, El Paso, Dallas, Houston, Albuquerque and Gallup, New Mexico. Blackstone
also delivers services in California and Colorado. In 2013, 2014
and 2016 Blackstone made the list of the 5000 fastest-growing private companies in the nation compiled by Inc. Magazine. In 2012,
Blackstone became, and remains, the only private security company
in Arizona to win the BBB's Torch Award for Business Ethics.

"We've had a wonderful relationship through the years with the BBB," said Swindall, who has served on several Torch Award selection committees and a BBB Best Practices Panel. "To be accredited by the BBB tells the public you have professionalism, ethics and integrity. Good qualities to be known for if you're running a business."

Swindall says in the video that as soon as he started Black-

stone, he reached out to the BBB. "Their training classes and their skill sets they shared with me were invaluable," Swindall says. "That's why if you're going to start something fresh, a new business, new idea, go to the BBB and they'll help you out."

Roberts said the series is called "My BBB Story" for a reason. He highlighted the fact that Blackstone is an accredited business and what that means. "It's an effort to show people that they've heard about accreditation from the BBB, this is what it is," Roberts said. "Here is this great company that has a great busi-



Blackstone President Dan Swindall (r) is interviewed by BBB Video Producer Jake Roberts.

ness philosophy."

Roberts said because Blackstone was the first company to participate under the new format, he took pride in the result.

"Blackstone was the guinea pig for the new format and I couldn't be more pleased with how it turned out," Roberts said. "If you look at the previous format and look at this one, there is more storytelling going on. If you want to know a company's products and services, go to their website. But if you want to know who they are, watch the video at https://youtu.be/x0sTflKMAuc."

Blackstone is a Certified Veteran-Owned Small Business (VOSB) that has a veteran-hiring initiative in place. Blackstone has been rated a top veteran-owned business for the past four years by the Phoenix Business Journal.

Patriots Ball a success

EVETERAN'S CORNER

Fundraising Fete Scores for Veterans

Phoenix – A crowd estimated at about 300 people turned out for the Second Annual Southwest Veterans Foundation Patriots Ball, held this past fall at the Double Tree Resort in Scottsdale. For the second consecutive year representatives of Blackstone Security Services, Inc.® turned out to support the event.

Blackstone is a Certified Veteran-Owned Small Business (VOSB) President and CEO Dan Swindall served in the U.S. Air Force.

The Ball is a fundraiser to help pay for higher education oppor-

tunities for Veterans and the dependents of Veterans disabled or killed in action. Proceeds from the Ball also fund grants to local non-profit groups that help Veterans obtain social services.

Planning Committee Chairman David Linhart said the event raised more than \$24,000, up from the more than \$15,000 in 2015, its inaugural



Blackstone's Bobby Holley, a Veteran, and wife, Sue, enjoy themselves at the Patriots Ball.

See PATRIOTS BALL Page 4



Paul Harris



Officer of the Quarter Division 53 – Dallas

Dallas – Paul Harris is a man of few words and plenty of experience. That combination has helped the 15-year security veteran to be name Officer of the Quarter for Blackstone Security Service, Inc.'s Division 53 in Dallas. Paul has been with Blackstone for 10 months.

The Dallas native has an Associate's Degree in business from Grayson County College.

We say Paul is a man of few words because it's true. We asked Paul what he likes most about Blackstone: "Great leadership, good post."

We asked Paul what he likes most about his job: "Good post and good co-workers."

Then we asked Paul about his favorite Hobbies: "Fishing and working on cars."

Paul opened up a bit when we asked him about his philosophy on security: "A security officer taking pride in their job, taking care of people and property."

Paul's Boss, Division 53 Manager Shane Brown offers a little more insight into this outstanding security officer. "Officer Paul Harris is being nominated because of his communication skill, willingness and ability to do his job in a professional manner whenever he is called upon," Brown said. "Since his hire date, Officer Harris has demonstrated that he is a team player. He is an asset!"

You don't have to say much when your boss is saying things like that about you.

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

Patriots Ball

Continued from Page 3

year. Linhart, who is also the president of the Glendale Chapter of the Southwest Veteran's Chamber of Commerce, said planning



"Blackstone's Art Gissendaner, a Veteran, (I) poses with former NFL great and Hall of Famer Nick Lowery, who emceed the event"

is already underway for this year's Ball, which will be from 6 to 11 pm Saturday, November 4, 2017 at the Scottsdale Resort at McCormick Ranch.

Former NFL great Nick Lowery will reprise his role as emcee. Lowery is a Hall of Fame member, and the former placekicker for the Kansas City Chiefs is the leading scorer in franchise history.



Richard McKay



Officer of the Quarter Division 52 - El Paso

El Paso, Texas – Richard McKay is a non-nonsense kind of guy who is not afraid to step out of the "observe and report" security routine and become a true first responder to help someone who is in imminent danger (See page 1).

Those qualities are the reasons Richard is the Officer of the Quarter for Blackstone Security Service, Inc.'s Division 52 in El Paso, even though he has been employed at Blackstone for about three months of his 2 ½ years in security.

An El Paso native, Richard spent two years as a guard in a detention center before getting into private security. He attended Kaplan College where he took courses in criminal justice.

David Garcia, Blackstone's, El Paso account manager, said Richard is a valued member of the Blackstone El Paso team.

"Officer McKay takes pride and ownership in the site he is assigned to," Garcia said. "He keeps me informed at all times and is very dependable. He is flexible and is always willing to cover other shifts when needed. He also provides recommendations to assist with improving sites."

Richard has been with Blackstone only a few months so he does not know what he likes most about the company, but he likes what he's seen so far. "For the short time I've been employed with the company what I like most is they are flexible with my hours," he said. "In my short time with the company I have met friendly staff, officers, and even the office staff are friendly as well."

Richard was eager to say that what he enjoys most about his job is his assignment, and thanked Garcia. "Mr. Garcia placed me at a site where the employees are friendly with a friendly environment," he said. "The client's employees and staff are friendly. I enjoy being around everyone at my site."

Richard's philosophy on security is a commitment to protecting others and their belongings. The feeling that one person's personal property is safe and secured," he said. "And knowing that one person that has a badge can make someone else feel safe."

When Richard is not making clients feel safe, he splits his time between the shooting range and going to car shows with his daughter, that he "loves to death!"

"Officer McKay displays true professionalism and stands out above his peers," Garcia said. "He ensures the Blackstone mission is always met and exhibits what a professional security officer should be."

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

"The pessimist sees difficulty in every opportunity. The optimist sees opportunity in every difficulty." Winston Churchill



Sabrina Taylor



Officer of the Quarter Division 54 - Houston

Houston - Congratulations to Sabrina Taylor for being named Officer of the Quarter for Blackstone Security Services, Inc.'s Division 54 in Houston, Texas. Don't let her name or her disarming smile fool you. Sabrina is as effective a security officer as they come. Sabrina is a Site Supervisor and has been excelling in the security industry for five years. The Houston native has been with Blackstone less than a year.

Sabrina looks at Blackstone as a love affair rather than a job. "I love this company so far," she said. "Every promise has been kept, communication is very open and safety is constantly being stressed. My boss is awesome and I work with a good team on a good site."

Division Manager Tony Browe says Sabrina is a great worker who does exceptionally well with clients, especially new clients.

"I brought her in to work a site for a new client and she did a great job," Browe said. "Another new client came up - a big job and I moved her over there. She has been great and the client has stated how much they trust and rely on her. She is always ready to

Sabrina's philosophy on security is simple: "If you work hard to get what you have then no one has the right to interfere with your success."

When she is not protecting clients' properties, Sabrina says she enjoys watching movies and spending time with her family.

Congratulations, again, Sabrina, and thanks for being a Blackstone ambassador!

Even When You Stand a Post, it's Still a Holiday

Dallas - The holidays are over but that's no reason not to

recognize pervisors who go above and beyond in making their people appreciated. Crime nev-



Myeshia May Johnny South

er takes a holiday so law enforcement and some private security must spend time away from family and friends to protect property and the members of the public who patronize those businesses.



Shane Brown, Ljubica Tadic

But it's still a holiday. And Blackstone Operations Director See HOLIDAY Page 7

Think local. Buy local. Be local.

Blackstone Joins Local First Arizona

Phoenix - Blackstone Security Services Inc.® has joined Local First Arizona, a non-profit organization that advocates for independent, locally owned businesses. In doing so, Blackstone becomes one of more than 3,000 locally owned businesses around the state to join the group in what can be described as a sustained movement.



Blackstone Executive Vice President Jeanne Croft, who spearheaded the membership, said Blackstone has always

been a strong supporter of local security companies when it comes to competing with their larger, national counterparts that are headquartered out of state.

"Even though we're a regional company, Blackstone has always supported the local communities we serve," Croft said. "It's important to support local businesses because the majority of that money stays in the community to stimulate local economies."

Blackstone President and CEO Dan Swindall also chairs the Board of Officers for the Arizona Private Security Professionals' Association. This association has fought for years to promote local security companies. "This is a logical move for Blackstone," Swindall said. "We hope more local businesses do the same no matter what your profession or trade."

Local First Director of Operations Thomas Barr said the organization has experienced "massive growth" over the past 14 years. "We are now the largest coalition of local businesses in the country," Barr said. "The growth is based on the need for local businesses to have a voice for them."

Local First Arizona hosts events, webinars, conferences and provides individual consultations to local businesses to make sure they have the tools and resources they need to operate successfully. The group hosted more than 60 networking events and mixers across the state last year.

"We work hard to educate everyone in Arizona about the importance spending money at local businesses," Barr said.

Sarge

Continued from Page 1

Albuquerque/Gallup region last fall, said she enjoys being there for staff and students and making sure the school is safe> "I like my job because It deals with the kids and I've known these kids since they were in middle school," Tsosie said. "So now I know how to deal with them in high school."

Allison said the school has had its share of threats of violence



and vandalism appear on the social media but overall Tsosie has been up to the task. Allison said they have periodic fights just like any other school, but Tsosie handles those situations well. A second guard was added last fall, but Tsosie acts as the lead security officer.

"She takes the lead role because she is familiar with the community, students, parents and school policies," Allison explained. "She has a friendly but commanding presence about her. What makes her even more credible with students is she knows them by name."

The second security officer is Darvin Legah. Darvin, also a member of the Navajo Nation, is in his second year with Blackstone.

Allison said Tsosie's presence is even more important because the school does not have school resource officer patrolling its hallways. "A lot of students know she's here to keep them safe so they respond well to her," she said. "If someone is confrontational with a teacher, she talks to them and they back off. What makes her job even more challenging is there is no school resource officer here. We are on the Navajo Reservation and they are understaffed. So, when we make a call to them sometimes it takes a while for them to respond."

School Resource Officers are sworn law enforcement officers who have received the additional training to interact effectively in an educational environment. The former president of the National Association of School Resource Officers, Kevin Quinn once said that "just because someone is a good cop, does not mean they'll be a good school resource officer."

Tsosie is successful because she has received training, but not specifically school resource officer training. A mother of six children and grandmother of six, she depends on instinct and her familiarity with the community, which is in keeping with Blackstone's policy of hiring from within the communities the company serves.

"I went to a women's self-defense training class through the Farmington Police Department for another job before I took this one," she explained. "I took different classes on how to use self-defense and we were trained in the use of pepper spray."

Tsosie added that when she first got into the schools, she was simply given instructions and turned loose. "The kids tested me at first," she said. "But a year later when they realized I wasn't going anywhere, they began respecting me for who I was."

Tsosie's supervisor, Blackstone Area Manager Scott Clark, described her as a dependable employee who always goes above and beyond her duties. "She is constantly on patrol in the hallways and classrooms," he said. "She is also very personable. I have observed various interactions between Virginia and students, and I see a very high level of respect from both staff and students."

Clark said Tsosie is always willing to go the extra mile and takes her duties very seriously. He said she knows she is on-site to provide security to staff and students. "I never worry when Virginia is on duty as I know that she will perform her duties as a professional and will follow all procedures as requested by the client," Clark said. "I am honored to have a person of this caliber working with me, providing the best security services in this environment that we can."

Boots Continued from Page 2

LOOK SHARP – Officers who are well groomed and dressed in a clean, pressed uniform present a great image to the community and clients.

Many years ago, I heard an interesting story during an officer safety class. During an interview, a convicted felon who was a prison inmate at the time, stated that he sized up an officer by looking at the officer's shoes. If the shoes were dirty and unpolished, he figured he

"When he encountered a security officer who was dressed well and wore 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."

could take this officer on since he showed no self-discipline. When he encountered a security officer who was dressed well and wore 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 Officer's encounter people in many situations and behaviors. With cameras everywhere, along with the Internet and social media, security officers need to be on top of their game with communication skills and conduct, and must project a strong image in the way they walk and talk. Acting and speaking like a professional while showing respect to everyone may help avoid a potential security incident.

BE SHARP- Everyone has the opportunity to improve themselves. This includes work performance. Remember that somebody is always watching you and your actions. If you walk the walk and talk the talk each day, the client feels safer and potential security event will be minimized.

Courageous Act Continued from Page 1

office, which he did immediately. The terrified woman had notified her husband of the situation by cell phone and drove the truck from the back of the warehouse to the front. The men followed.

"When they came to the front of the warehouse, that was their mistake," McKay recalled. "I guess they didn't know there is security here."

The drama intensified.

According to the Special Incident Report (SIR) submitted by McKay, when the men saw him, they tried to disappear into the night, but McKay would not let them. He called out to the men to stop. He ordered them to sit on the ground and wait. One did immediately, but a larger heavy set man became belligerent and kept asking "why?"

"I tried to be as calm as possible but when he continued questioning me, my training as a detention officer kicked in and I became more assertive and he sat down," said McKay, who spent two years as a detention officer. This wasn't McKay's first rodeo in security, either, having spent two years previously.

'Meanwhile two deputies from the Doña Ana County Sheriff's Department arrived within minutes. One of the deputies questioned the two men in Spanish and what she learned shocked everyone – the two men had just crossed the border and were in the United States illegally. They mistook the employee's pickup for a black Ford F-150 that was supposed to be waiting to take them further into the country.

The deputies could not take them into custody because they were on private property. They advised McKay to notify the Border Patrol. Federal officers were there within minutes and took the two men into custody. The Mexican border and the Border Patrol station are only about 1,000 feet from where the incident took place.

Ray Torres, the security and safety manager for the property, said that after he read the report he was grateful to have people like McKay on his team. "This particular individual on that particular night went above and beyond," Torres said. "He put his own safety aside because he knew this person was in dire need. We should take time to honor his act of valor."

Torres said even though the border is only a stone's throw from the warehouse, he has never seen anything like this in his seven years as the safety and security manager. "My initial thought was concern for the health, safety and welfare of my contract security officer, my employee and his spouse," he said. "We had two illegal immigrants in the process of trying to use this vehicle for a getaway. We don't get this every day and to have this happen all at once on my watch under the care of my security officer, I had an

indescribable feeling of gratitude to have people like Mr. McKay on my team."

Torres said the employee thanked them for protecting his wife who was in the middle of an unfortunate situation. "She was in the

right place at the wrong time but Mr. McKay foiled their plans by taking action and controlling the situation," he said. "Not only did he prevent the vehicle from being taken, he prevented (the men) from getting away and worked with local and federal authorities to resolve the situation. He saw the whole thing through."

McKay, who is also trained in self-defense, said he didn't act without think-



Ray Torres

ing. "The only thing that crossed my mind was will they try to run or come after me and did they have a weapon," he said. I'm trained in self-defense techniques and I was on guard for anything that might have happened. I've done security in the past but I've never encountered anything like this."

McKay said he enjoys his assignment at the warehouse and working for Blackstone. "The people at the warehouse are kind and respectful and I have no problem with them."

Torres said McKay meets all the expectations. "He went way above and beyond and we are very grateful for that.

For his effort, McKay has been named Employee of the Quarter for Blackstone's Office in El Paso. He is now eligible for Officer of the Year. McKay will receive a certificate, a monetary reward and a lapel pin that he can proudly wear on his uniform. He will also receive a special commendation for his action in apprehending the two illegal immigrants.

McKay is an El Paso native who has an Associate's Degree in criminal justice from Kaplan College. Account Manager David Garcia said Officer McKay takes pride and ownership in his assignment. "He keeps me informed and all times and is very dependable," Garcia wrote. "Officer McKay displays true professionalism and stands out above his peers. He ensures the Blackstone mission is always met and exhibits what a professional security officer should be."

Holiday Continued from Page 5

in Dallas, Shane Brown, wanted to let his workers know what he thought of them by delivering dinners to those guards standing post during Thanksgiving and Christmas. Shane will tell you in his words why he did it and what it meant to everyone:

"I believe it is the "people" that make us with Blackstone Security Services, Inc®. successful. I ordered and hand delivered food to my team on Thanksgiving & Christmas to show my appreciation of not just those that are working and giving up their personal time

with their families on the holidays, but also for the services they have provided throughout the year to the clients. I want them to feel and know that I as a professional representative of this company appreciate every single last one of them! I once was also a "security officer" with other companies and I know and understand how important the support and recognition of your management team can be."

Thank you, Shane!



Employee Anniversaries

Thirteen Years

Wayne Hussar

Twelve Years

Mitzi Hagan

Nine Years

Robert Blunk Tony Browe Joel Knight

Eight Years

James Mattice

Seven Years

Steven K. Jones

Six Years

Manuel Zamarron

Five Years

Francisco Bernal Brian Johnson Suzi Gartman Ken Vandiver

Four Years

Christopher M. Boyes Jennifer Jones-Reger
Travis Ellington Daniel McWilliams
John D. Grubbs Luzim Mulliqi

Three Years

James R. Brockmeyer Kimberly Hight Tim Murphy

Two Years

Yefa Bedane Betita Gallant
Patricia Benoy Myeshia May
Cody Chambers Richard Murray
Mark Cole Johnny South
Antonio De Valle Ljubica Tadic

One Year

Wally Asmar Jim Robinson
Rick A. Bach John White
Herman Chee Jr. Gary Wilson
David Kelley Aaron Thompson
Clay Killion

Fringe Benefits with Blackstone



Root, root, root for the home team ... 「





Blackstone Security is a Proud Member of:













