



The PARAGONIAN

A Newsletter for Paragon and SCG Employees

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CUSTOMER SERVICE - A BASIC TENET OF SECURITY

"The customer is always right" is a famous slogan. The underlying truth behind this statement is recognizing that customers are the life blood for any business. Understanding the importance of good customer service is essential for a healthy company in being compliant with not only the letter of a contract, but also with the intent of the service agreement. Starting with this mindset creates both content and loyal clients.

Excellent customer service begins at the initial greeting. In all situations, using good people skills will increase the chances for a positive first impression. Of course, good customer service goes beyond the initial contact. When helping visitors follow the security process or find their way in the facility, assisting them with their needs is a great example of going the extra mile. This kind of service creates a supportive culture/reputation that Paragon strives to achieve throughout our portfolio, one that serves the client and their tenant agencies well.

Customer service is also important to an organization because it can help differentiate a company from its competitors. As an example, it may be difficult to tell the difference between two companies following the exact same Statement of Work, where the Government clearly defines the roles of the officer. The difference comes in the execution of services, where the better company provides a compliant service wrapped by a customer service approach.

Customer service definitely is in our blood. Paragon imparts the importance of customer service to each employee across the country. We know that our customer service helps differentiate us from our competitors. It brings us recognition like that noted by North Carolina Secretary of Health and Human Services, Aldona Woz,

M.D. Following a recent visit to a Paragon protected Federal site with her elderly mother, Secretary Woz sent a letter to the client congratulating them on the wonderful service their visitors to the facility receive, noting specifically the professionalism and attentive customer service provided by Paragon officer Bodenheimer, who guided them through the registration process.



Officer Bodenheimer

with a commitment to customer service. Serious employees, through training, strong supervision and oversight, regularly achieve this balance.

We recognize that good customer service is important to maintaining good customer relations and it is no surprise that good customer service leads to excellent results. Not only will we gain trust with our current clients, they will also become our staunchest champions, as evidenced by their written annual CPAR reviews. We take great pride in the overall quality of our staff, in the work they do daily and in the impression they make on clients and visitors alike. Customer service is in our bones.

PARAGON'S VERNON FIELDS HONORED WITH PATRIOT AWARD

Atlanta, Georgia's ESGR (Employer Support of the Guard and Reserve organization), an agency of the U.S. Department of Defense, announced April 23, 2014, that Vernon Fields was

honored with a 'Patriot Award' for his support of an employee who serves in the National Guard.

Mr. Fields, Paragon's Project Manager in GA, was nominated for the Award by TSgt Harold Weaver, a Georgia Air National Guardsman and also an employee of Paragon. The Award is given to managers of service/military personnel for their support of employees when they deploy and return from active duty. Following Officer Weaver's return from a year's deployment to Afghanistan, Mr. Fields was very helpful in his reintegration, including expediting all the training requirements for Officer Weaver to complete so that he could get back on Post. According to Officer Weaver, Mr. Fields has been very supportive of his military service and he wanted to take the opportunity to show his appreciation.



Officer Weaver (middle) presenting the Patriot Award to Vernon Fields, with Ms. Penelope Harbour, DOD, Employee Support Specialist

The 'Patriot Award' is the first of a sequential and progressive employer awards program. It is intended specifically for the recognition of individual supervisors. Nominated employers receive a framed Patriot Award certificate and accompanying lapel pin.

ESGR continues to be the resource for the employers of citizen warriors. It provides education, consultation, and if necessary mediation with employers of National Guard and Reserve service members.

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CEO CORNER



The Benefits of NASCO

The National Association of Security Companies (NASCO) is a professional association that Paragon and Securitas have supported for many years. Why would we choose to support this kind of an organization both with money and time? What benefit does it bring to our officers, our clients, our company? NASCO, like many associations, allows the industry to speak with one voice to Government regulators,



agency clients, and the media. In fact, through NASCO Paragon has participated in discussions with GAO investigators reviewing Government agency practices, has prepared testimony for NASCO

to deliver on Capitol Hill, has been instrumental in developing a train-the-trainer program now being piloted at the Federal Law Enforcement Training Center (FLETC) in GA, and through NASCO has taken a seat at the table with FPS reformers. The end result of these activities is more professionalization in the industry and a higher profile for security officers performing their services. Today, when Congress thinks of an officer in the field, they wonder if they have allocated enough money for appropriate training, for appropriate oversight and for appropriate pay scales. The more professional we seem, the more Congress

wants to rely on our services as contractors to protect and serve the Federal community. I think you will agree with

me, a small investment of time and money in a group like NASCO goes a long way to raising the visibility and professionalism of our industry.

PRESIDENT'S PRESS



SAFETY Act Certification

In order to meet Paragon's continuing SAFETY Act Certification requirements, I have initiated a new training curriculum on the SAFETY Act that has been developed for all PSOs and employees on contract. In order to comply with the Act, this training program has been added as an annual requirement.

As you may know, the "SAFETY" in SAFETY Act stands for "Support Anti-Terrorism by Fostering Effective Technologies" and was enacted as part of the Homeland Security Act of 2002. It is intended to facilitate the development and deployment of anti-terrorism technologies. According to the Department of Homeland Security, both products and services are intertwined in the Act and include a rigorous set of

policy, processes and procedures (in addition to technologies) associated with protecting the homeland.



Many people within our organization have worked hard to obtain this unique status for our company and we look forward to retaining the Certification for many years into the future. To that end, the course is organized into several sections, with each section containing informative and practical information that supports our efforts to guard against terrorism threats.

This is an important step in our ability to remain certified under the program. Our Officers' continuous vigilance and thorough preparation help guard against terrorism threats, and make our security professionals a valuable and critical extension of the Government's effort to keep the country safe.

THE CUTTING EDGE

Active Shooter Training

The Washington Navy Yard, US Holocaust Memorial Museum, Fort Hood, Federal Courthouse in Las Vegas, the Pentagon – what do all these Federal sites have in common? They all have had recent incidents of active shooters. The incidents seem to be more random and more deadly each time and Federal Agencies – particularly FPS – is taking notice. Recently Paragon participated in a roundtable working group with the Assistant Director of FPS for

Training, Richard Swengros, and the FPS Program Management Office Chief for Protective Security Officers, Joe Hamel.

The Government is now considering additional training for each PSO on response tactics and firearms. They are exploring a well-conceived program of multiple modules that focuses on activities and materials in the classroom, on the range, and at individual sites to prepare PSOs further for an appropriate response. While not yet cut in stone, the conversation includes additional training in everything from behavior recognition to cornering, breaching and extraction, as well as an annual re-

resher training segment.

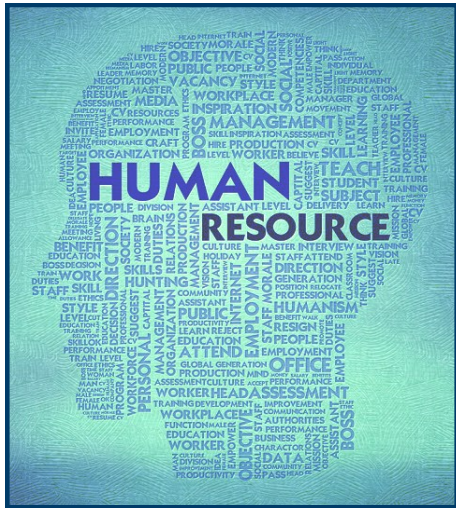
PSOs will never be provided enough training to be SWAT team members, but in a post Columbine philosophy of immediate response the Government is working to provide more training for those in a position to act quickly on-site. The days of securing the exterior and waiting until tactical teams are in position to act are gone. In today's climate, PSOs may be in the best position to engage a threat, protect sheltered innocents and/or direct tactical teams through unfamiliar space.

If we have learned nothing else from the Navy Yard shooting, we surely know that the threat is not always presented at the perimeter, and engaging / containing it early will save lives.



EMPLOYEE TOOLBOX

Window on Paragon's HR Department



Paragon's Human Resources (HR) Department is an efficient group of dedicated individuals who ensure that HR needs across the company are met. What does that mean for the field? HR supports Paragon's compliance with State and Federal labor and employment guidelines and compliance with company policies designed to ensure the fair and ethical treatment of our employees. These areas include; following the CBAs, adhering to EEOC standards and other em-

ployment laws, working with Project/Contract Managers on employee concerns and performance management, initiating the hiring and vetting of new employees, and ensuring the proper implementation of all benefit and employment programs.

The HR organization is headed up by Ilene Reiter, VP of Human Resources, a professional in the Human Resources field for over two decades. She has extensive knowledge and experience in security personnel management, specifically in the Federal sector. Managing the day to day operations at Paragon is Erin Hastick, Director of HR, a 25 year veteran of the Human Resource field. Erin leads a group of talented individuals in the HR Department, setting a customer-service atmosphere as one important priority for the group.

The team includes Anna Jackson, Benefits Administrator who handles workers compensation and employee benefit issues, Janna Chirdon, as the Employee Relations Specialist, Veronica Adams as the HR Administrator supporting the HR Team, and Laura Maze as the Headquarters Office Manager. Additionally, Nate Mizelle, Lori Raines, Angela Herrmann and Cecilia Becerra are all HR Generalists who act as HR liaisons with Paragon's multiple contract sites.

It is a strong team that works hard to provide excellent service to the entire portfolio, employing a centralized HR approach that works more efficiently, facilitates consistency, allows for more accessibility to decision makers, avoids duplicate functions and lowers overhead. This approach allows us to provide top quality support to the field and service to the Government. For more information on how the HR Department can support your needs, contact Erin Hastick at (703) 263-7176.

SMU GETS SAFETY ACT

Southern Methodist University and the Bush Presidential Library were recently designated under the SAFETY Act by the Department of Homeland Security. They are the 1st Presidential Library to receive this designation. According to the Chair, Bill Detwiler, "We are very appreciative of the support [Paragon] gave us during our application and for the role [Paragon] continually play[s] in making SMU more safe and secure". Paragon is a DHS SAFETY Act certified company.



INDUSTRY TRENDS

Standardization

In October 1995, President Bill Clinton issued Executive Order 12977 requiring the development and implementation of best practices for armed security officers in Federal facilities. Ever since then, Government agencies have struggled with developing minimum standards for the industry. In March 2012, the Interagency Security Committee (ISC), chaired by DHS, approved a best practices standard – which was subsequently published in February 2013. The ISC is made up of 51 non-military Federal departments and agencies, including a working group made up of security and law enforcement professionals from FDIC, ATF&E, FPS, US Trade Rep, EPA, GSA, CIA, SSA, DHS, FAA,

Dept of Ed, and DoT. For many in the industry, this new standard meant changing contracts and upgrading training regimens. For Paragon, all our existing contracts followed requirements that met or exceeded the new standards.

On the heels of this effort to standardize training, hiring, and vetting, as well as uniforms, equipment, grooming, medicals and physicals, other agencies have taken a hard look at their internal practices with contracted security providers and have begun to issue new standards and guidance. Even FPS, a leader of the industry with respect to standardized practices, is reviewing its practices. Coming soon officers will see a

replacement for the SGIM in the form of the new SMART books, a standardized national lesson plan for basic and weapons training, a new segment for the National Weapons Detection Training Program and new contract language with respect to uniforms, physicals and medicals. While some agencies are playing catch up, FPS and Department of Energy continue to roll out new standards to raise the bar even further.



FSO UPDATE

Reporting and Who to Report to

National Industrial Security Program Operating Manual (NISPOM 1-300) lists the general requirements for Self Reporting for contractors. Contractors are required to report certain events that have an impact on the status of the facility clearance, that impact on the status of an employee's personnel security clearance, that affect proper safeguarding of classified information, or that indicate classified information has been lost or compromised.

What You Should Report

- Adverse Information concerning yourself or your co-workers. This includes financial considerations (bankruptcies, foreclosures, collections, repossessions, gambling habits, drug or alcohol abuse, DU / DWI's, or any criminal activity).
- Any changes in your personnel status such as name change, marital status

& citizenship that could affect your security clearance.

- Loss, compromise (or suspected compromise) of classified information, including evidence of tampering with a security container used for storage of classified information.
- All continuing contacts with foreign nationals, to include shared living quarters & marriage.



- Suspicious contacts with or by foreign nationals.
- If a member of your immediate family (or spouse's immediate family) is a

citizen or resident of a foreign country.

- Any potential employment or service, whether compensated or as volunteer, with a foreign government, a Foreign national, a foreign organization, or other entity, or representative of ANY foreign interest.
- All holders of a security clearance must report information to their PROGRAM MANAGERS that might have a bearing on their continued eligibility for access to classified information.

Who You Should Report To

When in doubt REPORT!!! Report these or any event you may consider would have an impact on protecting classified information to your immediate supervisor. They will forward the information up to the Corporate FSO, Sarah Mattusch.

Primary Contact Information:

Sarah Mattusch
(571) 321-0911
smattusch@parasys.com

LOCKING IT DOWN

Follow-through is CRITICAL

On a recent Friday afternoon in April, an employee reported to Paragon Security Officers, David Wilson and Michael Smith that he witnessed a male employee attacking a female employee inside a vehicle in the adjacent parking garage. The Officers identified the vehicle in the garage and immediately reported the incident to the Control Center as the suspect fled the scene.

Officers Edward Sesay and Bruce McKitrick, who were working at the Command Center immediately notified the Government of the incident and began to review the video surveillance in an attempt to determine if the incident was captured on the facility CCTV.

Officers Michael Washington, David Machado, and Robert Clary assisted in reviewing the video, isolating and

saving the appropriate recording segments for later use as evidence. In addition, Officer Clary was able to create a snapshot of the suspect that was distributed for identification purposes. According to the Federal Law Enforcement personnel responding: "The timely notification of the incident and investigative work of all [Paragon officers] involved provided ... the ability to quickly respond and deliver resolution to the stakeholders".

Paragon officers all over the country collaborate on a daily basis with their Law Enforcement counterparts, in this case providing solid evidence that led to the apprehension of a suspect. Our officers worked as a team to gather important information at the scene, identified critical data and transmitted actionable intelligence to Law Enforcement in a timely and supportive manner that ultimately led to a positive outcome. In an email received from the Law Enforcement supervisor, "These [Paragon] officers performed their duties in an exemplary manner



and should be recognized for exceptional performance". A job well done and another example of our officers at their best!

Continued from front:

Paragon Systems as a company takes great pride in the service that all of our military members perform in the defense of the United States and we are honored to have one of our own be considered for such a prestigious award. We are thankful for the service of each and every service member and look forward to participating in such programs at every contract across the country. Paragon's goal is to support the warfighter when they are deployed and when they return home.