



The Protector

Volume 3 Issue 3

Summer 2009

*Next to
doing a
good job
yourself,
the greatest
joy is
in having
someone
else do
a first-class
job under
your
direction.*

William Feather

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HAWAII GETAWAY

How would you like to win a 7 Day Hawaiian Vacation?*
Contest begins July 2009 - See your Manager for details and rules

**Ft. Rucker Employees: Your trip contest will begin in October 2009*

From the President

I am pleased to announce several promotions that have recently taken place within the corporate office. Mark Liming has been promoted to Vice President, Business Operations. He will continue to serve in a similar capacity that you have seen in the past with additional responsibilities that are internal to the company. Carl Stinger has been promoted to Director, Albuquerque Operations. He now has direct contract oversight for all contracts in the Albuquerque, Santa Fe and Carlsbad areas. This applies to both Government and commercial accounts. Rene Montoya was promoted to Senior Specialist - Accounting. She too will be serving in a similar capacity along with some new internal responsibilities.

From the Vice-President

These past two month's have been perhaps the busiest period of time in our⁴ Company's history. We have been awarded several new contracts with our largest being Ft. Rucker. The entire month of May was dedicated to start up operations in Alabama. We bid this contract with our Teaming partner, SOC and in fact many of the employees assigned to this contract will be SOC employees. Our intent is to manage this contract under a single umbrella, SFPS. The SOC integration will be transparent.

While there were many challenges and unknowns as we began the transition and start up operations, it was with the help of our new employees that made it possible. We arrived under less than favorable conditions as our first task was implementing a Physical Agility Test (PAT) that had not been present prior to our assuming the contract. Unfortunately, some of the prospective employees were not able to successfully meet the standard and as a result, we were not able to hire them. During my stay there I was able to meet each of them and it was with heavy hearts that we moved forward without being able to hire them. These folks were neighbors, members of the community or friends and in some cases, relatives of the Guard Force. This was very traumatic to incumbents who were not hired and those who were. Since our contract required that we have qualified personnel on the contract, we were forced with the task of hiring new personnel. I was truly amazed at the reception toward the new hires from those who were on the contract previously. I found them to be helpful, understanding, flexible and very welcoming to the new cadre of personnel who came on board.

Our new Program Manger (PM) is Joe Gentz and his Deputy is Frank Gorski. Both have areas of expertise that bring exceptional management oversight to the contract. Joe is a retired USMC Gunny Sergeant who has been in the contracting business for over fifteen years. He previously was employed at a Navy contract in New Brunswick, Maine and he last served as the PM. Frank has an Army background and served for ten years. His most recent employment was in Afghanistan serving as a PM for a security detail.

My personal appreciation is extended to all that made this start up possible under less than ideal conditions but I feel compelled to make special note to our employees who transitioned from the previous contractor to us on the first of June. Unless you were there you can not understand the degree of support they lent one another during the PAT. We conducted many sessions and without exception, many who had already passed arrived to encourage and help those who were there to qualify, get ready to take the test.



Business Development - Mark Liming

I will continue to oversee our Business Development section within the company. Regardless of the level of operational activity that is occurring, business development must continue without any interruptions. This includes proposal opportunities. In addition, many of our existing contracts are getting ready to expire as all of the option periods have been exercised. Under those conditions, we must submit a proposal in a manner as any other company would. In other words we submit a full proposal without consideration that we currently service it. We have several proposals that are in the evaluation phase. Some are large while others are somewhat small. Two of our largest are the DOE HQ and the National Nuclear Security Agency (NNSA) personnel security contract.



Human Resources

Sexual Harassment in the Workplace

Sexual Harassment happens more in the workplace than most people realize. An article in the Cornell Law Review reported that for women in the United States workforce, between 40% and 90% have been victims to some form of sexual harassment on the job.

The United States Equal Employment Opportunity Commission defines sexual harassment in the following manner: Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitutes sexual harassment when submission to or rejection of this conduct explicitly or implicitly affects an individual's employment, unreasonably interferes with an individual's work performance or creates an intimidating, hostile, or offensive work environment.

There are two kinds of sexual harassment. The first is "**Quid pro quo**", which in Latin means "this for that". This is when your boss offers you benefits, or threatens to change your working conditions, based on your response to his demands for sexual favors. The second is "**Hostile environment**". This kind of harassment occurs when physical, verbal or sexual harassment is severe enough to create a hostile or abusive work environment. This could include comments about your body, sexual remarks, pornographic pictures displayed at the workplace, or even touching or grabbing. In addition to all of this the conduct must be unwelcome to you. If you like, want, or welcome the conduct, then you are not being sexually harassed. And if the conduct does not relate to your sex or have sexual references, it is not sexual harassment.

The victim's as well as the harasser may be a women or a man, it does not have to be the opposite sex. The harasser can be the victim's supervisor, an agent for the employer, a supervisor in another area, a co-worker or a non-employee. The victim does not necessarily have to be the one being harassed, but could be anyone affected by the offensive conduct. If you feel that you are being sexually harassed you need to make sure that the person harassing you is aware that you are uncomfortable with their remarks or actions and you need to contact Sherry Meier, Human Resources 505-244-8778, ext. 102 or Christina Maki, President, 505-244-8778, ext. 101, immediately.



Computer Vision

How many hours do you log on the computer each Week? If you are like most people it is a bunch. If we are not working on a computer all day, we Google or are surfing the net. Through all this computer activity our eyes are continually focused on computer screens --- and probably for way too long.

Because of this you can face an actual medical condition called Computer Vision Syndrome (CVS). Even people that log short amounts of time on the computer are susceptible to CVS.

Here are some symptoms you need to look for:

- * **Blurred Vision** - When you move your vision from the computer to things far away you could notice actual blurred vision or a delay in focusing.
- * **Dry Eyes** - If you feel like there is something in your eye that you can't get rid of or there is burning, stinging and inflammation.
- * **Eyestrain** - This would be a discomfort in your eye that you can't get rid of or that makes you squint or frown when you are on the computer.
- * **Glare Sensitivity** - If you monitor is too dark or bright it makes your eyes work harder and will make you tired.
- * **Headaches** - If you get frequent headaches and not just in the eye area it could be a sign that you have eye strain.
- * **Neck and Shoulder Problems** - these aches can signal ergonomic problems with your workstation.

So, if one or more of these symptoms hits a little close to home, you may want to discuss them with your doctor at your next eye exam. He/she can recommend solutions, tell you about special eyewear, or recommend eye drops or a combination of solutions to help you.

The mind

is

like a

parachute--

it works

only when

it is

open.

Thomas
Dewar

"The freedom

to be

your best

means

nothing

unless you

are willing

to do

your best"

Colin
Powell

Contract News

Difficulties
mastered
are
opportunities
won.

**Winston
Churchill**



Carlsbad Area Office (Armada Sentry Concepts) & Scott Yokley

I would like to take the time to thank SFPS for allowing me to take big step to become the Carlsbad area Supervisor. My first year as the Supervisor had its ups and downs. More downs than I ever want to see again. There have been staffing problems, with being short handed and having overtime. Now, with contracts due in June for Carlsbad Medical Center (CMC) and New Mexico State University (NMSU-C) some of us are worrying if we will get the renewals. Other than that, everything is looking good. We are still working special events when they come up - Weddings, Birthdays and so on.

Air Force Academy & Roy Wunderlich

The Colorado Springs Office is happy to report we have successfully completed our Graduations. From the Local High School Graduations at Clune Arena, to the AFA Cadet Graduation at Falcon Stadium, with over 21,000 in attendance, SFPS staffed flawlessly each Graduation. Sure, we had our challenges, especially with the Cadet Graduation, after many last minute changes, and the United States Secret Service (USSS) deciding only days before that they would not be staffing the Entry Gates with walk through Magnetic Detectors. Instead, SFPS, Gate Staff was responsible for metal detection by hand 100% of all guests. Although our lines at some Gates, reached as far as the parking lots they were coming from, the Gate Staffs endless efforts got all the guests in on time and for the start of the March in of the Cadets. The overall length of the Cadet Graduation was significantly longer than previous Graduations. All the SFPS Staff to include our NPO Volunteers, who work side-by-side SFPS Employees in support of our responsibilities, were nothing short of professional. Everyone managed the day with a positive attitude, despite being the punching bag for the many disappointed guests, ready to leave after a long day in the sun and wind. Most of them do not understand that once we have everyone in for a Graduation, the Gates are closed and no one is permitted to leave until the Thunderbird Aerial Performance is complete. In addition to keeping people detained behind closed Gates, Parents were not allowed down on the Field with or to retrieve their child after the "Hat Toss". Tack on some additional time we maintained them restriction from leaving, because the guest speaker (VP Joe Biden) chose to remain for the Aerial Show, and no one was allowed to leave until he had departed not only the Stadium, but also nearly off Academy grounds all together. Wow! Did we have some upset people, now with the mass exit of those individuals wanting to leave earlier, and all arriving and attempting to drive away at the same time, on already reduced roads in which to use. Again, the agony of being restricted, now sitting in their vehicles, as the roads and parking lots became a jammed mess. Although attempts were made to avoid this from happening, when it comes down to those making the decisions, it leaves us to work with the situation as it is, and we worked very well under the conditions, although we will be seen as the root cause of the congestion. The endless efforts of an outstanding parking staff, continued to work through the congestion, and safely and effectively move people and cars from the Lots.

Several Employees, through Event Recaps, phone calls, and visits to the office, provided recommendations on how many of the issues identified above could be resolved or minimized. All the suggestions were included in the After Action Report submitted to the Academy, in hopes of making Graduations in the future more manageable and a better experience for all.

On May 21st, the Colorado Springs Office managed to work around all the Graduation preparations and attend the 2009 Springs Business Expo. This was a great event, and the opportunity to get out and network. Several businesses attended, and I wish I could say we connected with every one of them, but reality is they were not looking for our type of services. Several follow up calls and e-mails have only resulted in them wanting us to pay for their services. For those of you, who have ever worked one of these Events, know that the connection is not made immediately and continued efforts to gain some contracts in this area, in a very competitive market will be on going. The enthusiasm and knowledge of the SFPS Staff, who supported the event (Cindi Hendrix and Rose Nichols), was very much appreciated and has been reflected by everyone whom I have spoken to since this event.

Outside the Events our AFA Contract in which we support AF Security Forces in the protection of the Cadets and Cadet Area, is running smooth. The Lead and Part Time Lead, Fred Packer and Cindi Hendrix, work very hard in support of their staff on these projects. The Staff continues to work with the professionalism expected of all Santa Fe Protective Services Employees. Some recent changes in a highly visible and very challenging position have been met with enthusiasm. This change has proved to be positive for all involved as the Staff at the Pass and Registration Center (PRC) continues to improve their working conditions with one another and the supporting Staff of the PRC.

Please see page 7 for a special recognition

Contract News Cont'd

NDIC & Tom Vitko

Hello, to all the sites from NDIC in Johnstown, PA - hoping everyone is doing well and in good health. In the past few months everything has just been hopping. We began our practice shooting last Saturday, June 13. Our qualification for this year will be on June 27, 2009. I am hoping everyone will pass the first time around. The next class will begin in July - defense training on ASP and handcuffing. Then the GSA manual - all totaling about 40 hours of classroom instruction.

We here are waiting for the final disposition on the GSA contract award for the next five years. As the site manager, I feel very strongly that all my officers did a fine, outstanding job the past five years and the OSCP are very pleased with our past performance. Any day, we should hear that our leaders put another good contract together and SFPS will receive the bid for the next five years.

Albuquerque Area Office & Carl Stenger



Special Events

Summer is finally *officially* here. The Albuquerque Special Event Staff had their first weekend off since August of last year. Things will remain quiet for the next month—and then the madness that we've all come to know and love will start again. To prepare for that chaos, the Albuquerque Office will hold our usual "**Late Summer Recruiting Event**" on Saturday, August 1st.

University of New Mexico

Since the last newsletter, there have been some changes in staffing and supervision. Following the departure of Joseph Sanchez, Richard Carnes was selected as Supervisor of the UNM contract. It's a tough job to get a handle on, but Richard has put forth tremendous effort and energy. He is proving day in and day out that he was the right choice.

Many of our "core" positions on campus have disappeared for the summer months. With school starting up again towards the end of August, staffing levels will rise again.

Kirtland AFB Contracts

Things have been humming along nicely on base. All of our base contracts remain fully staffed. June 26th marked Leon Buchans last day at the DTRA Main Compound. He will be missed. Our DTRA lead, Anthony Carstensen, continues to see to it that everything runs like clockwork. Through his efforts (and those of his team), DTRA posts continue to be highly sought after positions amongst our Albuquerque guards.

I'd like to take a moment to thank our team at NNSA-Kirtland. Joe Davis and his crew: Louis Welch, Tony Samarzia, Eileen Sandoval, and Carl Stenger V, guard that facility 24 hours a day—every single day of the year. There's never a single hour of shift time missed. They cover each other for everything—sometimes with virtually no advance warning at all. These Santa Fe employees truly define the word TEAMWORK. Thanks so much for making our client so happy and making our company look so good.

Our other base contract, Honeywell, has been running like clockwork, despite occasional last minute requests for additional coverage. Lead Guard, Byron Green, has his hands full most of the time as he skillfully juggles individual schedules to meet client requirements. Robert Miller, a former DTRA guard, was brought on board to help cover scheduling gaps at the main compound. Meanwhile, Leslie Elmore was hired to fill the Administrative Support / Guard post at Honeywell's Airpark location. Both Robert and Leslie have proven themselves to be valuable additions to an already excellent Santa Fe / Honeywell crew.

Gulfstream, Forest Service, Thermo-Fisher

Our other non-UNM contracts continue to function as they should. All three have seen the occasional staffing change. Nevertheless, the overall quality of our guards is so great—that the substitution of one guard for another does not disturb the day to day operations at all.

Final Thoughts

By the time our next newsletter comes out, we will be in the thick of yet another UNM Football Season. Having completed my first year of scheduling the Special Events, I'd like to thank everyone who makes it possible for me to get the job done.

I want to especially thank Rene Montoya (who handles the millions of tiny details that must be monitored). Rene builds the guard posts, enters the data, corrects the errors, and bills our client. If that weren't enough - she co-manages the entire event staff on game day...starting at "dark thirty" and staying until the last prairie dog scampers off to bed. Without Rene's assistance, our large scale special events would quickly disintegrate into chaotic nightmares. Santa Fe - Albuquerque is very, very fortunate to have Rene. Thanks so much!

I'd also like to thank Robert Knowles (Special Events Supervisor) for being our "Energizer Bunny on Crack". Rob has the ability to be everywhere at once. Every Special Events Team needs somebody like that. Rob is ours. Thanks!

That should do it. As a side note to Roy Wunderlich: Inasmuch as AFA plays UNM in Albuquerque this year, we expect you to mosey down here for the game. We'll show you how a Professional Special Events Staff runs a game.

SPECIAL WELCOME

Welcome Ft. Rucker

We completed our start up/transition for Ft. Rucker on June 1st. This is an Army Post in Alabama and SFPS is contracted to provide Guards, primarily on the exterior gates. We do have some roving patrols on the airfields as well. Within the next four months, there is the potential for the contract to grow with more posts possibly on the horizon. Inside this newsletter there is more information on this, our newest contract.

This is how it began.....



A Day At The Range



There Is Always Paperwork



And Thousands of Cars



A Little Time in the Classroom

Fort Rucker - Joe Gentz

First, let me say how appreciative and glad I am to be here. My wife and I have wanted to move south for many years and the timing was right. What I didn't realize until we began the start up was the many and varied challenges that we would be faced with. Essentially we had to develop many programs and methods of conducting business, from scratch. On the positive side our employees were very cooperative and understanding during this process. I am fortunate to be surrounded by such great employees.

In fact, within hours of us assuming the contract, one of our employees, Dana Walker, denied access to an unauthorized person. She was able to detain the individual however when the MPs arrived the individual left at high speed and a pursuit ensued that involved both the MPs and local law enforcement.

As the PM, I will be focusing on the positives of the work that our folks do and handle the less than positive on a case by case basis. We are contracted to perform services for Ft. Rucker and from what I have seen so far, we do it well.

Over the coming month's I will be sharing some of our most notable success stories in upcoming newsletters.

**WHATEVER YOUR PLANS ARE
THIS SUMMER SEASON –
HAVE FUN & BE SAFE**

RECOGNITIONS



ICIC

Initiative for a Competitive Inner City

Congratulations to the 2009 Inner City 100 winners!

Santa Fe Protectives Services, Inc. Is proud to have been recognized as #81 of the ICIC Inner City 100

Inner Cities are defined as core urban areas that currently have higher unemployment and poverty rates and lower median income levels than the surrounding Metropolitan Statistical Area (MSA).

Inner cities have 20% poverty rate or higher, or two of the following three criteria:

- * poverty rate of 1.5 times or more that of their MSAs
- * median household income of 1/2 or less that of their MSAs
- * unemployment rate of 1.5 or more that of their MSAs

ICIC uses Census data and relevant research to identify inner cities. Census data is examined at the Tract level and compared to the surrounding MSA to determine accurate inner city locations.

www.icic.org

Employee Recognition

The Pass and Registration Center (PRC) Staff and Supporting Staff - AFA Colorado Springs

For identifying, reporting, securing, and leading to the transportation of two individuals in custody for attempting to gain unauthorized access to the United States Air Force Academy Cadet Area using fraudulent identification.

The PRC deals with a great number of people on a daily basis. All Contractors visiting the United States Air Force Academy (USAFA) who must be cleared and receive a badge to enter and work on the Base (specifically the Cadet Area). On May 1, 2009 the PRC had two contractors (one female and one male) enter the PRC requesting credentials. The female was the first assisted, and when she provided her Social Security Card (SSN) and Drivers license for processing the SSN card appeared suspicious to the SFPS Staff. A background check through NCIC/CCIC was done per procedure with no known identity on the females name found. By this time, the male contractor had provided his SSN and Drivers License for processing. His SSN card looked the same as the female contractors. Due to the absence of the Office, Non Commissioned Officer in Charge (NCOIC), our Staff member asked her co-worker and co-office staff another sub-contractor and a Civil Service employee if they thought the cards looked suspicious. They all three agreed that the cards did appear suspicious. Our Employees then went to the NCOIC office and referenced a Law Enforcement Book for Federally Issued ID Cards. The AF Security Forces (SF), (Military Law Enforcement) Desk was contacted, and multiple patrols were dispatched to the PRC. El Paso County Sheriffs Department was also notified and responded. Once the situation was explained to SF and the documentation reviewed, the two individuals were detained until Local Law Enforcement arrival. Upon the arrival of El Paso County, the responding Deputy reviewed the SSN cards and confirmed that they were fraudulent cards. He then contacted the Immigration Crime Enforcement Agency (ICE) and they too concurred the cards were fraud. The two individuals were taken into custody by El Paso County Sheriffs Deputy, and were going to be turned over to ICE.

The dedication and professionalism reflects highly upon the character of our employees and Santa Fe Protective Services.

The PRC TEAM, with SF and El Paso County Support::

SFPS Employees Malinda Souza and Charlotte Eckart (contractor)
P. E. Employee Brittany Edwards (contractor)
SSgt Bailey, TSgt. Scott, and SSgt. Young (USAFASF)
Deputy Allen (EPCSO)

"A good team, when their work is done, their aim fulfilled, they then say, "We did it together"."

Birthdays & Employee News

JULY

Christina Maki
Joseph Davis
Moses Jimenez
Ricky Frombach
William Allen
Tar Willener
Steven Wagner
Sheri Blakesley
Ronald Setter
John Tooze
Susan Malcolm
James Grant
Rose Nichols
Diane Skinner
Louis Welch II
Antonio Lopez
Mary Leonard
Jeffery Jones
Carl Stenger V
Richard Hernandez
Brenda Baker
Cheryl Pruet
Phillip Runnels
Miguel Hernandez
Frank Villagrana Jr.
Jerry Uhlig
Jesse Godfrey
Jason Eddington
Carol Brown
Linda Olson
Manuel Vigil
Juan Montoya
Gerald Peralta
Gary Allen
Lester Magwood
Christopher Golden
Shawn Hart
Daniel Barefoot
Tina Larson
Dayna Walker
Joseph Olear
Jonathan Givens
Joseph Slupski

HAPPY BIRTHDAY
TO
EVERYONE!!

AUGUST

Deana Streifel
Michael Carey
Jack Draeger
Joe Williams
Anthony Samarzia
Adam Link
Barbara Ortiz
Steven Kumpf
Jeremy White
Clifford Hicks
Cheryl Paterson
Hubert Hauser
Johnny Rockwell
Peggy Yopp
Julie Lounsbury
Victor Rodriguez
Crystal Schindele
Judith Bowers
Russel Irvin
Robert Harvey
Robert Casey
Jayson Garcia
Sergio Mendez
Jeffrey McCullough
Theodore Peterson
Peter Anderson
Kelle Alcaraz
Marina Rapsing
Michael Henderson
Antonio Sauchez
Ginger Gist
Miguel Troncoso
Robert Martinez
Richard Hernandez
Cody Wingham
Aldofo Cueves
Antonio Maurino
Brandy Bickel
Bradley Bickel
Johnny Davenport
Terry Ellis
Joe Holyfield
Richard McCrea Jr.
Eli Tingey
Wallace Vinson
Alezander Vinogradov
Hubert Agard

SEPTEMBER

Eric Hopper
Sherry Meier
Virginia Remacle
Barrie Greene
Sally Wiggins
James Swenson
Rachel Fritz
Russell Croxton
Fernando Lebron
Andrew Garcia
Dorothy Spaeth
Alvin Vigil
David Gallegos
Michael Melikant
David Garcia
Suzette Madrid
Tara Dass
Lillie Archuleta
Larry Cook
Heather Mobbley
Louis Gonzales
Patrick Southerland
Andrew Degginger
Marayda Flynn
Emanuel Magwood
Bill Morphis
Daniel Williams
Sam Patton
Joseph Preston
Thaddeus Lester
Johnny Foole
Kent Loo
Shannon Bush
Charles Anderson
Ruth Damron
Kenneth Britt
Chad Layton



Employee of the Quarter

Gerald Ridenour & Joseph Dziagwa - NDIC, Johnstown, PA

Also I want to special thanks to the following two officers for going beyond their duty on March 27, 2009 on the 11/7 shift Officer Gerald Ridenour was doing his round when he smelled a strong odor of smoke on the fifth floor. He called officer Joseph Dziagwa to assist him in finding the problem - what they found could have caused thousands of dollars in damage. A computers hard internal wires were burning and starting to smoke. They unhooked the hard drive before it sent off the overhead fire suppression system. Their fast action saved the day.

Congratulations Gerald & Joseph