

A NEWSLETTER FROM SOUTH SHORE SECURITY

Brave New World

Corporate security after 9-11

The feeling of insecurity that gripped America in the wake of September 11 has been replaced by a renewed sense of vigilance. This is especially apparent in the corporate sector, where tighter security measures were immediately instituted. **South Shore Security** has been working closely with our clients to help them take a proactive stance toward their safety, through risk assessment, enhanced physical security and thorough employee training.

- ▶ Risk assessment is an integral first step to evaluating any security plan and includes both physical and intellectual audits. Physical audits examine your property's layout, including building design, evacuation routes, perimeter areas and public and restricted space. An intellectual audit reviews the systems in place for avoiding a security breach. **South Shore Security** conducts in-depth audits to assess potential risks at each client site. Our clients are also entitled to regular security audits to gauge the effectiveness of their current policies.
- ▶ Enhanced physical security was increased in corporate environments across the nation following September 11. The decision of whether to augment uniformed officers, security management technology, surveillance equipment or perimeter security depends largely on your type of business – and the building itself. While many companies regard enhanced physical security as the quickest route to on-the-job safety, it needs to be complimented by careful planning and the support of your staff.
- ▶ The most thorough security plan is compromised without proper employee training. Workers need to be informed of access control policies, evacuation procedures and any changes in company protocol in order for a safety program to work properly. All employees should have a working knowledge of your policy handbook - and also be informed whenever changes or updates are made. Calm, informed conduct can make all the difference in the event of an emergency.

There are as many definitions for successful corporate security programs as there are companies. Call to learn how **South Shore Security** can create a sound professional environment for you, your staff and clients!

President's Letter



Anthony Froio

Welcome to South Shore Security's quarterly newsletter, *The Minuteman*. As Director of Operations, I'm proud to deliver clients, colleagues and staff the latest news our

company has to offer. There has never been a more exciting, or challenging time to be a security services provider. The current climate requires the key services that **South Shore Security** is skilled in providing. We have more than forty years of experience in offering comprehensive security solutions.

In the pages of *The Minuteman*, you'll find helpful hints on how to take the steps needed to ensure a sound environment – in any situation. We'll provide information to help you stay informed on the latest industry trends and show you how **South Shore Security** maintains the highest quality standards. You'll also get to know members of our team and be introduced to some of the tools of our trade. I hope *The Minuteman* becomes a helpful resource for you – one that lives up to our promise of providing complete security and peace of mind.

Internal Audit Unit

South Shore Security's Internal Audit Unit (IAU) is one example of how we ensure total quality control for every client. This value-added service is extremely beneficial for our clients and our officers. It assures clients that security personnel are performing their duties in accordance with the highest standards. Security officers are provided regular interaction with supervisors who offer feedback, provide suggestions and perform reviews of their work. South Shore Security's IAU is the most comprehensive supervision program in the industry and consists of two tiers: a Patrol Supervision Unit and an Investigative Unit.

Patrol Supervision Unit

Patrol Supervisors in marked security patrol vehicles conduct unannounced site inspections of each client's facility. Quality assurance checks occur constantly and are used to monitor our officers on duty for important details such as their report writing and interpersonal skills, facility knowledge and professional appearance. "We provide an A-Z checkup for clients," said Kevin Maloney, Manager of Operations for South Shore Security. "We're offering added piece of mind." Patrol supervisors are also helpful because they reinforce the lessons learned during an officer's training.

Investigative Unit

We partner with clients whenever necessary to examine both internal and external threats. This can mean anything from completing a breaking and entering report, to investigating theft or vandalism, or even responding to emergencies such as bomb scares. According to Kevin, requests for special investigations have been on the rise lately as corporations show heightened awareness to potential security breaches.

Staffed with security industry veterans, the IAU is always on-call and ready to assist in defusing potentially dangerous situations. They also provide a vital system of checks and balances for South Shore Security. "This is an integral part of the company," said Kevin. "We're making good on our promise of providing quality service and incorporating a solid management tool."

Message from Mike

The Importance of a Good EPM

by Mike Svizzero, Director of Sales and Services

Emergency contingency planning and evacuation procedures have been hot topics since September 11.



Mike Svizzero

South Shore Security has renewed its focus on each client's Emergency Procedures Manual (EPM), which outlines how staff and site occupants should react in the event

of an emergency. A reliable EPM should be a foremost operational priority for property managers and security directors.

When evaluating a client's property, we conduct a thorough EPM review in order to learn what emergency programs are already in place. Nowadays, various companies are reevaluating how they implement their EPM's.

The standard definition of purpose in an EPM is "to establish a method of systematic, safe and orderly reaction to an emergency event, in the best possible time." A general rule of thumb is to keep your EPM streamlined and realistic. Many EPM's are loaded with details, charts and contact lists that resemble a telephone directory. EPM's that are beautifully bound and hundreds of pages long may be written and on-file, but no one at the site has read them. An EPM may also make unrealistic demands on a company's existing staff and resources. If it takes a guard force or access to management personnel in the hundreds to carry out the program it outlines, the most foolproof EPM is useless. Fortunately, there are simple solutions to these issues.

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Special Assignment

Safe "Tee" First

Celebrities and PGA professionals turned out in force for a good cause on June 24 at the Willowbend Pro-Am Children's Charity Golf Tournament. The event took place at the Willowbend Country Club in Mashpee, Massachusetts. South Shore Security personnel provided complete security services at the event, which featured Derek Lowe, Bobby Orr, Ahmad Rashad and Joe Thornton, among other others.



back row, l-r: Nick Cademartori, Peter Aviles, Tom Mahoney, Paul Roach, Adrian Isallari.
front row, l-r: Kevin Maloney, Tara Every, Paul Dyson, Steve Fuller, Monika Knutelska, John Flaherty, Arian Millona, Jon Hinthorne.

Staff Spotlights

Kevin Maloney, Manager of Operations, has been employed with South Shore Security for more than six years. His military experience in the U.S. Army and the National Guard and his security training make him the ideal contact person for South Shore Security's supervisors and uniformed officers. His responsibilities in the South Shore and Boston areas ensure that the company's client base receives the highest level of quality operations available. Kevin lives in Stoughton with his wife, Marcy, and their son, David.



Al Starkie, Uniformed Security Officer, is an 18-year veteran of South Shore Security. He has worked



contributing member of Trinity Episcopal Church in East Weymouth, South Shore Elder Services and Father Bill's Place. Al also makes time for his favorite hobbies, which include beekeeping and carpentry. He lives in Weymouth with his wife, Emily.

Arian Millona, Security Specialist in Counter-Terrorism and VIP Protection, has been Area Manager of the company's Worcester branch since 1998. He and his team provide mobile patrols, complete investigations, offer surveillance and crime protection. They also handle crisis management, including medical emergencies. A native of Albania, Arian's law enforcement and training background includes positions as Chief of the Foreign VIP Protection Group for Albanian Secret Service and the detail team leader for the Chairman of the Albanian Parliament. He is fluent in English, Albanian, French and Italian and also communicates in German and Greek! He lives in Worcester.



at such sites as the Days Inn, The Patriot Ledger and now, the National Fire Protection Association. Al's commitment and strong work ethic includes an impeccable attendance record, keen report writing skills and a readiness to lend a hand any time. He is very active in his spare time, as a



Elena Patrizi is a Security Officer and Site Supervisor at NSTAR's Massachusetts Avenue, Boston facility. She has also served as a security officer at NSTAR's Westwood headquarters. Her responsibilities include supervising a staff of seven officers and ensuring onsite quality control for the company's three buildings, while communicating with South Shore Security's main office. A typical day finds her escorting people through the site, providing access control, fielding questions and processing security forms. Since she is also fluent in Spanish, Elena brings cultural awareness and sensitivity to her job. She lives in Quincy with her husband, Mike, and daughters, Kimberly and Katelyn.

For additional staff spotlights, or to learn more about employment opportunities within South Shore Security, visit our website at www.southshoresecurity.com.

Community Kudos



President Anthony Froio (right) stands with Security Supervisor Jon Hinthorne

South Shore Security recently exhibited at the South Shore Chamber of Commerce's Annual Business to Business Expo at Lantana in Randolph on October 8, 2002. South Shore Security's Director of Operations, Anthony Froio, accepted a South Shore Success Profile Award during the event's luncheon. The award recognized the company's continued growth and excellence. Congratulations!

Armed and Unarmed Uniformed Security Officers
 Mobile Patrols
 Armed and Unarmed Couriers
 Special Events
 Alarm Response
 Security Audits
 Loss Prevention
 Private Investigations
 Fire Safety Directors

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- ▶ Familiarize your staff with your EPM through regular training drills. Acting out these response procedures is the key to having a truly workable EPM and safety program.
- ▶ Assign clear-cut duties to staff members and designate primary and secondary meeting places as emergency "command centers."
- ▶ Make your EPM thorough, but also realistic to your needs, industry and budget.
- ▶ Devote sections in your EPM to purpose, site information, emergency contacts and specific emergency procedures checklists.

Don't let your procedures manual grow musty and unused. Revisit it as your business grows and changes. A reliable EPM, along with trained and prepared staff members, is the key to maintaining a safe and secure site.

Security Tips

Home for the Holidays

As the holidays approach, many of us are making plans to visit faraway family and friends. Don't let your home fall victim to crime while you're away. A "lived-in" look deters theft, whether you're on an extended trip or simply gone for the day. These simple steps ensure that home sweet home remains home "safe" home:



1 Use at least two interior light timers - one floor lamp and one table lamp - programmed to alternate and give the illusion of occupancy.

2 Be sure your mailbox is big enough to hide the day's mail. Nothing tells a thief you're away like the site of uncollected mail.

3 Never program a message on your answering machine that indicates that you are out of town. Instead, use language such as "I'm not available right now," or "I can't come to the phone."

Take an active role in securing your home this holiday season. Log on to www.southshoresecurity.com for more timely security tips.

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