



METRO ONE NEWS



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Successful Partnership



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 HOLIDAY EDITION

Robert Caruso M1 Sr. VP of Business Development

Thanksgiving was an exciting time for Metro One. We were given the privilege of supporting Walmart's Asset Protection Team at four of their store locations in Western Massachusetts during their Black Friday sales event. This is one of their largest events of the season. It signifies the beginning of the holiday shopping season. Various members of the Metro One Team met with Mr. Craig Iglesias of Walmart, as well as each Store Manager in all four of the store locations to review their plan of action and to provide the appropriate support to ensure the highest quality of success for this large initiative. Metro One was called upon to coordinate line cohesion outside the store before the opening as well as making sure each customer made it into the store safely. We spread out teams out in the following locations: Springfield, Chicopee, Hadley, and Northboro.

We provided Walmart with over thirty-seven Team members which included Senior members of the Metro One team. Each member sacrificed their own Thanksgiving to ensure the highest quality of guard services was supplied to Walmart. We received very high accolades from each Store Manager at all four store locations. The Store Managers were very impressed with the professional standards of the Metro One team as well as how well they worked with the Walmart Event team. The Management Team did an amazing job analyzing the Event Plan and found the very best way for their staff to support the evening.

At one of the Walmart locations over thirty customers entering the store commented to the Walmart Team and Managers about how they were impressed at the overall opening of the store. They commented on how well it had been managed and how much safer this year had been when compared to previous years. In addition, two of the Chicopee Police Sergeants on site also commented on how well organized and how highly professional the Event Team from Metro One had been as well as what a tremendous difference in the execution of the Event opening from previous years with other security companies. The Police Department was very impressed with the overall rollout of the Metro One staff. Each location went without incident.

Metro One would like to thank Walmart for the opportunity. We would also like to thank the following Metro One Guards: Duada Amusa, Demond Anderson, Antonio Archilla-Robles, Joseph Arriola, Negga Ashebir, Benny Ayala, Johnathan Ayala, Joubert Benjamin, Randy Biagas, Faith Brower Couture, Travis Brown, Jessica Buchanan, Tori Burke, Ramses Cabrera, Paulo Casella, Jehoval Cesar, Nathaniel Coleman, Maria Colon, Bedwens Emile, Steven Figueroa, Alfred Fisher, Jeffrey Fugiele, Abdool Gafoor, Julian Green, Jean Guirand, Donald Herd, T'Challa Hudson, Gabriel Ismael, Dorrian Jackson, Stefan Johnson, Kevin North, Merle Plessinger, Isreal Rivera, Becker Saint Jean, Franklin Sarkodee, Jwyanza Whiteman-Best, and Dujohn Willette. Thank you to the following Management Team: Robert Caruso-Senior Vice President, Jason Shaffer-Director, as well as Bayne Egge, Paul Gordon, Job Lawson, Raphael Santiago, Ryan Taylor, and Aron Valla. Without all of your great efforts and unwavering support on this great initiative we would not have the success we had. Thank you all for a job well done! *****

E.O.D. Program Launched in Detroit

Charles Davis M1 Office Recruiter



On October 4, 2010, Metro One LPSG successfully expanded the Enforcement Officer Division into Home Depot Store #2781 located at 7 Mile and Meyers Road. These officers, comprising of current and retired law enforcement officers, hail from several police agencies including the Detroit Police Department, Highland Park Police Department, Wayne County Sheriff's Department, and Washtenaw County Sheriff's Department. Dressed in their dark uniforms, shiny black boots, and crisp black leather belts and holsters, they evoked various comments from several customers as well as store employees. Reactions ranged from wary to surprise to happiness. The vast majority of their comments were positive in nature. Many expressed that they felt safer shopping in a store where Police Officers were present. This Home Depot store is sending a strong message to its' customers, employees, visitors, and the community that a safe and secure shopping environment is the store's priority and that unruly behavior and shoplifting will not be tolerated.

Pictured above from left to right is: Raymond Hood, Arlene Collins, and Samuel Williams. Thank you for doing a great job! *****

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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.

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 branch office.

Metro One has a new website!

Launch Date:

January of 2011

www.metroonelpsg.com

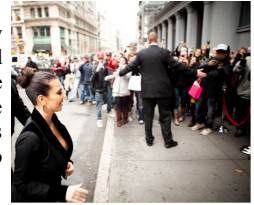




Kim Kardashian Launches Her Jewelry Line at BeBe

Jason Shaffer M1 Director

The reality star turned fashion personality introduced her newest collection, Kim Kardashian for BeBe jewelry. Midday Tuesday, November 16, 2010, at the company's flagship store on lower Broadway in Manhattan to a crowd of several hundred who waited in line under rain-threatening skies. Many of the fans waited in line for an autograph signing and none were disappointed. The whole event went without incident. Metro One controlled the crowds inside and outside for this event. Those Guards were Robert Ayala, Nicolas Cabrera, Hank Dezonie, Cleeford Georges, William Jacobs, Robert Puccala, Louis Rosiello, and Vernon Saliard. Rob Oliver (M1 Compliance Manager) and Jason Shaffer (M1 Director) supervised and also helped escorting Miss Kardashian. Great Job by all and thank you. *****



Blitz Time

Jermaine Stevens M1 Detective Manager

Metro One LPSG proudly welcomes Dick's Sporting Goods to the family. Since our official start toward the end of October, Metro One was able to introduce our Store Detective Blitz team consisting of Team Captain Pierre Jean-Baptiste and seasoned Store Detective Jonathan Ku. Since our Team has arrived they have developed a great relationship with the store management and District Loss Prevention Management. They also quickly identified organized retail crime activity and high shrink areas within the store.

The Blitz Team then began to systematically launch their Loss Prevention Strategies, resulting in numerous apprehensions throughout the month of November. One major recovery the team had was for \$1,116.00, in which organized retail crime members attempted to steal The North Face apparel. The Team has been commended for their outstanding effort and urged to continue the momentum.

On behalf of Metro One LPSG, I would like to congratulate Pierre Jean-Baptiste and Jonathan Ku for a job well done and for showcasing Metro One's commitment, professionalism, and strong work ethic with Dick's Sporting Goods. *****

Black Friday Kick-Off

Robert Oliver M1 Compliance Manager



The holiday shopping season started off with a bang at the Times Square Toys R US on Black Friday. Metro One was contracted to provide crowd control for the nearly one thousand customers seeking great bargains and door buster sales. The line stretched from the store's entrance down Broadway and all the way up 45th Street to 6th Avenue. Metro One guards did a great job at making sure everyone was safe and the other local businesses were not affected by the line. When the doors opened at 10:00 pm, all the customers were able to enter the store in an orderly fashion and find the toys that they were looking for. Thanks to the following guards for doing a great job: Hank Dezonie, Sharon Laborde, Yonel Etienne, Harold Samaniego, Roy Murray, Felix Rosario, and Luc Ndi. We would also like to thank the Toys R US Loss Prevention staff for their cooperation and support. *****

DOLLAR GENERAL

Check Out These Recoveries

Teresa Shaw M1 Field Manager

Dollar General has been growing steadily. In fact, they now boast over 9,000 stores in 35 states. It is the nation's largest small-box retailer. For the last year, Metro One has been honored to provide security services for five of their stores in Chicago. During that time, Metro One Officers have contributed with a combined total of \$1,300 in merchandise recoveries through November of 2010. The dollars saved in recoveries are sure to grow in the coming year as new stores are added and the partnership between Dollar General and Metro One continues to thrive. *****

Leading by Example

Matt Eaton M1 Office Recruiter



We would like to take this time to recognize our outstanding Store Detective Team in the Washington D.C. market. Our Senior Detective and Detective Trainer, Eugene Riddick who has been with us for over three years now, continues to be a driving force in our market's most challenging location. Since July, Store Detective Riddick has made more than one hundred apprehensions and recoveries in our downtown H&M location. Store Detective Riddick has recently been teamed up with a secondary Store Detective, Domonic Blackwell, who has quietly made over fifty apprehensions and recoveries in his short time at the location. Together these gentlemen are a great team and strong ally to the ongoing theft prevention at this location.

I would also like to recognize Store Detective Robert Lucas for his outstanding performance in our downtown American Apparel location. Robert has single-handedly reduced shrink levels at this location. His presence has changed the culture of the store and has would-be shoplifters thinking twice before they walk through the door. Since taking over the store as the primary Store Detective, Robert has been able to rack up over fifty cases.

Great job guys, keep up the good work! *****

American Apparel



Brand New The Home Depot Distribution Center

Homer Mosley M1 Regional Recruiter

When The Home Depot needed reliable, efficient, and well-trained Security Officers to protect its new Distribution Center at 50 Campanelli Drive in Westfield, Massachusetts, they honored Metro One and M-1 Corporation with the task. Upon The Home Depot awarding this contract, the Logistics Division, the Recruiting Division, and the Human Resources Team acted as a cohesive unit to meet the requirements of our client.

Our efforts started in August of 2010 when the Recruiting Division was charged with providing a skeleton crew of Security Officers for the site during the Distribution Center's construction phase. The first effort resulted in the hiring of eleven Officers including temporary Site Supervisor, Raphael Santiago, who comes to us with prior law enforcement experience. Then, as M-1 got word that the site would go live in December, the M-1 team accelerated its efforts resulting in the hiring, processing, and training of twenty additional staff members consisting of both Security Officers and Auditors. Raphael Santiago, who was hired during the first phase, was then promoted to Site Manager and when the site went live on December 13, 2010, success was achieved.

Congratulations to Logistics, Recruiting, Raphael, and Human Resources for great teamwork. Thank you to our partner, The Home Depot for allowing Metro One LPSG and M1 Corporation to supply its protection needs. *****



Event Excitement in Chicago

Pierre Noel MI Office Recruiter

The fall season has been full of excitement in Chicago. Metro One has been privileged to provide security coverage for numerous special events for several of our clients, including Macy's, Barnes & Noble, and H&M. The events have ranged from book signings of sports heroes Bobby Hull and Mike Ditka and cooking guru Ina Garten at Barnes & Noble to the clothing lines of Russell Simmons' Argyle Culture autograph event and the Earl Bennett Perry Ellis autograph event at Macy's locations. Most recently, the release of a the new Lavin collection at H&M. Dedicated and professional Security Officers worked each of these special events without incident. At least one Metro One manager has also worked these events alongside the Officers to ensure everything runs smoothly. The Metro One Chicago office has also implemented "event training" into their new hire training so Officers are better prepared on what to expect if they are lucky enough to be chosen to work future special events. As we cover more events the excitement grows. We look forward to assisting our clients in all of their security needs, the everyday and the special events. *****



Lanvin Line Launches at H&M

Jennifer Grant MI Sr. Account Manager

On November 20, 2010 H&M held their yearly high fashion designer event. This year the designer was Lanvin from London, whose designs are very colorful and unique and customers lined up in front of six of the Manhattan area stores from as early as 9:00 pm November 19, 2010. Metro One provided overnight coverage to ensure that the customers that were there were safe. Then on the morning of, each location had eight additional guards as well as a Supervisor to help keep control of the growing crowds. The customers were given colored bracelets with a time listed on them to let them know what time they enter to shop and were given 20 minutes to do so. When their time was up, they were ushered out and five minutes was given so that staff could restock. Many items were sold out before the end of the day. Metro One guards did a wonderful job at keeping everyone safe and secure and H&M Management was very happy with our role at the events.*****

Top Notch Teamwork

Carlos Figueroa MI National Account Manager

A group of individuals becomes a team when each member is sure enough of themselves and their contributions to help each other out. Individual commitment to a group effort, that is what makes a team work. It was that thought process that went into creating The Home Depot Investigator Team.



In August of 2008, a plan was put in place to reduce shrink and combat opportunities that were causing shortage in The Home Depot stores in the New York Metro Area. The focus of the Teams was to make an impact in the High Shrinkage Departments. Store Family Meetings were set up at each location. Metro One walked aisle by aisle with the Store Teams to identify high shrink and high pilfered items as well as vulnerable locations at each store. Exception reports were worked to find high refunded items as well as on hand quantities.

With a Senior Director from Metro One and a Regional Director of Operations from The Home Depot leading the charge, Metro One leaders and The Home Depot partnered together to hand-pick team members for such a plan. This opportunity allowed successful Metro One employees to be promoted and for talented external candidates to join the Metro One family. Bringing together a Team of different personalities and experiences to work cohesively is no easy task but, as with anything, with great success comes hard work.

Since 2008 our Investigator Team has successfully apprehended numerous Organized Theft teams that have been responsible for thousands of dollars in theft. They have conducted numerous operations in the New York Metro Area. Most recently, our Team visited the Philadelphia market to combat shortage in one of The Home Depot's highest shrink stores. During this operation, our team was able to adapt to a unknown environment and identify many levels of shortage from a external standpoint. The team also apprehended multiple Organized Retail Crime teams and, with the partnership of The Home Depot Asset Protection, a major impact was made during their stay.

As a former member of our Investigator Team, I have had the pleasure of working side by side with each member. I look forward to watching our Investigators soar to new levels and continue their success. On behalf of Metro One, we thank our Investigator Team - Greg Lozada, Rodney Yates, Mauricio Bedoya, Pedro Duran, David Gonzalez, and Moustapha Niang.*****

The Holiday Spirit of Philadelphia

Bill McQueen MI Office Recruiter



The Holiday Season is upon us again, and, as always, we are excited about this time of the year every year. The possibility of new clients, the opportunity to apply our trade to help keep the shrinkage of our clients at an all time low. We have a new team in place in Philadelphia that will not only help make Metro One successful but also help us have a good time doing it. We would like to extend a warm welcome to the newest member of the family, Job Lawson who goes by Joe. Joe is Philadelphia's newest Team Member. He has a lot of enthusiasm about doing his job, and we wish great things for him. In addition, Charles Burton has recently joined the family as a Manager. Charles comes to Metro One with extensive experience and we look forward to his wisdom helping to enhance the success of this team. Charles started as Uniformed Officer and was promoted to Manager after much hard work and dedication. Congratulations as well to Robert Crocker. Robert began with Metro One as an Armed Guard and has recently been promoted to the Manager in the Philadelphia Region. He has been doing a great job, it has become commonplace when, in the middle of the night, our blackberries begin to light up, we say that is Bobby at work. Thank you to all for your hard work! *****

Happy Holidays from the Metro One Family!





Mark Albert MI Regional Director

Jennifer Smith was at the Toys R Us Kinnect event in the Bronx when Metro One Senior management recognized what a great job this new hire was doing. As I approached her, she immediately recognized me and said hello. She had already worked as a standby on a four hour shift prior to arriving but wanted to stay and help. I had the pleasure of working with Jen all night until past one o'clock in the morning. Not only was she pleasant to everyone in line but every supervisor that night told me how great she was and how she always took initiative and took care of everything throughout the night. Jen has worked multiple other events since that time and we are glad to have her as a part of the team. She has been at the H&M Lanvin event and the Black Friday FAO Schwartz event and all the feedback I get on her performance is nothing less than outstanding. Thank you for your hard work, Jen. We welcome Jennifer Smith to our family.

Peter Donkor MI Field Manager

We wish to congratulate Kenneth Pagan for a job well done. He started as a guard in June of 2008 and has been working at various accounts: H&M, Barnes & Noble, The Home Depot, and Daffy's. Kenneth gained a promotion to a lead guard at Daffy's #204 in Manhattan. He has been working well with his team: Komlan Atedzi, Gladys Semidey, Destiny Williams, Sean DelRio, Charlie Robles, William McDonald, and Michael Sarbeng. This team does a great job of preventing theft in a large and busy location in Manhattan. Thank you to all for your hard work and professionalism.

Stephen Christopher MI Field Manager



During recent The Home Depot Corporate Visits, one of our Starrett City Security Officers took the spotlight. When Security Officer Roger David was approached by these VIPs and asked some basic security questions and statistics about recoveries, he answered all the questions without hesitation, correctly, and confidently. Roger consistently goes above and beyond for Metro One responding to last minute call outs, working double shifts, and even traveling to other locations to ensure our clients have the coverage that they require. This Starrett City location is one of the busiest in the district and it can be a challenging place to work. Even with this challenge, the local team makes numerous recoveries on a consistent basis. Thank you to all team members and in particular Ernst Joseph, Eleanor Wolliaaston, and Thabiso Booker for their excellence in recoveries. To assist this highly motivated team we have now assigned an Enforcement Officer to supervise the location and lend some support at the doors. The Home Depot has also provided portable radios to ensure that the EOD Supervisor can be requested when needed. This program has shown success in their Bedford Stuyvesant location, and I am sure it will be a great addition to our security efforts at Starrett City.

Manny Rivera MI Office Recruiter

'Tis the season to be jolly. All seem to be in holiday spirits, especially the Metro One New York City team. I had the opportunity some weeks ago to assist with a special event hosted by H&M for Lanvin. Thank you to all of the event guards who showed eagerness and professionalism throughout the event. Thank you to all for your indispensable help in making this event a success. In particular, thank you to Raymond Meuse II, Ramses Cabrera, Hassan Clarke, Kevin Gibson, Fitado Samuels, Rolton Bazile, Jennifer Smith, Johnathan Ayala, and Patrick Georges.

Thomas Accomando MI Investigations Manager

We would like to congratulate our newly hired Store Detective in Albany, New York, Kim Walz. Kim comes to the Metro One family with extensive retail experience in Loss Prevention. Since working in H&M, she has built a relationship with the Management Team. Kim has had tremendous success in such a short period of time. Within thirty days of her beginning work, she had a remarkable forty cases with slightly over \$2,600.00 in merchandise recovered. She has caught members from Organized Retail Crime rings and has helped the store management in identifying areas of attention. Thank you, Kim, congratulations on a job well done.

Gregory Urso MI Regional Recruiter

We would like to commend Site Manager Joel McNabb of Illinois. Joel consistently displays a great attitude while at work. He goes above and beyond the call of duty to respond to any and all needs of the client and Metro One. Joel has built a solid relationship with The Home Depot. His teamwork driven attitude has truly made him a pleasure to work with and makes getting the job done more efficient and effective. Joel's background is in law enforcement as a Police Sergeant for the city of Horicon, Wisconsin, for twelve years. His experience as a leader is very evident in his work and his interactions with the security staff. Joel has worked hard to instill the professional image, demeanor, and conduct of his staff. Keep up the good work!

Randy Turnbow MI Logistics Site Manager



Bennie Stewart began his employment with Metro One on July 24, 2009. Bennie has been a professional and dependable employee who has gone above and beyond to perform his duties on a daily basis. Bennie has not missed a single day of work since he began with Metro One. Thank you Bennie, we appreciate your service and accomplishment.

Eric Greis MI Regional Logistics Manager

Congratulations to Melva Martinez for her recent promotion to the Auditor Supervisor at The Home Depot RDC in Allentown, Pennsylvania. Melva was originally hired in October of 2008, when the site was being built. Melva worked whatever shift was needed during that time and was very helpful during this transitional time. In December of 2009 Melva transferred to the Auditing Team. In her quest to do the best job that she could, she became the Supervisor's choice to take charge in his absence. When the position became available, Melva was the obvious replacement. Melva is a hard worker, respectful of those around her, and is willing to do what it takes to make the Client and Metro One happy. She is very knowledgeable and takes great pride in training and teaching those she supervises. Melva is an asset to The Home Depot and Metro One.

Eric Weite MI Regional Logistics Manager

This past year we were excited to begin the Home Depot mRDC in Findlay, OH. The startup in Findlay was a team effort from day one. The Metro One Management Team all stepped in to take the lead on the initial hiring, the grand opening, training the Site Manager and Shift Supervisors, and training the Auditing Supervisor and Site Manager. Special recognition is in order for all of the guards in Findlay as well as Bob Roll—Site Manager, Austin Carey—Auditing Supervisor, Christine Lucas—First Shift Supervisor, and Brandon Smith—Second Shift Supervisor. These supervisors stepped up to the challenges in front of them and lead their team to success. Thank you all for a great job!

Bayn Egge MI Regional Logistics Manager

Workplace morale can be determined or judge by many different factors, some of which are: productivity is it up or down; employee's demeanor while engaged with other employees or supervisors; do employees take pride in their work or are they just going through the motions. For me determining workplace morale came in a different form while visiting The Home Depot RDC #5086 in McCalla, AL. While visiting this site the guards and newly added auditors held a lunch in honor of the Site Manager Anthony Small. The guards brought in fried chicken, potato salad, baked beans, refreshments, and even a cake for dessert to show their appreciation for everything Mr. Small does for them and all of the hard work and effort he puts in on a daily basis. While eating lunch, Mr. Small was presented with a card in which the guards had signed with genuine thanks for his work. To us this showed exactly what the workplace morale is like. Thank you for a great job!

Eric Weite MI Regional Logistics Manager



Mark Rose MI Logistics Site Manager

Our Distribution Center Site in Topeka, Kansas has been in operation for just under a year now. We have a great team of Guards and Auditors. In the month of November 2010, we have had 100% Yard Audits for the most of the month. I am very proud of our team, and excited to work with all of them going forward. We would like to thank Nestor Llizo—Auditor. He has gone above and beyond with his work ethic. Thank you, Nestor, for all of your hard work. Another associate we would like to thank is, Jon Husson. Jon is our First Shift Supervisor in the guard shack. Jon has an average of 100 to 150 movements per shift in the Guard Shack every day, and sometimes exceeding the number over 200. Even with the chaotic traffic, Jon has almost 100% accuracy and sets the standards for others to reach for. The entire team in Topeka deserves a round of applause for the Site's accomplishments. Thank you all for your hard work and dedication.

Rudy Ruiz MI Field Manager



Metro One would like to congratulate Pheron Smith of the Illinois Division. He has been with the company since April of 2009 and has been the recovery leader an outstanding thirteen times. In October, Pheron was promoted to The Home Depot Trainer. He has been sharing his passion for a job well done with the security officers and is a prime example of what hard work can accomplish. Congratulations Pheron, you deserve it.

Chris Hoover MI Regional Recruiter

We would like to take this time to recognize all of Dominique Bradley's hard work and dedication. Dominique was hired with Metro One LPSG in April of 2008 as a Uniformed Guard for our Family Dollar locations. Dominique's work ethic and reliability quickly made her lead guard for our Family Dollar location on Eastern Avenue. In the near months after, Dominique was promoted to Store Detective. Due to all of Dominique's efforts, she has been promoted to our Store Detective Trainer for the Baltimore market. This is a prime example of how hard work is recognized and that you can move up and grow with the company. Congratulations Dominique, and keep up the great work!

Markeem Hall MI Office Recruiter

We would like to congratulate Michael Orija and Bryan Acosta on their recent promotions. Michael Orija has worked full time in our Gucci account in Short Hills Mall since July of 2008 and has done an outstanding job in this account. He is now a part-time weekend Field Manager and is doing a great job. Bryan Acosta was hired as blazer guard in April of 2010 and began working in Barnes & Noble in Clifton, New Jersey. Through hard work and dedication, Bryan was promoted to a Store Detective at Barnes & Noble in Springfield, New Jersey. We wish them both much success in their new positions.