



# The Protector

Volume 4 Issue 4

Winter 2009

## CONGRATUATIONS SANDY FURUKAWA/JILL ZAENGLIN Fort Rucker Alabama

### Winners of the 2nd 7 Day Hawaiian Vacation

*"The bad news is time flies. The good news is you're the pilot."*



Sandy and Jill teamed up to win the trip and they succeeded. It didn't matter which of them won, they are taking each other on the trip.

Between them, they brought in 2,030 cans of food. The final truckload is shown to the left.

Three organizations were selected to receive the food for the holidays.

## From the President, Christina Maki

### 2nd Annual Managers Meeting

On December 3, 2009 we had our 2nd Annual Managers Meeting, which turned out to be a great success. Next year, you will see a lot of changes and opportunities that will benefit all employees. Ask your managers about pay cards and 401K opportunities. We are also looking into non company contributory medical benefits for full time employees.

*We wish all of you a Happy and Safe New Year*

## From the Vice-President, Mark Liming

As this year draws to a close, I would like to wish each of you a happy holiday season and a good new year. It has been a very fast paced and busy year for us here at the corporate office. We have been successful in being awarded new contracts this year and renewing all of our contracts that were set to expire. We are finalizing our strategic plans and look forward to the coming year. Even in this challenging economy, there are many opportunities that are available. I am also finalizing my travel plans for the first few months of the coming year, and I hope to see each of you soon.

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## Business Development - Mark Liming



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

*Happy Holidays to all Team Santa Fe Employees*

## Human Resources

Another year has just flown by and it is time for me to remind you to take care of some annual business. So I am asking you all to please review your pay stubs and checks to make sure that all the information is correct on them. Please verify your social security number, the spelling of your name and your address. All of this is important, as we will be sending the information in the system to the government when we file your W-2's. They really like it when all the information is correct. It is also a good time to start thinking about your tax deductions for next year and making whatever changes you feel you may need. Any and all corrections can be done via eHub on the SFPS Website for those of you that have direct deposit. Just as a reminder though, if you change your tax deductions, you still need to fill out a W-4 and turn it into your manager. Your tax deductions will not be changed until this form is signed and received at the corporate office.



For those of you who are not on Direct Deposit we have a great new opportunity for you beginning January 1<sup>st</sup>. You can now enroll in the TFG Platinum Plus Pay Card program and have your pay deposited onto a Visa card that can be used to pay your bills, get cash, and be used at local merchants. This card can be a real cost saver for you. For more information on this program contact your supervisor/manager or call 505-244-8778 and speak with Amanda in Payroll or Sherry in Human Resources.

*Wishing you all a joyous New Year.*



It's that time of year again – winter has arrived in full force at most of our locations. Whether you're working or playing outdoors this winter, we ask that you protect yourself, your family, and your co-workers by learning to recognize the danger signs of frostbite and hypothermia.

Since there is no pain associated with the early stages of frostbite, it is extremely important to watch for these warning signs: Exposed skin may feel numb and become flushed, it begins to turn white or grayish-yellow in color, and skin feels cold to the touch. If you suspect frostbite, move the victim to a warm area. Then, cover the affected area with something warm and dry – never rub it! Seek medical attention at a nearby doctor's office or hospital as quickly as possible.

Prolonged exposure to very cold temperatures can cause hypothermia, particularly in children and the elderly. The following is a list of symptoms often experienced during the early onset of hypothermia: Inability to concentrate, poor coordination, slurred speech, drowsiness, exhaustion, or uncontrollable shivering, followed by a sudden lack of shivering. If the person's body temperature drops below 95 degrees, call for emergency medical assistance immediately. Remove any wet clothing, wrap the victim in warm blankets, and give warm, non-alcoholic, non-caffeinated liquids until help arrives.

Of course, prevention is always the best medicine. You can help to avoid frostbite and hypothermia by limiting your time outdoors and dressing for the season.

Safety is important to us at SFPS. Watch for new programs and contests from your managers at the beginning of the New Year.

## Contract News



### Air Force Academy & Roy Wunderlich

*"Our  
greatest  
glory  
is not  
in never  
falling,  
but in  
getting up  
every  
time  
we do."*

*Confucius*

My, how quickly the year has gone! As we prepare to say good-bye to 2009, and welcome in the New Year, we must all continue to put our best foot forward. We all know now, after miscommunication last year, that this is definitely the final year of our current contract with the Air Force Academy Events. Although changes are a major challenge for everyone and hopes of not having to make those changes are a significant advantage, in addition the Academy has not given us any reason to believe we will not be a competitive bidder for a new contract. With that said, there is nothing guaranteed in this business, and it will take a team effort, working hard together as one team with all entities associated with every AFA event to continually prove that we are the best company to provide the continued professional staff expected by the Air Force Academy.

The 2009 Air Force Academy (AFA) Football Season was as quick as any I have worked. We were challenged with back to back games twice this year, and a couple of games with multiple scheduled events (i.e. hockey and soccer games following the Army vs. Air Force Game on November 7<sup>th</sup>, with ESPN Game Day starting out the morning). Add in a couple of extremely miserable cold, wet night games, and I don't think I'm alone when I say, the end of our football season didn't come quick enough. However, the outstanding efforts from all showed that although issues will arise, the SFPS Event Staff in Colorado Springs continue to learn from these issues, and continue to put the client's needs and the fans of AFA Athletics their number one priority. Reduced staffing for men's basketball has added a new challenge in rotating staff to ensure everyone that signed up to work gets a game now and then, and there is no indication the numbers will increase for conference play as we were hoping.

The ID/PRC Contract is a worry free contract with the solid core of employees we have working, and in some of the severest weather conditions, especially when the wind is blowing and the temperatures drop well below zero. The leads for this contract recognize the dangers associated with working these posts and keep everyone thinking all the time about safety and security.

Recently I attended the SFPS Managers Conference in Albuquerque, NM. Although not all the new information has been disseminated to all employees yet, new information and employee involvement opportunities will be available. Recently we have all signed the SFPS Safety letter sent from the corporate office and we will be implementing a local safety program at the beginning of the year. If anyone has ideas or recommendations that revolve around safety - keeping our employees safe, conducting ourselves in a safe manner and ultimately keeping events and working environment safe for all, your thoughts are important and will not be ignored. New information has been sent to all employees offering you additional opportunities to receive your pay if you do not have Direct Deposit. It is highly encouraged that all employees take advantage of these offers, as we reduce the need for paper checks and mailing of these checks to those employees that are not signed up with either a Pay Card or Direct Deposit. Even if you have Direct Deposit, you may still sign up for a Pay Card. If you have not received this information please stop by the office for more details.

On December 15<sup>th</sup> we had our open house Christmas party for all. We scheduled it from 2 to 7 in an attempt to accommodate everyone's scheduled full time day jobs and afford as many as we could an opportunity to mingle and enjoy some great food - almost all prepared by Gail. We had a great turn out throughout the day, including some of the Academy Game Managers and building staff who joined us as well. For those of you who were unable to attend, I am sorry we missed you. For those of you that were able to stop by, even if only for a few minutes, it was a pleasure having your company.

*The Colorado Springs office wishes everyone with Santa Fe Protective Services, here and in other States,  
a very Merry Christmas and Safe and Happy New Year.*



### Albuquerque Area Office

Greetings and salutations from the Duke City. Well, another year is about to come to an end here. I know that I am the new kid on the block and am not in any position to give a complete accounting of how the year went, but from my point of view during the last seven weeks, I would like to say that we are endeavoring to overcome obstacles set in our path, striving for new challenges and most importantly add more business to our location.

The UNM Basketball season kicked off really well with a pre-season men's exhibition game on November 3, 2009. The UNM Men's Lobos are currently undefeated with 11 wins under their belt and ranked 19<sup>th</sup> overall. In addition to men's basketball, we have our Ladies Lobos Basketball with a current record of 7-3 and are currently scheduling for our last football game of the year, the New Mexico Bowl between Wyoming and Fresno, this coming Saturday the 19<sup>th</sup>. As I am sure is the case with every year, we are welcoming back some Special Event staffers, almost all of whom have other full-time jobs but still make time to provide quality service to the UNM athletic department when we ask. We are looking forward to adding another full-time permanent post at the UNM-West campus, located just north of Albuquerque in the up and coming city of Rio Rancho at the start of the new year.

Having just completed my monthly status review meetings with our DOE contract facility or site managers, I can confidently say we can look forward to many more years of providing excellent service to our NNSA and DTRA clients who had nothing but the best to say of our employees.

Of our United States Forestry Service, account I can proudly say I have heard nothing but accolades for our personnel who often make efforts to make their presence known to possible trespassers by varying their patrols and staying constantly vigilant. This was evident from the first day I visited the site when I was greeted by an officer who had seen me coming down the road before I even turned into the parking lot.

I would like to thank all those employees who make us look good to our existing and potential future clients. Just by going the extra distance by taking the time to get to know our clients, listening to their needs or requests and making them understand we value their input and ideas, we will make a good impression, and hopefully 2010 will be our year to shine. In the Albuquerque market there is a glut of security companies, but I believe we have the potential to step into the spotlight and show prospective clients we can provide dedicated, quality, professional officers who can deliver outstanding service.

## Contract News Cont'd

### NDIC & Tom Vitko

Hello from Johnstown, Pennsylvania. On behalf of all the officers here at NDIC, we would like to wish you all a very Merry Christmas and a Happy New Year.

Congratulations to Officer Joseph Dziagwa's son Michael who will be graduating from Indiana University in Pennsylvania on December 20, 2009. He will be receiving a Bachelors Degree in Nursing and has already accepted a position at the Indiana hospital close to home. Joe would like to extend his appreciation to the ITPE Union and Santa Fe Protective Services, Inc. for their roll in making this happen.

We ask that you keep Sgt. Michael Hammer of the U.S. Army in your thoughts and prayers as he prepares to return to Iraq with a Special Task Force. Michael is the son of our officer Marty Hammer.

I would also like to thank the staff of Santa Fe Protective Services, Inc. for a very nice 2009 Managers Meeting. I know Mark doesn't think that I learned anything but I did. I now know Joe and John, where their sites are located and what they do there. I am still reading the handouts that the staff provided us and thanks again to all for making this meeting happen.

### Fort Rucker & Joe Gentz

Rain, rain go away! I left the frozen tundra of Maine only to find the snows long lost cousin RAIN. We have had a lot of it. As a matter of fact, we had to close down one of the main gates for a day and a half and shift our work force to other posts. Of course Team Santa Fe adjusted like a well-oiled machine. No matter what our client threw at us, we adjusted and supported their every need and we did it without spending one dime in overtime. We were also challenged with a three day Anti-Terrorism drill. The Army had Opposing Forces (OPFOR) try to penetrate the gates and take photos of the post. They were not as successful as they thought, as our Officers spotted them and reported them - a great job by all.

We held a can drive for the Hawaii Trip. Our top two donators were Sandy Furukawa and Jill Zaenglein with the two of them bringing in 2030 cans of food out of the total 3010 cans. Frank Gorski, the Deputy COG, coordinated with three separate organizations and provided them with food for the holidays. We also sponsored a Toy for Tots drop box. We had so many toys (and 3 Bicycles) that we had to move them away from the door because the box was over-flowing. I would like to thank all who gave so that some child could open a gift on Christmas day and for providing food for those in need. I have been mulling over the one name that I wanted to select for employee of the quarter, but I have had so many of my officers who have gone above and beyond the norm it would be too difficult. So to all the ones who gave for the food drive and Toys for Tots, my hat is off to you, and I thank each and every one of you.

We have added a new staff member; Elaina Provost was hired as our administrative assistant. She started the last week of October and has been a blessing since. Welcome Elaina.

*We all hope everyone has a safe and Merry Christmas and Happy New Year.*



### Fort St. Vrain & John Leger

It is hard to believe that another year has come to an end, here at the Ft. St. Vrain ISFSI. we have had a very good year. With a small percentage of turnover and a large number of qualified applicants, we have been able to maintain full staffing.

In coordination with our client, CWI, we have had a very successful year with our safety program, COBRA (Changing Our Behavior Reduces Accidents). With our personnel being directly involved with the safety process, we have shown an ownership and responsibility for safety at our site. Pre-job briefings, observations, reviews, monthly safety meetings and documentation are involved in nearly all activities conducted on the site.

Some of the highlights in training this year included Security Officer Miguel Garcia successfully completing DOE Basic Instructor Training and DOE Firearms Instructor Training, and Security Officer Jeremy Hageman and Security Coordinator Alan Fahrenbruch completed DOE Basic Instructor Training. Additionally, all personnel successfully completed Annual and Semi-annual Firearms qualifications, with Security Officer Jon Banza being the "Top Gun".

In addition to our physical fitness requirements and qualifications, our personnel also participated in a 10,000 step promotion. All personnel who completed an average of 10,000 steps per day during the promotion received their own personal heart rate monitor. 100 % of the participants were successful in completing the challenge. We are very fortunate to have 3 Fitness Specialists on staff; they are NSA Program Manager John Leger, Security Officer Barry Harding and CWI Facility Safety Officer Jay Newkirk. Their knowledge and willingness to assist has greatly enhanced our fitness program.

We look forward to the upcoming year and our continued relationship with the staff and personnel of SFPS.

# Birthdays & Employee News

## JANUARY



## FEBRUARY



## MARCH



HAPPY BIRTHDAY  
TO  
EVERYONE!!



## Employee of the Quarter

*Louis Welch II*

*NNSA Aviation Facility - Albuquerque*

Upon being reported by the NNSA Aviation Facilities Manager, Jim Combs, as an example of exemplary service performed by Officer Louis Welch II, the following is submitted as reason for this officer being selected as Employee of the Quarter from the Albuquerque Office.

“While conducting his duties on shift and providing support for a Department of Energy flight being generated from the NNSA Aviation Facility the following occurred:

The aircraft was loaded with personnel and some support gear needed for the flight. The ground crew personnel were pushing the aircraft back from the embarkation point with a tug. Aircraft engines were in operation. Louis was stationed at the gate entrance to the flight operations area when I noticed in an adjacent area, not generally used, that an aircraft luggage cart (loaded with passenger’s baggage and some field equipment) had not been loaded onto the departing aircraft. Louis quickly gained the attention of the ground crew personnel and notified them to stop the aircraft. The push back of the aircraft was halted and the ground crew proceeded to drive the luggage cart to the aircraft and load it onto the plane. The flight then launched without further delay. It was fortunate that the aircraft had not left the airfield prior to the loading of baggage and equipment, as the delay and cost would have been substantial. Team effort by everyone involved made for a successful and only slightly delayed aircraft launch.

*Congratulations Louis!!*