

METRO ONE NEWSLETTER



VOLUME XX ISSUE III

EDITOR: LEIGH TRIMALDI

Metro One Loss Prevention Services Group Achieves ISO 9001:2015

Performance Review Institute (PRI) Registrar recognizes Metro One LPSG for having met the stringent requirements of this international standard, their ongoing commitment to satisfying stakeholders, and their dedication to continual improvement of their management system.

Metro One LPSG announces that it has received certification to ISO 9001:2015.

ISO 9001:2015 specifies requirements for a quality management system when an organization:

a) needs to demonstrate its ability to consistently provide products

and services that meet customer and applicable statutory and regulatory requirements, and

b) aims to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

Joe Arwady, Metro One President, congratulates the “Metro

**ISO 9001:2015
CERTIFIED COMPANY**



One Nation”.

Arwady remarked “Metro One LPSG is proud to receive ISO 9001:2015 certification, verifying its quality management systems. Our ISO confirmation provides third-party endorsement of why our clients place their trust in Metro One. We offer a world-class experience with a heavy tool belt of service benefits.”

“Metro One has demonstrated its commitment to a world class qual-

ity management system by implementing and becoming certified to the ISO 9001:2015 standard. They have joined an elite number of organizations worldwide who have achieved certification to this globally recognized quality management systems standard,” said Randy Daugharthy, Director of the Registrar Program at the Performance Review Institute Registrar. “PRI Registrar is proud to partner with Metro One in this accomplishment and look forward to continued support of their objective of quality management system excellence.”

Metro One Partners with Charter School Servicing the Autism Community

Leigh Trimaldi | Social Media & Marketing Specialist

As part of an initiative to make positive strides in the communities we serve, Metro One has formed a partnership with Connections Educational Center of the Palm Beaches (www.connectedpb.com). This educational facility provides quality programs for students who are on the Autism Spectrum or have related disabilities. Connections is tailoring their school design to achieve the demands of their growth, and have invited the community to help make Connections’ goal to provide services for individuals on all ages of the Autism Spectrum more readily available. They offer a wide range of programs, with the Charter School providing classes from Pre-K to 8th Grade, a High School and Transition Program, C. A. P. - The Connections Adult



Program, and a variety of Health and Wellness Programs.

In their C. A. P. Program the ed-

ucators teach life skills to their students. From making beads, to cooking to office skills, the teach-

ers and staff work with their clients helping them learn these skills that are often taken for granted. This education takes place in their classroom, their life skills center and in the larger community, where teens and young adults spend time learning many of the skills necessary for everyday life — safely crossing the street, riding a bus, waiting in line at the supermarket. Through partnerships similar to the one with Metro One, they are able to enhance their instruction. The students in the programs complete piece work such as stuffing and addressing envelopes, colating and mailing flyers, and other similar services.

We are proud of the relationship that we have built with Connections and look forward to a continued partnership with this great community resource!

What's New at Metro One

Welcome to Our New Management Team



Philip De Julio
Chief Revenue
Officer

We are pleased to announce that Phil De Julio, a current member of our Board of Directors, has rejoined Metro One LPSG as our Chief Revenue Officer. Phil brings over 20 years of service at Metro One including former key roles like Advisory Board Member, Chief Customer Officer, and Company President. Prior to working with Metro One, Phil worked in Loss Prevention at Barnes & Noble and Barneys New York. He holds a Bachelor's degree in Criminal Justice from Long Island University.

As Chief Revenue Officer, Phil, will work collaboratively with our Chief Executive Officer (Vince Carrabba), Chief Financial Officer (Brandon Carrabba), and President (Joe Arwady). He will be responsible for continuing to build our growth strategies with focus on enhanced revenue and profit. We are excited to watch Phil focus on intelligent product research driven at differentiating our product portfolio and expanding our revenue growth in underpenetrated markets. With focused efforts and strategic emphasis, we see great opportunities in our future. Phil is well positioned with his prior experience and goal driven mentality to take Metro One to the next level in profitable sales and sustainable growth.



Tyler Schmoker
VP, Infrastructure &
Operations

The primary focus of Tyler's position will be the full utilization of our

new technologies into the operation of our business. It will drive how we utilize data for both internal and client consumption, development of related workforce management and operational processes, provide greater transparency to financial and operational performance, and support the development of related training of our management teams.

After serving in the United States Army, Tyler has risen through the ranks of the private security industry during the past twelve years. Tyler departed G4S as Director of Operations covering a mid-west division to join Metro One. Tyler's efforts will play a large role in assisting our business leaders in developing the industry's most efficient and effective infrastructure.

Tyler earned his Bachelor's degree in Psychology from Northwestern State University and his Master's Degree in Public Administration from the American Military University.



Chad Tancil
SVP,
Business Leader,
Central Region

Chad is responsible for enabling the company's strategic growth for the Central Region with a focus on customer performance, project management - continuous improvement and talent retention, while stewarding Metro One Central Region business functions.

Prior to joining Metro One LPSG, Chad spent fifteen years in various executive roles and most recently served as Senior Vice President of G4S Secure Solutions USA leading five states P&L and Project Management. Chad brings a deep business operation and financial management to Metro One LPSG.

Chad earned his Bachelor of Arts degree and master's degree in Organizational Leadership and Criminology at St. Ambrose University.



John Hart
Director,
Strategic Bid
Management

John comes to us with over 26 years in the security industry. Starting his career in 1995 as a Record Researcher and grew professionally within the industry holding such positions as Business Development Representative; Manager, Hotline Services; and Director, Strategic Account Operations.

John has been responsible for the day-to-day operations of ethics and compliance hotline services and served as the single point of contact for several multi-national accounts. John also coordinated executive protection assignments for high profile business leaders on a global basis. In 2019 John was recognized by his peers receiving the Values/Spirit Award at the G4S Gold Club event.

Trivia question: Name the author referenced in the newsletter.

John graduated from Heidelberg University (Ohio) with a Bachelor of Arts in Political Science.

Welcome All to the Metro One Team!



Metro One's One-TouchSM Platform *Rob Beardsley | Chief Customer Officer*

The make-up of a truly innovative company is traditionally characterized by a focused innovative approach, a winning business strategy, deep customer insight, great talent, and the right set of capabilities to achieve successful execution. But more important than any of these individual components and strategies, is the organization's self-sustaining pattern of tying them all together. We recognize that the company "experience" is horizontal across all departments which showcases our ability to work together as a team. This may seem over simplistic, and a model that every company would adopt, but larger companies struggle with their customer touch points and have a difficult time aligning their internal

efforts.

Metro One's senior management group had a vision that is now coming to fruition – the introduction of a platform that will create value that takes into account a "service bundle". This bundle is the delivery of a two-prong approach taking into account both customer interaction and enhanced analytics called One Touch. One Touch is Metro One's all-encompassing data, performance, and reporting platform which includes the client portal, touch points, time collection devices, performance metrics, and general reporting. Stay-tuned as we roll this client connectivity platform out over the coming months.

Lowe's Supply Chain Initiative Site Visit to SDC 964/907

Michael Bartelson | Site Manager

North Wilkesboro Lowe's SDC 964/907 received a VIP visit from the Lowes Executive Vice President of Supply Chain, Mr. Don Frieson, on the 22nd of June. This visit was part of a supply chain initiative to build a better, faster system, of product delivery and better serve the many distribution centers that service the Lowe's Store network, and internet orders. Lowe's 964/907 is a combined eCommerce and Specialty Distribution Center. Product is received from the east coast ports and other locations, then delivered here by truck and container. Orders are then filled for RDC requests, and internet orders.

Accompanying Frieson were Mr. Alvin Ferrouillet (VP, Supply Chain Distributions Operations),

Mr. Matt Bankirer (VP, Supply Chain Strategy), and Mr. Chris Bright (VP, Supply Chain eCommerce Operations). The tour consisted of walk-through of the facility and review of the operating system used for ingress and outbound product delivery, with an emphasis in the eCommerce (internet) area.

Lowe's began operations at this location, receiving product by rail and delivering it to various sources, through Lowe's as a Corporation in 1965. Frieson remarked that the facility here looks to be in good shape to be 56 years old. They discussed future adaptations for the ecommerce or internet fulfillment side of operations, with the Location Manager, Keith

Bryant; Operations Manager, John Billings; Assistant Operations Manager Phillip Cothren; Assistant Planning Manager, Noah Sebastian; and Maintenance Supervisor, Mike Goodwin. The visit to this site was one of many, in a cycle of visits Frieson conducted at all Lowe's Supply Chain locations throughout the United States and Canada.

After the meeting was over, Bryant advised our Metro One staff that the meeting went well, and he expressed his appreciation of our assistance with the preparation of the visit. Bryant stated "My greatest appreciation, to our Metro One LPSG Staff and the great level of customer service they provide throughout the year."

Great Job Team!

Metro One Protects

Pop-Up Art Gallery

Thomas Mauro, Jr. |
Vice President, New York



Metro One worked with its Affiliates Program to provide security in Aspen, Colorado. Christie's converted its Durant Avenue real estate office into a pop-up art gallery this summer for hosting exhibitions, events, and educational programming from July 3rd to August 8th, 2021. The pop-up gallery at this prominent location in downtown Aspen featured photos by Andy Warhol and collectable handbags from Hermes. Featured are the guards who came over from Denver to provide support to Metro One.

We Have A Winner!



Congratulations to Ameena Hosein, Performance Manager in NYC, for correctly answering our hidden trivia question in our June newsletter.

Question: What color ink has the best readability?

Correct Response: Black

Ameena received a \$250 Visa gift card for her efforts! Did you find this quarter's question and answer? If so send your response by Oct. 15 to ltrimaldi@metroonelpsg.com





Know someone who would be a great addition to the Metro One LPSG Team? For each person you refer you could receive \$50.00!

WHO DO YOU KNOW?

Think friends, neighbors, relatives and people you know from organizations & groups. Provide the name, email, and phone number for each referral below.

Your Name: _____

1. _____

2. _____

3. _____

4. _____

5. _____



Earn \$50 / referral*

Refer 5

Your Bonus: \$250!

Remember: Turn this flyer in to your Supervisor. When a person you refer for employment fills out an application, make sure they list you under "Referred By".

* To qualify, the following criteria must be met:
 1. You and referral must still be employed, in good standing with Metro One.
 2. You and your referral must have had no excessive lateness, no unauthorized absences, and no reports of unsatisfactory performance.



Referral bonus is paid out after three months of new hire service.

We Plan, not for Today, but for Tomorrow

Jason Saling | Site Manager

What separates a great chess player from the average player? An average player is focus on making his best move now. A chess master



on the other hand is planning multiple moves ahead based on different possible scenarios that unfold. Likewise, what distinguishes a great leader from an average leader is prudence of planning for tomorrow, not just the urgency of today.

John Maxwell wrote in his book, *The 17 Indisputable Laws of Teamwork*, "While managers are often able to maintain a team at its current level, leaders are able to lift it to a higher level than it has ever reached before." Having the right personnel with good work ethic helps determine the potential of a team. Vision and purpose helps determine the direction of the team, but it's going to take intentional leadership of planning for the future to determine the success of the team.

My family and I recently went to Crystal Mountain and spontaneously ventured on what was supposed to be a five mile roundtrip hike. We came to a fork where one trail led back to the parking lot (one mile left), and the other went further up to the Pacific Crest Trail and looped to the parking lot (2.5 miles left). My wife took the

younger kids back to the lot and a couple of the older kids went up with me. We left our water filter at home since we didn't initially plan on going on a hike. We carried one bottle of water each on the hike.

As we were preparing to split to different trails one of my younger sons offered us his water since their hike was almost done. I declined as I wanted him to keep it in case he got thirsty. Well we got to the top of the ridge and the map that we brought had an inaccuracy and the trail didn't loop directly to the lot from that location. So we took a longer route that would lead us back. Then I missed the trail that I meant to turn on and we went two miles further out of the way. We were getting thirsty but had no more water. The five mile hike in my mind initially was going to turn into a seven mile hike with us going on a different trail, but it actually turned into a 12 mile exhausting hike! If I had better prepared by having a sufficient amount of water (or a water filter) the hike would have been more enjoyable. I should have planned for scenarios such as going on a longer hike than expected and even for the possibility of getting lost.

Being a great leader of the security teams that we manage is going to take planning for the future, not just today. John Maxwell said "Build the bench today for the crisis you will face tomorrow." Great leaders don't budget for today, they budget for tomorrow. Great leaders don't even parent for just today, but for tomorrow. Great leaders don't hire and develop staff just for today, but for tomorrow.

Lowe's DC 955 - Safe in the Hands of Metro One

Loren Higgins | Site Manager



Simply "955" as we call it is situated on 110 acres in Northeast Texas. There are two main warehouses with a cumulative capacity of about 1.4 million sq. ft. This site employs approximately 1,100 Lowe's employees and supporting staff. "955" is one of the largest distribution centers in both truck volume and operating space in the Lowe's network. This site processes, on average, just under 8 million cubic feet of product each month. This location supports 134 Lowe's retail stores in four states.

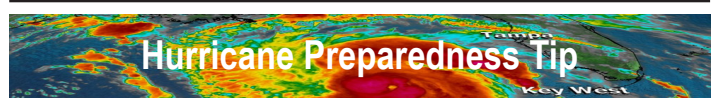
This is the part of the article I am most passionate about, my staff. I have the privilege of leading the best Metro One has to offer. My staff consists of one Site Manager, one Shift Supervisor, and ten Officers. We have 15 years cumulative years of service at "955", and Metro One has only been at this site for less than two years. This longevity, coupled with the diverse age group creates a balance that keeps the professionalism consistently high. We take great pride in successfully executing our duties.

In July 2021, we had 7,643 trailer processes in and out of the facility. This is accomplished using a three-lane inbound gate, and a two-lane outbound gate.

In addition, we successfully processed all contractors and vendors for maintenance and construction projects. With zero security breaches, and responsible for processing all inbound and outbound employees at shift changes, without delays or impact to employee productivity.

Myself, I come from a Law Enforcement background and brings organization and linear thinking to the team. My Shift Supervisor Starla McCarthy comes from a military background and numerous years of service at this site. My most senior officer (Willie Bell) has just under six years of service at this site. He has accomplished this through three different security companies. The other officers on my team have had numerous diverse experiences which bring a broad knowledge base which helps with problem solving and solution-based operations.

In closing, I'd like to say that my officers work very hard to meet Metro One's expectations and Lowe's requirements. In addition, their daily attention to detail and consistent work ethic has earned my respect. Metro One and Lowe's can rest assured that "955" is safe and secure.



So far the 2021 Hurricane Season is proving to be a very active one. If you are in the storm belt, be sure that you keep supplies on hand at all times. Prior planning helps prevent standing in long lines when a storm is threatening. It is recommended that you have

one gallon of water per person per day as well as non perishable foods to last for three days.

Stocking up early will save you time and money when a storm does come. Additional items to have on hand for a hurricane can be found at ready.gov/kit.

Follow Metro One LPSG on Social Media



OFFICER SPOTLIGHT

Each of our officers play an important role in the overall success of Metro One. Below are some prime examples of how talented, hardworking and dedicated our officer team is.



The Lowe's portfolio recently rolled out an Officer of the Month program.

Our first winner from the Lowe's North Vernon, IN location is **Arienne Nalewyco**. She was presented with a \$40.00 gift card and her name is engraved on the Officer of Month plaque displayed in the Visitor Center for all to see. According to SM Back, "Ari is one of the most dependable Officers I have. She is always willing to help out no matter what shift it is. She is not afraid to tackle new things. She improves everyday she is here. She is always on time for her shift and when Ari is here I know that things will go smoothly and correctly!"

Congratulations Ari...way to go!!

(Pictured: (L) Security Officer Arienne Nalewyco & (R) Site Manager Jeri Back)

Daniel Roddy | Regional Performance Manager



The Employee of the Month for our location is **Nanette "Tonya" Haney**.

Tonya has ensured that landing and releasing of trailers/containers have been done in a clear and concise manner according to Customer needs, while maintaining Metro One LPSG's standard of dedication in adverse times. It was really hard to select an "Employee of The Month" this time, as all the team has gone above and beyond, ensuring our site had with minimal issues, while working extra duties to get through. Nanette has maintained and assisted with all aspects of the site without complaint. This is a well-deserved recognition for her. Outstanding job Tonya!

Michael Bartelson | Site Manager

We love getting emails like this from our clients!

"I want to take a moment to shout out two outstanding Metro One Officers, **Gene Coates and Kwesi Coates. The Coates Team!** They are a father and son team working in 1208 Elmont opposite shifts one covers our doors during the day and one in the evening. These two officers are by far sharpest and on point that I have seen in my almost 19 years with THD.

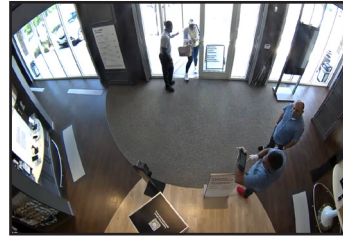
Gene has been part of the THD Extended family since we partnered with Metro One and has always done a great job and continues to do so. They both are extremely polite to our customers by greeting them on entrances and exits and always smiling. They always look professional and neat in appearance and uniform. Both gentleman get a sufficient amount of recoveries each week, but in the month June we were able to close out two internal losses and are working on a solid third based on tips from the Coates Team.

The first one was an associate that Gene saw everyday coming in taking a beverage from self-check out cooler and walking off and not paying for it. This lead to the associate trying to walk out with a drill one evening hidden behind cases of water that Kwesi saw. That tip lead to an \$800 Case value recovery. We also just recently closed out a \$3,000 internal loss that Kwesi brought to our attention when an associate was trying to leave with an old receipt for a \$299 A/C Unit. We are also currently working on something similar also brought to our attention by Kwesi & Gene.

I'm very passionate about our partnership with Metro One and how crucial they are to the business."

Awesome Job, Gene and Kwesi! You make us proud!

Nick Sacco | Chief Compliance Officer



Another email from a client commending one our Officers!

During a routine camera check, I wanted to bring Officer **Jim Augustin's** performance to your attention. During the camera check, Officer Augustin was in a conversation with the two store employees in the photo, he recognized the customer approaching the store. He broke away from that conversation and assisted the customer, opening the door and directing her to one of the employees. Officer Augustin performed his duties in an outstanding fashion. He was posted at the front of the store and assisted out customers with exceptional customer service. Great job Jim!

John Yochum | Vice President

We had the opportunity to highlight one of our Metro One officers for her day to day support as well as the impact she brings from a shrink perspective. **Shaun White** has done everything from stepping up to cover open posts, provide vital information that has resulted in multiple investigations, embraced new trainees and more importantly lead by example.



Carlos Figueroa | Director, Operations



HAPPY
WORK ANNIVERSARY!
YOU ARE SIMPLY

AWESOME

Employee Anniversaries

Your dedication and professionalism are key to Metro One's success. We value your commitment to a job well done, regardless of what each shift brings, and recognize it every day. Thank you for service. We are looking forward to many more years working with you and celebrating your continued achievements!

20th Anniversaries

Henry Chan - November 8

15th Anniversaries

Charles McPherson - October 5

10th Anniversaries

Marlin Easter - September 30
Jahnene Hasty - October 3
Elio Cruz - October 12
Thaddeus Ware - October 13
Jay Garcia - November 8

5th Anniversaries

Shantel Valbrum - September 8
Raymond Aldophe - September 9
Michelle Booker - September 15
David Walters - September 21
Charles Sherman - September 22
Jhon Ortiz - September 26
Eddie Percy - October 4
Stephanie Morelli - October 4
Holando Clermont - October 5
Wisly Bogris - October 7
Jhonny Joseph - November 9
Bonza Delapenha - November 11
Tiana Hudson - November 18

**G R E A T
J O B !**