



# METRO ONE NEWS



900 South Avenue - Suite 200  
 Staten Island, New York 10314  
 Tel : 718.370.3232  
 Fax : 718.370.3233

Editor  
 Melissa Kirby VISIT US ONLINE @ WWW.METROONELPSG.COM

## Heroism in Detroit

Charles Davis M1 Operations Manager

On May 16<sup>th</sup>, while working at his assigned Family Dollar location, Metro One Store Detective Larry Shepard observed a male customer enter the store and begin to argue with a female cashier. As the argument became more heated, Detective Shepard approached the customer to ensure the cashier's safety. As he drew near to the customer, the subject produced a handgun and fired in Shepard's direction, narrowly missing him. As the perpetrator forced the cashier into the restroom, Detective Shepard acted quickly to safely escort six customers out of the store, and contacted the Detroit Police by cell phone. Several officers quickly arrived, and after a two hour standoff, were able to obtain the release of the cashier and arrest the perpetrator without injury to either party. Detective Shepard performed admirably in the face of danger and Metro One is extremely proud of his actions during this critical moment. \*\*\*\*\*



VOLUME VIII, ISSUE 1  
 SUMMER EDITION

### INSIDE THIS ISSUE:

Heroism in Detroit	1
Ace on Fire at Borders Book Signing	1
New York City's Bravest	1
Introduction to the Recruitment Division	1
Robbery Foiled in New York	2
Quick Thinking Prevents an Accident	2
Happy Customer in New Jersey	2
Playing it Safe at Family Dollar	2
NRA Show in Chicago	2
Idol Worship	2
Excellence at H&M	2
Giants Visit NIKETOWN	3
Internal Theft in the Workplace and What Can We Do About it?	3
Recruiting Strategies	3
Washington D.C. Excellence	3
Boston Updates	3
Welcome and Congratulations!	4

## Ace on Fire at Borders Book Signing

Steven Christopher M1 Field Manager



On Saturday April 12<sup>th</sup>, American Idol star Ace Young made an appearance at the Westbury, Long Island Borders Book Store. Metro One provided security for this heavily attended event. District Manager Henry Chan and Field Manager Stephen Christopher coordinated the assignments and posted Security Officers Pierre Simon, Kristofferson Coke, Bernard Bornelus, and Field Trainer Roger Rudder. Mr. Young performed songs and signed his new book "Chicken Soup for the American Idol Soul" the profits from which are being donated to children's charities. The event was attended by children, many of whom had special needs. During the event a small electrical fire broke out in the basement of the bookstore. The building was quickly evacuated and Mr. Young was escorted to a space in the rear of the building. The Westbury Fire Department responded and an outdoor temporary signing area was established while the firefighters extinguished the fire. Ace also took time to thank the firefighters and pose for a photo. Once everything was safe, the fans were escorted back into the building and the event continued. Due to the quick thinking and immediate response of the Metro One Team there were no injuries. The day was truly a burning success! \*\*\*\*\*

## New York City's Bravest

Kevin Maher Director of Sotheby's

Kevin Quinn, a Metro One Officer working at Sotheby's, is also a Lieutenant in the New York City Fire Dept. On April 3<sup>rd</sup>, while he was assigned to Ladder 4 in Midtown Manhattan, they responded to a fire on West 47<sup>th</sup> Street and 9<sup>th</sup> Avenue at approx 7:30 in the morning and rescued a male occupant of the building from a very serious fire. The man was rescued from the building by Kevin and his team and was not breathing. The victim was handed over to FDNY EMS personnel on the street and was revived. He was reported to be in critical condition at the hospital. Kevin is a newly promoted Lieutenant and was filling in at Ladder 4. Kevin's bravery has earned him a recommendation for a citation and was featured on NY1 news. Great job, Kevin. We commend you for your bravery. \*\*\*\*\*



## Introduction to the Recruitment Division

Jordan Eppolito M1 Corporate Recruiter



Exciting things are happening this year! As Metro One continues to grow, new Divisions are developing and contributing to our success. The Recruitment Division consists of five different Branch Recruiters throughout Metro One. Our goal is to continuously provide the ability to efficiently recruit, train, and manage quality candidates to work in and run our business well into the future. When recruiting, we present Metro One as the employer of choice through active participation in community and business related events and organizations. We have established relationships with numerous contacts throughout our branches such as: local colleges, the Mayor's Office of Employment, career centers, and security training schools. This opens up lines of communication for us to choose candidates from so we can present the best qualified individuals to our clients. We also take pride in consistently identifying and promoting our internal candidates to various Management positions. This enables us to develop and train employees from entry level and up, which is a big part of our company's success today. Every Branch Recruiter has specific duties and assignments and they are trained to work with all levels in the organization to identify, analyze, and solve problems. I would like to welcome the following Recruiters to the Metro One family: Shelly Abline in New Jersey and Steven Jacob in Pennsylvania. Welcome aboard and we are excited for both you to join the new growing division! Also we would like to acknowledge the dedication and hard work of our current market Recruiters: William Murphy in the New York District; Julia Mohan in the Maryland, Washington D.C., and Virginia District; and Greg Urso in Illinois. Keep up the good work! \*\*\*\*\*

## 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.

When a person whom you refer for employment comes in for an interview, make sure they indicate on their application and verbally tell the interviewer that they were referred by an existing employee and who. After three months, if both you and your referral are still employees of Metro One in good standing, submit an Employee Referral Incentive Program Claim Form, which can be obtained in any branch office. For more details, contact your local branch office.

**VAL CHECK SHOULD BE USED EVERY TIME AN ASSOCIATE REPORTS TO WORK UNLESS OTHERWISE INSTRUCTED. ALL ASSOCIATES MUST HAVE THEIR TIME SHEETS FILLED OUT, SIGNED BY STORE MANAGERS AND FAXED IN BY SUNDAY**



## Robbery Foiled in New York

Frank Camerino MI  
National Account Director

On Sunday January 13<sup>th</sup>, Security Officer Ramachand Deodat reported early for his 7:00 am start. The officer was sitting in his car listening to the radio when he observed two subjects inside the front vestibule of the store. Ramachand thought this was odd since no one is usually in the store that early on Sunday. The Security Officer proceeded to the front of the store holding his portable AM/FM radio to his mouth like he was talking in a two-way radio. This startled the two subjects who had exited the store with a shopping cart full of merchandise. The subjects proceeded to run across the street leaving the merchandise behind. Ramachand then called 911 and watched the subjects run down the street. The Police Department responded quickly and he pointed out the direction of travel and that he believed they had ducked into a gas station. The Police apprehended both subjects at the gas station. District Manager Henry Chan and National Account Director Frank Camerino met with Mr. Deodat to congratulate him and present him with a Certificate of Achievement and Recognition Award.



\*\*\*\*\*

## BARNES & NOBLE

## Quick Thinking Prevents an Accident

James Martinez MI Field Manager

Thank you to Baltimore guard Dessere Bumbrey for rescuing a young girl from certain tragedy on a Barnes and Noble escalator. While making her rounds, Dessere saw a young girl walking onto the escalator while the mother was distracted. The child hit the first step and lost her balance and started to fall. Dessere responded quickly and caught the girl, saving her from a terrible accident. Dessere was awarded a certificate of excellence from Metro One and stands out as one of our finest guards. Great job in thinking quickly!

\*\*\*\*\*

## Happy Customer in New Jersey

Melissa Kirby MI Sr. Director of HR



Thank you and congratulations to Ms. Evelyn Imasemwendo. She received a glowing letter of commendation from a customer who she provided excellent customer service to in The Home Depot in Bloomfield, New Jersey. The customer described Ms. Imasemwendo as "an asset to your company" and "a self-motivated employee that was concerned about quality service." Evelyn provided our customer with exceptional customer service by directing her to where she could find assistance and then by following up and asking the store cashiers to page someone when she was unable to find the product. This type of professionalism and dedication to her work is greatly appreciated by Metro One and our clients. Thank you, Evelyn!

\*\*\*\*\*

## Playing it Safe at

Rudy Ruiz MI Field Manager

On May 18<sup>th</sup>, Loss Prevention Officer Leonard Green followed his Metro One training to the letter and was able to recover a large quantity of merchandise in a Family Dollar store, while at the same time putting everyone's safety first. While patrolling his assigned Family Dollar location, Officer Green observed a male subject selecting multiple bottles of hand lotion and packs of bar soap. He maintained observation of the subject from a short distance away, and was able to see the subject conceal the merchandise inside of his coat. Security Officer Green quickly alerted a Family Dollar associate and, along with that employee, approached the suspect using the customer service skills he had gained during his training with Metro One. The offender quickly handed over the concealed merchandise, but also produced a knife and threatened the officer and associate. To ensure his own safety and that of the employees and customers, Security Officer Green quickly disengaged and allowed the subject to leave without further incident. The Chicago Police were notified and a report was filed. Thanks to Security Officer Green's astute observation skills he was able to recover over \$80 in merchandise for Family Dollar; and thanks to the training he received from the Chicago Metro One office he deescalated a potentially dangerous situation and helped to secure everyone's safety.

\*\*\*\*\*

## NRA Show in Chicago



Steve Jimenez MI District Manager

In Chicago you can never predict the weather during the month of May, but you can count on thousands of attendees to flock to the city for the National Restaurant Association's annual convention. You can also count on one of the most anticipated events held during the convention to be the networking party thrown by "The Food Group" and held at NIKETOWN. This year was no exception, as the invitation-only party proved once again to be the "must attend" event of this year's NRA Show. In addition to sampling the wares of the country's top food manufacturers, invited guests were treated to an autograph session with Jim McMahon, the former quarterback who led the Chicago Bears to victory in Super Bowl XX. As we have in the past, Metro One was again honored to provide security for the networking extravaganza. Metro One's Chicago office provided NIKETOWN with eight officers and four supervisors for an extremely successful event that saw over 600 attendees over a four hour period. Metro One would like to thank all of the officers who attended, and NIKETOWN for allowing us to be a part of another of their very successful events.

\*\*\*\*\*

## Idol Worship

John Czerniak MI District Manager



Metro One LPSG was honored to handle the Borders book signings for American Idol stars' book "Chicken Soup for the American Idol Soul." In the book, American Idol contestants and staff have a brief biography and contributed their own personal stories and inspirations. Thank you to the following guards for their dedication and professionalism during this event: Jason Melchore, Roger Rudder, and Dickens Celestin. American Idol's Tamyra Gray, Constantine Maroulis, Kevin Covais, and Sanjaya Malakar had all felt comfortable with the security staff and were friendly and complimentary. The American Idols were kind enough to take a picture with security at the close of the event. When taking the pictures they posed with hands clasped in front to emulate the Metro One security officers! Excellent job and congratulations to Mr. Jason Melchore, Mr. Roger Rudder, and Mr. Dickens Celestin!

\*\*\*\*\*



## Excellence at

Mark Dambach MI Director of National Accounts

Metro One would like to extend high praise to a group of individuals whom together achieved outstanding results for the month of May. In fact their productivity are the highest recorded in a single month for the H&M account. They are the store detectives. This group of dedicated individuals used their camera and floor walking skills in various environments to apprehend, recover, and arrest shoplifters for unpaid merchandise. In doing so they did their part in not only reducing store shrink, but also getting the word out to the shoplifting community to stay away. Great job to all. Metro One would also like to welcome the Staten Island store #134 and the Monmouth Mall store #165 to the Metro One family. Thank you to all of the Metro One personnel who supported the openings.

Metro One would also acknowledge the following H&M Loss Prevention personnel whom through hard work were recently promoted. Congratulations to Mark Mansfield, Greg Lang, and Greg Strable on their promotions to Regional Security Manager. Congratulation also to Ryan Dahlman, Chris Lee, and Terry Powell on their promotions to District Loss Prevention Manager. A warm welcome to Patty Ovalles who was recently hired as a District Loss Prevention Manager. Good luck and continued success to all.

\*\*\*\*\*



## Giants Visit NIKETOWN

Michael Mastromonaco M1 Field Manager

The New York Giants completed one of the most remarkable playoff runs in NFL history with an upset over the undefeated New England Patriots in the Super Bowl. On February 21<sup>st</sup>, two key members of the Super Bowl Champions took time to visit NIKE-TOWN. Michael Strahan and Antonio Pierce were on hand along with Scott Van Pelt from ESPN to discuss their season and remarkable playoff run that ended in a 17-14 victory in Phoenix, Arizona. A special Pee Wee football team from Brooklyn known as the Pitbulls received front row seats for the event. The youngsters got a chance to ask questions, win prizes, and some were even lucky enough to get the Giants' autographs. Metro One would like to thank Security Officers Bouyaqui Soumano, Matthew Palmer, Bryan Duboulay, Michael Blair, Reginald Jackson, Donovan Barksdale, Gary Dykes, Ronald Aiken, Lamont Young, William Lindsey, Aisagbonhi Iddia, Regisnardo Jimenez, and Ronnie Summerset for their help with making the event run smoothly. \*\*\*\*\*

## Internal Theft in the Workplace and What Can We Do About it?

Edgar Bonnet M1 District Store Detective Coordinator

As part of our Loss Prevention Consulting and Investigations services, Metro One LPSG conducts comprehensive investigations when theft is detected or suspected, whether it is internal theft of goods by employees or vendors, theft or embezzlement of cash by company personnel, or loss of product from fraud or other external sources. We provide Investigative services to businesses of all types and sizes. We have performed thousands of investigations including Undercover Operatives, Surveillance, Honesty/Integrity, "Hook Up" Shops, etc.

What is Internal theft and how can it be controlled? According to The Institute for Financial Crime Prevention, "The largest single component of white-collar crime is internal theft by employees." The most recent National Retail Security Survey estimates that employee theft costs US retailers more than \$19.5 billion a year, or about 47% of the total losses.

Normally, before an average employee would steal from their workplace, three basic components need to be present, each of which can be dealt with and controlled to a certain extent with the proper policies and procedures in place. Personal Pressures - the stresses and problems of everyday life can cause an employee to feel the need for money. For example a family medical crisis, loss of a spouse's job, or a substance or gambling addiction. Sometimes, even the most honest of persons feels pressures that can cause them to make a bad decision. Here at Metro One LPSG we practice an "Open Door" policy, meaning any employee can feel free to come into any of our offices and speak to any member of Management about any issues they feel need to be addressed. An Opportunity to Commit the Crime - employees can not steal from you if you do not give them the chance. While a certain percentage of employees will steal to seek revenge for a perceived wrong done to them, or for the thrill of the action, most people would never steal if they were not presented with the opportunity to do so. The Honesty and Integrity of Your Personnel - hiring the wrong people can cost your company thousands of dollars a year. No resumé or personal interview will reveal the information needed to detect a dishonest individual. In today's world, a more thorough view of a candidate's background is required to ensure the employment of the right individuals. \*\*\*\*\*



## Recruiting Strategies

Shelly Abline M1 Recruiter

What is recruiting? Recruiting is the process of creating a pool of qualified candidates for a specific job. Recruiting is a business tactic an organization uses to attract candidates who have the skill set and the attitude needed to help the organization achieve its objectives

Today in the recruiting field we have new tools and technologies to help us. Search engines, online networks, and software databases enable us to locate, store, and manage client and candidate information. In recruiting we not only need to find candidates but we also need to identify, motivate, and secure the very best candidates for our company as quickly as possible.

For recruiters there are many ways to find appropriately skilled candidates, here are some of the ways we discover new talent and create new aspiring business relationships: promote current employees, employee referral plans, Unemployment agencies, one stop career centers, online job sites, local newspapers, job fairs, and social networks. \*\*\*\*\*

Aaron Fries M1 District Manager  
Matthew Eaton M1 Operations Manager

## Washington D.C. Excellence



We in the Washington D.C. office would like to welcome our new Field Manager, Robert Bandy, to the Metro One family. Robert comes to us with a number of years of experience in law enforcement and the security industry. Robert is a former Washington D.C. Metropolitan Police Officer and Howard County, Maryland Police Officer; serving with these agencies for 5 years collectively. Robert is also a member of the Washington D.C. Army National Guard and he has served a Combat tour in support of The Global War on Terrorism in Iraq. He is currently scheduled to serve another tour in Iraq this summer. Best wishes on your tour and come home safe!

Eugene Riddick has been a member of the Metro One LPSG team for one and a half years. Eugene has worked as a guard, lead guard, and investigator as well as part of an organized retail theft crime team for several of Metro One's clients. Eugene has done a great job in every position that he has held while with Metro One. Eugene Riddick wrapped up a one month period as a store detective in the downtown Washington D.C. H&M location with 23 twenty three apprehensions and 5 recoveries. Eugene has most recently excelled during an incident that occurred on May, 29<sup>th</sup>. Several young adults were in the location and acting suspicious when Eugene began his surveillance. At the close of the case a firearm was recovered by Eugene and handed over to the Metropolitan police department. Great job Eugene.

I would also like to take the opportunity to congratulate Security Officer Simon Maina. Simon currently works with our Bvlgari account in Chevy Chase, Maryland and has been nominated to represent Metro One at the annual National Retail Federation conference in June. Simon embodies the very best of what Metro One offers to our customers and we thank him for his service and professionalism. \*\*\*\*\*



## Boston Updates

Rob Oliver M1 Operations Manager

As the New England market continues to grow for Metro One, the Boston office would like to welcome Aron Valla to the company as the new Field Manager. Aron helps to solidify the Boston management team with several years of security and National Guard experience. With his leadership skills we can better assist our current clients as well as upcoming work with Bloomingdales and Restoration Hardware. Welcome aboard.

We would also like to thank Saturday Igbinkenzua and John Roberts for their good work. Saturday, the lead guard at The Home Depot in South Bay, continually helps to minimize loss at the store. He has a keen eye when checking receipts and averages a few recoveries every day. John Roberts, the store detective at H&M #23, is one of Metro One's most productive employees when it comes to apprehensions. Over the past few months, he has helped to save H&M hundreds of dollars. Thanks to everyone and keep up the good work. \*\*\*\*\*



The Metro One Family Section

Welcome and Congratulations!



*Dori Schabo M1 Operations Manager*

In March of 2007, Matthew Dominiak joined the Chicago branch of Metro One, and quickly became an essential part of the Metro One team. Officer Dominiak has been assigned to one of the more challenging The Home Depot locations, both in terms of theft issues and the number of doors covered by a single officer, but has easily risen to the challenge. As a matter of fact, Officer Dominiak has consistently led the Chicago office in total recoveries or led in total recovery amount on a regular basis since he was hired. During that period, Matt has had some stiff competition from many other impressive security officers, but has repeatedly shown that he is the officer to beat. Matt attributes his high performance to being very alert and attentive, as well as by checking each and every customer's receipt thoroughly upon their exiting Home Depot. Matt has performed so well that the Chicago office has developed an acronym in his honor: MISO; which stands for Most Impressive Security Officer. Thank you and congratulations to Officer Dominiak. He gives all of our officers something to strive for, being the best that they can be. \*\*\*\*\*

*Tom Miller M1 Operations Manager*



I would like to commend guard Marvin Battle on his outstanding work at The Home Depot. He has made the most recoveries in property and in value ever since he started working at The Home Depot location on Reisterstown Road in Baltimore. He averages approximately five to ten recoveries per week. Marvin averages around \$1,000.00 weekly in recovery values. Marvin has regularly won the monthly bonus since its inception, and it does not look like he will slow down any time soon. Marvin also does a great job in assisting new guards at this location by allowing them to watch him and train with him before they get started. Now several new guards are making larger recoveries, and are pushing Marvin for the monthly bonus. Marvin has become an asset to Metro One as well as The Home Depot. He is well liked by the store managers, store employees, and guards. Keep up the continual good work.\*\*\*\*\*

*Jennifer Grant M1 Account Manager*

In the past three years working in the field with Metro One LPSG, I have come across several guards that have resonated as very dependable and hard working. None have stuck out quite as much as Ernesto L. Hernandez. Ernesto is a guard that you can always count on, he is willing to go where ever he is needed, whenever needed. Ernesto has only been with Metro One for a short time but he has made himself very well known with the New York team. Ernesto has made it clear that he is willing to do what it takes to be successful. I commend Ernesto for doing an excellent job and by showing dedication to his position and to the company. \*\*\*\*\*



*Philip Stooksberry M1 Home Depot Supervisor*

As we entered into 2008, Metro One was excited to welcome The Home Depot store in Jericho, Long Island, New York. As the supervisor there, I am proud to train and have some of the best guards who are adept at recognizing and effecting recoveries. The cashiers, Asset Protection Manager, and Asset Protection Investigator all work with us as a team to help reduce the shrink of the store. This would not be possible without the help of Metro One's Management team in Long Island: our Operations Manager, Gloria James; District Manager, Henry Chan; and National Accounts Director Frank Camerino. Whenever help is required it is always on its way! The top guards in the Jericho Home Depot are led by Eliazar Rosa, Asad Ali, Tussan Thomas, Pierre Charles, and Wallie Smith. Thank you for doing a premium job for Home Depot and Metro One! \*\*\*\*\*

*Larry Charriez M1 Director of Communications  
Peter Martinez M1 Senior Scheduling Manager*

It is our great pleasure to inform everyone that Rorrie Lee and Derrick Washington have been promoted to the challenging and demanding position of Senior Scheduling managers. Their promotions are in recognition of the fine work they have done for Metro One's communications department. We are very confident that both of them will meet the new responsibilities which accompany the position of Senior Scheduling Manager with the same level of enthusiasm and enterprise which you both have exhibited since you came to work for Metro One. Please accept our congratulations on your promotions. In addition, we would like to congratulate Kevin Johnson on his recent move from the New York Division to the Scheduling Manager for Maryland, D.C., and Virginia. Kevin also assists to oversee all of the states besides New York. We would also like to welcome to Sal Bonet and Steven Ruiz who have recently joined the Metro One family as Dispatchers. \*\*\*\*\*



*Markeem Hall M1 Operations Manager*

We in New Jersey would like to recognize the people in our company that go above, beyond, and make the necessary sacrifices to ensure a job well done. Daniel Enwelim and Mischa Lowe are two such individuals who are hard working and dedicated to their positions. Due to these qualities, Mischa Lowe was promoted to the full time field manger position, congratulations! Thank you to Mischa for his proactive approach to management. Mischa organized a meeting at store number 935 in the beginning of the week, and as a result there was a significant improvement in recoveries. Daniel Enwelim was promoted to the Training Supervisor for The Home Depot in New Jersey. We would like to thank Daniel for his dedication. In addition to performing his duties as the Training Supervisor, Daniel is always willing and able to resolve issues with any account that we have. Good job! \*\*\*\*\*

*William McQueen M1 Operations Manager*

Congratulations to Mr. Bayn Egge on his new promotion to Field Manager for Team Philadelphia. He is a quick study in addition to his extensive loss prevention background. In addition we would like to welcome Mr. Steven Jacob, recruiter for the Tri-State area. Steve brings both education and job experience. He has shown the ability to recognize a qualified applicant who can add value to the Metro One family. Steve's contribution to the team makes everybody job easier. Congratulations to Mr. Carlton Smith on his promotion to The Home Depot Trainer. He has worked in the lost prevention field for a number years and comes with a wealth of experience and job knowledge. Carlton Smith has been an asset, a team player who will help us all work toward achieving the company's goals. Also a warm welcome to Mr. Ernest Miller; he comes to Philadelphia from our Baltimore office. Ernest is very enthusiastic and loves his position as our weekend supervisor. In addition, welcome to Mr. Keith Gebler, the new Operations Manager for the Atlantic City Office. We expect to accomplish a lot in the Pennsylvania division in the upcoming months; I look forward to working with all the new personnel and having another successful year in the Tri-State area. \*\*\*\*\*



*Gregory Urso M1 Recruiter*

It has been an exciting time for us in the Chicago office. Things have continued to run smoothly from the dedication and hard work of District Manager Steve Jimenez and Operations Manager Dori Schabo. Field Supervisor Rudy Ruiz has kept the Family Dollar account running smoothly since coming aboard in December. Rudy will now be taking on a new role as The Home Depot Trainer, where I am sure he will continue his dedication. Being recently promoted into the Recruiters position, I look forward to the challenge of staffing and managing existing talent. I will use my experience in the operations division to always put the best out in the field and keep Metro One above the competition. I would also like to welcome new Field Supervisor Pierre Noel to the Metro One family. Pierre will be overseeing the Family Dollar account and I am sure he will do an exceptional job. Let's keep up the good work!