



# The Protector

Volume 3 Issue 4

Fall 2009

**Daylight Savings Time Begins**

**November 1, 2009**



Remember to Turn your clocks **BACK** one hour before you go to bed on Saturday evening, Oct. 31, 2009

## **CONGRATUATIONS TO JEFF HANSEN**

*AFA Event Staff, Colorado Springs, Colorado*

**Winner of the 1st 7 Day Hawaiian Vacation**

**Fort Rucker Employees**

Your 7 Day Hawaiian Vacation Contest Begins November 1st, 2009

See Chief of Guards—Joe Gentz for details and rules

## From the President

### FEEDBACK ON COMMENT CARDS

We would like to thank all of you who filled out a comment card. Your feedback will help us identify what areas we need to work on. We have composed all your answers and here are some of the results:

- ♦ The best things about working for SFPS are good pay, friendly people, and proactive management.
- ♦ The areas that need improvement are communication between management and employees, updates from corporate office, and more contracts.

We are currently looking into what we can do to communicate better with the employees on a management and corporate level. Some communication tools we have implemented for our employees are: quarterly newsletter which informs all employees of what's going on in each location, you will see a new website which will have more updates by each location and don't forget to log onto eHub where you can print your pay stub, update your personal information and check your TOWP.

We are always looking into feedback and ideas from you, if you have any ideas on how we can better communicate with all employees please email us at [Christian@santafeps.com](mailto:Christian@santafeps.com)

## From the Vice-President

We are pleased to announce that we were recently awarded a contract with the National Nuclear Security Administration (NNSA) for Personnel Security support services at the Albuquerque Service Center (ASC). We will have two well respected subcontractors working with us on the contract. They are GEM Technology and USIS. They both have significant experience in personnel security. We will be transitioning effective November 1<sup>st</sup> with full contract performance on November 19<sup>th</sup>.

Our corporate staff has been inundated with an increased workload. We recognize that our sole purpose in the Corporate office is to support each of you in the field. Without you, we wouldn't need Corporate staff. I would ask that while we will continue to support each of you, that you be mindful of our limited staff at this time and be patient if something takes a little longer than you are used to. If you need action quickly, please let the staff member know so that they can prioritize.

With the Ft. Rucker contract and our newly awarded NNSA contract, our company has experienced growth that is unprecedented. We are both grateful and recognize that this is truly a Small Business dream to be in this position. The challenge is of course being able to manage and keep pace with the growth. To that end we are planning for additional corporate support personnel that we may be needing in the short, medium and long term.

I continue to receive positive feedback from our clients regarding the level of service that our Security Officers are providing. In fact we recently received performance evaluations for our NDIC, NNSA Aviation and DTRA contracts that were rated very high and complementary of our employees. It is very gratifying to see this type of feedback. What makes it particularly special is that it provides ratings for our employees in the field, rather than the company or corporate. In other words the ratings deal with our Officers, Management and Supervision assigned to the contract rather than us who support each of you.

As the summer winds down, I can not believe where the time has gone. While this has been a particularly busy summer, I still can not analyze where the time has gone. I trust that each of you had a safe and enjoyable summer.

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## Business Development - Mark Liming



This area of business is extremely busy this time of year!

*Happy Thanksgiving to all Team Santa Fe Employees*

## Human Resources

### Hostile Work Environment Harassment

Hostile work environment harassment occurs when unwelcome comments or conduct based on sex, race or other legally protected characteristics unreasonably interferes with an employee's work performance or creates an intimidating, hostile or offensive work environment. Anyone in the workplace might commit this type of harassment – a management official, co-worker, or non-employee, such as a contractor, vendor or guest. The victim can be anyone affected by the conduct, not just the individual at whom the offensive conduct is directed.



In the last issue of the Protector we discussed what Sexual Harassment was, now we will talk about what Hostile Work Environment Harassment is. Actions which may result in hostile environment harassment, but are non-sexual in nature include: Using racially derogatory words, phrases or epithets, demonstration of a racial or ethnic nature such as a use of gestures, pictures, or drawings which would offend a particular racial or ethnic group, comments about an individual's skin color or other racial/ethnic characteristics, making disparaging remarks about an individual's religious beliefs (or lack of religious beliefs), expressing negative stereotypes regarding an employee's birthplace or ancestry, negative comments regarding an employee's age when referring to employee's 40 and over and derogatory or intimidating references to an employee's mental or physical impairment.

This harassment can take place in the form of pictures in cubicle or office, through email or in conversations with others to include jokes or joking around with others. While you may think it is funny the other person may not. Should you experience any form of a Hostile Work Environment, please contact your supervisor/manager immediately or the Human Resources Department at the corporate office, 505-244-8778, ext. 102.

### Germ Prevention



Germs are tiny microbes that are like little seeds that live in your body and have the potential to grow into bacteria, virus, and fungus among other diseases. They little guys are everywhere and they are so small that you can't see them without a microscope.

With flu season upon us and all the other colds, sinus infections and so on that come along this time of year, I think it is time for a reminder on the 5 Rules for not spreading these germs around to others.

1. Wash You Hands – Wash you hands frequently using antibacterial soap with warm water for the best results. If this is not possible keep a small bottle of sanitizer with you and use frequently.
2. No Sharing – Restrain from letting a friend share a drink with you. Besides passing along many simple illnesses, sharing can lead to a very serious disease called meningitis, which is a bacterial or viral infection that causes headaches, high fever, vomiting and a stiff neck. Meningitis can be fatal in some cases. Also abstain from sharing personal hygiene products such as your hairbrush.
3. Cover Up – Sneezing is a leading way to pass germs onto others. It is recommended that if you sneeze, to do so in a tissue or other disposable substance. When there are no tissues available, you should turn and sneeze into the crook of your arm. Never sneeze into your hands, because you spread and contract germs in large numbers by doing this.
4. Keep Immunizations Up-To-Date – Make sure your child/children are properly immunized. It is also a good idea to ask your family doctor or pediatrician about obtaining a flu vaccination for yourself and your children.
5. Stay Home – If are running a fever or suspect that you have something that is contagious like strep, measles, etc., please stay home and get to a doctor as soon as possible. Remember if you are unable to come to work that you notify you supervisor as early as possible so that they can find someone to cover your shift.

*"Being right half the time beats being half-right all the time"*

*"In order for you to succeed, your desire for success should be greater than your fear of failure."*

Malcolm Forbes

Billy Cosby





*"You've achieved success in your field. When you don't know whether what you're doing is work or play."*

**Warren Beatty**

## Air Force Academy & Roy Wunderlich

A short off-season, a short summer, Football Season is upon us. Bring on the snow, the cold, and all those wonderful Mother Nature Elements that make a true Football Season. (I know some of you are cursing me for that comment), but seriously that is what makes Football Season Great. Now with that said, please prepare for every event. Always expect the unexpected. Prepare to work inside or out, and move if needed. All Event Staff members should report for every event, prepared for all types of working conditions. Always keep hydrated no matter what the outside temperature may be. Sometimes our breaks may be shortened due to numbers or other unforeseen attributes to the Event, but we can go a long way further, by taking care of ourselves with water or Gatorade type fluids.

Along with Football we begin many other Events, Volleyball, Water Polo, Fencing, Soccer, and oh yes, Hockey is back and expected to be our big crowd draw again. Men and Women's Basketball is soon to follow.

As we begin the Fourth and Final option year of our current contract with the Air Force Academy Events, we must all put forth our very best efforts. For this outstanding SFPS Staff, and the solid core of outstanding Non-Profit Organizational support, our best efforts will be natural for most. All you have to do is, show up on time, do what is asked, be professional and of course always be happy and courteous to our Academy Fans, and Staff. I appreciate everyone's efforts as we continue to demonstrate to the Academy the importance of keeping SFPS around for many more years.

A significant amount of Money was spent in the off-season for new equipment to help all event staff maintain and present a professional image, feel safer, and additional equipment to aid in completing your duties. Although some are unhappy and have expressed there displeasures with some of the equipment, and changes, continued efforts to make things better for your use are ongoing. In exchange, I ask that each one of you, treat all company equipment as if it were your own, help maintain it in serviceable condition and keep it clean.

We have 20 new SFPS Event Staff Employees and some of you have already had the opportunity to meet them. Continue, to try to meet each one of them, and help them learn the ropes. Welcome to the team, Laura Anderson, Joe and Lynn Chesla, Randall Clark, Karen Cooper, Carole Davis, Nathan Foster, Susan Grosshans, Kevin Hawthorne, Rachel Kuhfeld, Brook Lake, Terry Oosthoek, Jim Reeder, Rebekah Rogers, Rodney Scott, Richard Singer, Paul Smith, Sheldon Stegman, and Mike and Yvonne Storey. Remember to utilize the e-Hub to update personnel records such as your phone number, address, and e-mail if there are any changes as well as track your pay and benefit history.

ID/PRC Contract was granted the first of four option years; the solid staff responsible for control of the Cadet area has done an outstanding job, and continues to work hard everyday with AFA Security Forces and often times non Security Forces Augmenters. A recent uniform change has made them more identifiable as SFPS Employees and has created a more authoritative appearance. Thank you for the outstanding effort and keep up the hard work.

### Special Recognition

Deborah Worthy, Santa Fe Protective Services Event Staff, for your strong will to stop and challenge four armed Air Force Security Forces individuals and identify their purpose in her area of responsibility.

On June 9, at 0238 hrs (2:38 AM), a team of Security Forces personnel (one female, and three males), entered the 6<sup>th</sup> Floor (via a back stairwell) of the United States Air Force Academy (USAFA) Dormitory, housing female only Sports Camp participants. Upon this challenge, explaining that males were not allowed on the floor the responding Security Forces personnel identified themselves and the purpose of their response, an alert regarding a potentially unstable condition of a female camper. Deborah immediately notified her Supervisor, the Dorm Supervisor (Pam Bone), and the Cadet Commander of the Floor. USAFA personnel then handled the situation and Deborah resumed monitoring duties to ensure the safety of the Campers while male Security Forces were on the premises for the next few hours. She then escorted the team down the hall to the elevator after the situation was resolved. The Dorm Supervisor praised Deborah, for her professionalism and alertness.

**Deborah Worthy's dedication and professionalism reflects highly upon her character and Santa Fe Protective Services.**



## Albuquerque Area Office & Carl Stenger

We have been busy with all of our contracts in Albuquerque. This is the busiest time of year for our UNM contract. We've just completed the third football game with great success. Our contracts on base have been running smoothly as well. We owe it all to employees who put a lot of hard work and dedication into their position. We would like to thank each and every one of our employees for all they do to make SFPS a great company.

**THERE IS STILL TIME TO SIGN UP FOR THE REMAINING GAMES**





## Contract News Cont'd

### NDIC & Tom Vitko

All of us here at NDIC in Johnstown, PA would like to say "Hell-o" to our fellow SFPS officers all over the country. It looks like summer has now passed by once again and soon the white snow will be falling.

The officers at NDIC have just completed their GSA training for the year. The 40 hours of training was split up over many dates. This training includes such things as Firearms, ASP and self defense training along with First Aid, CPR and AED training and 24 hours of GSA manual training. Kudos to all the Officers at NDIC.

We would also like to thank Santa Fe Protective Services, Inc. for working with our great ITEP Union. The ITEP Union has a college program for children of their members. Our Officer Joseph Dwiagwa's son, Michael Dwiagwa will be receiving his Bachelors Degree in Nursing in December 2009 from the Indiana University of Pennsylvania thanks to the four year scholarship that he received from ITEP and his daughter is continuing her studies at the University of Pittsburgh at Johnstown under a four year scholarship she also received from ITEP.

### Fort Rucker & Joe Gentz

Greetings Yawl! From the Great State of Alabama

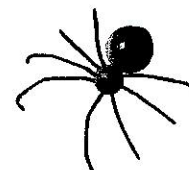
It is hard to believe that we have been up and running for 4 months. We continue to build our team which seems as though there is no end in sight. On the positive side we have recruited and hired some top quality folks who will have some big shoes to fill, and will make a great addition to Team Santa Fe.

I find it ironic that in our line of business there always seems to be more complaints than compliments from our daily customers, and if you have been in the security business for any length of time, you know you need to have the skin of a Rhino, 2 inches thick. The officers at Ft. Rucker do an outstanding, thankless job. Whether it is 100 degrees outside or a passing storm that can dump more rain in 20 minutes than New Mexico gets in a year, they are out there day in and day out doing there job. This brings me to a story that was told to me by one of my officers:

A young man arrives at the gate and does not posses all required credentials that would allow him access onto Ft. Rucker. When the officer denies him access, he now becomes a little irate, looks at the officer and calls her a B \_\_\_\_\_. She smiles and without missing a beat says, thank you, that's the nicest thing I have heard all day. And then she directs him to the turn around and he leaves. Talk about rhino skin, **thanks Courtney Chappell**, I will take those phone calls all day long.

We have started our first 40 hour training academy, only 24 more to go. We have a great team of instructors and we couldn't do it without the following folks: Deputy Chief Frank Gorski, who is now in need of the following, Lasik eye surgery form staring at the computer screen while producing Power Point presentations and lesson plans and a new voice box from all the instruction he has given, Captain Paul Rhodes, Capt Chad Layton and Officer Glenn Johnston. Thanks for doing such a great job. A special thanks to Capt Fortin, who is always willing to lend a hand even when she is sick.

There is a ton of work to be done and Team Santa Fe will continue moving forward. With the possibility of expansion on the near horizon and unknown challenges ahead, we look forward to the future and will keep on doing what we need to do.



### Fort St. Vrain & John Leger

At the request of our FSV employees, we will be adding a section in our newsletter for our Joint Venture (JV) company contract, FSV. While this contract is administered through the JV, SFPS as the principle owner has taken the lead in operating the contract. Our JV partner (SOC) assists primarily with technical needs.

We have had this contract since April, 2008. We provide armed personnel in support of a DOE mission that is administered on behalf of DOE by CWI which is headquartered out of a DOE Facility in Idaho. It is a twenty four hour operation with Security Officers being the primary responder for any emergencies. During the past year plus since we have had the contract, we have greatly increased the method of training by sending our Security Officers to Instructor training and allow them to provide training to their peers. This has worked well and we are looking at using this method on some of our other SFPS contracts. The most significant example of this involves firearms. We sent Miguel Garcia to the DOE National Training Center (NTC) for their instructor firearms qualification course. This is a very comprehensive and rigorous program that required performance based certification in order to become a DOE Instructor. In addition he was required to attend the NTC Basic Instructor Training (BIT) course. Miguel successfully completed both programs and he is now our Firearms Instructor at the site.

In September Orin Sumer who served as our Security Coordinator and Deputy Program Manger, retired after 33 years associated with FSV. The company had a ceremony and presented him with a gift and lunch was served to all of our personnel and the client. Orin will be sorely missed as both an employee and the expertise he brought to the contract. We wish him well as he transitions to his retirement. As Orin departed, Alan Fahrenbruch was selected to replace him by the Program Manager, John Leger. We welcome Alan in his new position and wish him success. As with any promotion, the job is learned primarily with on the job experience. In this case, John will work closely with him in completing his acclamation to his new position. Prior to his promotion he was a Security Officer at the site.

In future issues of our newsletter, John will be authoring the articles.



# Birthdays & Employee News

## OCTOBER



Kenneth Streitmatter  
 Diana Walker  
 Patricia Lowe  
 Brian Stevens  
 Steve Bamber  
 Karen Egan  
 Frances Scott  
 Mark Gallegos  
 George Clore  
 William Wallace  
 Larry Barrentine Jr.  
 Robert Miller  
 Carroll Hungate  
 Melquiades Sanchez  
 Jeffrey Rogers  
 Martin Aragon  
 Felix Nunez  
 Annette Erivez  
 Dane Anderson  
 Patricia Mitchell  
 Chad Phillips  
 Timothy Maestas  
 John Manno  
 Corlan Keller  
 Ken Reynolds  
 Xavier Soto  
 Juan Abeyta  
 Jennifer Walter  
 Tom Garcia Jr.  
 Nicacio Aguirre  
 Steven Huynh  
 Timothy Kyger  
 Marissa Hoffman  
 David Brown  
 Kevin Buie  
 Kristipher Ross  
 Katherine Slocum  
 Dianna Smith  
 Mary Johnson  
 Hugh Little  
 Kevin Dorsey  
 Heather Pool  
 Marisa Nieuwenhuis  
 Clinton Carroll  
 Karen Volkert  
 Katherine Storey  
 Richard Singer  
 Carole Davis  
 Ted Ward  
 Amanda Rinas  
 Melista Williams  
 Sabrenia Nath

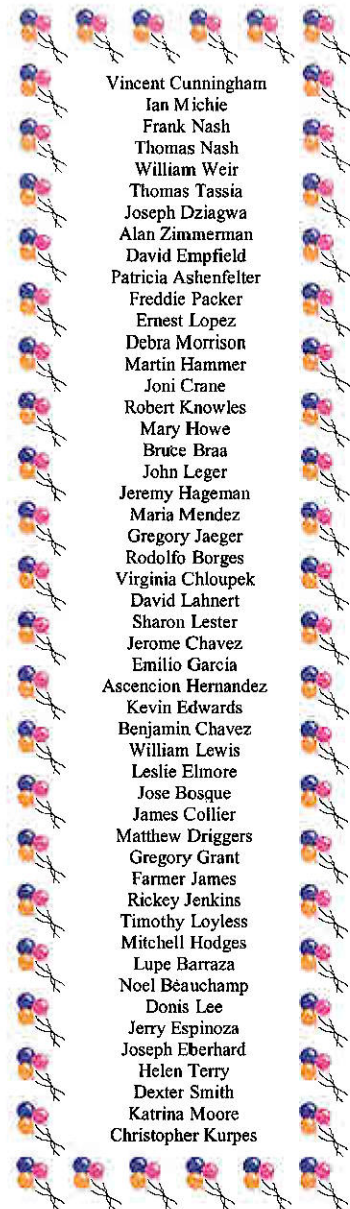
## NOVEMBER



Mark Liming  
 Anthony Carstensen  
 Michael Toth  
 David Merrifield  
 Teal Quon  
 Dawn Swenson  
 Everett Uchiyama  
 Steve Madrid  
 Kevin Sell  
 Leola Ortiz  
 Cory Wilson  
 Larry Frye  
 Nancy Katrades  
 Margaret Chavez  
 Rosemarie Simmons  
 Ernesto Otero  
 Richard Eubank  
 Susan Rowilson  
 Dora Watson  
 Juan Garay  
 Michael Garner  
 Harold Sanchez  
 Kathleen Waquie  
 Stephen Palmer  
 James Vigil  
 Robert Lopez  
 Matthew Lake  
 Brian Mangan  
 Zachary Johnson  
 Brenda Uhlig  
 David Hurst  
 Michael Williams  
 Joseph Gentz  
 Stephan Allen  
 Johnny Rayborn  
 Edward Bryant  
 Molly McGowan  
 Laura Childers  
 Deanna Harrell  
 Stephen Stabler  
 Stephanie Stevenson

HAPPY BIRTHDAY  
 TO  
 EVERYONE!!

## DECEMBER



Vincent Cunningham  
 Ian Michie  
 Frank Nash  
 Thomas Nash  
 William Weir  
 Thomas Tassia  
 Joseph Dziagwa  
 Alan Zimmerman  
 David Empfield  
 Patricia Ashenfelter  
 Freddie Packer  
 Ernest Lopez  
 Debra Morrison  
 Martin Hammer  
 Joni Crane  
 Robert Knowles  
 Mary Howe  
 Bruce Braa  
 John Leger  
 Jeremy Hageman  
 Maria Mendez  
 Gregory Jaeger  
 Rodolfo Borges  
 Virginia Chloupek  
 David Lahnert  
 Sharon Lester  
 Jerome Chavez  
 Emilio Garcia  
 Ascencion Hernandez  
 Kevin Edwards  
 Benjamin Chavez  
 William Lewis  
 Leslie Elmore  
 Jose Bosque  
 James Collier  
 Matthew Driggers  
 Gregory Grant  
 Farmer James  
 Rickey Jenkins  
 Timothy Loyless  
 Mitchell Hodges  
 Lupe Barraza  
 Noel Beauchamp  
 Donis Lee  
 Jerry Espinoza  
 Joseph Eberhard  
 Helen Terry  
 Dexter Smith  
 Katrina Moore  
 Christopher Kurpes

## Employee of the Quarter

***Rene' Montoya - SFPS Corporate Office***

It is not often that Christina or I recognize or nominate the Employee of the Quarter from someone in the Corporate Office. We normally reserve this award for our field employees however; in this case we felt compelled to recognize Rene Montoya due to the extraordinary and tireless efforts that she has demonstrated. She has taken the lead in being the liaison and point of contact for our Ft. Rucker contract. She has approached this with a positive, can do attitude that has reduced the amount of time that both the Manager and Assistant Manager have had to devote to administrative issues thereby freeing them to conduct their Management duties. She has done this without any complaints or impact on her normal responsibilities here in the office. In fact, I have had to almost insist that she slow the pace a bit due to the additional workload she voluntarily undertook. I continue to get positive feedback on her willingness to help all who call with a need or require something from the Corporate Office, not only from SFPS employees but our clients as well. We sincerely appreciate all that she does and we would be remiss if we did not take this opportunity to acknowledge her contribution to our company.

***Mark Liming***