

BLACKSTONE POST



The Voice of Blackstone Security



The Secret to Our Success is in Our People

FALL 2018

International Conference Held in Scottsdale

Arizona DPS Adds Midas Touch to IASIR Silver Anniversary Conference

Scottsdale, Ariz. - The Arizona Department of Public Safety hit one out of the park in its own version of the "October Classic" when it played host to the 25th Annual Conference of the International Association of Security and Investigative Regulators (IASIR).

The milestone gathering was held at the Saguaro Resort in Old Town Scottsdale Oct. 24-26 and featured security professionals, private investigators and investigative regulators representing 15 states and Canada. Attendees came from as far away as Maine, Delaware, Virginia, Florida, California, Washington DC. and Nova Scotia.

Ana Rosa Velarde, who oversees security and private investigation licensing for DPS, said having industry members and regulators



Blackstone President and CEO Dan Swindall chats with IASIR President Fabian Blache III during a workshop at the IASIR International Conference in Scottsdale.

underscored the impact of the conference.

"This is important because the regulators are not moving in one direction when the industry wants things to go in a different direction," Velarde said. "Understanding both sides of the coin is important for both groups."

Velarde, who led the DPS contingent's hosting efforts, said she thought the conference was a success. "I think it was well received," she said. "Obviously, the location was good, but the topics were on point and dealt with current regulatory issues."

Velarde said one thing that stood out for her was that we have all these different states and different statutes and different views on how to deal with regulations. "And I like the workshop where

See MIDAS TOUCH Page 3

Blackstone's Dunaway Runner-up in Chili Cookoff

Missed It by That Much!



Blackstone Hiring Manager Pam Dunaway shows off her hardware at the 5th Annual APSPA Chili Cook-off. Dunaway placed second.

Phoenix - The recipe is one for the ages, passed down through four generations of Blackstone Hiring Manager Pam Dunaway's family. And on November 3, 2018, it garnered Pam a second-place finish in the Arizona Private Security Professionals Association's 5th Annual Chili Cook-off benefiting the Arizona Security Guard Memorial Fund.

The recipe is so old, the chili didn't have a name until Pam started preparing it. "My chili recipe was handed down from my great, great Granny," Pam says. I do not recall that it was ever named anything, until I started cooking it. It's called Sweet & Spicy Cinna-Chili."

While not giving away any of her secrets, Pam says none of the ingredients in the original recipe were store-bought. "I grew up on a farm where every ingredient, including the meat, was homegrown or hunted. No chemicals were needed."

The event raised \$1,447 for the memorial fund. The total included entry fees, admission and raffles.

Pam said she had a great time and is looking forward to next year. "I love cooking and I was honored to help raise money for such a worthy cause," she

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POST ORDERS

Dan Swindall, President & CEO

The Buck Stops Where?

Responsibility is desired in the professional world because the more responsibility the more prestige, power or influence and, of course, the more salary. Most everyone wants it, especially when things are running smoothly. However no one wants to be held responsible when things go awry.

I bring this up because for the past several years there has been quite the debate over who is ultimately responsible for lapses in security. Because of the cloud and other advances in information technology, the majority of the debate has revolved around breaches in IT and who is ultimately responsible for them.

This column is about physical, boots-on-the-ground security. However I will reference several situations involving IT security because they involve circumstances that I believe can also be applied to physical security. Just so we don't get confused, I will phrase the question this way: Who is ultimately responsible for lapses in physical security? The operative word here is *ultimately*.

The answer is easier than the question. The CEO is ultimately responsible for lapses in physical security. The CEO is ultimately responsible for everything, so the people you surround yourself with are of paramount importance.

Caveat emptor comes into play here, too. Let the employer beware. Know who you're hiring to run your security operations. Do not treat security as a secondary responsibility and assign it to someone who knows little or nothing about it.

Understand security, why you need it and the assets you want protected. Delegate responsibility to your security chief but also let them educate you. No CEO likes negative surprises. Know what you are approving or denying and that decision's impact on your overall corporate culture.

It goes without saying that good two-way communication is a key factor. Communicate regularly with your security chief, not just when there is a negative occurrence. Poor communication is a corporate malady that is not exclusive to physical security. The Michigan-based Ponemon Institute conducts independent research on consumer trust, privacy, data protection and emerging data security technologies. Researchers there released a report this past April which found that communication between the C-suite and security departments to be sorely lacking. Even though the study involved 597 IT professionals, there is a message in its findings for physical security, also.

The report, sponsored by Firemon, a Kansas-based enterprise security management company, indicated that meetings between the IT security personnel and leadership were rare with the result being that many senior executives did not have an accurate picture of the effectiveness of their IT security. Seventy-one percent said communication occurs at too low a level; 63 percent said communication occurs only after an incident; 60 percent said communications are contained in silos and not shared; and 51 percent said negative facts are filtered before being disclosed to C-suite executives.

Also, while 33 percent of the respondents said their CEO believes their organization has a very strong security posture, the report states, "This perception gap signals that security practitioners are not given an opportunity and/or cannot communicate effectively the true state of security in the organization. As a result it is difficult to convince senior management of the need to invest in the right people, processes and technologies to manage security threats."

While there is no universal panacea for all security ills, this finding can be universally applied to help address our individual security challenges.

Any of this ringing any bells?

Concerning the non-reporting or filtering of negative incidents that are reported, security marketing consultant Steve Mierzejewski hints that many IT department managers are in a catch-22 – If they report the negative incident when it happens they might be fired. If they fix the problem and then report it, they may face termination anyway for not preventing the incident in the first place.

"Wouldn't it be better to solve the problem on your own and only tell management if you could not do so?" Mierzejewski writes. "Of course, such a confession would likely be akin to announcing your resignation. Maybe this is why the average lifespan of a (IT) security officer is six years."

Again, even though this refers to IT breaches, it can be applied to physical security as well.

And security chiefs, don't allow yourselves to be thrown under the bus. If you are in charge of physical security for your company, make sure you know your stuff. Learning the things you need to know to improve your job performance is actually more important than everything you know right now. Because when everything is running smoothly, the kudos roll uphill. However, when things go wrong we all know what rolls downhill.

Avoid the bus.

See you next time.



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First Board Member from Arizona

Velarde Elected to International Board of Directors

Scottsdale, Ariz. - Ana Rosa Velarde, manager of the Arizona Department of Public Safety and Licensing Bureau, has been elected Director-at-Large on the International Association of Security and Investigators' Board of Directors.



Ana Rosa Velarde

The announcement was made during the IASIR 25th Annual Conference held at the Saguaro Resort in Scottsdale October 24-26. Velarde will serve a two-year term.

"I'm excited that after two years of learning the ins and outs of Arizona, to finally expand into the rest of the world," Velarde said. "I am so excited to learn and be a part of the larger community."

As the Licensing and Regulatory Bureau Manager, Velarde

oversees the Applicant Processing Section, Concealed Weapons Permit Unit, Sex Offender Compliance Unit and the Security Guard/Private Investigator Licensing Unit.

She began her career with DPS in 2002 after working in the Human Resources Management and Mental Health field in the private-sector for more than 10 years. Her career with DPS includes several department supervisory and management positions. Prior to her current position, Velarde served as the Department's Logistics Bureau Manager. She assumed her current position in November 2016.

IASIR began as the National Association of Security and Investigative Regulators in 1993 when 15 private security and investigative regulators met in Orlando, Florida.

The membership now includes 32 regulatory agencies and boards in 20 states, seven Canadian provinces and France. There are also 38 non-voting associate memberships representing the regulated industries.

Midas Touch

Continued from Page 1

we documented all the differences for all the states," she said. "We got to look at each other's best practices, so we would not reinvent the wheel."

Dan Swindall, former chairman of the APSPA Board of Officers, represented the Association at the conference. Swindall agreed the conference was especially impressive because it brought together security and investigative industry participants with industry regulators. "This is one of the few times that regulators and industry participants come together in a spirit of cooperation to improve the industry for everyone," Swindall said. "This broadens everyone's perspective and keeps us grounded in reality as we go forward."

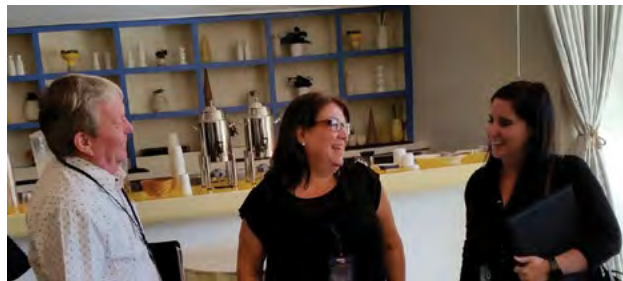
The keynote address was given by Major Jason P. Yeager, Chief of Staff of the DPS Criminal Investigations Division. A presentation on regulatory trends was given by Dale J. Atkinson, Esq., Atkinson & Atkinson, LLC. Roger Stanton, Assistant Director of the Insider Threat Office of the FBI presented information on foreign and domestic threats to American. Steven Enteman, Retired Captain of the Arizona DPS and owner of Code 4 Specialists, LLC, provided a case study and lessons learned involving a DPS employee who was embezzling monies from the department.

Newly installed IASIR President Fabian Blache III said the conference has been growing in stature, content and purpose for the past several years.

"This year we saw a deeper sense of understanding of the regulatory issues and concerns from both the regulatory and industry perspectives," said Blache, who is also the executive director of the Louisiana State Board of Private Security Examiners. "The level of engagement, questions, answers, articulation of concerns and desires was deep and meaningful."

Blache said host agencies and states are an integral part of making any event a huge success. He said Arizona was identified as a host site at last year's conference in Chattanooga, Tennessee which was attended by a team from DPS.

"In Chattanooga we could already see how eager Arizona was to step up," Blache said. "They had a large contingent of attendees, participated actively and represented their state and their agency professionally. A big thanks to Erin Blumer and Ana for all that they did to make the location search and logistics of this event hassle-free."



Blackstone President and CEO Dan Swindall shares a light moment with Arizona DPS licensing officials Ana Rosa Velarde (c) and Erin Blumer.

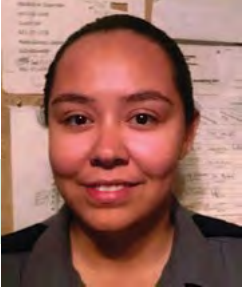
Blache said because of the efforts of Velarde, Blumer and IASIR Coordinator Laurel Rudd, "we came away from the experience with a truly successful event."

Kevin Ingram, executive director of the Nevada Private Investigators Licensing Board and immediate past president of IASIR agreed and called the conference "a huge success."

"This year's conference was hosted by the Arizona DPS's Licensing Division. Many thanks to Ana Rosa Velarde and Erin Blumer for making our 25th anniversary conference an experience that will not be soon forgotten."

IASIR began as the National Association of Security and Investigative Regulators in 1993 when 15 private security and investigative regulators met in Orlando, Florida.

The membership now includes 32 regulatory agencies and boards in 20 states, seven Canadian provinces and France. There are also 38 non-voting associate memberships representing the regulated industries.



Sarah Kelley

**Officer of the Quarter
Division 32 Phoenix**



Christopher Rose

**Officer of the Quarter
Division 32 Phoenix**



Phoenix – Sarah Kelley is walking, talking proof that Blackstone matches the skill set of its guards to the culture and environment of the client. That's why the two-year security veteran is the Division 32 Co-Officer of the Quarter, along with Chris Rose.

She not only gets along well with the client, but also with the residents of the RV park where she stands post.

"Sarah picked up the duties of the site very quickly," says Ken Vandiver, Blackstone Director of Operations. "Her likeable personality has enabled her to fit in well at this site, as there are a lot of customer interactions. Her recent compliments came from the client's customers that Sarah serves on an everyday basis."

That assessment fits Sarah's profile. The Phoenix native says that what she enjoys most about her job is "working with the variety of people who visit my post." What she likes most about Blackstone: "I love the loyalty of Blackstone to its guards."

Sarah says her philosophy on security is "Being a good security officer means being prepared for anything and choosing the best outcome you can."

When Sarah is not choosing outcomes, she enjoys working on her computer, playing video games and traveling.

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

A Way to Say "Thank You"

Employee Recognition Essential to Company Success

By Bobby Holley, Blackstone Quality Assurance Manager

Employee recognition is the timely, informal or formal acknowledgement of a person's or team's behavior, effort or business result that supports the organization's goals and values, and which is clearly beyond normal expectations.

Praise and recognition are essential to an outstanding workplace. People want to be respected and valued for their contribution. Everyone feels the need to be recognized as an individual or member of a group and to feel a sense of achievement for work well done or even for a valiant effort. Everyone wants a "pat on the back" to make them feel good.

Blackstone Security Services, Inc. has been awarded the Arizona Better Business Bureau's Business Ethics Award for 2012, the only security company to win that award. Blackstone was named a semifinalist for the prestigious



Bobby Holley

Phoenix – Just as a good quarterback brings stability and consistency to a football team, Chris Rose brought the same benefits to the RV park where he stands post. That's why Chris is the Co-Officer of the Quarter for Blackstone's Division 32. The Phoenix native shares the honor with teammate Sarah Kelley, to whom he hands the ball when his shift is done.

Blackstone Director of Operations Ken Vandiver says Chris is a team player who gives 100 percent.

"Chris gives his all to the site he works and is willing to train others on the duties of the site," Vandiver said. "He is always looking out for the client's interest and Blackstone's. He gets compliments from the client and the client's customers that he interacts with daily."

Vandiver's words are backed up by a recent unsolicited email he received from the client about Chris. "This is our busy season and we have a constant flow of people in and out of the compound and office. Every day at the very least we have four or five people commenting on Chris. They cannot say enough good things about him, from his attention to detail to his infectious personality. We all appreciate him."

Chris is a seven-year security veteran who likes continuity and has a Clint Eastwood view of people. "I like that my post never changes," he said. "The people that I serve make my day."

His philosophy on security is simple and down to earth: "Secure does not mean your assets cannot be lost or stolen. It means you are able to control to a suitable degree."

When Chris is not standing post, he enjoys spending quality time with his family – target shooting in the woods or the desert.

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

Spirit of Enterprise Award by the W. P. Carey School of Business at Arizona State University in 2012 and 2013. Blackstone was also named to the Inc. Magazine's "Inc. 5000" list of the fastest growing private companies in America in 2013, 2014 and again in 2016. Following the Inc. 5000 recognition, Blackstone was awarded the "Hire Power" award in 2013, given by Inc. Magazine to companies at the forefront of creating jobs in America.

As Blackstone has been honored with the awards from our own industry as well as other industries, the one thing that the Boss (President & CEO Dan Swindall) always states in the announcements is, "The secret to our success is in our people".

Blackstone is an award-winning company today because of the daily performance and service provided by the security professionals we employ. They are the direct face of the company every single day they report to work for our clients.

Missed

Continued from Page 1

said. "And to be awarded second place, let's do it again next year!"

The event was held at VFW Post 9400, 804 E. Purdue Ave. in North Phoenix. Post Commander Christy Read said she had a great time taking photos and interacting with attendees. "As a post,



Team Blackstone

Front Row l-r Esperanza Rogoff, Jen Miller, Pam Dunaway, Kay Hussar

Second Row l-r Laura Anderson, Jeanne Croft, John Watson

Third Row l-r Art Gissendaner, Don Larimer, Dan Swindall

it was a pleasure to provide the location for the cook-off," Read said. "It is an honor to support our local security officers and their families. It's always a good thing to help the community. I'm glad everyone came out. I hope we can do it again next year."

Blackstone Executive Vice President Jeanne Croft, who helped organize the event, said the company is proud of Pam for her efforts while facing a short timeline. "Pam should be proud for placing second in such stiff competition," Croft said. "Some of the entrants have been doing this for several years. It was a good day for a great cause."

The theme of the encounter was "Bring the Heat," and that's

what contestants did for four hours. When the dust had settled, it was the "Bunkhouse Chili" prepared by Kim Matich from the Anderson Security Agency that took the top spot.

"I was super excited to hear my name called for first place," Matich said. "The competition was tough. I kept hearing all day how good the other chilis tasted. I am honored the Bunkhouse Chili won first place."

But Matich and her team didn't stop there. They also won the trophy for best booth. She was helped with the booth's design by her grandson, Connor, and Anderson's Director of Corporate Services, Sheri Carter.

"Our focus was to bring a festive feel to our booth," she said. "We had shirts made and giveaways to lure people to our booth. We all put some time and money into the event. Thank you, Sheri, Scott (Carter) and Connor."

Third place went to Post 9400 Auxiliary member Paul Mayfield's "Texas Red," also based on a family tradition. "This is an old family recipe that I doctored up a bit," Mayfield explained. "It dates back to the 1940's in Texas. I was absolutely surprised that I won because this was my first competition and everyone else was so experienced."

APSPA Board Secretary Sheri Carter, who organized the event along with Blackstone Security Executive Vice President Jeanne Croft and Covey Security Business Development Manager Lisa Miller, dubbed the event a success even though the numbers were down slightly from previous years.

Carter said there were 12 chili entries and they hope to increase that number next year. "This event is always challenging to do but well worth it," Carter said. "Thanks to all that entered, provided raffle gifts, gave monetary donation and those that donated their time!"

Fourteen security officers have been killed in the line of duty in Arizona since 1994. The most recent death was Michael Randall, a Blackstone security officer shot in 2017. Randall's murder remains unsolved.

Spearheaded HB 2319 Efforts

Leach Wins Senate Seat; Lawrence Re-elected to House

Phoenix - Two state lawmakers endorsed by the APSPA were successful in their bids to continue serving the state of Arizona.

Rep. Vince Leach (R-LD-11) was successful in his bid to move to the Arizona Senate in the same district and Rep. Jay Lawrence (R-LD-23) was successful in his re-election bid for the House.

The outcomes of the two races is good news for APSPA. Leach and Lawrence were in-



Sen. Vince Leach



Rep. Jay Lawrence

strumental in APSPA's successful 2017 legislative campaign to require security guard trainers to undergo the same background checks as the guards they train. Their efforts resulted in the passage of HB 2319, eventually signed into law by Gov. Doug Ducey.

"My thanks to the APSPA for its endorsement and to the individual members who contributed to my campaign," Leach said in an email. "The private security industry is a key element



By Ken Vandiver
Director of Operations, Division 32, Phoenix

Security is for All Seasons and All Reasons!

Before the Halloween candy was dumped from the buckets and children had their sugar highs turn into stomach aches, it happened. Yes, the holidays are upon us. The signs are all around us now, that guy in the “Red Suit” has taken over every store and neighborhood with lights, packages and sugar plums. With all this Joy and Goodwill, there is an underlying downside that we all should be aware of – crime.

This is the season thieves have waited for all year. Law enforcement warns that crimes increase up to 30 % during the holiday season. In times like these we all get distracted with all the holiday activities, shopping, and parties. But we need to make ourselves aware of the dangers that could affect not only our safety but the security of the client’s property we are tasked to protect.

As we all know, staying aware of your surroundings is the most important thing you can do to not become the next victim, but there are some other things we might want to advise our clients of to reduce the risk to visitors or tenants of their properties. As security professionals, we should always report safety and security issues to our clients, so they can make the necessary corrections. But during the holiday season these could be the difference between a would-be thief spying on a building or a customer, or moving on to an easier target. Some of these thoughts can even be utilized at home to help secure our families.

Here are some things to keep in mind from a security standpoint as we secure our client’s property or when we are out holiday shopping so you’re not a victim. Actually, patrons and merchants alike should keep these tips in mind throughout the year.

Travel in twos - Bring a family member or friend with you as this can discourage an attacker.

Check your surroundings before you park – Look for suspicious persons and park in well-lighted areas. Remember criminals don’t wear a sign around their necks saying, “I’m a Criminal.” They

look like normal persons but will look out of place, not moving normally or just hanging around. Note any signs where you parked so you can easily find your vehicle when you return.

Ladies while shopping keep your purse closed – And men need to put your wallet in your front pocket to avoid pickpockets. Before you exit the building; get your keys out so you are prepared to enter your vehicle and always keep your phone in your hand for emergency calls. When putting bags in your vehicle, you should keep them out of sight or locked in your trunk if you plan on shopping at other locations.

Lighting in parking areas is essential – Thieves don’t like lighted areas. This creates a more secure atmosphere. We all ask ourselves; is it worth it? Yes, there have been several risk assessments done by law enforcement and determined that well-lighted areas were less likely to have damage, theft or assaults. Operation cost can be reduced with solar lighting or motion lights in low traffic areas. Therefore, security should report lights out on properties, so repairs can be made. On-site assessment of dark areas should be noted and reported to management to determine if additional lighting is needed.

Keeping the site free of trash and graffiti makes the site more presentable and gives the impression that it is secure. Trees and shrubbery should be trimmed and planted away from building entry points, parking areas and walkways. This helps with eliminating hiding spots for criminals. Overgrown shrubbery and trash should be reported to management and graffiti should be reported to law enforcement to track gang activity.

So, if you see a Santa Claus carrying a bag over his shoulder and wearing tennis shoes walking along the street, it’s not Santa Claus!! It’s a criminal dressed up like Santa Claus. CALL THE POLICE!!

Be safe out there and Happy Holidays!

2nd Largest Veteran-Owned Company Overall

Blackstone is Valley’s Largest Veteran-owned Security Company

Phoenix – Blackstone Security Services, Inc. is the Valley’s largest veteran-owned security company and the second-largest veteran-owned business overall, according to a list published recently in the Phoenix Business Journal.

The list compared 25 veteran-owned companies and was based largely on the number of local, full-time employees. Blackstone reported 618 local employees.

Also, according to the list, the combined total number of years in business for the 25 companies is 601 with the total number of employees is at 2,718. Blackstone has been in business for 25 years.

Blackstone President & CEO Dan Swindall was one of four CEO’s quoted in the accompanying article on the advice they

would give to veterans transitioning to the civilian workforce. He advised veterans to pursue their interests and take classes on those interests to get acclimated to the way civilians approach things.

Blackstone made Inc. Magazine list of the 5,000 fastest-growing companies in 2013 and 2014; the Phoenix Business Journal’s list of the largest security guard firms in 2013 and 2014 and the Business Journal’s list of top security guard firms in 2016.

Blackstone is a Certified Veteran-Owned Small Business by the U.S. Veteran’s Administration.

Blackstone’s El Paso Division has been cited several times by the State of Texas for hiring veterans through the company’s veterans hiring initiative.



Bring the Heat

Blackstone Scores at the APSPA Chili Cook-off



Esperanza Rogoff (l) and Laura Anderson "man" the SecuraGuard booth



Jeanne Croft shows off her raffle prize



“Not Forgotten” Arizona Security Officer Memorial Board

Pam Dunaway and John Watson at the Blackstone booth





Employee Anniversaries

Eighteen Years

Bob Wildenberg



Fourteen Years

Jeanne Croft



Eleven Years

Amin Bakheet

Nine Years

Pearlie Northern

Vanessa Polanco

Eight Years

Jeffrey Fisher

Francisco Peinado

Seven Years

Michelle Chatham

Fausto Garci

Six Years

Richard McMurray

Five Years

Travis Clarkson
Brian Cansler

Kay Hussar

Four Years

Clyde Bridgewater
Arend Roorda

Richard Talbert
James Watson

Three Years

Melanie Isiah
Aaron Thompson

Nicholas Winters

Two Years

Hassan Al-Sharifi
Andora Clark
Larry Coleman
Catherine Dominguez
Raad Ibrahim
Robert Jones
Jared Kuhn

Eric Levario
Howard Musselman
John Olquin
Richard Schroeder
Robert Wendell
James Wilkins
Rick Workman

One Year

Benito Flores
Rhonda Gaudette
Torrey Gray
Peter Helm
Andrew Largent

Josiah Lewis
Emanuel Ruiz
Jose Sanchez
Harold Webb

Recognition

Continued from Page 4

Recognition of our people is one of the most fundamental things a successful company can do to show the appreciation deserved by those people. Blackstone believes that this is a basic benefit to all of the Blackstone Family of employees and celebrates the opportunity to recognize those deserving performers with awards such as the Officer of the Quarter and Officer of the Year (the Fall-33 Award which is Blackstone's homage to the 33 private security officers who perished in the Twin Towers on 9/11 attempting to save civilian lives alongside other first responders).

Blackstone established the Employee Satisfaction Committee (ESAT) specifically to locate, research and organize benefits for employees across the Blackstone Family to improve the quality of life and encourage individual growth.

The bottom line is that in order to remain successful, Blackstone must continue to recognize and praise those deserving employees and officers who do the job every day and prove repeatedly that Blackstone delivers the best service.

Wins

Continued from Page 5

of public safety. I've enjoyed working with the APSPA in the past on public safety issues and I look forward to working with the group in the future."

Lawrence expressed his gratitude for the support of APSPA which he said was crucial to his victory. "I am thrilled to be returning to the Arizona House of Representatives and I must thank this organization for its support," Lawrence said in an email. "It was close, and every vote counted. When Vince Leach and I spoke before the group I didn't realize how important that visit would be. My door will always be open to the thoughts, ideas and suggestions from APSPA. Thanks so much for your continuing support. It is crucial."

APSPA Board Chairman Mike Quattrocchi called the election of the two lawmakers a "very large win" for Arizona and the state's security industry. "Mr. Leach and Mr. Lawrence are strong advocates of public safety and they see the private security industry as an integral player in keeping the public safe," said Quattrocchi, who is also a member of the APSPA Legislative Committee. "In many ways they see us as first responders."

Blackstone Security is a Proud Member of:

