



# INSIGHT

QUARTERLY EDITION

A PUBLICATION OF MARKSMAN SECURITY

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# CORPORATE CORNER

## Meet Jason Logsdon, Chief Innovation Officer



I'm incredibly honored to join the C-Suite, titled with one of our core values- Innovation.

Innovation is the undying commitment to reject defeat, to silence doubt, to defy complacency and to outclass all norms. Ingenuity, invention and perseverance often serve innovation best. They are the cornerstones for advancement and lay the foundation for future success. Often doubted or discouraged, new ideas or solutions and the courage to seek them have led to the standards we've become accustomed to today.

I've had the pleasure of serving innovation not only from a position of necessity, but one where creativity was allowed and given great support. From the moment I joined Marksman, I've been encouraged to be creative and resourceful when examining solutions and helping our clients and teams. But my passion for creativity didn't all just start with Marksman.

To give you a little about me; I was born in the midwest and raised in a military household. I've been exposed to service members and military environments a bit more more than the average person. My father, my mother, my step-father and my step-mother all spent 25+ years in the United States Army and served with great distinction. My uncle and great uncle were also in the service, including my step-brothers and even some cousins. One grandfather fought in World War I, and the other in World War II. My father, now a retired Colonel who served for the Joint Chiefs, raised me along with my step-mother, a Master Sergeant who served for the Assistant Secretary of Defense. I grew up just outside of Washington D.C., and spent my winter breaks and summers in Los Angeles with my mother, also a Master Sergeant whose speciality was nuclear, biological, chemical warfare, and my step-father, a Lieutenant Colonel and pilot who flew two tours in Vietnam and later became an instructor for the ROTC.

You'd think my life was full of structure, regiment and discipline. I didn't think of it as anything but normal. My parents were Mom and Dad. Instead of structure, they allowed me to be creative. Instead of a regimented environment, they allowed me to discover my limits. And instead of discipline, I was encouraged to sort through difficult times with tough and meaningful conversation. My family fostered creativity, encouraged me to explore new ideas, and readied me to take on or accept new challenges. Along the way I also made terrific friends who have inspired and encouraged me, most notably a friendship which brought me to Marksman. My journey here has been the continuation of my passion for creativity and innovation.

To the employees of Marksman Security- your participation, support and commitment are vital to the improvements to our brand, to our culture and the story of Marksman. It's not just the story and successes we share with you but what you contribute to the organization that make all of this so unique and cherished. As Marksman continues to evolve, I encourage you to press ahead with the vision that guides our culture forward. The vision of inclusion, support, dedication and the promotion of new ideas.

In the coming months and years, you will see many changes, improvements and new opportunities. Embrace and welcome them. As it was once said, "Neither a wise man nor a brave man lies down on the tracks of history to wait for the train of the future to run over him."

On behalf of the C-Suite, I thank you for the journey we have shared and the one that waits ahead.

*Jason Logsdon*

Jason Logsdon, Chief Innovation Officer  
Marksman Security Corporation



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# PERSONAL PROTECTION OFFICER LEVEL TWO

Personal Protection Officer Level Two hosted by Marksman Security University will be debuted in April 2021! The modules center around industry best practices and delve into new and improved strategies and concepts that impact a security professional's career.

## PPO LEVEL TWO SUMMARIES:

### Conflict Resolution PPO-201:

Conflict resolution is a way for two or more parties to find a peaceful solution to a disagreement, misunderstanding, or dispute. The issue may stem from personal, financial, political, or emotional stimuli. When this arises, often the best course of action is negotiation to resolve the issue. In security, conflict management plays an important role in providing effective security. Our conflict resolution course focuses on the security officer and his/her ability to recognize a potential conflict, implement a range of strategies to deflect, avoid or resolve the issue and professionally exit the situation.

### Patrol: Policy, Procedures, Strategies and Techniques PPO-202:

In this module, we will discuss one of the most important tasks and the greatest responsibilities of a Marksman Security Officer, patrols. We will break down your patrol task into three areas: policies and procedures, techniques and strategies. Within each area, we will define and delve into understanding why we patrol, what is the client's need for a patrol, what makes a good patrol, how to prepare for a patrol, what equipment you may need and much more.

### Diversity and Inclusion PPO-203:

Diversity and inclusion are more than policies, programs, or headcounts. Impartial employers outperform the competition by respecting the unique needs, perspectives and prospects of all team members. As a result, diverse and inclusive workplaces earn deeper trust and more commitment from their employees. Diversity is about representation or the make-up of an entity and inclusion is about how well the contributions, presence, and perspectives of different groups of people are valued and integrated into an environment. A diverse and inclusive workplace makes everyone, regardless of who they are or what they do for the business, feel equally involved and supported in all areas.

### This release includes:

- Fire and life safety
- Patrol procedures and techniques
- Conflict resolution
- Diversity and inclusion
- Security leadership
- And more!



# PERSONAL PROTECTION OFFICER LEVEL TWO

## Fire and Life Safety 1 & 2 PPO-204:

A Marksman Security Officer plays a major role in the implementation of fire and life safety techniques at their assigned property. Training, observation skills and quick reactions to emergency issues make an officer more valuable to property management and its tenants. In this module, you will learn what fire and life safety (FLS) is and how it can be applied to your duties in security. You will also learn what community risk reduction is and how to perform a risk assessment. Topics like fire behavior, fire triangle and tetrahedron are also covered in this module.



## Communications Security PPO-205:

Communications security (COMSEC) is the prevention of unauthorized access to telecommunications traffic, or to any written information that is transmitted or transferred. Communications that are in-house or are generated by the client of Marksman Security are considered sensitive information and should be protected from outside parties. Your position as a security officer prevents unauthorized access to a network's cryptographic information, documents, and equipment. You will learn about the most common types of information breaches and how to combat them.



## Leadership in Security PPO-206:

Our leadership in security module is designed to guide and develop supervisors or those who desire to move into a supervisor position with Marksman Security. The topics discussed in this module will help you think about your abilities/skills, recognize what you need to improve, and how to develop a leadership profile that you can use on your upward path. Use this module as your guide to your professional growth even if supervision is not a position you wish to hold.





Amber Parker

## Employee of the Month of July: AMBER PARKER

Amber Parker is the office manager for Marksman Security's Houston, Texas, branch. She is responsible for ensuring smooth front lobby operations, ordering uniforms, performing employee onboarding and recruiting. Her managers sing her praises, stating her customer service and communication skills are exemplary.

"Ms. Parker is one of the friendliest people I know, and always arrives to work with a smile on her face and a warm greeting for her coworkers," Andrea Colameco, Human Resources Manager. "She is always willing to assist where she is needed and never backs down from difficult tasks."

Ms. Parker is a huge asset to our team in Houston and a large part of the new branch's recent success. For her exemplary work, she has been awarded Marksman's Employee of the Month of July 2020 and given the esteemed recognition of our Core Value "Service."



Shawnte Rogers

## Employee of the Month of August: SHAWNTE ROGERS

Officer Shawnte Rogers works at Hanover Construction located in Raleigh, North Carolina. This location is the site of construction for luxury residential condominiums, therefore it is filled with expensive materials and equipment. Due to the nature of the environment, Marksman Security officers are always on alert for suspicious activity.

In August 2021, on her overnight shift, Officer Rogers received a phone call from the security camera company around 9 p.m. It was reported that an unauthorized male was seen attempting to scale the fence located at the back of the property. Officer Rogers, who has been the lead officer at the site for nearly two years, sprung into action. After diligently searching for a few minutes, she spotted the suspect in an unfinished building at the site.

Officer Rogers warned the suspect to vacate the premises immediately. He refused to heed to her demand, which resulted in emergency services being contacted. By the time the police arrived, the suspect had already left via the back fence of the property.

Although the perpetrator escaped, due to Officer Rogers' diligent actions and follow-through, no property was damaged or stolen from the construction site. For this reason, she has been awarded Employee of the Month of August 2020 and given the esteemed recognition of our Core Value "Commitment."



## Employee of the Month of September: LUIS MEDRANO

Officer Luis Medrano works at Renaissance One, an upscale beachfront condominium in Fort Lauderdale, Florida. On the morning of Saturday, September 5, he was informed that there was a sighting of a lifeless body in the pool.

Medrano immediately called emergency services and rushed to the pool area. He entered the pool fully clothed in his suit and tie uniform to assist the individual. Medrano was able to pull the individual onto the deck and perform chest compressions until emergency services arrived. The individual, later discovered to be a resident of the condominium, was transported to the hospital where he made a full recovery.

“Officer Medrano has a natural instinct to help others and always goes the extra mile, as evidenced in this act of heroism, when it comes to serving our clients,” said Kevin Ruidiaz, Senior Director of Operations for Marksman’s South Florida Branch.

Officer Medrano was selected as Employee of the Month of September 2020 and given the esteemed recognition of our Core Value “Drive.”



Luis Medrano

## Employee of the Month of October: MATTIE GARRETT

Officer Mattie Garrett has worked with Marksman Security at BlueCross BlueShield Tennessee for over two years. Her excellence is not necessarily shown in any single act, but rather her daily habits. Officer Garrett always arrives to work on time and stays late when needed. If called in to assist with coverage, she does so with a smile on her face and a helpful attitude.

The client and healthcare employees at BlueCross BlueShield Tennessee often recognize and compliment Officer Garrett’s customer service skills. Throughout the struggles that the year 2020 brought due to the COVID-19 pandemic, she is one of the main reasons the Marksman Team has remained successful and in good spirits during a difficult time.

Officer Garrett was awarded Employee of the Month of October 2020 and given the esteemed recognition of our Core Value “Commitment,” for her sincere passion for providing exceptional experiences at her work site.



Mattie Garrett and Director of Operations Robert Haimes



General Manager Dennis Sween and Dana Bryant

## Employee of the Month of November: DANA BRYANT

Officer Dana Bryant works as the site supervisor at the American Airlines Hangar in Phoenix, Arizona. In November 2020, a TSA audit of the hangar was conducted and for the first time in a long time, there were no violations assessed against the security team. The Department of Homeland Security carries out these audits periodically to check the competence of an airport security program's ability to detect and stop fake weapons; the failure rate is typically very high.

Officer Bryant has done a phenomenal job managing her site and supporting her team. She is always available to assist the client and Marksman management with operations and scheduling. Officer Bryant always works with a warm smile and the utmost attention to detail.

Officer Bryant was awarded Employee of the Month November and given the esteemed recognition of our Core Value "Commitment," for her positive contributions to the security program at American Airlines.



Joseph Burton

## Employee of the Month of December: JOSEPH BURTON

Officer Joseph Burton joined Marksman nearly two years ago as an Overnight Supervisor at American Airlines in Fort Worth, Texas. Through his hard work and dedication, he quickly excelled in his responsibilities and was promoted to Senior Supervisor at the site.

Mr. Burton excelled in the Senior Supervisor position. In December 2020, he was promoted once again to Operations Manager where he oversees 200+ employees and multiple buildings on the American Airlines campus. Mr. Burton works passionately to provide support to his teams, always encouraging them to deliver a gold standard level of service to our client partner.

Mr. Burton was awarded Employee of the Month December 2020 and given the esteemed recognition of our Core Value "Drive," for his commitment to bettering himself and his team.





## Employee of the Month of January: CARL ANDERS

Officer Carl Anders works for Marksman Security at Citation Oil and Gas Corporation, a corporate campus in Houston, Texas. Even though he is a new member of our team, he quickly caught the adoration of Marksman Management as an integral part of our success at the site.

“Officer Anders is one of the best officers I’ve ever had the pleasure of working with,” said Jon Roszel, Vice President of Marksman’s Houston Branch. “He has a background in law enforcement and I enjoy connecting with him over shared experiences.”

The client has also submitted several compliments, singing Officer Anders’ praise and sharing how much they enjoy his professionalism and courtesy each day.

Officer Anders was awarded Employee of the Month of January and given the esteemed recognition of our Core Value “Service.”



Carl Anders

## Employee of the Month of February: STEVEN WILLIAMS

Officer Steven Williams has been with the Marksman Team in Las Vegas, Nevada, for nearly three years. He currently works at Mountains Edge Master Association, a 3,000 acre residential community with several parks and trails. It is Officer Williams’ job to patrol the community, which is no small feat given its size, but he does so with great attention to detail.

Officer Williams not only has exceptional work performance, but he is a beloved member of the security team. As an experienced patrol officer at the site, he often assists showing new employees the ropes. His friendly demeanor and warm smile make work more enjoyable for everyone. Due to his experience and seniority, he has built a great rapport with Marksman Security and Mountains Edge management teams.

Officer Williams was awarded the Employee of the Month February 2021 and given the esteemed recognition of our Core Value “Commitment,” for his dedication to exceptional service.



Steven Williams and Vice President Corey Benn



Operations Manager Rick Munoz, Quincy Love,  
Chief Executive Officer Zeke Kaufman

## Employee of the Month of March:

### QUINCY LOVE

Officer Quincy Love from our Dallas, Texas, branch exhibits Marksman's core values each day he reports to work as a supervisor at American Airlines. Recently, he took on the role of Field Training Supervisor where he provides training, support and professional guidance for our officers.

Officer Love enjoys interacting with our field teams and always goes above and beyond when challenged with new roles and tasks. Throughout his time with Marksman, he has amassed industry knowledge, specifically around training and development of personnel.

Officer Love is dedicated to the success of Marksman's client partnerships and identifying opportunities for our officers to learn, excel, and grow with us.

Officer Love was awarded Employee of the Month of March and given the esteemed recognition of our Core Value "Drive."

# SUBMIT YOUR NOMINATIONS FOR EMPLOYEE OF THE MONTH!

DO YOU KNOW A COWORKER OR A LEADER  
WHO EXHIBITS OUR CORE VALUES?

NOMINATE THEM FOR EMPLOYEE OF THE MONTH!

Just submit their name and a short description of a recent act of exceptional service they have performed or why you believe they should receive a nomination. Turn your submissions into your local branch office or to [marketing@marksmansecurity.com](mailto:marketing@marksmansecurity.com) and we will send you a Marksman swag bag in appreciation. When we support each other, incredible things happen!



# EMPLOYEE OF THE MONTH AWARD RECIPIENTS:

## Strategic Accounts:

July: Carrie Snedeker  
August: Michael Godinez  
September: Timothy Mayberry  
October: David Crowder  
November: James Kadiroglu  
December: Michael O'Shea  
January: Justin Wade  
February: Gordon Grigsby  
March: Devonte McGee

## BCBS Tennessee:

July: Mary O'Quinn  
August: Shantell McFarland  
September: Scott Rouse  
October: Mattie Garrett  
November: Tedd Jones  
December: Chuck Stewart  
January: Mike Smith  
February: David Brown  
March: Latasha Cook

## Atlanta and North Carolina:

July: Felicia Evans  
August: Shante Rogers  
September: Ricky Gilbert  
October: Timothy Williams  
November: Lavonne Rennick  
December: Sherene Anderson-Douglas  
January: LaShundra Pettaway  
February: Sabrina West  
March: Kassandra Corder

## Las Vegas:

July: Alicia Montez  
August: Rafael Almendarez  
September: Sergio Guerrero  
October: Jessica Brown  
November: Michael Lesh  
December: Eric Martinez  
January: Joseph Thomson  
February: Steven Williams  
March: Pamela Chalker

## Tampa and Orlando:

July: Marc Guerrier  
August: Kenson Joseph  
September: Ladrae Baskin  
October: Dieon Davis  
November: Maria Coronel  
December: Barbara Bellew  
January: Donovan Eveleth  
February: Randford Griffin  
March: Patricia Stoakley

## South Florida:

July: Leandro Lopez  
August: Osservio Nicolas  
September: Luis Medrano  
October: Roineau "Ron" Alceack  
November: Eddie People  
December: Jhon Valdez  
January: Everette Horn  
February: Wandy Saintilien  
March: Jamaree Black

## Arizona:

July: Nanette Laws  
August: Brandon Stanley  
September: Bert Haagenstand  
October: Richard Johnson  
November: Dana Bryant  
December: Tori Moller  
January: Charlotte Murphy  
February: Deb Fyten  
March: Jose Garcia

## Dallas and Houston:

July: Amber Parker  
August: Andrea Colameco  
September: Rick Munoz  
October: Shay Russell  
November: Anthony Tolentino  
December: Joseph Burton  
January: Carl Anders  
February: Edgar Ramirez  
March: Quincy Love



# EMPLOYEE OF THE QUARTER CLIFFORD VASSOR

Officer Clifford Vassor works at Cascata Homeowners Association located in Parkland, Florida. While working on the overnight shift in early January 2021, he was harassed by an irate resident trying to gain access into the community.

The resident and his wife arrived in their vehicle through the visitor's entrance, due to not having a community issued RFI device affixed to their vehicle. This device is required to pass through the resident side of the gate.

Officer Vassor followed the established procedure, which states that any vehicle that enters through the guest

lane is to be screened to ensure the occupant of the vehicle is permitted to enter the community. He appropriately asked for identification to verify that the residents lived in the community.

During the process, the resident and his wife became impatient and started verbally insulting Officer Vassor. They claimed the verification process was taking too long. After a short time, the resident and his wife entered the gatehouse to retrieve their drivers licenses. Officer Vassor kept his composure, as per his training, and asked them to vacate the gatehouse as he completed his task. They complied at first, but then re-entered through a different door and struck Officer Vassor in the back of the head before grabbing their licenses. The strike to the head caused Officer Vassor to lose his balance and hit the glass door, which caused bruising.

The incident was recorded via video and audio surveillance located inside the gatehouse. Despite the resident's attempt to make false allegations against Officer Vassor, he was arrested and taken into custody.

This act of assault upon Officer Vassor was completely unjustified and undeserved. Marksman Security supports its employees in the performance of their duties to our clients. We have a zero-tolerance approach to the mistreatment of our employees and work with law enforcement to ensure assailants are prosecuted to the fullest extent of the law.

We salute Officer Vassor's dedication to his job duties despite being faced with uncommon challenges. For his exceptional work performance, he has been named Marksman's Employee of the Quarter.



Vice President Saul Navas, Vice President Joel Leffler,  
Clifford Vassor, Sr. Vice President Medgar Love



# EMPLOYEE OF THE QUARTER

## ROBERT GROVE

Robert Grove joined Marksman Security in 2019. During that time, he has been recognized for his efforts countless times, specifically his willingness to work hard and his passion for helping people. These recognitions paved the way for two promotions, from officer to site lead and, most recently, director of security.

However, Grove's journey to the private security industry is an interesting one.

He started his professional career in the finance sector working on Wall Street before a stint as a semi-pro basketball player. Yes, you read that right. Grove played basketball overseas with the Philippine Basketball Association. But that's not where his story ends.

One fateful night in a New York nightclub, ignited his journey in personal protection. Grove's calm demeanor and de-escalation tactics when a fight broke out landed him a job. For twelve years, he worked as a bodyguard at a notorious nightclub.

His work in the nightclub opened many doors for him in the personal protection industry and even landed him a job working with movie stars and television personalities. He traveled the country protecting the staff and on-screen talent for The Queen Latifah Show and The Ricki Lake Good Morning Show from 1998 to 2001.

In 2001, Grove left the hustle and bustle of the Northeast and settled in Georgia for a quieter life with family.

Now, as director of security with Marksman, Grove's responsibilities consist of maintaining client relationships, preparing schedules for security officers and executing operations reports, among other duties.

According to Director of Operations, Donny Wilkins, Grove shows commitment and leadership that everyone should strive for. "He is always out and about on property or in the lobby area maintaining a security presence and providing outstanding customer service," Wilkins said. "The client has informed me several times that he is delighted with the service that Robert provides."



Robert Grove

Grove says his favorite thing about Marksman Security is being able to communicate and collaborate with upper management, including the President and Founder, Mark E. Radi.

"Even though the company is big and growing, it still feels like a family-oriented type of company," Grove explained. "I can reach out to anybody, including the owner, to solve a problem. With a lot of other companies you can't get in touch with anybody, so you kind of feel like you're on an island."

For his exceptional work performance and commitment, he has been named Marksman's Employee of the Quarter.

# VERTICAL SHOWCASE

## MANUFACTURING & LOGISTICS

Transportation, distribution and manufacturing companies serve to support our economy and are essential to our infrastructure. Our security services are designed to protect all aspects of fleet and cargo operations.

An effective security presence at the entry to facilities, distribution centers or warehouses can reduce thefts of cargo and establish accountability for each load shipped. Mobile patrols in the warehouse or storage yard supported by closed circuit television cameras and security workforce software to quickly report incidents can greatly improve safety issues and loss prevention concerns.



# VERTICAL SHOWCASE

## MANUFACTURING & LOGISTICS



### MANUFACTURING AND LOGISTICS SECURITY SERVICES:

- Facility access control management
- Bill and lading processing
- CCTV monitoring and alarm response
- Mobile security patrols
- Vehicle and container inspections
- Loss prevention including employee or visitor searches
- Environment response and protection
- Fire and life safety
- Credentialing employees and escorting visitors



Marksman Security's experience serving large, complex and multi-site manufacturing and logistics environments allows us to develop a comprehensive and customized security program that emphasizes protection of people, property, and systems. Our officers are specifically selected and trained in support of Customs-Trade Partnership Against Terrorism (C-TPAT) and Occupational Safety and Health Administration (OSHA) regulations, including compliance in all areas of logistics security protocols.



# MEET MARKSMAN



Elisha Giuliatti

## ELISHA GIULIETTI

Elisha Giuliatti joined Marksman Security in early 2020. Her role as talent acquisition manager involves supporting our human resources and recruiting efforts nationwide through our strategic accounts initiative. Mrs. Giuliatti coordinates the onboarding and compliance process for new hires and explains policies to team members to cultivate a compliant and satisfied workforce.

Mrs. Giuliatti has five years of experience in the human resources field, three of those in the security industry. She focuses on best practices for full cycle recruitment, from identifying potential hires to interviewing and evaluating candidates, performing background checks and posting job openings.

Mrs. Giuliatti graduated from the University of South Alabama with a Bachelor of Fine Arts. She is skilled in Human Resources Information Systems (HRIS). In her free time, she works as a freelance photographer for special events.



Michelene Sansone-LeClair

## MICHELENE SANSONE-LECLAIR

Michelene Sansone-LeClair joined Marksman Security in September 2020 as the talent acquisition manager for the Phoenix, Arizona, branch. She oversees recruiting, onboarding, and human resources while ensuring office operations run smoothly.

Prior to joining Marksman, Mrs. Sansone-LeClair worked in the human resources departments at Southwest Airlines and Discover Financial, where she was responsible for high-volume recruiting initiatives.

Mrs. Sansone-LeClair is a highly effective multitasker with a passion for helping others. Her greatest joy is connecting with new employees and helping them to find a home within Marksman.

In her free time, Mrs. Sansone-LeClair enjoys spending time outdoors with her family and playing co-ed softball with friends.





## RYAN ERWIN

Ryan Erwin joins Marksman Security after a 17 year career as Assistant Chief of Police for the University of Texas Medical Branch of Galveston. During that time, he was responsible for the security and safety of approximately 13 million square feet of property and 150 police officers and civilian employees. His territory ranged from South Houston to Galveston Island and consisted of four regional hospitals and 85 clinics across three counties.

Ryan holds a Master of Science in Criminal Justice Leadership and Management from Sam Houston State University and a Bachelor of Science from Texas A&M University at Galveston in Maritime Administration. His professional credentials include: TCOLE Master Peace Officer certification, ASIS International Certified Protection Professional (CPP), Sam Houston State University Certified Public Manager (CPM), ASCE Certified Fraud Examiner (CFE), FBI-LEEDA Executive Management certification and Police Executive Development Training (POLEX) certification, to name a few.



Ryan Erwin

## ROB LANGREL

Rob Langrel joined Marksman Security in the third quarter of 2020 with over 20 years of executive leadership experience in the private security industry. He has provided service in such key positions as District Manager, Vice President of Operations, and Regional Vice President throughout the Midwestern United States.

Mr. Langrel is experienced in all facets of field office operation, as well as business plan development and execution for long term growth and profitability. He has expertise in client interface, servicing large, prestigious accounts; and serving as liaison to assure client satisfaction. He specializes in developing and implementing customized security solutions in all markets, including commercial real estate, higher education, healthcare, logistics and manufacturing.

Mr. Langrel believes success is born in building effective teams, developing employees, and strengthening relationships with clients.

Mr. Langrel holds a Bachelor of Science degree in Business Management from Wesleyan University. He is a proud veteran who served 13 years in the U.S. Army Infantry. He actively participates in security industry professional organizations such as ASIS and BOMA.



Rob Langrel

# QUARTERLY SAFETY FEATURE

## ACTIVE SHOOTER TIPS



### PROFILE OF AN ACTIVE SHOOTER:

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms.

### CHARACTERISTICS OF AN ACTIVE SHOOTER SCENARIO:

An active shooter will often select victims at random. An active shooter event is unpredictable and evolves quickly.

### HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN THE VICINITY:

#### 1. EVACUATE

- a. Take note of the two nearest exits and make a plan.
- b. Leave your belongings behind.
- c. Help others evacuate if you can.
- d. Call 911 as soon as it is safe to do so.

#### 2. HIDE OUT

- a. Identify a hiding place.
- b. Lock and/or barricade the door quickly and quietly.
- c. Close blinds and turn off lights.
- d. Remain quiet, out of sight and limit your movement.
- e. Silence your cell phone.

#### 3. TAKE ACTION

- a. Take action **ONLY** as a last resort and your life is in imminent danger.
- b. Engage your attacker immediately. Do not wait to validate his/her intentions.
- c. Act with physical aggression and throw items at the active shooter.
- d. Attempt to incapacitate the shooter.

### HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES:

- Remain calm and follow instructions.
- Put down any items in your hands (i.e., bags, jackets).
- Keep hands visible at all times.
- Avoid quick movements toward officers such as holding on to them for safety.
- Avoid pointing, screaming or yelling at officers.

### INFORMATION YOU SHOULD PROVIDE TO LAW ENFORCEMENT OR 911 OPERATOR

- Location of the active shooter.
- Number of shooters.
- Physical description of shooters.
- Number and types of weapons held by shooters.
- Number of potential victims at the location.

Source: U.S. Department of Homeland Security



# MARKSMAN ON THE MOVE: PHILADELPHIA, PA

Here we grow again! Marksman Security was approved for its security contractor license in Pennsylvania during the Fourth Quarter of 2020. We chose to set up shop in the City of Brotherly Love, Philadelphia.

Philadelphia, or Philly, is Pennsylvania's largest city and known for its rich history and American Revolutionary sites. It is home to the Liberty Bell and Independence Hall, where the Declaration of Independence and Constitution were signed.

#### **Fun facts you may not have known about Philadelphia:**

1. The city started up America's first daily newspaper in 1784- The Philadelphia Packet and Daily Advertiser.
2. Philadelphia is renowned for its medical sector. One out of every six U.S. doctors is trained here. It is also home to the first hospital!
3. Art is a big part of the culture here. There are over 2,000 murals throughout the city, which is why it is sometimes called, "Mural Capital of the U.S."
4. The famous Walnut Street Theater is the oldest continually running theater in the English-speaking world.

Philadelphia has something for everyone. If you visit, be sure to grab a cheesesteak and do your best Rocky impersonation on the steps of the Philadelphia Museum of Art!

As our footprint continues to grow, we owe it all to the officers who aid in our continued success. Thank you for all you do!



# EMPLOYEE ENGAGEMENT



Employee engagement is a simple concept. Do your employees feel like an important part of your team? Do they share your mission, vision, and values? Do they feel empowered each day they go to work? Are they driven to provide the highest level of service possible?

Employee engagement is more than sending out a quarterly newsletter or posting on social media channels. To us, employee engagement means providing support and a path for our officers to build meaningful careers.

## We achieve this with:

- Ongoing training through Marksman Security University.
- Opportunities for advancement and promotion from within.
- Consistent communication through regular meetings with employees.
- Company-wide recognition and awards, with monetary incentives.
- Benefits that are continually improved, based on what is best for employees.

## Ongoing Training

Marksman Security University boasts a catalogue of training courses that cater to a variety of skill sets. Employees have access to regular opportunities to sharpen their skills and dive into security industry education.

## Opportunities for Advancement

Many leaders within the organization have risen through the ranks, serving in roles such as Director of Operations, Branch Manager, and Vice President. These same advancement opportunities are available to all employees who wish to build a career with us.

## Consistent Communication

Marksman Security operations managers are in the field, visiting sites regularly. These managers are constantly seeking feedback from employees and providing praise for a job well done. Employees' recommendations on site-specific policies and procedures are heard and improvements made.

## Recognition and Awards

Each month, Marksman Security gives out gift cards, certificates, and challenge coins to employees for providing exceptional service, earning client praise, or effectively handling an emergency. Each branch selects an employee of the month. These designees are recognized in our quarterly newsletter, with one being selected as employee of the quarter. At the end of the year, all employee of the quarter award recipients are eligible to win employee of the year.

## Employee Benefits

Through Marksman Security's commitment to our employees' well-being, we offer a comprehensive benefits package, including major medical, dental and vision insurance. Each year, the benefits plans are revisited to ensure we provide the most cost-effective and relevant options.



# 8 TIPS FOR A GREAT FIRST DAY AT MARKSMAN SECURITY

Marksman Security's continued growth in 2020 and early 2021 brought many new faces to our organization. With all these new employees, came many "first day" experiences, so we figured we would make a guide to help future employees with their transition.

Your first day at a new job can be exciting and memorable, but if we're being honest, it is usually nerve-racking. Check out our recommendations to help you prepare for your first day of work with Marksman Security.

1. Plan your commute.
2. Prepare your uniform the night before.
3. Review orientation items carefully.
4. Come to work with an open mind.
5. Ask plenty of questions and take detailed notes.
6. Observe your training officer.
7. Pay attention to your body language.
8. Be friendly.

## Plan your commute.

When you drive or use public transportation on your first day of work, you may not know exactly how long the commute will take. Plus, arriving on time sets the tone for a successful day and can help minimize stress.

## Prepare your uniform the night before.

Dress to make a good first impression and ensure you are following the dress code. Take a few extra minutes to press your shirt, shine your shoes, and organize your equipment the night before to minimize your first day jitters.

## Review orientation items carefully.

Read any materials you are given to understand Marksman's health insurance coverage, vacation policy, and employee handbook. You may be required to bring additional paperwork, like direct deposit enrollment forms, if you did not submit them during onboarding.

## Come to work with an open mind.

The urge to make a good impression on your first day can be daunting. Just remember to focus on learning the requirements of your position to your best ability. If you make a mistake, take solace in the fact that you will have a chance to do better tomorrow.

## Ask plenty of questions and take detailed notes.

New officers have a lot to learn and engaging in the training process will help you retain the information better. Being inquisitive also shows that you want to do well in your new position.

## Observe your training officer.

You should listen to people's conversations and observe their interactions with clients and other employees. That way, you can focus on emulating the most successful people and creating relationships with the people who can help you most, like your training officer or the site supervisor.

## Pay attention to your body language.

Even when you are not talking, you're communicating with other people through your body language. Sit or stand up straight and avoid showing signs of nervousness or boredom such as touching your face, tapping your foot, or yawning. When speaking with someone, make eye contact to show that you're interested and nod when they give you a directive or useful information.

## Be friendly.

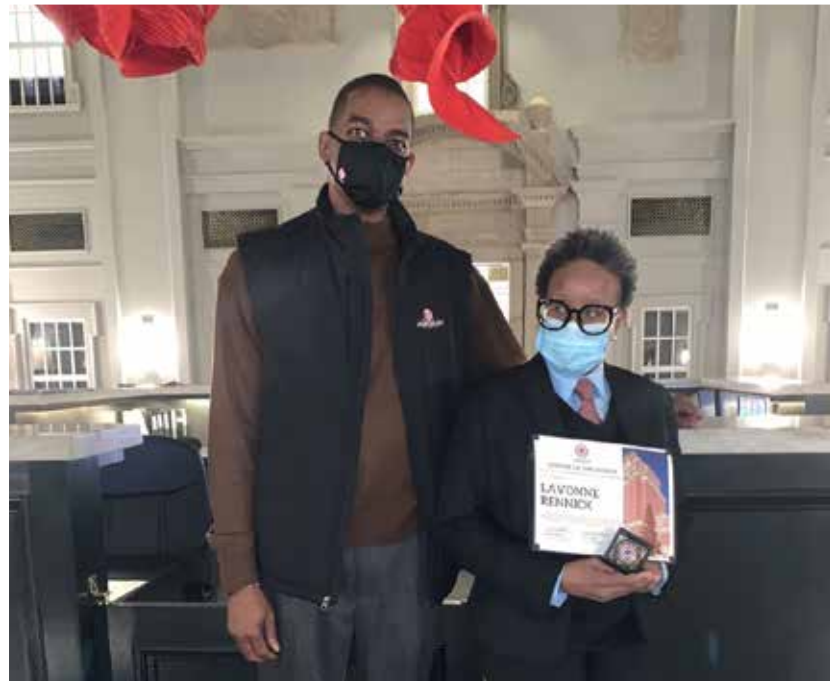
Smile, be cheerful, and introduce yourself to as many new coworkers as possible. Making friends will encourage your coworkers to think of you as part of the team. A good friend could also help you advance in your career.



# OUTSTANDING OFFICERS



Latasha Cook and Director of Operations Eugene Smith



Director of Operations Donny Wilkins and Lavonne Rennick



Everett Horn and Vice President Saul Navas



Evan Morris and Sr. Director of Operations Kevin Ruidiaz



# OUTSTANDING OFFICERS



Director of Operations Denis Salgado and Eddie Peoples



Eric Martines and Vice President Corey Benn



Ricky Gilbert with Chief Operating Officer Richard Mullan



Vice President Saul Navas and Jamaree Black



## OUR MISSION

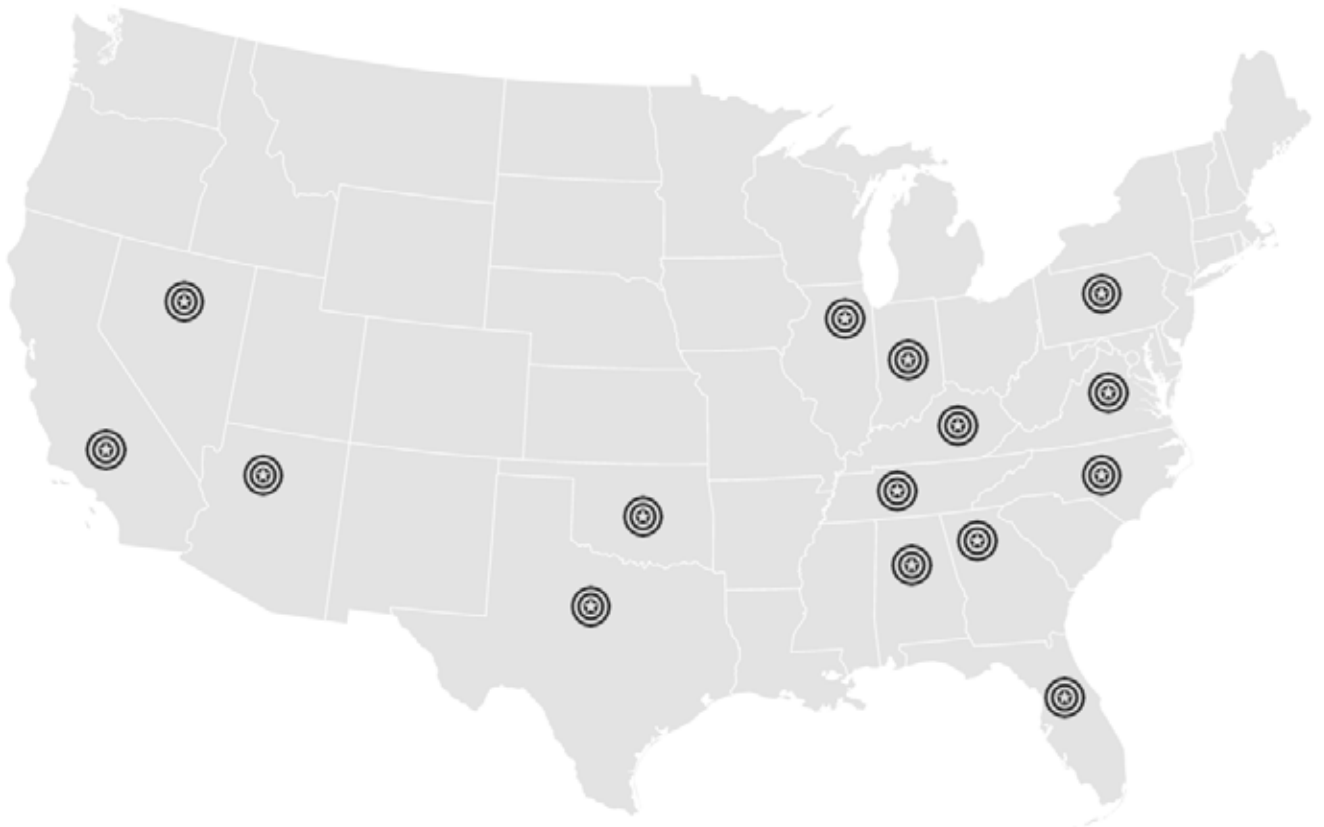
To provide customized security and life-safety services for clients in all market segments, their management, ownership, and occupants, delivering on the Marksman value proposition through our leadership team's expertise and experience, and our brand promise for an exceptional client experience.



## OUR VISION

With a never-ending focus on client engagement, hospitality and best practices, our strategic vision is to achieve growth through the investment in and empowerment of talent at all levels of our organization. Assembling proven industry experts who are passionate about our culture and your client experience, and who are equally committed to your security team's employee experience, establishes Marksman Security as your security partner of choice.

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1.844.4.MARKSMAN  
info@marksmansecurity.com