



THE CSC RESPONDER

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Running a Mickey Mouse Operation

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As security officers, we are in a service business, whether we realize it or not. We deal with internal clients, external customers, team members, and other stakeholders every day. As such, we have a unique opportunity to foster excellence in our services, and our people can leave a memorable mark.

As we look to continually improve the quality of the services we provide at Command Security Corporation and Aviation Safeguards, we must look to service-driven organizations for innovative examples. If our goal is to offer service that is not just the best, but legendary, the Disney Corporation is an exemplary model.

When Walt Disney envisioned Disneyland, his original theme park, he saw a place where families could have fun together in a safe, clean and friendly environment. Since then, Disney has created a set of four service standards that ensure the consistent delivery of Walt Disney's dream. From the security officers to shop clerks, operations managers to costumed characters, employees at Disney Parks are friendly, approachable and helpful, without being condescending or mechanical. To achieve this, they are taught this set values that are fundamental to every job function at Disney.

In order, the four service standards are:

Safety: Providing for the welfare and peace of mind of guests.

Courtesy: Treating every guest as a VIP- a "Very Individual Person".

The Show: Seamless and exceptional assistance and entertainment for the guests.

Efficiency: Smooth operations of all the parks and resorts.

Note that Efficiency, while important, comes after the others. Walt Disney never wanted to sacrifice Safety, Courtesy, or The Show for the sake of Efficiency. At any point when an employee makes a decision, the criteria being used for making the decision is clear to all. Using these same values at Command Security Corporation/Aviation Safeguards allows us to create a more empowered and engaged team of officers, as well as a values-driven company. As Disney's co-founder, Chairman and Walt's older brother Roy Disney once said, "When values are clear, decisions are easy."

With these four service standards, the Disney organization has found a legendary service formula that works for its guests and can work for our customers, too. Frankly, we could do a lot worse than run a truly Mickey Mouse operation. In fact, we can provide a Magic Kingdom for our customers if we follow the simple service standards that have made Mickey Mouse the mightiest mouse in the world.

Command Security Corporation and Aviation Safeguards have decided to provide trainers who have successfully graduated The Disney Institute's Business Excellence Course which includes Leadership Excellence, People Management, Quality Service, Brand Loyalty and Inspiring Creativity. These Trainers will in turn train our security personnel to meet the Disney standards of excellence.

Marcos Garcia

*Training Specialist, Corporate Human Resources
Rockville Centre NY*

Team Resilience

Lagrangeville, NY – Accounting Assistant Kathleen DeNunzio and Accounting Manager Terri Parker along with a team made up of friends and family known as Team Resilience participated in a 24 hour walk to raise money for cancer research. The total raised this year was \$12,805.90 which was raised through donations and events sponsored by team members.

The Team Resilience Motto:

Our philosophy is simple, through all of life's challenges, remain *Resilient!* Our team is made up of the young and the not so young, friends, family, husbands, wives, sons, daughters, aunts and uncles. As different as we all are, we have one thing in common; all of us have been touched by cancer in some way.

We have made it our mission to honor our loved ones we have lost, that have fought and won their battles, and that still fight, by remaining *Resilient* ourselves. We refuse to sit by and allow cancer to take control of our lives. We will not let the remarkable courage and dignity of all of those that we have loved and lost and everyone that still fights go unnoticed. For those that we have lost, we will continue their fight, for those that fight, we give our unconditional support.

Help us honor those *you* have lost and those *you* know that still fight, be *Resilient* with us. Together we can make a difference, together we will be *Resilient!*



Team Resilience – Kathleen DeNunzio and Terri Parker along with family and friends

CSC FAMILY OF COMPANIES



Interpass Stopped at the Gate!

Newark Liberty International Airport - Security Officer Jimmy Merosier stopped an Interpass while working at Newark Liberty International Airport, serving our large distribution center client location. Officer Merosier was working at a Door Post, when a gentleman tried to walk through the gate. The intruder told Officer Merosier that he had a meeting with one of the client managers. Knowing his access control procedures, Officer Merosier calmly informed and directed the gentleman to get proper IDS and clearance. Suddenly, the intruder revealed his identity and documented himself as an Interpass officer. To complete procedural documentation; Officer Merosier informed his Shift Supervisor, Patrick Kiforo and later Accounts Manager, Jerry Allison to adhere to formalities.

We congratulate Officer Merosier for a job well done. Martin C. Blake, Jr., Chief Operating Officer directed that Merosier receive a bonus check and Robert Sagginario, Vice President of Human Resources, Training and Compliance issued a commendation certificate for Officer Merosier.



Security Officer Jimmy Merosier (Center) receives a bonus check and commendation certificate from Jerry Allison, Account Manager (Left) and Greg Torres (Right), Human Resources Manager.

Not On My Watch

Portland International Airport - Site Supervisor Sotaro Benjamin was on duty at a client location at the Portland International Airport when a vehicle approached the main gate for entrance to the facility. While checking the identification of the driver Officer Benjamin noticed a gun under the vest of the driver and immediately made sure the gate remained closed and instructed the occupant to remain in place. The driver had not advised the officer that he was carrying a weapon, per airport regulations, TSA and Client policies. Officer Benjamin immediately locked down all gate entrances and called his manager as well as advising the client and the security specialist for the Client. He then called the airport police to advise them. The Client and the police responded and it was determined that although it was a retired detective sent to escort a high value shipment he did not follow the procedures in place for carrying the loaded gun on airport grounds. Officer Benjamin was praised by the Client for his diligence and ability to remain calm while taking necessary steps to protect individuals and property. Officer Benjamin received a bonus for his diligent attention to procedure.

Ami Tande has been a security officer at a large distribution center client at Newark Liberty International Airport since May 31, 2009. Ami was given an award for stopping Interpass. Ami was manning the high side security post on the outside perimeter of the warehouse, Mr. Robert Weigel (Interpass Inspector) was driving on the drive way in front of the warehouse, was stopped by Security Officer Ami Tande. Mr. Weigel showed his credentials and told Ami who he was and Ami told him to wait, while she called Corporate Security. It was then that Mr. Weigel drove off. Security Manager Dorian Galate was contacted and informed. Mr. Weigel praised the effective action and reaction of the security officer Ami Tande, and the overall security of the facility. Congratulations Ami, a job well done.



Left to right: Claudelle Merlain – Second Shift Supervisor, Jerry Allison – Operations Manager, Ami Tande – Security Officer, Gregory Torres – Human Resources Manager

Eric Essien has been a security officer at a large distribution center client at Newark Liberty International Airport since May 31, 2009. Eric has been given an award for stopping Interpass. Eric, who was manning the high side security post on the outside perimeter of the warehouse, stopped Mr. Robert Weigel (Interpass Inspector). Mr. Weigel showed Eric his credentials telling Eric that he was looking for any opening or doorway to enter with his vehicle. Mr. Weigel told Eric that he was there to take pictures of the southern fence of the facility. Eric would not allow him access. Eric then called Corporate Security. Mr. Weigel praised the effective action and reaction of Security Officer Eric Essien and the overall security of the facility. Security Manager, Dorian Galate was notified of the attempted breach. Congratulations Eric, a job well done.



Left to right: Patrick Kifolo – First Shift supervisor, Jerry Allison – Operations Manager, Eric Essien – Lead security Officer, Gregory Torres – Human Resources Manager

Honesty in Action

Portland, Maine – Skycap Donald Murphy working for Aviation Safeguards at Portland International Jetport, was on duty and on the “curb” waiting for customers when he observed a \$100.00 bill on the deck. He picked up the cash, and then proceeded to ask customers and staff around him if they lost any money. Everyone replied no. He then observed an elderly couple speaking to each other and looking distressed. He walked towards them and overheard one saying to the other, we lost \$100.00. Skycap Murphy asked what denomination the money was in. They replied a hundred dollar bill. He handed them the one hundred dollar bill and went about his business.

Listen and Respond

NYC Office - From the Manager of Security for a New York City homeless shelter Client:

“I would like it to be known that our Account Manager, Vishwadat Persaud, has taken our account to heart. He has been continually seeking out the right type of security officer to work at our shelter.

We all know that a MICA (Mentally Ill, Chemical Dependent) shelter is not an easy location to work, manage and provide the adequate security coverage that is needed. Vish has listened to my thoughts, concerns and requests. He has handled them all in a timely fashion.

The security team that Vish has put together here works well together and is respected and treated like family by the Staff. I have not seen a working relationship like this in a long time. This type of relationship is like a breath of fresh air.

I am well aware that handling many accounts is a time consuming and thankless job, but Vish continues to put my needs first.

I just wanted to send this brief note acknowledging Vish and his endeavors.”

Officers in Action At An Upscale Department Store Client Event In NYC



Special Assignment



Command Security Corporation was contacted by the Director of Security for a world famous Art Auction House Client. They were shipping a 40 million dollar Andy Warhol painting (see photo) from Oakland, California to New York City (Client Auction facility) for an auction. The painting was being shipped on an overland 18 wheeler with two drivers. The painting was about 11 feet long and

8 feet wide. A Security Officer was needed the next morning to accompany the drivers across the country on a non-stop ride to New York City.

New York City operations coordinated with our San Francisco branch and by the next morning Command Security Corporation Officer Andrew Carhart had volunteered for the Assignment. The New York City sales personnel picked up Security Officer Carhart upon the completion of the assignment, brought him to the New York City (Battery Place) Command Security Corporation office, provided him with breakfast, a tour of 911 Ground Zero, checked him into a hotel and booked him on a flight back to California.

Patrol Diligence

Portland, OR – On the evening of May 8th Command Security Corporation Security Officer Kathy Eckstrom, while on duty at the Portland Airport at a national distribution center client site, observed something out of the ordinary. She immediately documented and notified her supervisor.

Security Officer Eckstrom’s diligence in conducting her patrol led to the client Security Specialist thanking Kathy in person, calling her an outstanding security officer and crediting her with helping him to identify persons of interest to the national distribution center client.



Security Officer
Kathy Eckstrom

News from Northern California

- We would all like to congratulate Joanna Rangel for her promotion to Director of Human Resources for the Western Region and Dennis Vitale for his promotion to General Manager of the Fremont, CA branch.
- Judith Sanchez, Operations Manager, was invited by a large technology Client to attend a product launch and demo at a conference in Barcelona. The trip was a success and all Client products were safe due to Judith's keen eye, extensive training and experience.
- Crystal Brezovec, Recruiting Manager, participated in a successful local community college Career Fair in April. She targeted this college due to its reputation for having a very good Criminal Justice program. Students who didn't have a guard card in California were referred to McGrew and Associates, a local training facility. Crystal has set up a nice referral partnership with McGrew. They provide the student a guard card class discount if referred by us and in turn will refer officers to us after they have successfully completed the training.
- Lisa McIntyre, Human Resources and Training Manager, took over training responsibilities in December. She immediately went to work by visiting our Washington State and Oregon offices and developing a uniform self-guided training process for a national distribution center client in Northern California, Washington and Oregon. The process is now being implemented in Northern California and will soon be ready to launch in the Great Northwest.
- The Fremont branch hosted several first time visitors from Southern California, Rose Osder – Sales Coordinator from Los Angeles, Jon Natividad – HR Manager of Los Angeles and Elena Granofski – Operations Manager of Santa Ana. We taught them about the high tech Silicon Valley security business in the Bay Area and in turn learned a great deal about each of them.
- Matt Livermore, Sales Executive, volunteered with the local ASIS chapter to help promote and put on the annual Law Enforcement Appreciation Day. Over 300 law enforcement officers and security industry personnel attended.

Run on the Runway



Aviation Safeguards' JFK employees, Mr. Dennis Sutton and Ms. Zalisha Ramdham participated in the 5k Race "Run on the Runway of JFK Airport" sponsored by the JFK Rotary Club.

Officer of the Quarter Awards...

Samer Issa; Works at a major grocery store chain in Brea, CA Distribution Center is for 4th Quarter of last year 2010.

Anthony Barker; Works at a major grocery store chain in Irvine, CA Distribution Center is for 1st Quarter of 2011.

The major grocery store client chose these officers for their professionalism, attention to detail and their attendance records.

Eagle Eyes Solves the Crime!

Post Commander Ramon Ruelas and Security Officer Dedres Martin were each awarded a bonus by a world famous distribution center client for their good work at the front gate of the facility. During a pre-load shift, a client package handler lost his wallet. He alerted management and security. The wallet contained his ID, credit cards and cash. If someone found it they could easily identify the owner.

Later in the day; a different client package handler attempted to leave the main gate in possession of the wallet. He had placed his own ID in the wallet to make it appear that the wallet belonged to him. Security Officer Dedres Martin took the time to examine the contents of the wallet and found that it was the stolen wallet. She recovered the wallet and returned it to the proper owner.

The client package handler admitted to taking the wallet and has been dealt with accordingly.



Post Commander Ramon Ruelas and Security Officer Dedres Martin

Service Animal or Pet?

By James McCann, Training Instructor, Ballston Spa

How can you tell if an animal is really a service animal or just someone's pet?

Under the Americans with Disabilities Act (ADA), businesses and organizations that serve the public must allow people with disabilities to bring their service animals into areas of the facility where customers are allowed to go. This federal law applies to ALL businesses open to the public, including but not limited to, restaurants, hotels, taxis, shuttles, grocery or department stores, hospitals or medical offices, theaters, health clubs, parks, zoos, etc.

So how can a security guard tell if an animal is really a service animal or not? The first clue is the animal's demeanor and behavior. A service animal should be well behaved and obedient. A dog who wanders around at the end of a leash aimlessly "probably" isn't a service animal. You are also permitted to ask the animal's owner if it is a service dog. Businesses are permitted to ask whether an animal is a service animal, and what tasks the animal is trained to do that the human handler cannot do for themselves. In some cases it is obvious, if say the person were blind. The business is NOT, however permitted to ask for information about the specific nature of the persons disability or other invasive questions. If an animal is not trained to perform tasks to mitigate the handler's disability, then it isn't a service animal under the ADA. A security officer should be aware not all service animals are for "physical disabilities". If the handler states "the dog keeps me calm", the dog may be for mental health purposes.

Most guide dogs wear a special leather harness that helps them to guide their owner. In addition to the harness, the owner will also use a leash for controlling and directing the dog. Most other types of service animals wear some sort of marking such as a vest or cape, or special gear, like a harness. However, not all service dogs will wear special markings. Under the ADA, they are not required to be marked, the presence or absence of a cape or gear alone doesn't make it clear whether or not an animal is really a service animal.

There are unscrupulous people who buy gear over the Internet in order to pass their pets off as service animals. This is also true with certification papers or documents. People can forge their own certifications or buy fake document over the Internet for their pets. Many states have now begun to prosecute people who falsely claim their pets are service animals.

So when are security guards allowed to have an animal removed from the business they are serving? First and foremost, it will be up to the client or employer of the security guard as to the removal of a service animal. Their guidelines should be strictly followed. Remember a service animal may be removed from a business when its presence constitutes a fundamental alteration of the goods or services offered by the business. For example, a service dog that howls during a concert interferes with the performance of the concert and can be excluded. Also, a service animal that misbehaves and makes unwanted contact with other patrons or customers or, is otherwise disruptive due to poor behavior can be removed. If a service animal is removed, the business must still offer their goods or services to the owner of the service animal, even if the animal itself must remain outside. Service animals can also be removed if they pose a direct threat to the safety of others by barking, lunging, growling or snarling.

Additional information on this subject can be obtained at www.ada.gov.

Satisfying the Client's Needs

Providence, Rhode Island – The Regional Manager for a housing management client sent a very nice letter to Command Management regarding Account Manager Vernon Howell. The letter said,

"I would like to express my gratitude toward your employee Mr. Howell. For the past few months, we have had a few after hours incidents on the property and I had to call him at the last minute so he could provide coverage. He never says it is too late or I don't think I can get you coverage, he always says, "I will call you back." When he calls me back it is to let me know that I don't need to worry; the property will be covered.

I appreciate his attentiveness and his great efforts to continue giving us great service on our property."

Audit and Training Visit



Left to right: Michael Galang (Seattle office - Trainer) Lisa McIntyre (Fremont Office – HR/Trainer) Paula Jimaki (Seattle Office - Operations Manager) Joanna Rangel (Fremont Office – Western Region HR Manager)



Sales Team of the Year!

By Susan Fazio, Rich Stecker and Ray Winckowski

1. What makes the New York City team our most successful sales team year after year?

Your question gives the answer...team! We try to “leave our egos at the door” and win the game! We share glory, and financial reward. It is in my personal interest that Rich succeed...and visa versa. This has effects that are hard to quantify. We don’t compete with each other, we work together to be the best that we can be.

2. What is the best thing about working with the other two members of your team?

There’s always someone to lean on, from simple things (like having something typed or researched) to getting a second opinion on an approach to a particular problem. There is never a dull moment. One surprise after another. We’re like a family. We fight and we make up.

3. What is the most rewarding thing about providing security to your clients?

The knowledge that our service will improve any previous service that they have had. Our NYC infrastructure of guard management is second to none. New clients immediately notice the management difference. Seeing a problem addressed and solved...to see a negative client turned into a fan...that has satisfactions that are hard to explain. When there is a problem, the operations and sales teams work together to resolve the situation.

4. You have all worked for other security companies, what makes Command different?

The people of Command are passionate about what they do and sincere about their desire to provide security and peace of mind to our clients. Command is our extended family; our leader Lynda Blake makes the difference and we respect her. Need I say more? OK, I will...smart, fair, leader, tough, kind, thoughtful, funny, team-spirited, healer of bruised egos, rewards a job well-done. Lynda Blake does not demand respect or loyalty; Lynda, by virtue of who she is, COMMAND’S respect and loyalty.

We ♥ Lynda Blake!



Left to right: Sales Executive Rich Stecker, Vice President of Sales and Marketing Lynda Blake, Sales Coordinator Susan Fazio and Sales Executive Ray Winckowski.

University Security

Command Security Corporation officers pose at a university client facility in Florida.



Like Us on Facebook

Please look up Command Security Corporation on Facebook (our profile picture is of a security vehicle) and click the like button and leave a comment on Facebook with your Command/Aviation Safeguards location number. We have lots of interesting articles on security topics for your review. We will hold a drawing from all of the people from Command who friend us each quarter and will send a travel coffee mug to one lucky winner.



Left to right: Security Officers Levi Hudson, Mario Murillo, Iris Aguilar, Jimmy Oves and Jocelyn Forestal; Ralph Diaz General Manager, Carlos Damaso Branch Manager, Erwin Ferrer Human Resources, Martin C. Blake, Jr. Chief Operating Officer and Julian Melendez Account Manager