



METRO ONE NEWS



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Officer Honored by Montgomery County Police Department



Kelley McOlvin M1 HR Assistant

Metro One officer Lecharles Hairston was honored by the Montgomery County Maryland Police Department. He was chosen by Metro One Management to represent our company at the NRF Conference in Los Angeles. He was chosen because of his excellent attention to detail and his professionalism. The National Retail Federation announced on, June 15, 2009 the recipients of the Loss Prevention Retail Partnership Award, Ring of Excellence Award, Volunteers in Action and the 2009 Loss Prevention Case of the Year at its annual Loss Prevention Conference and EXPO at the Los Angeles Convention Center.

NRF's Law Enforcement Retail Partnership Award was presented to Detective David Hill, Montgomery County Maryland Police Department and Special Agent Soto. They received the award for an incident that occurred in May 2008. Detective David Hill was informed that a particular customer of the retail store was purchasing items with multiple gift cards he then found out with the cooperation of Special Agent Philip Soto, that the credit cards being used to purchase the gift cards were still in the possession of the original owners. This gave way to a possible skimming case. Detective David Hill worked with United States Secret Service, several retailers, and Montgomery County Police Department. Lecharles Hairston received recognition for his ongoing involvement in the case while at the conference. His actions were above and beyond his responsibilities and duties. Metro One Loss Prevention is pleased to have individuals like Lecharles in our workforce. *****

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Metro One College Internship Program: A Successful Partnership

Amanda Berardi M1 HR Internship Coordinator



The two college participants from our college internship program are more than halfway through the program. The program is structured in modules so the interns may familiarize themselves with the multiple roles of security. Both interns have worked as Loss Prevention Officers, shadowed Site Supervisors, and Store Detectives. Our clients have welcomed our interns into their location, offering the same training that is available guards.

The Loss Prevention Officer Module allowed our interns to work in different Barnes & Noble locations throughout Manhattan. Through the experience the interns have learned the importance of professionalism, self-discipline, and customer service. All Metro One Guards they worked beside mentored the interns, giving them pointers on how to work effectively.

The Site Supervisor module helped the interns to see the importance of teamwork and how it effects the days cohesion. Although the roles of each site supervisor vary depending on the client, each one plays an intricate role in keeping the Loss Prevention Officers organized and ensure clients satisfaction with Metro One's employees. Submitting timesheets weekly, making schedules, recording incidents, and making sure break schedules are running on time; the interns learned firsthand the vital role of Site Supervisor.

As a Store Detective, each intern had weekly training with Store Detectives to learn the different styles of surveillance, apprehensions, and how to adapt tactics for different settings and situations. They learned how to use CCTV surveillance systems, what signs to look for when seeking shoplifters, how to keep 100% surveillance of possible shoplifters, and how to handle a shoplifter after they have been apprehended. *****

Sotheby's Featured on NBC's Today Show



Kelley McOlvin M1 HR Assistant

Featured on a NBC Today Show's exclusive: Sparkling! It's a Gem of an Auction; Sotheby's auction house gave the public a sneak peak of a collection they will be auctioning. Today's Meredith Vieira, Ann Curry and Natalie Morales boasted some of the auction's rarest sparklers. Lisa Hubbard, Chairman of North and South America for Sotheby's International Jewelry Division described the incredible pieces. The items included a 20 carat diamond ring, a rare Burmese ruby, and a 100 carat vivid yellow diamond necklace. The expensive cargo required very strict measures to be taken to ensure the safe return of the items to Sotheby's. Metro One Loss Prevention Group provided the security escort on this event. Kevin Quinn, Metro One employee, provided on-set security. He was captured on camera, and "was one of the people who keep you safe" according to Lisa Hubbard. Sotheby's guard duties include providing security escorts for high value items. It is a key responsibility of elite Sotheby's guards. Congratulations, Kevin on your television debut! *****

Think you have what it takes to succeed?

Metro One LPSG is always looking for qualified internal candidates to consider for promotion opportunities. If you believe you have what it takes to be a Store Detective, Supervisor, or Manager, speak with your local Operations Manager or Recruiter to explore what opportunities are available in your region or one of the many areas in which Metro One does business.

Visit Our Booths

Going to RILA in Dallas and the NRF in Atlanta?

We would love to see you there! Visit Metro One LPSG and SSI at our booths:

RILA Booth Number 225
 NRF Booth Number: 209

Employee Referral Program
 Any existing Metro One employee may refer an unlimited amount of individuals for employment in any of our locations. You will receive \$50 for every person you refer who remains in good standing for 3 months. For more details, contact your local branch office.



Detroit Market Takes on The Home Depot

Charles Davis MI Office Recruiter

Frank Camerino MI Director of National Accounts

On January 10, 2010 the Detroit Metro One Office got its first taste of The Home Depot. Three stores were successfully rolled out in that market: 7 Mile & Myers, Dearborn, and Harper Woods by Charles Davis and his team: Daryl Miller and Brian Baker. Thirty new employees and many Metro One veterans were anxious to show that Metro One is one of the top providers of security services in Detroit.

The Rollout consisted of hand-picking Lead Officers, core personnel, and hiring qualified officers. Once the officers were vetted and selected, three days of intensive The Home Depot Training took place. The training emphasizes the importance of Greeting for Customer Service and Theft Prevention. Another major part of the training covers the multiple receipts at The Home Depot and the importance of Receipt Inspections. Officers are trained on how to deal with receipt discrepancies through customer service and how to document recoveries for a positive ROI.

The last lever that is pulled for a Roll-Out is the Store Family Meetings. These consist of meetings at each location with the Store Management Teams, Store Asset Protection, and the District and Regional Asset Protection Teams. The meetings are a "who's who" in each company as well as a discussion on expectations. The meetings emphasize a Team Approach at the store level. The goal being to make officers part of the store family not just the vendor at the front door. We believe that the benefit of this partnership produces better Officers who reflect Store and Company goals. *****

DSW Welcomes Miss America to NYC

Jason Shaffer MI Director of Operations

Newly crowned Miss America, Caressa Cameron, made one of her first appearances in Union Square's DSW. DSW is one of Miss America's top sponsors and also a provider for all of the contestant's footwear during the pageant. It is a winning combination to say the least. During her appearance, Miss America took pictures and gave autographs to all that showed up during the two hour event. DSW also gave out a \$100 gift certificate every 15 minutes to a lucky shopper that Miss America picked out of a bowl. Security was provided by Tamar Kearse and Rolton Bazile who did a fantastic job. Both guards made sure Miss America was safe at all times and that she was safety escorted to her car service after the event was over. Congratulations to an awesome partnership between DSW and Miss America and Thank you for a job well done by Tamar and Rolton. *****



Logistics Department Meets Latest Challenge

Dori Schabo MI Regional Logistics Manager



On March 15, 2010, Metro One started security services in McCalla, Alabama for The Home Depot. The site is an up and running Rapid Deployment Center (RDC) with a high rate of trucks entering and leaving the facility each day. Unfortunately, our original site manager resigned only a few days after we began coverage at the site. With a bit of teamwork from the rest of Metro One's Logistics team, the hiring of a new site manager, and the hard work of our Security Officers, this site is quickly approaching the same high level of performance as the rest of the Home Depot RDCs covered by Metro One. Thanks go out to many people who contributed to this success: Jim Martinez of the Baltimore and Washington D.C. region, for all of his help scouting the area, recruiting and hiring security officers; Bob Saunders of Winchester and Eric Wiete of Topeka, for all of their assistance in the training of the officers and running the site in the early weeks; as well as Jake Faber of Topeka and Joe Andrews of Allentown, for working as supervisors and assisting in the training of new guards. We would also like to extend a big welcome to Tony Small, Metro One's newest site manager. Tony comes to us with warehouse, retail, and loss prevention experience. Welcome to the Metro One Family! *****

Quick Thinking



Al Latuso MI Director of Sotheby's

On November 11, 2009, at about 12:40 AM Security Officer Robert Miller was on duty in the Sotheby's Security Control Center when he observed a male acting in a suspicious manner in front of the building on York Avenue. Officer Miller immediately notified the Supervisor of the Midnight Tour, John Glancy. A decision was then made to call the Police Emergency number and requested a 19th Precinct unit to investigate. A short time later, the male was observed scaling the side of the building and climbing atop the outer canopy on York Avenue. Tour Supervisor John Glancy then responded to the front of the building and remained out of sight until the male climber attempted to get off the canopy and jumped into the arms of the Supervisor Glancy. During this time, Security Officer Miller continued to furnish updates to responding police officers as the details unfolded. Security Officer Glancy, a retired NYC Police Sergeant, without regard for his own personal safety, placed the male against the building with the assistance of Security Officer James David. The officers held the suspect there until the 19th Precinct arrived and placed the male under arrest. The male was charged with Reckless Endangerment, Criminal Trespass, and Disorderly Conduct. The male stated to Supervisor Glancy, before his arrest, that he was an artist and that he wanted to place a banner across the Sotheby's name logo in dedication to a friend. The entire incident was captured by digital recorders and replayed for the top executives of the building who added their thanks to our security team. Great job and congratulations go out to Supervisor John Glancy, Control Center Operator Robert Miller, and Lobby Security Officer James David for their clear thinking, alertness, and quick response. *****

Special Book Signing in Virginia

Matthew Eaton MI Office Recruiter



I would like to take this time to acknowledge some of our exceptional officers and the great job they did at a recent high profile event. We received a request from Barnes & Noble to supply coverage for the Sarah Palin book signing in Roanoke, Virginia on November 22nd. This was a challenging task considering the location is five hours south of Washington D.C. but we were excited to rise to the challenge. Thanks to our staff of managers and Security Officers we were able to provide a team of six who worked side by side with local and state law enforcement agencies to ensure the safety of the former Vice Presidential candidate and maintain order with a large crowd of supporters. By the end of the day, Mrs. Palin signed well over 1,800 copies of her New York Times Best Seller "Going Rogue." After the signing, Mrs. Palin took the time to individually thank our staff for their efforts; I would like to do the same right now. Thank you to Field Managers: Jeff Bader, Chris Hoover, and Abdoul Bomou and Security Officers: Eugene Riddick, George Johnson, and Joseph Baca. Great job. *****



Well Deserved Recognition

Amanda Berardi M1 HR Internship Coordinator

The already successful college internship program just got that much better. St. John's University's Homeland and Corporate Security Organization personally recognized Mike Corinotis, Metro One LPSG and Hyperbaric Therapy USA executive, on Wednesday April 7th, 2010 during their first annual awards dinner. Mike Corinotis has been a driving force and link that led us to partnering with St. John's University for our unique internship program.



During the developmental stages of the internship program, the decision had to be made of which college to partner with. Being an alumnus of St. John's University, Mike was assured the school would be well suited school. In 1976, he received his Bachelors of Science degree from St. John's University majoring in Criminal Justice. Mike had a superb experience when he attended the University; it was his first choice. Mike stated, "I immediately thought of St. John's whose excellent College of Professional Studies program and its wonderful student population might be receptive to an internship program geared specifically to the Retail Loss Prevention field."

As our first year comes to a successful end, it is fitting the program and the man who made it possible received recognition on the first annual awards night. While the commencement ceremony had many executives from the private security industry in attendance, Metro One LPSG was the true shining star of the night. This is sure to be the first of many positives of Metro One's college internship program. A great thanks to all who helped develop the internship program, and congratulations to Mike for a job more than well done! *****

Chicago Detectives Flourishing

Pierre Noel M1 Office Recruiter

With an already successful detective program in place at Family Dollar, the Chicago office recently began a program at Barnes & Noble, and it has quickly become extremely productive. Metro One detective Vince Traversa was hired for the account, and he quickly became accustomed to the location and performed very well. We have since expanded our coverage from two locations to three. Even though the program only started in August, our three detectives combined for 45 apprehensions with a case value of over \$3300 in 2009. Not to be outdone, the Family Dollar detective team concluded the year with an impressive 246 cases. All of the Chicago detectives are on their way to bringing in impressive statistics in 2010. *****



Stars Visit New York City

Robert Oliver M1 District Manager

The New York Metro One office would like to welcome the Lincoln Center Barnes & Noble to the Metro One family. We would like to thank Michael Lathan, Wanneta McCalmon, Allan Marshall, Kenneth Joseph, Rollie Demps, and all of the other guards for making this transition as smooth as possible. Their professional demeanor sets the standard that all Metro One employees should follow.

Recently Metro One has had several successful special events at the Lincoln Center, Baychester Ave, and Tribeca Barnes & Noble stored. This past fall, Metro One has provided security for celebrity autograph signings such as Tour de France Winner Lance Armstrong, Comedians: Tracy Morgan, Kathy Griffen, and Lisa Lampanelli, and Pastor Joel Osteen. All of the events were successful and concluded without incident. Thank you to everyone for their hard work. *****

Building a Team

Dori Schabo M1 Regional Logistics Manager



Metro One expanded their services into Distribution Centers for The Home Depot in August 2008. Headed up by our Director of Logistics, Bruce Williamson, we are now proudly providing services in fifteen of their Distribution Centers. Duties vary from site to site but the quality of Metro One's customer service remains the same at each and every location. At some of the sites we provide auditing services, other sites security officers, and at many of the locations both type of services. I recently received the honor of being promoted to Regional Field Manager covering six of the sites. Metro One was fortunate enough to be able to promote and transplant two successful Site Supervisors to Site Managers. Joe Andrews was promoted out of the DC in Allentown, Pennsylvania to Romeoville, Illinois and Eric Wiete left Monroe, Ohio to be promoted to Topeka, Kansas. We also hired two more individuals to complete the team: Randy Turnbow in Monroe, Ohio and Eric Voelz as Campus Manager of three Distribution Centers in Romeoville and Bolingbrook Illinois. Each of the four comes with their own set of experience including: retail loss prevention, department of corrections, security, police and military. I am happy to say that I have the pleasure of working with all of them. Congratulations are extended to everyone involved in our successful Logistics division. *****

Partnership in D.C. and Maryland

James Martinez M1 Field Manager

I would like to take this opportunity to welcome a few new client locations to the Washington D.C. and Maryland market. Recently we have started Uniformed Security Guard coverage in the Bethesda American Apparel. We currently have Uniformed Security Guards and Store Detectives in six American Apparel locations in the market. Our strong performance in these stores has added to our continued growth with American Apparel. We also started coverage on January 4th at The Home Depot on Eastern Avenue. Our market currently has nine The Home Depot stores. Hampton Park Blvd and Oxon Hill currently have Armed Guard coverage provided by the Prince George's County Police and Sheriff Department. Our East West Highway location is covered by the Hyattsville Police Department. I would like to thank all officers for their dedication and hard work.

Recently, we rolled out another The Home Depot distribution center in a Columbia, South Carolina. Coverage began on November 16, 2009. Site manager Robert Dozier has kept operations at the site running smoothly. He brings years of law enforcement and management experience to Metro One. Welcome, Robert! *****

Logistics Moving Ahead

Mischa Lowe M1 Regional Logistics Manager

The past year has seen significant expansion in the Logistics Operations Division. We have grown from 6 facilities to 17, and I am extremely proud to be a part of it. The Home Depot has awarded Metro One three new facilities in the Eastern Region: Columbia, South Carolina, Scranton, Pennsylvania, and Westfield, Massachusetts. Our new Columbia Site Manager is Robert Dozier, a 25 year veteran of the Columbia Police Department and former retail Store Manager. David Kostiak has joined Metro One as the Site Manager for The Home Depot facility in Scranton, Pennsylvania. David came to us from the Baltimore County Police Department and was recently the Loss Prevention Manager for Target. Welcome to Robert and David, we look forward to working with you! *****



Reflections

Henry Chan M1 District Manager

Recently, while driving from site to site using my cell phone, I received a call from a client. I explained to the first call that I would have to call them back because a client was calling and they may have a problem. I was happy when the caller explained she would like to commend the security guards from last night. She went on to explain that the P.A. system at her store had misinformed the customers that the store closing hour was 11:00 pm, when actually the store was closing at 8:00 pm. The guards took charge and assisted the client's management staff to secure the store and inform their guests that it was closing time. The guards worked together with client employees to ensure that all guests exited in a safe and orderly manner. After thanking her for calling with the good news, I continued driving and started to reflect on how many times during the year our security team has performed above and beyond. So I would like to take this opportunity to thank them, maybe it was something as simple as saying hello, or holding a door for an elderly person or mother with a carriage. Maybe you kept a child safe until their parents were found. Maybe it was just doing the right thing at the right moment or doing what is expected of you. Whatever it may have been for all of you unsung heroes, thank you! I would also like to say thanks to my team, Operations, Officer Managers and Field Managers. Whatever or however insignificant you think your role is, it is not. We never say thanks enough for the part you play. Keep up the good work. *****

In the Spotlight

Aaron Fries M1 District Manager

Metro One LPSG welcomes a new Field Manager in the Baltimore market and wishes another farewell. Robert Bandy is parting with Metro One to join a Police agency in Southern Maryland. We wish him great success and safety in this capacity. Chris Hoover, who has been employed with Metro One for about two years, will assume the role of field manager in the Baltimore market. Chris has risen quickly through the ranks beginning as a guard for the Barnes and Noble account. Shortly after working as a Uniformed Guard, Chris was recognized as a leader and became a Store Detective with weekend supervisor duties in the Family Dollar account. When the position became available in Baltimore, Chris was clearly the person for the job. Congratulations, Chris.



The Baltimore and Washington D.C. offices would like to thank the following employees for their dedication and hard work and high level of performance: Munjum Ashu, Forcho Forcho, Jacqueline Canada, Beruk Guta, Chika Ikpeze, Christopher Mufuh, and Jeffrey Villanueva. *****

Preventing a Loss

Eric Voelz M1 Logistics Site Manager



On November 18, 2009, while completing a yard tour at The Home Depot IDC #5895, Security Officer George Jesionowski observed a fully loaded container in the yard with the doors open. The guard documented the container number, returned to the guard shack, and contacted a member of The Home Depot management. The trailer was removed from a dock door earlier that day in error and placed in the yard. Management thanked the guard and immediately moved the loaded container back to a dock door to be unloaded. This could have been a major loss for The Home Depot since this trailer was parked against the fence line along a road, visible to passer-bys. Metro One thanks George for his alertness and attentiveness while performing his daily duties.*****

John Czerniak M1 Office Recruiter

Markeem Hall M1 Office Recruiter

Jennifer Grant M1 Sr. Account Manager

Jeffrey Bader M1 Field Manager

Wayne Thomas M1 Field Manager

Kereth Powell M1 Field Manager

Tom Miller M1 Office Recruiter

Randy Turnbow M1 Logistics Site Manager

Answering the Call of Duty

Metro One LPSG Security Officer Yanira Hernandez is someone you can count on when called upon. On several occasions she has covered multiple posts. Distance was not a factor. The challenge was met and the client was satisfied. The client wasn't just satisfied that they had a Metro One Security Officer on post, but was happy it was Yanira. Her dedication, professionalism, and customer service have caused clients to request her return. Yanira has covered posts from the Bronx to White Plains. There is no distance too far nor schedule an issue. She has answered each and every call of duty with an eagerness and anticipation for her next assignment. It is the type of individual that helps Metro One LPSG stand above the competition. Yanira is a team player and an asset. It is a pleasure to have her working out of the Bronx Office. A big thank you to Yanira Hernandez for a job well done! *****

Austin Santiago has only been with the H&M team for six months but he has already shown himself to be a leader. Since Austin has been on the team, he has shown dedication to his work and his co-workers. He is always willing to go the extra mile when ever asked to do something. He has made recovery after recovery and his communication skills are remarkable with Metro One and the LP team at the store he is assigned to. His ability to make recoveries has not gone unnoticed and he has been recommended for the store detective division where we believe he will be a great asset. Thank you, Austin. Keep up the good work! *****

Congratulations to Lorenzo Zurzolo on his well deserved promotion to part time field manager. Lorenzo has been employed with Metro One since 1/30/09. Since the beginning Lorenzo has always shown himself to be very dependable employee who is always willing to go the extra mile. On 10/2/09 Lorenzo was promoted to a part-time field manager. Fulfilling the duties of a field manager is very challenging and sometimes very stressful. Since Lorenzo's promotion, he has demonstrated that he can handle himself under pressure and is able to use good judgment in situations that require quick decision making. Great job and continue to rise to great heights within the company. *****

We would like to recognize the employees who all received excellent reviews from the Store Managers at The Home Depot in Falls Church, Virginia: George Johnson, Diego Villarroel, and Jeremy Thomas. These personnel have done an outstanding job while performing their duties as Metro One Loss Prevention Guards. The guards have been commended for their pro-active approach and their customer service skills in dealing with the public. Their working relationship with local law enforcement personnel has greatly reduced any issues with the day laborers on site. *****

Weston Robinson has joined the company over a year ago. He has worked mostly in the Barnes & Noble stores in Manhattan. Barnes & Noble management requested that he stayed until the completion of the 86th & 2nd Avenue store. Everywhere he worked he has left an impression on the clients, so much that they have requested that he be permanent in their establishments. Weston is a very reliable Uniformed Security Guard. He adapts easily to the environment of any location. He has a professional attitude in the execution of his duties and is always well mannered. He is now a resident guard at Barnes & Noble at Citigroup. His presence there has helped to bring stability, relief, and a smile on the managers faces. Congratulations to Weston Robinson on a job well done. He is an asset to the Metro One family. *****

We would like to take this opportunity to thank Leo Gloster for all of his hard work and support over the past year. His professionalism with each client is second to none and he has never refused to lend a helping hand whenever and wherever asked. Leo believes that if it is worth doing, it is worth doing it right. One post in particular was at the Yonkers Toys R Us on Black Friday where he worked exceptionally hard to make it the success it was. He is a credit to his fellow officers, the District, and the Metro One Family. It truly has been a pleasure working with him. *****

We would like to take this time to congratulate Baltimore's newest Field Manager, Chris Hoover. Chris started out with Metro One on February 7th of 2008 as a store guard. Several months later, after doing a fantastic job, he was promoted to a Store Detective. Chris was doing such a good job as a Store Detective; he was promoted to training our existing Detectives on the procedures for apprehensions and recoveries. Our stats in this area immediately improved. Several months passed, and our Field Manager at the time, Robert Bandy, moved on to another job. This opened up the Field Manager position in the Baltimore area again. After a thorough search and numerous interviews, Metro One discovered that we had already had a Field Manager working for us. Chris was interviewed for the position and was hired. Because of his hard work ethic and dedication to Metro One, he was promoted to the Field Manager position. This is an example to all of our Guards and Detectives that you can move up and grow with this company. Congratulations, Chris and welcome to the Metro One family. *****

Christa Mendenhall began employment with Metro One LPSG as a security guard on August 2, 2009 assigned to The Home Depot #5084 in Monroe, Ohio. Christa quickly became proficient with the different computer programs utilized by the gate sentries. Her positive attitude and work ethic singled her out from her peers. When an opening for third shift lead became available, Christa quickly accepted the challenge. On December 6, 2009 she took over the responsibility as third shift Lead. Although work is very important to Christa, she is a very well rounded person with many interests. Christa would like to open her own auto repair shop one day. We wish Christa the best in her new position. Keep up the great work. *****